



2025 | STUDENT HANDBOOK

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is a registered Institute of Higher Education Provider  
No. PRV14041

Campus:

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Courses:

**Master of Business (Analytics)** CRICOS No: 115139C

**Master of Information Technology**

**(Security Management)** CRICOS No: 115624A

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Congratulations on choosing Global Higher Education (GHE) to pursue your learning journey.

We extend our best wishes for your academic and personal success!



The GHE Student Handbook is intended to serve as a roadmap and reference point to guide you through your studies at GHE. It contains general information about your course, the academic and personal support framework at GHE, your rights and obligations as a student, including all the relevant policies and procedures that govern activities at the Institute. It also provides links to more detailed information. If you are unable to find the information you need in this Handbook, then you will most likely find it in the relevant policy, these are available on GHE's website: [Policies](#) —or you may ask a member of staff. If there are any terms used in this Handbook or in other information provided to you during your studies that are not clear to you please consult the [Glossary of Terms](#).

The most up-to-date version of this Handbook will be maintained on GHE's [website](#). It is your responsibility as a student to stay up to date with any changes that any affect your studies. You can do this by checking your student email account regularly and the GHE website for any significant changes to timetables, policies and procedures, or services and programs offered at GHE. The academic, administrative and management staff welcome you to GHE and extend their best wishes to you for your academic and personal success.

## Message from the CEO



Welcome to Global Higher Education, to Adelaide, and for many of you —to Australia!

As Chief Executive Officer, and for many years a lecturer and researcher, I'm always delighted to see students of diverse backgrounds and cultural heritage pursuing knowledge and skills and seeking new opportunities. At GHE we offer two exciting new Master degrees: Master of Business (Analytics) and Master of Information Technology (Security Management). Both courses provide a foundation for an industry career in a sector with huge potential for present and future growth.

GHE also offers a unique teaching and learning method known as the block model. Students undertake six-week 'blocks' of study: two units at a time, and comprising two 3-hour face-to-face sessions per week for each unit. This intensive mode means close contact and support for students, and options for collaboration and self-directed learning. I'm sure you will find this mode will benefit your academic endeavors.

Again, welcome to GHE, and my very best wishes for your time with us,

Andrew

Dr Andrew McAuley

Chief Executive Officer



## ABOUT GLOBAL HIGHER EDUCATION

With a focus on areas of emerging importance to global business, GHE strives to become a globally recognised higher education provider offering contemporary, evidence-based courses. Our approach is founded on a collegial approach to education, involving students, staff and professional bodies working together to transform individual lives in pursuit of personal and professional development.

### Your Campus

Global Higher Education is based in Rundle Mall, the central pedestrian precinct of Adelaide city. The campus is easy walking distance to numerous shops, cafes, entertainment, and subsidised student transport. The city's attractions are remarkably close, including the beaches, hills, and the Adelaide Cricket ground!

We provide friendly, efficient services in a professional manner to help domestic and overseas international students achieve their academic goals and make them feel a part of this beautiful city and culture. GHE's excellent learning environment, and professionally qualified staff means high quality teaching in a supportive learning environment. Lecture rooms, computer labs and smaller breakout rooms are designed for specific interactions and there is a library where scholarship and research can be carried out with assistance from academic staff. A common space for meals and relaxing is provided for students to prepare food, take a break, and meet other students.

### Getting to GHE

GHE Campus can be reached by inner-city trams, trains, and buses, by bike (Adelaide is bicycle-friendly), car or on foot. There are free city transport options (including buses), and as an international student you can access a concession MetroCard that offers discounted trips on Adelaide's public transport system.

[Public transport information](#)

## IMPORTANT CONTACTS

### Provider Main Contact Details

Office of Student Administration

Global Higher Education

Level 2, 127 Rundle Mall

Adelaide, South Australia, 5000, AU

Tel: 1300 442 483

Email: [info@gobalhe.edu.au](mailto:info@gobalhe.edu.au)

## Study Adelaide

Level 1, 26 Franklin Street

Adelaide, SA 5000 Australia

+61 8 8226 0022

[enquiries@studyadelaide.com](mailto:enquiries@studyadelaide.com)

## Emergency assistance

### 24/7 Emergency Contacts for International Students

GHE Student Support Officer

Level 2 Room 200,

Tel: 1300 442 483

### Hospital

Royal Adelaide Hospital

Emergency Department: Level 2C, Port Road, Adelaide 5000

Police, Fire Brigade, Ambulance Tel. 000

Police for non-emergency assistance - all hours Tel. 131 444

## Counselling Support

[Lifeline Crisis Support](#) – all hours: Tel. 131 114

Local general practice medical service

Adelaide City General Practice

Level 2/29 King William Street, Adelaide SA 5000

## Legal Contacts

There are several sources of initial free legal advice in South Australia to which any student with a need for such a service can be directed to. The government of South Australia provide [advice](#).

## LEARN about AUSTRALIA

Australia is one of the most successful multicultural societies in the world, uniting a multitude of cultures, experiences, beliefs, and traditions. The smallest continent but one of the largest countries on Earth, Australia is located in the Southern Hemisphere between the Pacific and Indian oceans. Australia's capital is Canberra, on the East Coast between the larger economic and cultural centres of Sydney and Melbourne. Australia has a federal form of government, with a national government for the Commonwealth of Australia and individual state governments (those of New South Wales, Victoria, Queensland, South Australia, Western Australia, and Tasmania). Each state has a constitution, and its government exercises a limited degree of sovereignty. There are also two internal territories: Northern Territory, established as a self-governing territory in 1978, and the Australian Capital Territory (including the city of Canberra), which attained self-governing status in 1988. Today the population of Australia consists of more than 270 ethnic groups and population was 26,638,544 people on the 30<sup>th</sup> June, 2023. Historically, overseas migration has contributed a net gain to Australia's population, with migrants coming from many countries across the globe. The top countries of birth contributing to changes in population vary for different states and territories. In 2022-23, the top country of birth contributing the largest net gain to each population was:

- India for NSW, Vic., Qld, SA, and Tas.,
- Bhutan for WA,
- The Philippines for NT,
- China for ACT.

Australia's population of 26.6 million on 30 June 2023 is projected to:

- Increase by an annual average of between 1.2% and 1.7% until June 2032
- Grow by an annual average of between 0.6% and 1.1% per year over the entire projection period
- Reach between 29.2 and 30.8 million people by 2032, and between 34.3 and 45.9 million people by 2071

In 2020, there were over 7.6 million migrants living in Australia. This was 29.8% of the population that were born overseas. One year earlier, in 2019, there were 7.5 million people born overseas.

Nearly every country from around the world was represented in Australia's population in 2020:

- England (980,400) continued to be the largest group of overseas-born living in Australia. However, this decreased from just over a million, recorded throughout the period 2012 to 2016
- Those born in India (721,000) were in second place, with an increase of 56,300 people
- Chinese-born (650,600) fell to third place, with 17,300 fewer people

- Those born in Australia (18.0 million) increased 211,400 during the year.

### What is the weather like in Australia?

Due to Australia's size, there are many different [climates and weather](#) patterns, which means Australia is the perfect place to visit all year round! In the Southern Hemisphere, the seasons are opposite to those in the Northern Hemisphere. So, when things get colder up north, come Down Under to enjoy an endless summer.

### What language is spoken in Australia?

Australia's official language is English. However, Australia is a multicultural nation with a significant migrant population, so it is common to hear a diverse range of languages in Australia's cities and towns.

### What is the Australian lifestyle like?

Australia is such a diverse country. Aussies have a rich and varied cultural history but the one thing they have in common is that they come together over food and drink and to enjoy the world-famous landscape. The [Australian lifestyle](#) is often associated with a laid-back 'no worries' attitude. And for good reason. We are a friendly bunch, and we love welcoming visitors to our shores.

### Study in Australia

Australia has the third highest number of international students in the world behind only the United States and the United Kingdom which together receive 41 percent of international students. This is not surprising when you consider Australia has nine of the top 100 universities in the world (QS World University Rankings, 2025). These are strong academic credentials, and our cities that house them are just as highly rated. Australia has two of the top 10 best cities in the world for students, with Adelaide ranking 26th (QS Best Student Cities 2025), based on student mix, affordability, quality of life, and employer activity – all important elements for students when choosing the best study destination. And with more than A\$200 million provided by the Australian Government each year in international scholarships, we are making it easier for you to come and experience the difference an Australian education can make to your future career opportunities.

Given this impressive education pedigree, it's not surprising there are now more than 2.5 million former international students who have gone on to make a difference after studying in Australia. Some of these students are among the world's finest minds. In fact, Australia has produced 15 Nobel prize laureates and every day over 1 billion people around the world rely on Australian discoveries and innovations – including penicillin, IVF, ultrasound, Wi-Fi, the Bionic Ear, cervical cancer vaccine and Black Box Flight Recorders – to make their lives, and the lives of others, better.

### Cost of Living

For more information, please visit [Study in Australia website](#):

## PREPARING TO TRAVEL TO AUSTRALIA

### When to Arrive

All new international students will need to make your own travel arrangements to Australia are strongly advised to arrive **at least one week before the semester commences**. This gives time to recover from your long flight journey, find and settle into your accommodation and become acquainted with the city before starting your studies. There is so much to do before classes begin, we advise students to arrive at least one full week before the enrolment and Orientation Week. Those who arrive early establish themselves properly and are fully rested by the time classes begin. Arriving late only causes stress and disorganisation, and in some cases, it's the most important cause of a student not doing well in the early, and therefore very important, period of their studies.

### Pre-Departure Checklist for International Students

- ✓ Arrange accommodation (if needed)
- ✓ Arrange an airport pickup (if needed)
- ✓ Organise money transfer arrangements to Australia
- ✓ Organise all travel arrangements and pack documents into folders
- ✓ Return your airport pick-up and accommodation form to GHE
- ✓ Check Customs and Quarantine regulations and pack any items you need to declare separately (refer to Customs and Quarantine regulations)
- ✓ Make arrangements for accommodation, if you have not requested GHE to make them on your behalf?
- ✓ Write down accommodation address (and keep it in your hand luggage)
- ✓ Arrange for airport pickup

### Hand luggage (items to be packed/included)

- ✓ Valid passport with Student Visa
- ✓ Confirmed airline ticket (details sent to GHE, if airport pickup arranged)
- ✓ Two passport size photos of yourself
- ✓ Letter of Offer from GHE
- ✓ Confirmation of Enrolment (CoE) issued by GHE
- ✓ Travel insurance documentation
- ✓ Receipts of payments (Course, accommodation, and health cover fees)

- ✓ Original or certified copies of your academic records
- ✓ Subject outlines and curriculum details of any previous studies regarding any credit transfer / advanced standing (for mandatory certification of these documents by GHE)
- ✓ Personal identification documents (e.g. Driver's licence, I.D. card)
- ✓ Any medical prescriptions, relevant medical reports
- ✓ Spare spectacles or contact lenses
- ✓ Some cash in Australian dollars – at least \$500
- ✓ GHE Student Handbook
- ✓ Warm pullover or jacket
- ✓ Suitable clothing for Adelaide (Hot-summer, Cold-winter)
- ✓ Certified English translation of foreign driver's licence
- ✓ If you are travelling with your family, you must include their documents as well

## Temporary Accommodation and Airport Pick Up

### Accommodation Request

New students arriving in Adelaide will be given assistance in organising accommodation prior to their arrival. Several options are available for students including rental accommodation, shared accommodation, and homestay.

Although accommodation is available easily, the beginning of each semester is a busy time.

International students who have received an offer from GHE can request\* assistance in finding temporary accommodation before they arrive in Australia. This request can be sent by completing the form included in your Application Package and have it returned to GHE at least **6 weeks** before you arrive in Australia.

A request can also be sent to [info@globalhe.edu.au](mailto:info@globalhe.edu.au).

Or call us: 1300 442 483

### Hotels, Motels, and 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 an extended period. Backpacker accommodation is relatively inexpensive, but you may need to bring your own pillow and sleeping bag if you choose this option. There are several distinct types of accommodation options to choose from. There is also a range of budget hotels, motels, and backpacker venues available.

Please check out: [Hostels | Adelaide](#) or [Trivago](#)

### Staying with Friends or Family

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

## Emergency Accommodation

For students who find themselves in need for emergency accommodation, GHE suggests you contact [Unilodge](#)

## Flight and Arrival Details

If you require airport pick-up upon your arrival from the Airport to your accommodation please complete and return the completed form included in your Application Package to GHE at least **1 week** prior to your arrival.

A request can also be sent to [info@globalhe.edu.au](mailto:info@globalhe.edu.au).

\*A fee of \$140.00 (including GST) will be charged for this service.

**Note:** If for some reason the Accommodation and Airport Pickup forms have not been included in your Application Package, please advise us by either calling us on [1300 442 483](tel:1300442483) and select option 2 or by email to: [studentsevices@gloablhe.edu.au](mailto:studentsevices@gloablhe.edu.au). Requesting the staff to send you a copy.

## What to Pack

### Clothing

As Adelaide weather ranges from cold to hot, you are advised to bring clothing to suit both cold and warm conditions. Students dress casually at GHE. Most students wear casual slacks, jeans, T-shirts, jumpers, cardigans, sweaters, and jackets. 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.

### Electrical Appliances: 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 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. In almost all cases, telecommunications equipment purchased in another country (apart from some mobile phones) will not be suitable or safe for use

in Australia. Telecommunications equipment such as telephones, modems, answering machines and facsimile machines may only be connected to an Australian telecommunications network if the equipment complies with Australian regulatory requirements. Telecommunications equipment suitable for use in Australia has the A-Tick compliance mark, showing it meets safety and technical standards set by the ACMA for connection to an Australian network. If the equipment does not carry the A-Tick compliance mark, it may not be suitable and it is illegal to connect to an Australian telecommunications network. Penalties may be imposed for illegal connection. Apart from mobile phones, there is no provision for temporary exemptions to this requirement, even in the case of laptop and desktop computers purchased overseas that incorporate modems: [Further information](#)

Other items you may want to bring (but can be purchased in Australia)

- alarm clock
- bath towels, bed sheets, pillowcases
- dictionary (bilingual)
- small sewing kit
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- spare spectacles or contact lenses
- your optical prescription
- Swimming costume
- Photos of your family and friends
- Phone and mobile plan

Australian electricity is 240 volts 50 cycles. If you intend to bring an electrical item with you, please check to see if it is suitable for Australian electricity supply. Plug adaptors can be purchased in Australia.

#### **Baggage Allowance:**

**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.



### 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 AU\$900 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether 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 a cash security to Australia Customs upon arrival.

## FLYING to and ENTRY into AUSTRALIA

### On Your Flight

Wear comfortable, layered clothing so that you can adjust 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 do not wish to declare, you can dispose of them in quarantine bins in the airport terminal. Do not 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 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

When you arrive or depart Australia, there are things you need to know and things you need to do, you may also be able to access information the Department of Home Affairs collects and holds about your travel movements.

## Australian Immigration Crossing the Border

### What you can expect at the border

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 the following documents and may ask you a few questions about your plans for your stay in Australia:

- Your Passport
- Completed Incoming Passenger Card (this card will be given to you during your flight). Be sure to have completed it correctly and if you are unsure of any items, ask the flight attendants. You will need to complete and sign the declaration section prior to going through customs.

### Declaring items

See the [Can you bring it in?](#) section for more information on what can be brought in and out of Australia, and what items need to be declared.

### Carrying expensive items

If you are departing Australia with expensive items (such as computers, cameras and video cameras) and you intend to bring them back to Australia, register these items on the B263 Goods exported in passenger baggage form (633KB PDF). You cannot use this form if you intend claiming a refund under the [Tourist Refund Scheme](#). The goods registered must be easily identifiable; serial numbers etc. must be included. Goods purchased [duty or tax free](#) in Australia must be taken with you and inspected at the departure point.

You may also need to declare these on your return.

### Passport stamping

We no longer stamp Australian passports as a matter of course but should you require evidence of travel you may ask one of our officers to do so.

### Fingerprint checking

As a non-citizen of Australia, you may be required to have your fingerprints checked when arriving or departing. The fingerprint check will help verify your identity and assist in resolving any issues of concern. A minimum of four fingerprints will be scanned. Checks will be conducted against the Department's immigration data holdings and may also be checked against security or law enforcement records. Biometric checks should only take a few minutes of your time, with scans typically taking a few minutes to complete. The fingerprint scans will not be retained. The scans will be deleted as soon as the check is completed.

## Using cameras and mobile phones

Passengers may use their cameras or mobile phones unless:

- they are undergoing a clearance process
- they are asked not to by a Border Force officer.

Officers at international airports have the power to direct a person in a customs-controlled area not to use cameras, sound recording equipment or mobile phones under the Customs Act 1901. They may exercise this power where it is believed that the use of the camera or mobile phone may impede officers from carrying out their duties or pose a risk to the border. Unauthorised use of cameras, mobile phones or other electronic devices occurs when a person has been directed not to use such equipment but continues to do so.

## 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. Baggage examination and questioning is carried out by Border Force officers have legislative powers to conduct baggage examinations and to question travellers to identify breaches of certain customs, quarantine, and other Commonwealth legislation, including the import and export of prohibited goods. If you have any concerns about questioning or examination, you should direct your inquiry to the officer or their supervisor at the time of questioning.

## Passenger selection

Risk assessment techniques are employed to identify which passengers will be examined or searched. All movements across the border are screened using a range of intelligence, targeting and profiling techniques. Some checks are done before an aircraft even leaves for Australia. Airlines provide the Department with [advance notice of passenger details](#), which are analysed to identify risk factors. The Department also accesses and evaluates information held in airline reservation systems to identify passengers who might be a risk to Australia's border security.

## Questioning

Border Force officers exercise questioning powers under Section 195 of the Customs Act 1901 and a range of other Commonwealth legislation. Officers have powers to question travellers about whether they (or a person accompanying them) have any dutiable, excisable, or prohibited goods. They also exercise powers to question travellers in relation to other matters such as their immigration clearance, the nature or origin of wildlife specimens and whether they have any currency or bearer negotiable instruments (for example, cheques or money orders).

Questions may include (but are not limited to):

- the nature and content of the baggage
- the person's knowledge of what is in the bags
- who packed the bags
- where the person has travelled from
- where the person commenced the journey
- the source of any goods in the bag
- the price of the goods
- the way the goods were obtained.

Refusal to answer questions may lead to a physical examination of goods carried by the passenger, delaying the passenger's clearance.

## Baggage Examination

Border Force officers also exercise the power to examine goods subject to Customs control under Section 186 of the Customs Act 1901. This may involve:

- opening packages
- using a device such as an x ray or ion scanner on the goods
- testing or analysing the goods
- measuring or counting the goods
- using a detector dog to examine the goods
- if the goods are a document, reading the documents directly or with the use of an electronic device.

Officers may arrange for another officer or person with relevant experience to assist in the examination of goods and a traveller's goods may be retained for examination.

## Copying documents

After examining an item, Border Force officers may copy a document where they are satisfied that the document may contain information relevant to:

- prohibited goods
- an offence against the Customs Act or a prescribed Act

- certain security matters.

A 'document' includes information stored on mobile phones, SIM cards, laptops, personal electronic recording apparatus and computers. There is no requirement for the traveller carrying the documents to be present when a document is copied.

### Electronic Devices

Electronic devices held for forensic examination under section 186 of the Customs Act will be retained for no longer than 14 days, provided there is no content on any device retained which renders the device subject to seizure under Customs-related laws. If any device is subject to seizure, the examination of any associated retained devices may take longer than 14 days.

Information about travellers' definite itineraries, the impact on legitimate livelihoods or the need to contact family members will be considered when prioritising the examination. Cooperation from travellers regarding access to devices will assist in expediting the examination but without that cooperation the examination may take longer than 14 days.

### 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). Arrivals Hall you will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find several retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

Australia is an island and a continent. The Australian environment is fortunate not to have many of the insect pests and infections, which are found in other parts of the world. All visitors to Australia have a serious obligation not to bring any pests and diseases with them, which would damage our environment and agriculture. You need to carefully check what you can and cannot bring with you. The quarantine regulations are strict, and you must declare all foodstuffs, animal, or plant products you bring into Australia. It is an offence not to declare these items. Other prohibited items include

guns, other weapons, and drugs. More information can be obtained by going to the following websites: [Australian Customs](#)

**DO NOT BRING THESE ITEMS:**

- Beans, peas, cereal seed
- Egg and products containing eggs
- Fresh food and vegetables
- Meat –un canned and all pork products
- Milk and milk products
- Popping corn and raw unroasted nuts
- Salmon and trout products
- Live animals, plants
- Biological materials
- Stuffing material (straw, raw cotton, etc.)
- Soil, sand

**Items That Should Be Declared:**

- Biscuits, cakes, confectionery
- Dried fruit and vegetables
- Other food
- Tea, coffee, juice, and other drinks
- Stuffed animals
- Clean bones, horns, feathers, seashells
- Wool, animal hair
- Flowers
- Handicrafts
- Seed
- Wood ware, bamboo
- Herbal or prescription medicines

The items above do not constitute a full list of items that are either restricted or prohibited; it is highly recommended that students check the [Australian Border Force website](#) for a more current list of items.

## AT ADELAIDE AIRPORT

### Adelaide Airport Information

Adelaide airport is located about 7 kilometres northwest of the Adelaide CBD.

Adelaide Airport is one of Australia's most modern passenger facilities and provides the full range of services expected by travellers. Internet access, dining, currency exchange and banking, shopping, and parking are all within easy reach.

### Baggage Storage Lockers

Lockers are located near the car rental offices on the ground floor of the multi-level car park. If you exceed your anticipated time, you will be required to pay the balance on return.

For enquiries relating to lockers please contact Smartecarte on 1800 808 251.

Also see the [Baggage Locker FAQ](#)

### Currency Exchange & Banking

Find [Travelex](#) stores on Ground Floor near International Arrivals, and on Level 2 after Security.

### ATMs

Automatic teller machines (ATMs) are located on Level 2, near Seed. Foreign Exchange ATMs (FX ATMs) are located near baggage carousel at International Arrivals, and on Level 2 after Duty Free Departures.

### Family Facilities

Airport visitors will start to notice significant changes within the terminal as the next phase of the terminal expansion project proceeds within the main concourse of the terminal building. Hoardings have been installed along the main concourse, and the children's play area has been closed to make way for a new, improved play area! If you're looking for something to occupy children during a flight, Adelaide Airport has many options: from colouring-in books to toy planes, from pencil cases to children's books. Just visit one of the specialty stores which cater for children:

### Shopping - Adelaide Airport

[Website](#) for interesting facts and fun and games to play:

### Shower Facilities

Shower facilities are available in three locations – on Ground Floor, on Level 2 behind Gate 16 and on Level 2 behind Gate 18 (which includes International Departures).

### Internet Access

Adelaide Airport provides free internet access throughout the terminal. Look in your wireless network settings or scan for wireless networks and select the network "Adelaide Airport Free Wi-Fi." Open your web browser and the login page should appear. If not, when you navigate to a

website, you will be automatically redirected to the login page. Enter your login details. You can now browse the Internet. [Adelaide Airport Free Wi-Fi Terms and Conditions](#).

### Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find several retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

Information on [Adelaide Airport](#)

## GETTING FROM THE AIRPORT

### Airport Reception

If you require airport pick-up upon your arrival from the Airport to your accommodation please complete and return the completed form included in your Application Package to GHE at least **1 week** prior to your arrival. A request can also be sent to: [info@globalhe.edu.au](mailto:info@globalhe.edu.au).

### Your Own Transport Arrangement

Make sure you have the contact's name and phone number of the company/person you have arranged to meet up with. At this stage you should make your way to the Arrivals Hall and keep a look out for the person picking you up. If you cannot find the company/person after a while, then you should make your way to the Information Desk or the nearest public payphone (Telstra) and call them or (use your mobile if you have one). Standard national and mobile calls are free of charge from all [Telstra payphones](#).

### Other Modes of Transport

**Taxis at Adelaide Airport Taxis:** are available at each terminal. To catch a taxi, follow the signs and head to the taxi queue. It costs approximately AUS \$30-\$40 to get to Adelaide Central Business District (CBD).

**Rideshare:** Car-for-hire service that uses smartphone technology to dispatch a driver to your location or required location and then to your destination(s). You will need a credit or bank card, a mobile phone with an active Australian phone number, and the Uber/Didi app.

Note: Drivers do not possess special licences for driving a vehicle but instead use their personal vehicle and a regular driver's licence to discount fees. [Airport website](#):

**What To Do If You Are Lost Upon Arrival:** At Airport If you are lost, please make your way to the nearest public phone to call for assistance.

During normal business hours (Monday to Friday from 9am to 5pm) call GHE Campus [1300 442 483](#) . Outside normal business hours and weekends, please call [1300 442 483](#)



## Upon Arrival in Australia

Newly arrived international students are advised to:

- Call home
- Settle into your accommodation
- Contact GHE
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend GHE's compulsory international student orientation week
- Get Student ID/Access card
- Advise health insurance company of your local Australian address and get OSHC card
- Open a bank account
- Attend faculty/course specific orientation sessions
- Purchase required textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations (e.g. music, sporting, cultural clubs, and student events).

## SETTLING IN

### About South Australia the Festival State

South Australia is the southern, central state of mainland Australia. It has a total land area of 983,482 square kilometres (379,725 square miles), It borders all the other mainland states and the Northern Territory.

Its landscape varies from rugged outback wilderness and desert, including some of the most arid parts of the continent, to scenic mountain ranges and a coastline that stretches more than 3,700 kilometres.

The state has a population of 1.8 million people, 80% of whom live in Adelaide and surrounding metropolitan areas. Large regional population areas include Mount Gambier in the state's Southeast, and Whyalla, Port Lincoln, and Port Augusta on the Eyre Peninsula.

The Kaurna Aboriginal people, whose traditional lands include the area around the Adelaide Plains, are recognised as Adelaide's original inhabitants.

## Living in Adelaide

Adelaide is the capital of South Australia and hosts over 15,000 international students and is known locally as the '20-minute city', as it takes 20 minutes from the city to get to the beaches or the hills.

Adelaide consistently ranks highly for its quality lifestyle and as one of the world's most desirable cities to live. Our cultural diversity is evident in all aspects of city life from shops and restaurants to numerous music, theatre, dance, and visual arts events and festivals.

Visitors from around the world are attracted to Adelaide's many festivals and sporting events. It's a clean green city, known for its vibrant food and wine culture. From the city, an hour's drive or less can take you to as far north as Lyndoch in the Barossa Valley, south to McLaren Vale or Aldinga Beach, or to the Adelaide Hills towns of Lobethal, Hahndorf, or Mount Barker. Adelaide is cosmopolitan city with a burgeoning food, sport, and art scene – but importantly, it is also safe, respectful, and very inclusive while English is the principal language, the state has over 200 ethnic communities living in harmony.

## Living Costs

In the Economist Intelligence Unit's annual Worldwide Cost of Living Survey, Adelaide regularly achieves an excellent ranking as one of the most affordable cities in Australia. Statistics show that Adelaide is 19% cheaper to live in compared to Melbourne and Sydney and 7% cheaper to live in compared to Perth and Brisbane. As a 'rule of thumb' international students should consider the travel, tuition and living expenses highlighted by the Australian Department of Immigration and Citizenship. The expenses reflect the annual financial requirements which determine a student's eligibility for study in Australia.

The cost of living compares favourably with other cities in Australia which means students will have more money to spend on food, accommodation, supplies, travel, and entertainment. Affordability, accessibility, safety, and a friendly community spirit – makes Adelaide a great learning environment.

Year round there is plenty going on in the city and the arts scene is alive and well in Adelaide with, for example, an annual [Fringe Festival](#) which has something to offer everyone. Opportunities also exist to further explore South Australia —to enjoy the countryside, bush walks, wineries and coastal environment.

## Climate in Adelaide

Because of its Mediterranean climate, Adelaide has hot dry summers and wet cold winters. Be aware of the harshness of the sun in summer and always wear a hat, sunscreen and cover up, particularly in the middle of the day. It does not snow in Adelaide, but it does get cold and wet in winter. Umbrellas and waterproof jackets are essential when you are active in the winter months.

CLIMATE			
SEASON	MONTHS	CONDITIONS	TEMPERATURE
Summer	December-February	Mainly hot & dry	25° C – 35° C
Autumn	March-May	Mainly dry	20° C – 25° C
Winter	June-August	Cool & wet	10° C -15° C
Spring	September-November	Little rain	20° C – 25° C

A

web search will provide you with a great introduction to the city and the region with many suggestions for things to do. The following are just some suggestions to help you begin to learn about your new city home.

[Guide to Adelaide:](#)

[Lonely Planet Guide to Adelaide:](#)

Adelaide by [Trip.com](#):

## 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 with You

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AUS \$1,500 to AUS \$2,000 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 manage your cash for you or to take your cash to make payments for you. Not even someone who may claim to be also studying at GHE.

### 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 Adelaide you can also change money at any bank or at currency exchanges which will be

located at the airport or at central locations in the CBD. GHE will assist you with this both on arrival and during orientation.

### 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.

### Automated Teller Machines (ATMs)

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

### Locations

ATMs in Adelaide: addresses and location, find closest atm near me ([bankchart.com.au](http://bankchart.com.au))

### 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 difficult due to credit and identification laws

## PERMANENT ACCOMMODATION

Most students want to live within walking distance of the campus, but this is not always possible, and accommodation is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

### Renting a Flat or A Unit

Renting is another option for students to consider when staying in Adelaide. Students often rent a flat or a unit and share with other friends, which can save money. The average price for renting near the city varies dramatically and can range from approximately \$250 per week for a one-bedroom property to well over \$350 per week. You can obtain further information regarding renting when you arrive from the Student Administration.

### Unfurnished

There are many responsibilities involved with renting a property. Below is a list of steps (by subheading) to ensure you have a comfortable and stress-free stay in Australia. Find the location as close to the city/public transport and public conveniences as possible. This will save time and gives you more available time to do other activities. There are also lists of vacant properties in the local newspapers and Internet Real Estate Listings. You may also want to visit real estate agents'

websites directly for property information. These are examples of the real estate agents you may want to visit:

[Real Estate.com](#)

[Domain.com](#)

[Rent.com](#)

[Share House](#)

Share house accommodation is extremely popular with students. Students share their own cooking and share most of their household expenses (e.g. food, water, electricity, gas). Most share houses are unfurnished. Most share houses are arranged among friends, or you may find potential flat mates [online](#). Prepare a budget that you will need to spend for the property. A bond payment equivalent to four weeks rent is usually required plus one week's rent in advance. (Subject to agents' requirements.) For example, if rent is AUS\$150 per week, the cost to move into a new apartment would be  $\text{AUS\$150} \times 4 = \text{AUS\$600}$  plus AUS\$150 (one week's rent in advance), so the total amount required would be approximately AUS\$750.

### Fully Furnished

You may otherwise want to rent a furnished property, which will cost considerably more.

Fully furnished accommodation usually includes the following:

- ✓ Bed
- ✓ Refrigerator
- ✓ Cooking facilities
- ✓ Washing and drying facilities
- ✓ Kitchen table and chairs
- ✓ Lounge

The starting price for fully furnished properties is approximately AUS\$250p/w for one bedroom, only if shared. Also remember, once you have signed an agreement you must follow the rules and regulations. If you need any assistance, you can contact Student Administration.

## THINGS TO KEEP IN MIND WHEN RENTING

### Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment/unit/share-house. This is called a security deposit or bond and may amount to more than AU\$1,000 dollars. The bond is usually set at four weeks' rent. A bond/security deposit is an amount of money that is supposed to guarantee that the tenant/renter will care for the property. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

The tenant is also usually expected to pay a rental bond. See: [SA.GOV.AU Residential bonds](https://www.sa.gov.au/Residential-bonds) or [www.sa.gov.au](https://www.sa.gov.au)

### Signing a Lease

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

### Inspection of Property

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

### Utilities

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

There are service providers that can save you time by doing the legwork for you. They can arrange connections to services like water, electricity, and gas on your behalf. All that is required is to call them and provide some specific details. They can also offer discounts and deals to save you money and make the transition easier. Visit [SA.GOV.AU - Moving and connecting to gas and electricity](https://www.sa.gov.au/Moving-and-connecting-to-gas-and-electricity) ([www.sa.gov.au](https://www.sa.gov.au)). Use [Energy Made Easy](#) to search for and compare energy offers from gas and electricity retailers. Visit [Comparing retailers and contracts](#) to help you understand what is involved when signing up with an energy retailer.

### Restrictions

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her requirements. Make sure that you know and understand the restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave the property.

## Inspecting a Potential Property

It is a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the following details:

- Are there laundry facilities?
- Is there a telephone line already connected?
- Do the light fittings work?
- Is the oven/stove, gas or electrical?
- Do the toilet and shower both work?
- Is there damp or mould on the walls?
- Is there painting required?
- Is the place furnished? What kind of furniture?
- What kind of heating/cooling is there?
- Is there an insect/pest problem?
- Is it close to transport, shops, and campus?
- Will the area be noisy? Is it on a busy road?
- Is there good security?
- Will the landlord conduct any repairs before you move in?
- How are repairs made once you live there, and who pays for which repairs? 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: do not panic, take your time, and don't compromise on important principles.

## Bills and 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?

### Personal Habits and Individual Needs

How much privacy do you need?

What hours do you usually sleep? Study? Relax? Socialise? Shower? Wash clothing?

### Smoking and Drugs

Do you prefer to have a smoker or non-smoker as a roommate? Is a smoker all right if they smoke outside the residence? Many rental agreements will forbid smoking inside the premises. Clarify your stance on the use of alcohol and/or illicit substances.

### Music and Television

What are your musical likes and dislikes?

Do you watch TV every day or just occasionally?

Do you like to study with or without music/TV?

### Personality Traits and Communication

How do you perceive yourself? How do others perceive you?

Do you enjoy being around a lot of people - or just a few friends? Are you more comfortable by yourself?

What about overnight visitors?

When conflicts arise, how do you go about resolving them?

How do you behave when you're happy - angry? What are the things that bother you most?

Please keep in mind that not everyone can be trusted! Follow your instincts and do not room with someone you do not trust.



## SERVICES

### TELEPHONES

#### **Emergency Services Tel. 000**

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 vital information which will help them to respond where you are (note street names and the closest intersection); what has happened and to whom; what condition the person is in. 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.

#### **Public Telephones**

Australia has an extensive network of Public Phones throughout the country. They are easily recognised by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. 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. 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 newsagencies, post offices and convenience stores.

#### **Location of Public Telephones**

#### **Telstra Payphones**

#### **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).

See the example under Calling Australia from Overseas.)

### To make domestic phone calls:

Dial – the area code + phone number

EA CODE	STATE
(02)	ACT, NSW
(03)	VIC, TAS
(07)	QLD
(08)	SA, WA, NT

Visit [WhitePages](#) and [YellowPages](#) for directories of residential, commercial and government phone numbers in Australia, and for a list of country codes and area codes for international calls.

### Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Adelaide would be 8 instead of 08), and then dial the required number.

**Example:** International access number +61 8 8888 1234

### Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the [Australian Communications and Media Authority](#) to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone frequencies that are not compatible in Australia. If your phone is not compatible, you can buy a new mobile phone in Australia. Australian telecommunications providers offer a wide range of services which 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. For a comparison of [mobile phone plans in Australia](#) see:.

### Popular mobile phone providers in Australia:

[Telstra](#)

[Optus](#)

[Vodaphone](#)

[Virgin](#)

### Computer and Internet Access

Many mobile phone companies will also provide you with internet access. In fact, you may be able to decide 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 Telstra and Optus, you could get a packaged deal for your home phone, internet, and mobile phone.

### Australia Post

Australia Post is one of our nation's largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

## [Location of Post Offices](#)

### Small Letters

Before email, people used to communicate with one another by sending hard-copy paper-based correspondence also known as 'snail mail.' The cost of posting a small letter for distribution in Australia is an AUS\$1.20 postage stamp which you affix to the envelope.

A small letter has the following characteristics:

- No larger than 130mm x 240mm
- No thicker than 5mm

### Envelope Layout

[Australia Post](#) uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly.

## GETTING AROUND

### TRANSPORT

Adelaide is an easy city to get around, with an impressive range of options for public transport, driving, cycling, and walking. Here's how to get around Adelaide with ease. Adelaide's public transport system is run by [Adelaide Metro](#), providing locals and visitors [travel ticketing options](#) throughout the city and the greater metropolitan area.

**Free travel:** for your convenience Adelaide Metro offers free public transport options in the city and North Adelaide. A **free City Connector bus** links you to popular city attractions, shopping, dining, education, and other services. All buses are wheelchair and pram friendly.

There are two different routes:

Route [99A](#) and [99C](#): loop around the CBD, available Monday to Friday.

Route [98A](#) and [98C](#): loop around the CBD and North Adelaide, available every day.

The free City Connector bus is a joint initiative of the City of Adelaide and Adelaide Metro.

### Free tram travel zone

The free tram travel zone is between the South Terrace, Adelaide Entertainment Centre, Festival Plaza, and Botanic Gardens tram stops. [View on map](#) (Source: Adelaide metro)

### MetroCARD

Adelaide has an extensive public transport system of buses, trains, and trams. To use the network, it's recommended that you purchase a MetroCard. You can purchase a regular MetroCARD at Adelaide Airport or from participating retailers in the city. Use the Adelaide Metro's My next service tool to find your nearest stop and real-time service information. You can also purchase a MetroCARD Visitor Pass, which gives you three days of unlimited travel on the Adelaide Metro

network for one fixed fee. These cards can be purchased from the Adelaide Metro Info Centre at the Adelaide Railway Station. If you choose a regular MetroCARD, you'll need to load it with some money to cover your fares. You can do this participating retailers, at MetroCARD retail agents or by using ticket machines at train stations. You can use a contactless credit card, debit card or mobile device to tap and pay on trams and O-Bahn busway buses. Note that the tap and pay option does not provide the benefit of discounted transfers to other services.

To start your ride, tap your card on the reader when you board your selected mode of transport and be sure to tap off when you disembark.

(Source: [Getting around Adelaide - Tourism Australia](#))

## Taxis

Taxis have become one of the easiest ways of travelling from one place to another. Travelling by taxi is quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made.
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required.
- If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms. Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination
- If the driver harasses you when travelling in a taxi your options include:
  - Ask the driver to stop. You may choose to make up an excuse to do so  
Leave the taxi when it stops at a traffic sign or lights
  - Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
  - Read out the fleet number and advise the driver you will report him/her if they don't stop
  - For more information: [Taxi Council South Australia](#)

## Driving

Wherever you drive in Australia, you must drive on the left-hand side of the road. Driving is one of

the most enjoyable modes of transport in SA and our driving laws are strictly enforced by police so that you and your family can get to your destination safely.

You can find all the information you need about [licensing, road rules and driving laws](#)

## Bicycles

Cyclists are required to obey the same road rules as drivers, plus some additional bicycle-specific rules. Like all road users, cyclists can be fined for failing to follow these rules.

Cyclists and bicycle passengers need to wear a securely fitted and fastened helmet showing:

- a mark of compliance with the Australian Standard, AS/NZS2063:2020
- the symbol of a JAS-ANZ accredited company (for helmets manufactured or imported after 1 July 2020)

You need to wear a helmet when you're riding on:

- roads
- road-related areas
- bike paths
- bike lanes
- shared and separated footpaths.

In exceptional circumstances, [you might be eligible for an exemption](#) from wearing a bicycle helmet.

## OWNING AND DRIVING A CAR

### 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.

### 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 By law you are required to purchase basic 'Green Slip' insurance cover if you own a motor vehicle. However, it is strongly recommended that you

buy additional 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 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 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, de-merit points provide a strong incentive to drive within the law. Different offences have a different number of demerit points. New laws relating to the **use of mobile phones while driving** has been introduced in September 2024. Significant fines and demerit points on licenses apply.

List of [all offences, demerit points and fines](#).

### 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.

When driving in SA 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: [Information](#)

### 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. The blood alcohol concentration (BAC) is the amount of alcohol in the bloodstream. A BAC of 0.05 means you have 0.05 grams of alcohol in every 100ml of your blood. As the liver metabolises alcohol at around one standard drink per hour, the BAC level drops unless more alcohol are consumed. BAC is measured with a breathalyzer, or by analysing a sample of blood. There are many factors that will affect this, including body size, how much food you have eaten, level of body fat, and your sex (women tend to reach a higher BAC quicker than men). Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC. The limit that applies to you is dependent on the category of your license and the type of vehicle you are driving. [Further information on the types of disqualification due to drink driving.](#)

The more alcohol you consume, the more risk you have of being involved in an accident.

**IT IS SAFEST NOT TO DRINK ANYTHING IF YOU ARE GOING TO DRIVE**

## SHOPPING

Shopping in Adelaide provides a haven for lovers of all things fashion, food, and everything in between.

### WHERE TO SHOP

There are a wide range of shopping options in Adelaide's CBD, shopping outlets or the suburb in which you live. One of the most popular shopping hubs in the city, Rundle Street Mall, is buzzing with locals and tourists rushing from shop to shop buying from some of the country's biggest brands. Often you will find great shopping and convenience in your local suburb or one of Adelaide's shopping centres, particularly during sales season.

### BUSINESS HOURS

- City shops generally open from 9am to 5pm but some have hours of 10am till 6pm, Monday to Friday
- On Thursday and Friday, many shops in the CBD and suburban shopping centres remain open until 9pm
- On Saturday and Sunday, the hours in the CBD and shopping centres are generally 9am to 5pm and 10am to 4pm respectively
- Shopping hours change close to Christmas when shops remain open in evenings and open on Sundays
- Shops are generally not open on Good Friday and Christmas Day.

## HOW TO SHOP

### Bargaining/Haggling

When shopping in Australia, you generally do not bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods and 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.”

### Purchasing an Item

The most common methods of purchasing items are by cash or EFTPOS. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer’s discretion) from more than 103,000 merchants across Australia. Just swipe your key card through the EFTPOS card reader, select your account type and enter your PIN number.

EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You can also choose to tap and pay if you are paying less than \$100. This allows you to simply wave your card in front of the secure reader at checkout, instead of swiping it or handing it to a cashier. You receive a printed receipt after each purchase and the transaction appears on your statement.

## Health Emergencies - Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life-threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

### Police

In Australia police protect people and properties, detect, and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.



Please ring 000 and you will be referred to a local Police station.

### [Fire](#)

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

### [Ambulance](#)

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000.

### [State Emergency Service](#)

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

### [Lifeline - Crisis Support and Suicide Prevention](#)

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hours a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

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

[Eheadspace](#)

[Healthdirect](#)

[1800RESPECT](#)

[Mens Line](#)

### [Poisons Information Line](#)

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

The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

### [Emergency Translation](#)

For translation service in an emergency dial 1300 655 010

## Justice Of the Peace

From time to time, students may require certifying legal documents and a Justice of the Peace can help you with matters under the **Justice of The Peace Act 2002** which includes:

- Administering oath declarations or affidavits and taking statutory declarations and affirmations.
- Witnessing signatures and attesting and certifying documents

[Find a Justice of the Peace \(JP\) in your local community](#)

## 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. Please note that there are exceptions to the rule. You do not need OSHC if you are:

- A Norwegian student covered by the Norwegian National Insurance Scheme
- A Swedish student covered by the National Board of Student Aid or by Kammarkollegiet or
- A Belgian student covered under the Reciprocal Health Care Agreement with Australia.

If the visa granted states that overseas medical insurance is required for compliance, then OSHC is compulsory for you.

## How do you get Overseas Student Health Cover?

International students are required as a condition of their Student Visa to maintain private health insurance for the duration of their visa. Before you come to Australia, simply pay your OSHC premium to GHE in accordance with your Offer Letter. GHE will then forward the premium to BUPA Australia, our preferred provider for OSHC on your behalf.

## OSHC Application Procedure

Upon arrival at GHE, you will attend the International Student Orientation. BUPA staff will attend the Orientation session to assist students with individual questions and concerns. More information at [BUPA Australia](#)

To order your Bupa membership card for your Overseas Student Health Cover, follow these steps:

- Login to my Bupa [here](#)
- Click the 'Cover' option in the menu of the Home Page
- Select 'Order a membership card'
- Check that your contact details are correct. Update your Australian home mailing address in the "Membership address" section, then select 'Order'

## Medical, Optical and Dental Check-Ups.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these, you

need to buy additional private health insurance such as extra additional private health insurance, travel insurance or general treatment cover with any Australian private health insurer. You are advised to have a thorough medical, optical, and dental check-up before leaving your country. Make sure you bring any optical or medical prescriptions with you. OSHC covers none of these services unless you arrange to pay for 'extras' cover. 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. Hospital expenses are covered in most cases, including:

- Accommodation for overnight or same-day hospital stays
- Operating theatre, intensive care, and labour ward fees
- Medication provided during your in-hospital treatment under the Pharmaceutical Benefits Scheme (PBS)
- Physiotherapy, occupational therapy and dietetics and other allied health services provided in hospital
- Surgically implanted prostheses up to the approved minimum benefits in the Government Prostheses List that is used as part of your surgery
- Private room where available.

### Medical Expenses Covered

Each doctor or specialist that treats you will charge a fee for the service they provide. This also includes most tests you may be sent to have by your doctor including pathology and radiology services. There is a set fee for each service, called the Medicare Benefits Schedule (MBS) fee. If your doctor charges you 100% of the MBS fee, then you will be fully covered for treatment in hospital and out of hospital. If your doctor charges more than 100% of the MBS fee, you'll pay the amount above the MBS fee.

### Outpatient Pharmacy

If you're prescribed pharmacy items by a doctor, specialist or when you have visited hospital and not been admitted. You can claim up to \$50 per script item, with a limit of \$500 per person up to \$1000 per policy, per calendar year if:

- you're prescribed pharmacy items by a doctor or specialist; or
- you've visited a hospital but were not admitted.

Note: You'll also have to pay the Pharmaceutical Benefits Schedule co-payment fee. Australian residents pay the same fee.

### Emergency Ambulance Services

You can claim for emergency ambulance transportation and on-the-spot treatment by our

recognised providers anywhere in Australia. To understand what's covered, what's not, and waiting periods visit [BUPA](#):

#### [How do I use my OSHC card?](#)

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim to be reimbursed from your OSHC provider. Please contact either your **OSHC** provider or the [GHE Admin Office](#) or a [Student Administration staff member](#) if you need support.

#### [How do I make a claim?](#)

There are several ways you can claim with **BUPA**. Medibank has special arrangements with some on-campus medical practices that provide a direct claiming system. Please ask your educational institution for more details. **Online:** You can also submit a doctor's claim online (GP's only) through our [Online Member Services](#)

Tap and Claim with your phone. Forget about plastic member cards. Choose digital.

With just one tap you can claim\* with your iPhone, Apple Watch or Android phone using your [Bupa digital member card](#).

#### [Bupa Members Help Guide](#)

To get started, simply follow the [steps for your device](#).

#### [Paid accounts](#)

Where you have paid your accounts, we will pay any benefit that you are entitled to, either by sending you a cheque or transferring the money into the membership nominated bank account. Cheques for paid accounts will be sent to the policy holder and a statement will be sent to the claimant where the claimant is aged 16 or over.

#### [Unpaid accounts](#)

Where you have not paid your accounts, we'll pay the benefit directly to the service provider. You will receive a statement from us detailing the payment made to the provider on your behalf and any associated out-of-pocket costs you will need to pay. We will send cheques for unpaid out-of-hospital medical accounts to the policy holder and made payable to the service provider. You should then forward the cheque on to the service provider with any outstanding balance. To [renew your cover](#)

#### [Learn About Australian Health Care](#)

The Australian healthcare system is made up of two components – the public health system, known as Medicare and the private health system.

As an OSHC member, while you may not have access to Medicare, your membership can help you

cover all or part of the cost for public and private health services.

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 partially reimburses for visits to doctors.

### Public Health 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 Health 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 considerable 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.

### Admission to an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you go to an emergency department in a hospital for treatment 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 must 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 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.

## General Practitioner (GP)

GHE's preferred OSHC partner is BUPA Australia. If you have an OSHC policy with Bupa, you get access to the Bupa network of doctors and medical centres all around Australia.

With your Bupa OSHC membership you can see any doctor that practises general medicine, also known as a General Practitioner (or GP). A 'Bupa-Friendly doctor' is a GP that agrees to submit your claim directly to Bupa. This helps to reduce or eliminate any payment you would normally need to make on the day of your appointment. Make sure you select a doctor or medical provider that specifies they can direct bill. You can ask for the fee amount at the time you call to make an appointment. If your doctor does not have an agreement with Bupa, you may need to pay for treatment on the day and then submit your receipt to Bupa (see [How to claim](#)).

## 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. General Practitioners should be used for non-urgent or non-life-threatening medical conditions.

### 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 the 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 the GHE Student Administration on Level 2. 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 three hours, and at some hospitals you could wait as long as five to six 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 can walk in off the street to any pharmacy/chemist 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. You can normally claim back up to AUS\$50.00 per script from your OSHC provider, up to AU\$500 per person and AU\$1,000 per policy per calendar year (as at 2023 rates).

Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is 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 (search for providers on the internet) and pay the full fee of this service.

### Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many diverse 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.

## LOCAL MEDICAL FACILITIES

### Hospitals:

In an emergency medical situation, you may present yourself at the Emergency Ward of a public hospital. The nearest public hospital to GHE campus is Royal Adelaide Hospital - Port Rd, Adelaide SA 5000 Phone: (08) 7074 0000

[Complete listing of hospitals in South Australia](#)

### General Practitioner

For non-urgent medical issues, you should make an appointment to see a General Practitioner at a nearby medical centre. The closest medical centre to GHE Adelaide:

- [Globe Medical](#) Level 1 21 Hindmarsh Square, Adelaide, SA, 5000 Phone: 08 8232 7372

### Medical Specialists

Medical specialists are doctors with additional education and training in a specific area of medicine.

Examples of specialists include:

- Cardiologist
- Dermatologist
- Gynaecologist
- Paediatrician
- Oncologist
- Neurologist

To see a specialist, you'll need a referral from your GP. Once obtained, you will need to make an appointment and advise the Specialist that you are an international student, and your membership is with Allianz Care Australia

### Mental Health

Trainers are available to assist students with learning difficulties. If student's own trainers are unavailable, they can approach the Course Coordinator who will organise assistance.

The Office of Student Administration has student counsellors that can help students with a range of issues including:

- Student Counselling, Advocacy, Transition, Appeal Procedure and Welfare Support
- Mental and Emotional Support – Helping students in distress, providing therapy and emotional support
- Applications – Short Leave, Deferrals and Withdrawals
- Academic Support – Study skills, time management, procrastination and burn outs
- Study Assist and Mentoring Programs to make an appointment or call [1300 442 483](tel:1300442483)

Additionally, mental health services are available externally to GHE including:



- Lifeline Crisis Support Line 13 11 14 service staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from [Lifeline Centres](#) in every State and Territory around Australia.
- [Black Dog Institute](#) – a community organisation with resources and assistance for those with depression
- [Beyond Blue](#) – assistance for those with mental health and anxiety
- [Suicide Callback Service](#) – assistance for those with suicidal thoughts
- [Headspace](#) – providing early intervention for people 12-25 yrs old with mental health issues

## Sexual Health

Taking care of your sexual health means more than being free from sexually transmittable 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. Women may also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP.

## Physical Health

A big part of staying healthy involves eating healthy foods and getting enough exercise for fitness and relaxation. Nutrition Australia provides some essential information about healthy eating, exercise, and lifestyle on its website [www.nutritionaustralia.org](http://www.nutritionaustralia.org).

**Water** – drink at least one litre of water each day, except during summer, when one or two litres is recommended

**Exercise** – do at least 30 minutes of moderate exercise a day

**Sleep** – get at least eight to nine 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

## BRINGING MY FAMILY

Most student visas allow you to bring your family members to Australia as your dependents. Check your individual circumstances with the Department of Home Affairs (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 many issues with your family. [Money Smart](#) provides information on the cost of supporting a family in Australia.

### 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 deciding 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
- Whether to come alone to Australia first and arrange things for your family, or to all come at the same time. Visit [Home Affairs](#)

### Childcare

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

### Childcare providers in Adelaide, SA.

This South Australian Government site provides a guide to the types of childcare services available. <https://www.sa.gov.au/topics/education-and-learning/early-childhood-education-and-care/early-childhood-services>

### Schools

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

- It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before 30th June of that calendar year are eligible to start school.
- You will need to provisionally enroll 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 (CoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

- 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 or
- Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependents to be exempt from school fees.
- You will be responsible for school fees and other costs including school uniforms, books, excursions, and stationery.

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

You should also consider 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. [Further information.](#)

There are two types of schools in Australia – State schools and Independent or non-government schools. You may choose to send your child to a non-government school. These types of schools are referred to as private schools because they are not part of the government school system.

There are two private sectors – Catholic and Independent. Independent schools are privately run and may be affiliated with a particular religious group or non-denominational in nature. Fees at independently run schools tend to be higher than public schools. The quality of schooling facilities also varies. Catholic affiliated private schools in Adelaide are very popular and can be found in most suburbs: [Information about Independent Schools](#)

## MANAGING MY FINANCES

### Initial Expenses

Initial expenses are costs that you will need to budget for when you first arrive in Australia. It includes costs of getting established and getting basic utility services connected to a rented premises. Examples of 'utility' services include gas, electricity, and water.

If you are renting, some of these costs may be your responsibility or your landlord's responsibility.

### [More Information](#)

Cost of living expenses vary depending upon a number of factors including: Type of accommodation, part of the city you wish to live in, inflation and price increases.

This information should be taken as a guide only and is subject to change. All prices are given in Australian dollars:

#### EXPENSE

Temporary accommodation  
Rental bond (four weeks rent @ \$300/ week)  
Advance rent (two weeks @ \$300/ week)  
Electricity connection

#### ESTIMATED COST

\$250-\$450 PW  
\$1,200+  
\$600+  
\$50

Telephone connection and Internet Connection	\$300
Gas connection	\$50-\$75
Mobile phone and/or network sim card	\$250
Household items, e.g. furniture, crockery, etc.	\$500+
Transportation	\$150
Textbooks and Educational Expenses	\$300
Incidentals	\$500
Insurance – house, car, health	\$1000+
Estimated minimum total:	\$5,700+

### Ongoing Expenses

Once you have established yourself in accommodation, you will need to budget for ongoing costs. This is an example of monthly expenses you may have if you live in SINGLE accommodation (costs will be reduced if you are in shared accommodation):

### Cost of Living Calculator

MONTHLY EXPENSE	ESTIMATED COST
Rent (four weeks rent @ \$300/week)	\$1200
Food (four weeks @ \$100/week)	\$400
Electricity	\$130
Gas	\$50
Telephone	\$40
Internet	\$50
Mobile Phone	\$70
Transportation	\$200+
Entertainment	\$150
Educational	\$200
Insurance – health, house, car	\$125
Unexpected	\$100
Estimated minimum total:	\$2515+

### Setting up a Bank Account

You can choose to open an account in any Bank, Credit Union, or Building Society in Australia. Do your research to get the best deal. To open a bank account, you will need: your passport (with arrival date stamped by Australian immigration), student ID card, money to deposit into the account (this can be as little as \$10). Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account.

Your passport and proof of your arrival date in Australia will be acceptable as 100 points if you open an account within six weeks of arrival in Australia.

After this time, you will be required to produce additional documentation. As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. [Comparison of accounts in banks throughout Australia](#). Points of identification are normally calculated by providing the following documents to the bank (See next page)

Birth Certificate Passport Citizenship Certificate	70 Points – for one of these items only
-Driver's License (full/probationary/learner) -Shooter's License -Public Service Employee ID card -Commonwealth or State Government - financial entitlement card	40 Points. These cards must have a photograph and/or signature
Land Rates	35 Points. Applies to home buyers or owners only
Any card on which your name appears -Medicare card -Credit card (only one institution) -Store account card -Union card	25 Points
Documents on which your name and address appear -Car registration -Utility bill (e.g., electricity or gas) -Rental receipts -Records of another financial institution showing you have been a member for 12 months or more	25 Points

### Banking Hours

Most bank branches are open from Monday to Friday, 9:00am to 4:00pm (except on public

holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). ATMs remain open 24 hours a day. However, you should be aware of your personal safety if accessing cash from an ATM, especially at night in quiet areas where there are not a lot of people around.

### Bank Fees

Bank fees are the price you pay for the products and services that banks offer. Different banks charge different fees for various products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. Some banks waive some fees if you are a full-time student and nominate a student account. The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch. If you do not understand any fee which has been charged, contact your bank.

### Accessing Money From My Account

Bank accounts offer many options for accessing your money. Some of the most popular options include:

#### ATMs (Automated Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.

### Using an ATM

You will be given a PIN (Personal Identification Number) which you will enter into the ATM to access your account. It is the key to your account, and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over. Instead, you should report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.

Always take care to shield your PIN when using an ATM or EFTPOS terminal. Use your free hand or purse / wallet to cover the keypad while entering your PIN.

These general rules should be followed for ATM safety, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine
- Look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police)
- If you don't feel comfortable using a particular ATM, consider continuing onto another

branch or using off-street ATMs.

- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM. If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use

### EFTPOS

Short for 'Electronic Funds Transfer at Point of Sale,' EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries, and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS, you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount which is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. However, you can choose to tap and pay if you are paying less than \$100. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

### Telephone Banking

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

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

There are security issues that need to be considered when using Internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites, and this provides valuable information on precautions that you can take to protect your information on-line.

If you are unsure about any approach that appears to be from your bank to provide personal information, refuse to provide that information until you can attend your nearest branch to discuss the request over the counter with bank staff. There is no charge for discussing your banking options at a branch.

**Over-The-Counter Service** You can also go into a branch of your bank and, with the assistance of bank staff, conduct transactions including withdrawals, deposits, transfers, and account balance checks. If you do not have a branch close by, you may be able to visit an agency of your branch, such as an Australia Post outlet, to conduct certain transactions. Bear in mind that over-the-counter transactions usually incur higher fees than electronic transactions.

**Paying Bills** Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque-book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay everyday bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

#### **Account Statements**

Most banks will provide regular statements for your accounts (just how regular can depend on the type of account). On request, banks will provide statements on a deposit account at more frequent intervals, but this may attract a fee. Bank statements are your record of everything that has happened in your account over a given period – the withdrawals, deposits and transfers that were made, and any bank fees and government taxes you were charged. Telephone and Internet banking can make it easy to check your statements, and some banks even offer 'mini statements' through their own ATMs.

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

## **WORKING IN AUSTRALIA**

### **Permission to Work**

Applicants granted student visas automatically receive permission to work with their visa grant.



Most student visa holders no longer need to apply separately in Australia for permission to work. Please note that you will NOT be able to work in Australia until the first official day of classes when GHE will confirm your study commencement. GHE does this automatically on the first official day of classes.

### Working While Studying

You are not permitted to start work until you have commenced your course of study. You can work a maximum of 48 hours per fortnight during your enrolled trimester and unlimited hours when your course is not in session. The immigration department considers your course to be 'in session' for the duration of your enrolled trimesters (including periods when exams are being held):

if you have completed your studies and your Confirmation of Enrolment is still in effect  
if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

Dependent family members. \* can work up to 40 hours per fortnight at all times \* must not start work until the primary visa holder has commenced the course in Australia \* Have unlimited work rights if the primary visa holder has commenced a course towards a masters or doctorate degree and hold a subclass 500 (Higher education sector), 500 (Postgraduate research sector) or 500 (AusAID/Defence sector) student visa.

[Mandatory and discretionary student visa conditions](#) (Source: Department of Home Affairs)

As part of the GHE International Student Orientation Program, a "Workplace Rights" session by Fair Work Australia will be presented by an expert in this area. Students intending to work in Australia are strongly encouraged to attend this session. Please refer to the GHE Orientation website for the upcoming trimester program.

### Finding Work

All students who intend to get a job and work in Australia must to apply for an Australian Tax File Number (TFN) from the Tax Office. A tax file number (TFN) is a unique number issued to individuals and organisations to help the Tax Office administer tax and other Australian Government systems. It is one of the most important forms of identification in Australia. A TFN will help you to do the following:

- lodge a tax return
- ask the Tax Office about your tax affairs
- start or change jobs

For further information, please visit the [ATO website](#)

International students work in a wide variety of industries in Australia. Most commonly, international students can be found working in the following areas:

- Hospitality sector
- Construction sector

- Retail and customer service sector
- Nursing and care sector

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore, you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you/offer you regular hours. There are many ways to find a job in Australia:

- Newspapers
- Online - try these online companies:
- [Seek](#)
- [Career One](#)
- [Indeed](#)
- [Jobsearch](#)
- [JORA](#)

(Source: On-line search)

### Tax(ation) Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using My Tax, by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by My Tax your refund will normally be issued within 14 days. Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

[Lodge your return online.](#)

[Registered tax agents.](#)

### Superannuation

If your monthly wage is more than AUS\$450, your employer must contribute an additional sum equal to 9.5% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed. [Eligibility to claim your superannuation and to apply for payment.](#) You will need to provide the details of your superannuation fund (Source: Australian Taxation Office)

## GETTING STARTED AT GHE

### Student Arrival

It is important that you arrive at GHE on the starting date displayed on your Offer Letter to ensure that you do not miss any classes. GHE Provides a Student Orientation before the commencement of classes. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2001

that all commencing international students attend this. Students are required to enroll within five business days of course commencement. If you read the welcome and pre-arrival, and orientation sections of this handbook, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although this handbook will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with GHE resources, its staff, and its services. Orientation information will also be communicated to commencing students electronically, prior to the start of the events either via GHE approved representatives (agents) or directly to the student, depending upon their application method.

## Enrolment, Orientation and Transition

Enrolment is face-to-face for all new students and is conducted on GHE's campus (with direction to online sites as required for particular components of enrolment, e.g., when applying for a [Unique Student Identifier \(USI\)](#) —click link here. More details and assistance related to acquiring a (mandatory) USI will be provided during the enrolment process. Students are also advised to bring all important documentation with them to enrolment sessions (e.g., original passport, copy of visa, copy of health cover insurance, etc.).

Following enrolment, the [GHE Orientation Program](#) is conducted before classes begin and is compulsory for all newly arriving students. The program provides an opportunity for you to meet key staff at GHE, your fellow students, and to find your way around the resources on campus (library, HIVE, common areas, resource areas, collaboration rooms, etc.) Information will be provided about GHE student support services, facilities, and healthcare, obtaining legal advice, what to do in an emergency, and contact details of GHE staff.

You will also learn about your rights and responsibilities as a student at GHE, including information about complaints, appeals and the legal requirements regarding study and residence in Australia. There will be sessions about how to study successfully at GHE and, for international students, an introduction to Australian culture, society, and life.

Students who arrive after orientation will be provided with copies of, and links to, all resources, including a link to online orientation.

A separate [Course Advice Session](#) is provided to students to ensure students are enrolled in both the correct course and units of study to optimise academic progress. For new students, these sessions provide an opportunity to meet academic and administrative staff and managers at GHE and to have any queries or concerns resolved. Arriving early to attend orientation gives you the chance to:

- See and talk to the most important people you will need to know at the GHE including:

- Enrol early which will help you to get your Student ID/Access card early. You will need your Student ID/ Access card to open bank accounts, borrow books from the library, and more.
  - Meet and get advice from your Academic Course Co-ordinator based on your respective Course Study Plan including transfer credits, arrange your timetable...and much more.
  - Find your way around the campus including:
    - Library
    - Computer Login access
    - Lecture rooms, Computer rooms and facilities
  - Meet other international students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/City/ to and from your accommodation.
  - Feel as though you already know some of the things local students know before you get to meet them at orientation activities later and once classes start.

From the time you accept your offer of a course at GHE we will start helping you to orient your new life as a student with us and gaining the skills you will need to successfully complete your studies.

### Support on Arrival

When you arrive in Adelaide you have the option of arranging an appointment with our Student Support Officer to discuss the results of the Questionnaire and of developing a Personal Support Plan to ease your transition to postgraduate study in Australia.

Every student at GHE will be allocated a Personal Contact Team who will be the first point of contact for you for any concerns that you may have throughout your studies.

### Early Engagement

Our Early Engagement Program will include opportunities for you to connect with the GHE community through offshore information and live chat sessions run by our academic and student support staff, opportunities to connect with your peers through social media groups, and online academic and English language skill preparation.

Our [Getting Started Questionnaire](#) will be sent to you within a week of accepting your offer at GHE. This questionnaire will help you and GHE staff determine what academic and/or personal support you might need to help you feel confident when you commence your studies with us.

### Inherent Requirements and Reasonable Adjustments

To successfully complete a course at GHE all students must be able to meet the inherent requirements. It is therefore important that all students read the inherent requirements for each course or unit to make sure that they can meet them. For example, a courses or unit at GHE

have inherent requirements which are core skills and activities that will be essential to your successful completion of that course or unit. They may include skills in critical thinking, interpersonal communication (both written and oral), cross-cultural awareness, teamwork and self-directed learning and they ensure that academic integrity of a course is maintained. GHE is committed to making reasonable adjustments across the learning experience to enable all students to succeed. This may include making such adjustments for students with a disability or chronic health condition so that they may be able to participate effectively in learning activities. It is critical for all students to be aware of the inherent requirements and if you have a disability or chronic health condition it is important that you contact the Student Support Team to discuss your needs so we may help you to succeed.

## STUDENT PARTICIPATION

### GHE Boards and Committees

GHE believes it is important for students to be involved in GHE's governance, to ensure that student perspectives are captured in key decision-making processes at course and institutional levels. Participation in governance bodies is also a positive and proactive way for students to develop professional skills and feel a part of the GHE community. The [Governance Training Program](#) supports students who wish to volunteer as student representatives on GHE boards or committees and/or establish a student group on campus. It provides students with access and support for training that delivers a sound understanding of governance activities and issues, being an effective decision-making participant and how to use these new skills beyond GHE. Students are encouraged serve on the GHE committees and governance bodies listed below (the full Terms of Reference of which can be found in the [Governance Framework](#)). Students appointees participate in governance activities for a specified period.

### Student Representative Committee (SRC)

The [GHE Student Representative Committee](#) comprises a group of student representatives from both courses. The main objective of the SRC is to ensure that students have an input into the decision-making processes of GHE relating to curriculum, student feedback, and support. A student from each year group is elected by their peers to represent the interests of the students in that group, and to provide information to the group on SRC discussions and activities. SRC meeting dates are determined at the beginning of the semester following election of a Chairperson. The Vice-Chair supports the Chairperson and acts as Chairperson for the meetings in his/her absence. The Academic Director chairs the first meeting and the Course Coordinators and Student Support Officer are in attendance to provide support and facilitate the elections of the Chairperson and Vice-Chair.

## Policies and Procedures

GHE's policies and procedures provide guidelines and detail regulations for students and are available on the [GHE Policies](#)

The following is a selection of relevant student policies and procedures:

- Student rights, responsibilities, and general expectations of behaviour
- Student Wellbeing, Orientation, and Support Policy and Procedure
- Student Complaints, Grievances, and Appeals Policy and Procedure
- Student Diversity and Equity Policy and Procedure
- Student Fees, Charges and Refunds Policy and Procedure
- Student Non-Academic Conduct and Misconduct Policy and Procedure
- Student Sexual Assault and Sexual Harassment Policy and Procedure
- Student Academic Integrity and Academic Misconduct Policy and Procedure
- Student Handbook
- Critical Incident Policy and Procedure
- Privacy Policy and Procedure
- Feedback Policy and Procedure

## Academic Policies and Procedures

- Academic policies governing your course of study include:
- Student Transfer Policy and Procedure
- Student Complaints, Grievances, and Appeals Policy and Procedure
- Academic Progress Policy and Procedure
- Academic Integrity Policy and Procedure
- Credit Transfer and Recognition of Prior Learning Policy and Procedure
- Assessment Policy and Procedure
- Qualifications Issuance and Graduation Policy

## Complaints and Grievances Policies and Procedures

Students have access to both internal and external complaints procedures. Internal policies and procedures that you must familiarise yourself with include:

- Student Complaints, Grievances, and Appeals Policy and Procedure
- Deferment, Suspension, or Cancellation Policy and Procedure

## International Student Visa Conditions

All visas that allow travel to Australia have conditions attached. As a visa holder it is your responsibility to ensure that you are in full compliance with those visa conditions.

## Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. Under these conditions, you must:

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress as per GHE's Academic Progress Policy and Procedure
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with GHE for six calendar months, unless approved for release from GHE to attend another institution

\*Notify GHE of your Australian contact details (address and phone number (either landline and / or mobile) and subsequent changes within seven days For a full list of mandatory and discretionary student visa conditions for a [full list of mandatory and discretionary student visa conditions](#).

### IT Access

Your letter welcoming you to GHE will include details of how to access all key IT systems at GHE including your student email account and the Learning Management System.

You will be prompted at regular intervals to change the password to all the non-public IT systems that you will be required to access. It is important to remember that the use of all GHE resources, including IT and learning resources, is governed by the student conduct related policies. You must never reveal your password to anyone. Reasonable personal use of the internet is allowed if provisions in relation to proper use are followed.

### Library and Learning Resources

The Library and Learning Resources Centre (LLRC) is your GHE learning hub. All the physical resources in the GHE collection are located there as well as places for you to work both individually and collaboratively. LLRC staff are on hand to assist you to access and use any of the learning resources required for your course. The learning resources for your course have been developed with reference to the latest developments in the disciplines of relevance to your course and to provide students with a wide range of perspectives to inform academic debate. You are encouraged to give feedback on any aspect of GHE's learning resources in the regular student feedback surveys that you will be asked to contribute to during your studies.

### Learning Management System

The GHE Learning Management System (LMS) is an online learning platform where you will find all the learning materials and activities associated with each unit in your course and through which you will submit all your assessment items, apart from major examinations. The username and password for accessing the LMS is the same as the one you use to access your student email account. You can access the LMS on your mobile device but can only undertake any assessment activities via your laptop or desktop computer. Instructions on accessing and using the LMS are on

the GHE website at [www.globalhe.edu.au](http://www.globalhe.edu.au)

## ACADEMIC PROGRESS

All GHE students will be undertaking a new venture in their lives when they commence study at GHE whether that is undertaking postgraduate study for the first time or studying in Australia for the first time. GHE will engage with every student individually prior to your arrival through the Early Engagement Program to help determine what additional support you may need in your first semester. Each unit of study in our courses is designed to include formative assessment activities early in the semester so that you can receive early feedback and any knowledge or skill gaps can be identified and addressed. The academic staff associated with your course are available at designated contact times (see your unit information on the LMS) to discuss any concerns or difficulties that you may have, or you may approach members of the Personal Contact Team that you are assigned when you first enrol. Students can also gain from or give support to their peers through the Student Success Network. While many resources are provided to support you academically and personally, we do expect that students enrolled in our postgraduate courses will take responsibility for their own success in learning, which means taking the initiative to reach out and take advantage of the available resources and services when you recognise that you are having difficulty.

In addition to Early Engagement programs and other measures GHE will use a range of criteria to identify students who may need additional support. These are outlined in the Academic Progress Policy and its associated Procedure but include criteria such as responses to the Getting Started Questionnaire, poor performance in early assessment tasks, failure to attend classes or to submit assessment. Students identified as having difficulty at this early stage will be offered additional support. Where students continue to experience difficulty and fail to meet progress thresholds outlined in the Academic Progress Policy and its associated Procedure, they will be advised that they have been identified as not having met academic progress requirements and designated 'at-risk.' This designation will mean the implementation of special measures to support and monitor students' progress. Where students do not meet designated progress requirements at this stage they may be asked to 'show cause' as to why they should be allowed to continue in their course. GHE Will identify students who require early intervention and support by:

- monitoring student performance
- identifying students who are at risk of not meeting progression requirements
- formally advising such students of their academic risk of not meeting progression requirements
- providing intervention strategies to assist students to resolve progression difficulties
- working with students to formulate an intervention plan and
- monitoring the progress of students who are subject to intervention.



For further information you should refer to the [Academic Progress Policy](#) and [Procedure](#)

### Satisfactory Course Progress

- To maintain satisfactory course progress in each teaching period of enrolment, students must satisfy all of the following:
- receive a pass grade in 50 per cent of units completed;
- Meet specific course rules that require an average or minimum grade; not have failed the same unit more than twice.
- Remain on track to complete their course:
- within the approved maximum period of candidature specified in the course rules, or;
- for international students, by the expected completion time as stated in their Electronic Confirmation of Enrolment (eCoE) from the time of first enrolment.

### Consequences of Unsatisfactory Academic Performance

Unsatisfactory academic performance can result in counselling, conditional enrolment or even exclusion from the course.

For further information you should refer to the [Academic Progress Policy](#) and [Procedure](#)

### Study at GHE - Assessment

Assessment of learning is achieved by a combination of a variety of assessment techniques including practical and written examinations, individual or group presentations, reports, essays, and assignments. Some assessment will require students to give presentations, and others to work in groups. In many units, you will be expected to discuss your opinions, ideas, and perspectives related to the coursework, readings, and assignments. The goal of classroom participation is to link theoretical learning with broad academic critical thinking skills. We understand that this can be difficult for those whose first language is not English, or for those who come from a learning culture where there may be different practices. As these are important competencies required for managerial and leadership roles it is important that our students develop and enhance their knowledge, skills, and confidence in these areas whilst they are at GHE. Our academic staff will support you in any difficulty you may experience with this. Students are advised to attempt all assessment tasks to maximise their learning opportunities and maintain progress at the required level. Non-submission of assessment tasks will lead automatically to the imposition of a penalty, such as pro-rate reduction in the available marks, unless there are mitigating circumstances. All details of assessment are provided in the Unit Outlines available on the Learning Management System and in the *Assessment Policy* and its associated *Procedure*.

### Special Consideration for Assessment and Examinations

For further information regarding special consideration please refer to the Assessment Procedure,

Sections 3 and 4.

#### Request for extensions of assessment tasks

Students wishing to request Special Consideration to extend the due date of an assessment task must submit a Request for Special Consideration form via the Learning Management System to Student Services as early as possible and prior to the original due date for that assessment task, along with any accompanying documents, such as medical certificates. Requests to extend the due date of an assessment task on the grounds of:

- a) selection in State, national or international sporting, educational or cultural events, or religious observances or celebrations, must normally be submitted one month prior to the event taking place;
- b) health, compassionate and compelling circumstances, serious unforeseen personal events, rendering genuine and unforeseen emergency service in a professional or voluntary capacity, or rendering any service (including undertaking training) e.g. Defence Reserves, Jury Duty, must normally be submitted as soon as possible before the due date of the assessment.

#### Request for Special Consideration for an end-of-unit examination

Students wishing to request Special Consideration in relation to an end-of-unit examination that has not yet occurred must submit a Request for Special Consideration form to Student Services as early as possible and prior to start time of the examination, along with any accompanying documents, such as medical certificates. Where a student has been granted Special Consideration in relation to an end-of-unit examination, the student may choose to:

- c) sit the end-of-unit examination and be considered under the grounds described above (including participation in events, health, compassionate and compelling circumstances);
- d) not sit the end-of-unit examination and be granted a special examination. Special Examinations are determined by the Academic Director and will normally occur in the next examination period.

#### Request for Special Consideration for a completed assessment task

Students wishing to request Special Consideration for a completed assessment task, including an end-of-unit examination must submit a Request for Special Consideration form via the Learning Management System to Student Services no later than two working days after the due date of the assessment task or the scheduled date of the examination, along with any accompanying documents, such as medical certificates. The Academic Director may approve a later date for submission of an application if the student can demonstrate exceptional circumstances.

## Completion and qualifications

Students are eligible to graduate with their awards when they have met all the rules for course completion and meet a range of other criteria outlined in the Qualifications Issuance and Graduation Policy and its associated Procedure. Students will be provided with their academic certification on graduation which will include a full academic transcript, an official GHE Testamur, and an Australian Higher Education Graduation Statement.

## Full Time Studies

Under the Australian immigration law, international students are required to be studying full time. For the purposes of GHE students a standard “full time” study load normally means a total of 60 credit points in a compulsory trimester and the minimum study load for an enrolment to be considered full-time is at least 45 credit points unless otherwise specified. A part-time student study load is anything less than the minimum full-time study load. Only in exceptional circumstances may international students be enrolled in less than a standard full time study load. This must be approved in advance by the Academic Director or outlined as per the enrolment.

“Exceptional circumstances” include:

- The student is studying English combined with their award study;
- The student is in their final trimester of an award and completing remaining units;
- There are no available units in GHE.
- Based on ill health as recommended in writing by a professional medical practitioner.

## Study Plan

During one-on-one course advice with course co-ordinators, each student will receive a Study Plan outlining their course of study and the sequence of units. The Plan will be monitored every trimester, and may be varied, during their studies, but is intended to ensure their progress through the course meets the academic requirements for them to successfully complete their course, and within the time frame and under the conditions required by their student visa.

## Variation Of Enrolment/ Withdrawal from Units

Withdrawal of a unit resulting in reduced study load is only permitted under exceptional circumstances where special permission is obtained from the Head of School. The online enrolment amendment form must be completed for the purpose of amending the student’s enrolment to permit study of less than a full-time load as outlined with the ‘FULL TIME STUDIES’ section above. Any variation of enrolment/withdrawal from units will require amendment of the student’s Study Plan. When withdrawing from a unit the student must substitute that unit to make the study plan equivalent to full time load unless otherwise specified.

## Deferral or Suspension of Studies - International Students (Intermission/Leave of Absence)

According to the Australian Government regulations, the ESOS Act (2000) and the 'National Code of Practice' (Standard 9), GHE can only defer or temporarily suspend the enrolment of the student on the grounds of:

- a) Compassionate or compelling circumstances (e.g.: Illness where a medical certificate states that the student is unable to attend classes) or
- b) Misbehaviour by the student.
- c) GHE will inform the student if by applying for leave of absence, suspending or cancelling the student's enrolment, their visa will be affected. GHE will advise the Secretary of Department of Education and Training (DET) via PRISMS as required under Section 19 of the ESOS Act (2000) where the student's enrolment has been deferred, temporarily suspended or cancelled.

Where on medical or compassionate grounds (e.g. death of a member of the family), subject to visa requirements, for academic reasons the maximum period of intermission/short leave of absence, if allowed, is two weeks. This is provided the student applies by writing in advance and includes written evidence from an independent authority of the basis for their request. If the student needs to be absent for longer than two weeks, then they must defer their enrolment to a subsequent trimester.

Deferral will have visa and fee implications. The student must seek GHE's advice about these implications before taking any action. In the event, where deferral is granted, the student may need to reapply again to get a student visa. If a student defers or suspends their studies on any other grounds and without approval this will be considered as not complying with the student visa conditions and GHE is legally bound to report to DET such students as not complying with student visa requirements. This can result in cancellation of the student's visa. Where deferral occurs, any fee refund will be determined in accordance with the normal refund policy of the Institute. This is calculated from the trimester that the student is deferring from. Please refer to GHEs [Enrolment Policy and Procedure](#)

For full details: [National Code of Practice Standard 9](#)

Further support from government (programs, initiatives and resources)

[Australian Government Department of Education Support for Students](#)

## Transfer between Registered Providers

According to the Australian Government regulations, the ESOS Act and the 'National Code of Practice' (Standard 7), GHE will assess requests from international students for a transfer between registered providers prior to the student completing six months of the principal course of study, in accordance with the [GHE Student Transfer Policy and Procedure](#). If release is granted, it will be at

no cost to the student. Please refer to:

### Short Leave of Up to Two Weeks – All Students

Short leave of up to two weeks or less may be granted on the same grounds as a leave of absence request. Please contact your **Student Support Officer** to arrange an appointment time.

### Attendance

Attendance is an essential element of successful studies, and regular attendance at all scheduled classes is expected. International students should be aware that GHE is obliged to report to the Australian Government any student who is not making satisfactory academic progress in their studies as per GHE's [Academic Progress Policy](#) and [Procedure](#). In such circumstances, the student may no longer meet the conditions of their visa. International students are encouraged to attend at least 70 per cent of all scheduled contact hours to support their learning. The Academic Director will issue a warning letter when international students miss more than 10 per cent of tutorials and again when 20 per cent have been missed. Failure to meet the recommended level of attendance is to be dealt with as a student learning support issue and not to be reported in line with Standard 8.15 National Code 2018.

### Feedback and complaints

There are various channels for students to provide feedback to GHE on their experiences. These include student representation on governing bodies or through the Student Representative Committee, and through the various student surveys that are administered at various stages during your course. Where students are dissatisfied with an aspect of GHE's services, facilities, or academic delivery they may lodge a complaint or grievance via the channels outlined on the GHE website or in the Student Complaints, Grievances and Appeals Policy and its related procedures. For more serious concerns that may relate to the behaviour of a staff member at GHE students may lodge a grievance in writing to the Manager, Quality and Compliance at:

[ManagerQualityCompliance@globalhe.edu.au](mailto:ManagerQualityCompliance@globalhe.edu.au)

Where a student wished to appeal the outcome of a complaint or a grievance, or any decision made by GHE in relation to them, they should seek information about internal and external appeals mechanisms via the Student Appeals Procedure that forms part of the Student Complaints, Grievances and Appeals Policy and its associated procedures. In all cases students are encouraged to first seek support from the Student Support Officer who can assist you to determine the best course of action. GHE is committed to using data and information received via these various channels to identify and redress any systemic issues.

### External Appeals

All students are expected to use internal GHE'S [Academic Progress Policy](#) and [Procedure](#) first before seeking an external appeal. In the event you are unable to resolve any serious issues and complaints internally through our complaints and appeals processes, students are able to lodge an

external appeal with the [Australian Government Overseas Student Ombudsman](#)

### Laws Governing Course Delivery

The delivery of courses to international students in Australia is governed by a comprehensive framework of laws that are designed to protect students' rights and responsibilities, and the integrity of the Australian visa system (also called the ESOS Framework). Students are also expected to meet GHE's minimum standards of behaviour, academic performance, and the conditions of their visa (for students enrolled in Higher Education programs).

The key government rules that govern delivery of courses to international students include:

- 1) The Education Services for Overseas Students (ESOS) Act
- 2) The National Code of Practice for Providers of Education and Training to Overseas Students (National Code)
- 3) The English Language Intensive Courses for Overseas Students (ELICOS) Standards

For more detailed information regarding [the ESOS Framework](#)

All education providers in Australia that enrol international students must register with the Australian government on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). [The CRICOS register](#).

### Tuition Protection Service

In the unlikely event that an education provider in Australia is unable to deliver a course to students (this is called provider default), the Australian Government has strong protections in place to protect students' unspent tuition fees or provide assistance to find an alternative course. This system is called the [Tuition Protection Service](#) (TPS). Note that this only covers tuition fees, not other fees such as accommodation or internship/work placement fees, which are covered by a separate contract/ agreement.

### Current Address Details

Under Australian law, all International Students must provide their current Australian residential address and phone number to GHE. According to 8533 student visa condition, you must tell your education provider: the address where you live in Australia within 7 days of arriving in Australia, and if you change the address where you live within 7 days of change.

GHE must be notified of any changes to your address or phone numbers within seven days. During Enrolment and Orientation Week of you are required to complete your personal details (emergency contacts, health concerns etc.) If you change your address or other personal details during the trimester, you can update your student records by contacting Student Administration office or email: [StudentServices@globalhe.edu.au](mailto:StudentServices@globalhe.edu.au)

### Important Information for International Students

GHE will undertake to inform students of the following:

- a) changes to student visa conditions as advised by the Department of Home Affairs (DHA)

- b) changes to the student's enrolment
- c) breaches by students of student visa conditions relating to satisfactory academic progress.

The [PRISMS](#) (Provider Registration and International Student Management System) Administrator (the Registrar) has access to the functions to report student changes. Student course variations include:

- a) student failed to meet course requirements, including those outlined in the GHE Academic Progress Policy and its associated Procedure;
- b) student completed course early;
- c) student did not commence course;
- d) student course cancelled, but provider is still operating;
- e) student left provider (transferred to a course at another provider);
- f) student unable to start course (course suspended);
- g) student enrolled in another course (at the same provider);
- h) student Deferring/Postponing Studies;
- i) student Notified Cessation of Studies.

Changes to a student's course or breaches of visa conditions will be reported to DHA, via [PRISMS](#).

If a student makes any other change to their course/enrolment as listed above, the following procedure applies. Once formally advised of changes by the student and confirmed by the Course Coordinator, the Registrar reports this through the PRISMS system. If a student changes his or her course or enrolls for another course with GHE a new Confirmation of Enrolment (COE) is issued. The student is advised to submit the new COE to DHA to advise them of the change of course. A new visa may need to be issued.

### [Critical incidents](#)

A critical incident is an event or series of events that require a significant response and ongoing management and that have the potential to severely damage or impact members of the GHE community. If you are involved in, witness or become aware of a critical incident on campus contact the Operations Director or an accessible staff member as quickly as possible. When it is necessary the staff member will contact the appropriate Emergency Services as soon as possible and secure the area.

## **YOUR RIGHTS AND OBLIGATIONS AS A STUDENT**

### [Respect, conduct and misconduct](#)

GHE as an institution has a responsibility and commitment to providing a supportive environment in which all individuals may flourish and achieve their goals no matter what background they come from or whether they are a student, staff member or visitor. As a student at GHE you are expected to treat all members of the community with respect and to abide by GHE policies. The policies

referred to below will help you understand what standards of behaviour are expected at GHE, how allegations of misconduct are managed and what the consequences of confirmed breaches may be, and who to approach if you have any issues related to the conduct of any other person.

## Student Code of Conduct

All GHE students are expected to:

- ✓ allow others to pursue their studies, research, duties, community engagement and other lawful activities, in an environment of intellectual freedom, critical and open inquiry and social responsibility
- ✓ acting in a manner where tolerance, honesty, inclusivity, and respect are the basis of all interactions
- ✓ upholding high academic standards, intellectual rigour, and ethical behaviour
- ✓ always acting in a reasonable and sustainable manner

GHE values the diversity of its community in terms of age, gender, language, religious, spiritual, cultural, sexual orientation, socioeconomic and intersex status, and therefore creates equity of opportunities for academic success.

All GHE students:

- ✓ respect the rights and views of others
- ✓ treat others with fairness, respect, and courtesy, without prejudice or discrimination
- ✓ respect the privacy of others and the confidentiality of entrusted information
- ✓ are committed to maintaining a learning environment that is free from any form of bullying, or racial, sexual, or verbal harassment and sexual assault
- ✓ value academic rigour and integrity
- ✓ use social media responsibly
- ✓ act in good faith and with honesty, integrity, transparency, and impartiality and
- ✓ respect GHE's facilities, resources, and equipment; and use them in accordance with work, health, and safety obligations

Serious breaches of this Code will result in disciplinary action as per the relevant GHE policy and associated procedure including the Student Academic Integrity and Academic Misconduct Policy, the Student Non-Academic Conduct and Misconduct Policy and the Student Sexual Assault and Sexual Harassment Policy. GHE will report all criminal acts committed by any member of the community to the police and/or other relevant authorities.

## Student Administration Information

### Paying Fees

#### Your financial rights and obligations



GHE has an obligation under the *Higher Education Standards Framework (Threshold Standards) 2015* and the *Education for Overseas Students Act 2000* to give students clear information about all fees and charges associated with your course and as much notice as possible when such fees and charges may be subject to change. GHE will advise students of all course fees and charges and the timeframe in which these must be paid through letters of offer and on our [website](#). The specific arrangements for the payment of fees and charges, and the circumstances under which refunds will be paid are outlined in the Student Fees, Charges and Refunds Policy and its associated Procedure.

## Enrolment

### Changes to your enrolment:

GHE recognises that events can occur in a student's life that may make it difficult for them to continue studying as planned. Such events may require you to vary your enrolment in your course, either by deferring your original offer of a place, changing your units/study mode, or taking a break from your studies. The GHE Enrolment Policy and its associated Procedure outlines the conditions that apply when you need to vary your enrolment.

In all circumstances you need to be aware of the critical dates for applying to make a change to your enrolment. The most important date is the [Census Date](#) in each teaching period. Changes to enrolment in your course after the Census Date could result in ineligibility for a refund on units that you are unable to complete.

**International students:** International students should be aware that there are specific conditions that apply to your enrolment and your ability to vary that enrolment under the conditions of your student visa. Under the provisions of the [National Code 2018](#) a Leave of Absence for international students can only be approved under 'compassionate and/or compelling circumstances'. Examples of such circumstances and how these must be evidenced are outlined in the *Enrolment Policy* and its associated procedure. Similarly, there are specific conditions that apply to international students who wish to transfer from the course for which their visa was issued. Students should consult the relevant policy or Student Services for more information.

## Student Support Services

### The Office of Student Administration

Provides one central location where student can access services and support such as:

- ✓ Counselling and Advocacy services
- ✓ Academic Services
- ✓ Accommodation services
- ✓ Career Advice

- ✓ Alumni services
- ✓ Orientation and Enrolment sessions
- ✓ Alumni and industry engagement
- ✓ Networking and campus social events
- ✓ Student eNewsletter
- ✓ Student Representative Committee (SRC)
- ✓ Student noticeboards

## Staff Roles

### Communications with Students

GHE will engage with you through various channels including Notice Boards, Direct Email, Facebook, telephone, SMS, the GHE website, via the Learning Management System (LMS) and face-to-face interaction.

### Privacy and Confidentiality of Information

GHE has policies and procedures for the effective management of student record keeping in addition to privacy and confidentiality policies. Notwithstanding these, GHE may be required to provide information to Commonwealth and State agencies (Department of Education - DE and Department of Home Affairs - DOHA) and the Fund Manager of ESOS Assurance Fund. Please see for further information [Privacy Policy](#) and [Privacy Procedure](#)

### Intellectual Property and Copyright

As a student at GHE you own intellectual property (IP) created during your studies, unless you are employed by GHE, or where:

- a) your study project uses substantial GHE resources such as a piece of specialised equipment;
- b) you are using GHE-owned IP or IP owned by a GHE staff member;
- c) you receive project-specific funding from GHE or a third party such as an organisation you are undertaking project work with;
- d) use IP owned by a GHE staff member;
- e) you participate in a GHE-managed project.

In any of the circumstances outlined in a) to e) above you will be required to assign your IP over to GHE through completing a Deed of Assignment.

### Copyright

Copyright law in Australia protects the rights of copyright creators and provides a framework for the appropriate use of other's intellectual property. You will be provided with guidance on the lawful use of other's work by your teaching staff and staff in the Library and Learning Resources

Centre (LLRC). Notices in the LLRC will also remind you about lawful limits on copying and using material.

## SERVICES AND PROGRAMS FOR STUDENTS

GHE has a range of services designed to support you both personally and academically during your enrolment at GHE.

### English language support

While all students need to meet the minimum English language requirements for entry to GHE courses we recognise that students may still need support in this area to maximise their chances of success. Support with English language starts prior to enrolment with our Early Engagement Program and continues during your studies. Students can seek support from our [English Language Support Services](#) can arrange for appointments with dedicated English language teachers, attendance at academic workshops, or access to additional online resources.

### Personal Support

Students who are experiencing any personal difficulties at all can contact the Student Support Officer (SSO) [SSO@globalhe.edu.au](mailto:SSO@globalhe.edu.au) in the first instance. The SSO can help you clarify issues and identify avenues for resolution and support. If required, the SSO can also refer you to counselling or other specialist services. In some circumstances external services may charge students for their services.

### Student Success Network

The GHE Student Success Network (SSN) is a staff-facilitated but student-led program of academic, social, and cultural activities and initiatives. A number of initiatives are offered on an ongoing basis, while others are run to meet the immediate and changing needs and wants of students. Ongoing initiatives include peer-to-peer and mentor-to-students review sessions, and course-specific academic workshops.

### Students with a Disability

GHE is committed to ensuring that students with a disability have equal access and opportunities for success at GHE. If you have a disability that you believe may affect your ability to participate in and successfully complete your studies, you are encouraged to identify yourself during the application process. The Student Support Officer and relevant Course Coordinator can assist in determining whether reasonable adjustments, such as modified equipment, adjusted teaching and assessment methods, or other special assistance, can be made to assist you in meeting the requirements of your course. Any adjustments that can be made are recorded in your individual Study Access Plan that is regularly reviewed to ensure it is meeting your needs.

*We trust this Student Handbook provides most of the necessary information you need. Any of your suggestions will be welcomed. Please contact a staff member, Student Support Officer, or inquire at [Info@globalhe.edu.au](mailto:Info@globalhe.edu.au) .*

***The GHE Team***

## Key Staff Contacts

Position	Name / contact
Chief Executive Officer	Dr Andrew Macauley E: A.macauley@globalhe.edu.au
Academic Director	Dr Roger Haden E: R.haden@globalhe.edu.au
Course Coordinator (Master of Business Analytics)	Dr Hisham Khdaire E: H.khdair@globalhe.edu.au
Course Coordinator (Master of Information Technology)	Dr Hisham Khdaire E: h.khdair@globalhe.edu.au
Student Services Officer	Vijayanaga Lakshmi Vantipuli E: V.Vantipuli@globalhe.edu.au
Operations Manager	Thrishul Reddy Palicherla E: S.Thrishul@globalhe.edu.au
Head, Library and Learning Resources	Dr Roger Haden E: R.haden@globalhe.edu.au
Technical-IT Manager	Sudip Sainju E: S.Sainju@globalhe.edu.au
Technical-IT Support	Dinh Nguyen E: D.Nguyen@globalhe.edu.au

## Administrative Information

<p>Related Internal Documents</p>	<p>Academic Progress Policy</p> <p>Admissions Policy</p> <p>Assessment Policy</p> <p>Course Design Policy</p> <p>Enrolment Policy</p> <p>Quality Assurance Policy</p> <p>Student Academic Integrity and Academic Misconduct Policy</p> <p>Student Complaints, Grievances and Appeals Policy</p> <p>Student Disability Policy</p> <p>Student Diversity and Equity Policy</p> <p>Student Fees, Charges and Refunds Policy</p> <p>Student Non-Academic Conduct and Misconduct Policy</p> <p>Student Sexual Assault and Harassment Policy</p> <p>Student Wellbeing, Orientation and Support Policy</p> <p>Work-Integrated Learning Placement Policy</p> <p>Glossary of Terms</p>
<p>Related Legislation, Standards and Codes</p>	<p>Tertiary Education and Quality Standards Agency Act 2011</p> <p>Higher Education Standards Framework (Threshold Standards) 2021</p> <p>Education Services for Overseas Students Act 2000</p>

	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Disability Discrimination Act (1992) Disability Standards for Education 2005
Date Approved	
Date of Effect	
Date of Review	
Approval Authority	Board of Directors
Policy Custodian	Chief Executive Officer
365 DocID	GHE_9241_SHB

### Change History

Version Control		Version 3.1
Change Summary	3-Nov-20	V1.0 Draft approved by Board of Directors subject to updates included in this version
	4-Nov-21	V2.0 Updated to 2023, major revisions as requested by Academic Board (AB) 7 May 2021 for noting by AB 12-Nov-21
	20 Sept 2024	V3.1 Updated to fully address CRICOS requirements.
	2025	V3.2 Updated

Warning - Document uncontrolled when printed! The current version of this document is maintained on the [GHE website](#).



## Any questions? Contact us

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