

DEAKIN UNIVERSITY ENGLISH LANGUAGE INSTITUTE 2015



ORIENTATION HANDBOOK - GEELONG

Contents

<u>Deakin University English Language Institute (DUELI)</u>	3
DUELI courses	3
Course progress and assessment	3
Plagiarism	3
<u>Deakin University Student ID Card (Deakin Card)</u>	3
<u>DUELI Student code of conduct</u>	4
<u>Department of Immigration and Border Protection (DIBP)</u>	4
Student visa conditions	4
Attendance	4
Change of education provider	4
Current address	5
Overseas Student Health Cover (OSHC)	5
Students Under 18	5
Important student visa responsibilities	5
DUELI attendance procedure	5
Special consideration for extended absence	5
Reporting and disclosure of information	5
Visa extension	5
Work rights	5
<u>Tax File Number (TFN)</u>	6
<u>Banking</u>	6
<u>Overseas Student Health Cover (OSHC)</u>	6
How do I get my membership card	7
Notify BUPA OSHC of your contact details	7
How your BUPA OSHC works	7
To see the campus doctor or a medical clinic with Direct Billing	7
To see a medical clinic or doctor who does not have Direct Billing	7
If you go to a hospital and how to claim	7
<u>IT information</u>	7
IT passwords and Internet access	7
Deakin University Internet use	8
Tips to reduce Internet cost	8
Your responsibilities	8
Consequences of misuse and examples of misuse	8
Email	8
Printing, photocopying	8
IT Service Desk	9
<u>Library</u>	9
Library access	9
Intercampus loans	9
Conditions of loan and library use	9
Library account and PIN	9
<u>Division of Student Life (DSL)</u>	9
Nurse	9
Doctor/Geelong Waterfront Campus	10
Hospitals	10
Sexual Health Services	10
Dentist	10
Help lines, sexual assault/violence	10

Personal counselling	10
Chaplain and prayer room	10
Advisers	11
JobShop	11
<u>Emergency phone numbers</u>	11
<u>Legal advice</u>	11
<u>Deakin University Student Association – DUSA</u>	11
<u>Living in Geelong</u>	12
Visiting Melbourne	12
Weather and clothing	12
Water restrictions	12
Travelling to DUELI	12
Myki	12
Tourist information	12
Deakin International’s website	12
<u>Sport</u>	13
<u>DUELI homestay</u>	13
General information	13
Homestay accommodation and families	13
Terms of homestay	13
Fees, cancellation and Payment	13
Length of Stay and Moving Out	13
Holidays	14
Students under 18	14
Living in your homestay	14
Your bedroom	14
Toiletries	14
Meals	14
Laundry and cleaning	14
Telephone and Internet	14
Visitors and security	14-15
Personal property insurance	15
Smoking	15
<u>Students under the age of 18</u>	15
DIBP Regulations	15
Deakin University Regulations	15
Other requirements	15
The laws in Australia	16
<u>Rental Accommodation</u>	16
<u>DUELI Refund Policy</u>	16-17
<u>Useful websites</u>	18
<u>DUELI 2015 - 2016 intake dates</u>	19
<u>Appendices</u>	
Map: Geelong Waterfront Campus	20
How to get an IT Password	21-22
DUELI Student Grievance Procedure	23
DUELI English language program information	24
Locality guide for international students	25-26

Deakin University English Language Institute

Deakin University English Language Institute (DUELI) offers a wide range of English language courses from beginner to advanced level at Deakin's Melbourne Burwood Campus and Geelong Waterfront campus.

For information about DUELI, go to deakin.edu.au/dueli.

For information about DUELI's location, maps and travelling go to

deakin.edu.au/campus-life/geelong-waterfront-campus.

DUELI courses

Courses are integrated and involve the development of reading, writing, listening and speaking skills using texts and materials from a wide range of media. A strong emphasis is placed on helping students become **independent learners**. We encourage you to develop your own learning style, set your own goals and draw up your own study plans.

Course progress and assessment

DUELI is legally required to check your course progress to ensure that you are doing well in your studies. Courses are run in five-week blocks. Language skills are assessed throughout the teaching block at regular intervals so that you can revise your study goals. There are several assessment tasks within each level, which **you must pass** in order to progress to the next level, or you will be required to repeat the level. You must pass the level specified in order to meet the English language requirement allowing you to enter the intended award study. Marks are final and cannot be changed. In the case of borderline marks, teachers get a second opinion from the coordinator before giving you the final mark. However, if you disagree with your mark you can follow the DUELI Grievance Procedure (see Appendix). Students who have failed at a given level three times will be unable to extend their study.

Plagiarism

Plagiarism occurs when a student copies somebody else's work without acknowledging its author.

Plagiarism leads to severe penalties in Australia, as it is an example of academic misconduct. Teachers at DUELI will explain how to properly reference your work in order to avoid plagiarism. For more information visit Academic Skills website at: deakin.edu.au/students/study-support

Deakin University student ID card (Deakin card)

Your Deakin card identifies you as a member of the Deakin University community and allows you to use a variety of services around the University, including libraries and computer labs. In order to obtain your Deakin card, go to Deakin Central located in the Central Precinct, Building D, Level 2. DUELI Staff will arrange a Deakin card session for all new students as part of the Orientation Program.

To load money onto your Deakin card, use loading stations, for instance the one in Building D, Level 2, opposite the lift. The machine accepts only \$5 notes and you should always keep a receipt. For more information about your Deakin card go to deakin.edu.au/studentlife/deakincard.

DUELI Student Code of Conduct

Studying at Deakin University is a co-operative relationship between students and staff.

Deakin University recognises that students are entitled to have the following expectations during their time at DUELI:

- » To study in a safe, secure and supportive environment
- » To be treated with respect and courtesy in an environment free from harassment and discrimination
- » To have personal privacy respected
- » To have access to clear, appropriate procedures for dealing with complaints and grievances.

This Code of Conduct sets out standards of behaviour based on co-operation, mutual responsibility, respect, self-discipline and tolerance of others by which everyone is accepted as an individual and where all cultures are highly valued.

Value	Behaviours
Responsibility Being accountable for your own actions and learning	<ul style="list-style-type: none">» Co-operate with teachers and students.» Be punctual and fully prepared for class.» Complete class work as assigned by your teachers.» Practice behaviours that keep everybody safe.
Respect Caring about yourself, others and The environment around you	<ul style="list-style-type: none">» Listen carefully to others.» Be understanding and tolerant.» Treat everybody with respect.» Behave in a manner that is non-discriminatory.» Practice behaviours that are not disruptive to others.» Care for University and personal property.
Integrity Being honest and fair	<ul style="list-style-type: none">» Treat others fairly.» Allow others to study in a positive environment.» Submit work that is your own.

Department of Immigration and Border Protection

For information and enquiries about your visa contact the Department of Immigration and Border Protection (DIBP) on 13 18 81 or visit www.immi.gov.au. DIBP is located at: Casselden Place, 2 Lonsdale Street, Melbourne 3000.

Student visa conditions

Please ensure that you read, understand and comply with the following visa conditions:

Attendance

You must maintain satisfactory attendance throughout the length of your course. Satisfactory attendance is 80% and above.

Change of education provider

You must remain at the institution that originally recruited you for the first six months. If there are exceptional circumstances forcing you to change, you must obtain a Release Letter from Deakin University and get permission from DIBP.

Current address

You must notify DUELI Reception, about your current address, and any changes to your current address, within seven days. Please ensure that we have your current address at all times so that you do not miss out on important information that the University sends out to students.

Overseas Student Health Cover (OSHC)

Overseas Student Health Cover must be maintained throughout the full duration of your studies in Australia. Please refer to pages 6-7 for detailed information about OSHC.

Students under 18

If you are under 18, you must maintain your welfare arrangements as approved by DIBP and Deakin University (if applicable) throughout the entire period until you turn 18. For more information, please go to the *Students under the age of 18* section in this booklet.

Important student visa responsibilities

DUELI attendance procedure

DIBP has advised DUELI that when a student is absent from class for any reason, DUELI should mark the student as being absent for that class. DUELI is legally obliged to report students with unsatisfactory attendance to DIBP, which in turn may result in a cancellation of the student visa. If you are late for more than 15 minutes for your first class, and more than 5 minutes for any subsequent class, you will be marked absent for that class.

As part of the attendance procedure, DUELI will notify you in writing if you are at risk of falling below 80 per cent as well as of its intention to report you for unsatisfactory attendance. If you disagree with the decision to report you, you can appeal against following DUELI procedure.

Students **must keep all Medical certificates** as DIBP and DUELI may ask for proof of illness if attendance falls below 80 per cent. It is the student's responsibility then to provide DIBP with any medical certificates if requested.

Special consideration for extended absence

In the event that a student is hospitalised or absent due to circumstances beyond their control then the Director of DUELI will determine whether the student's absence will be excused (DIBP has special consideration provisions for these types of circumstances). Each request for special consideration would be on a case-by-case basis and must be supported by medical certificates or other relevant documentation and approved by DIBP.

Reporting and disclosure of information

DUELI must, by law, report to DIBP any changes to your enrolment as well as breaches of your student visa conditions relating to your attendance and/or academic progress. DUELI may be obliged to share the information you provide with Australian government departments, such as DIBP and DEEWR (Department of Education, Employment and Workplace Relations). For instance, when asked, DUELI must give DIBP information about your current address and contact numbers, your enrolment status and your grades.

Visa extension

It is your responsibility to hold a valid Australian visa at all times. If your visa is due to expire before the end of your course, you need to apply for its extension with DIBP at least two months before the expiry date. Students applying for visa extension may be required to undertake medical checks. For information about how to apply go to www.immi.gov.au/study/pages/study.aspx.

Work rights

International students are only allowed to work a maximum of 40 hours per fortnight when lessons are in session.

Tax File Number (TFN)

You need to provide your tax file number (TFN) to:

- » Your bank, when opening a bank account
- » Your employer, when applying for a part-time job.

It is not compulsory to have a tax file number. However, if you do not have it, any money you earn in Australia (including interest earned on your bank account) will be taxed at a higher rate. For more information, visit www.ato.gov.au.

Applying for a Tax File Number (TFN) online

All students can apply online for a Tax File Number and it is free. Go to: www.ato.gov.au and follow the instructions on the screen. You can also ask at DUELI Reception for a handout to help you.

Banking

There is an ANZ ATM on campus in Building D, opposite the Security Office on Level 2. There is an ANZ Bank branch at: 83 Malop St, Geelong, open Monday – Thursday 9.30am to 4pm, Friday 9.30am to 5pm, Saturday 9.00am to 12.00pm, with an ATM available after hours. There are also several other banks in the Geelong city centre.

In order to open a bank account you need your passport and a current Deakin University ID card. You will also need to provide your Tax File Number (TFN) to the bank (see above for information about how to apply for a TFN).

Overseas Student Health Cover (OSHC)

It is a requirement of DIBP that all international students (and any dependents accompanying them) have Overseas Student Health Cover (OSHC). BUPA is the preferred provider of Deakin University. If you have paid your OSHC together with your tuition fee, you will automatically be insured with BUPA. Please read the *Bupa Policy Booklet* to understand what you are and are not covered for.

Note: your OSHC is normally valid for one year. It is your responsibility to renew and maintain your OSHC for the full duration of your course(s). **Failure to have a valid cover is a breach of your student visa conditions and could result in the cancellation of your student visa.**

To renew your Bupa OSHC cover, visit www.overseasstudenthealth.com and go to “Renew your cover”.

If you have any questions or problems regarding your Bupa OSHC, contact the DUELI Reception on Level 4, Building D. Alternatively, you may contact Bupa directly via the following options:

Toll free number:	Helpline - 1800 888 942 (available 24 hours 7 days a week)
Email:	oshc@bupa.com.au
In person:	Bupa Geelong Branch Shop 218 Westfield, Malop St Geelong Monday to Friday 9am – 5pm, Saturday 10am – 2pm
Mailing address:	BUPA OSHC Bupa GPO Box 9809, Brisbane, QLD 4001, Australia
Website:	www.bupa.com.au/health-insurance/cover/oshc

How do I get my membership card?

Cards will be given to you during the Orientation Program. If you have paid for OSHC through Deakin, but have not received a card, please contact the Geelong DUELI Reception.

Notify BUPA OSHC of your contact details

It is important that you provide BUPA OSHC with up to date contact details, particularly your email address. If you change your address or any other personal details, please update this information by sending an email to OSHCDeakinUni@bupa.com.au with the subject “**Update my details.**” In your message, provide your name, date of birth, membership number, your new address and telephone number.

How your BUPA OSHC works

To see the campus doctor or a medical clinic with Direct Billing

Some doctor’s direct bill BUPA for your costs. Show your BUPA OSHC card and your consultation fee will be sent directly to BUPA OSHC who will directly pay your bill. A list of BUPA Direct Billing medical centres can be obtained from the website <http://www.bupa.com.au/health-insurance/cover/oshc>

Note: In some clinics there may be a co-payment that you will have to pay for seeing a doctor (usually \$15-30) and you pay this directly to the doctor or clinic.

To see a medical clinic or doctor who does not have Direct Billing

If you go to a medical clinic or doctor who does not have Direct Billing arrangements with BUPA, you will need to pay for your consultation. Make sure that you obtain a receipt so that you are able to make a claim.

If you go to a hospital

It is faster and easier to go to a medical clinic if you are feeling unwell. However, if you become ill during the night or on the weekend, you might go to the emergency area of a hospital. In Australia, there are public and private hospitals. You will need to pay \$450 to be seen by emergency medical staff (please note that you might be charged more than at a medical clinic). Keep the receipt and you will be able to claim back the full amount from BUPA if you go to public hospital, or some if you go to a private hospital.

How to claim

For information about how to make a claim please contact BUPA Help Desk:

OSHCDeakinUni@bupa.com.au.

IT information

IT passwords

Students have an opportunity to obtain their username and password as part of DUELI Orientation activities. For detailed instructions please refer to “How to Get an IT Password” attached as an appendix at the end of this booklet.

Internet access

Your Internet access depends on the status of your enrolment at DUELI. In order to receive access, you have to be enrolled and have a valid Deakin University student ID number/card. If your enrolment has been delayed for various reasons, for instance, the University has not received your payment on time, please contact the DUELI Student Advisor for help and information on alternative access options. You will have an opportunity to get your username and password at Orientation.

Deakin University Internet use

Deakin has a quota system that provides each student with an amount of Internet usage, which is deemed sufficient for their study purposes. As a guide, quotas for 2015 are 5GB for DUELI students per trimester.

If this quota is exceeded, your Internet access will be locked until the beginning of the following trimester unless you have negotiated with the [IT Service Desk for a quota addition for legitimate purposes](#).

While all Internet usage is monitored, not all web site traffic will affect your quota. Some commonly used web sites including Google, Microsoft and other University web sites are excluded from the quota.

Tips to reduce Internet cost

- » Always log out when you leave the computer.
- » Think about the size of files that you download, e.g. audio and video files should be considered very carefully before downloading.
- » Do not share your password with anyone else or you will be held accountable for their use as well as your own.

Your responsibilities

- » You must follow all Australian laws and regulations relevant to Internet use.
- » You must not access inappropriate or offensive material.
- » You must not allow others to access your password.
- » You must report any unauthorised use of your account to ITS (phone ext: 46888).

Consequences of misuse

- » Possible loss of computing access.
- » You may have to reimburse the University for additional costs.
- » Possible disciplinary or criminal action.

Examples of misuse

- » **Violation of copyright.**
- » **Using the facilities for commercial reasons.**
- » **Invading of individual's privacy.**
- » **Harassing individual through the use of email.**
- » **Sharing passwords.**
- » **Tampering with other users' electronic communication.**
- » **Accessing offensive or inappropriate materials.**

Email

Deakin University will communicate important information to you by email, so it is important that you regularly check your Deakin email account. Your Deakin email can be accessed from your home or other computer as well as from the computers on campus. Simply type in deakin.edu.au into the address field, choose 'Current students', then 'email' log in and go to your 'Inbox'.

Your Deakin email address is your username@deakin.edu.au, for instance gosia@deakin.edu.au.

It is cheaper to access your mail through your Deakin account than through your Hotmail or Yahoo. You can copy your address book from your existing account and paste it into the Deakin address book. Or, you may be able to forward your email from your existing account to your Deakin account.

Printing and photocopying

Printing in the computer lab costs 5 cents per A4 sheet for black and white printouts and 10 cents for colour. You have to load money onto your Deakin card (see page 3). To transfer credits from your card to printing, or to check your printer credits, go to deakin.edu.au/printing.

Standard photocopying services are available throughout Deakin University using credits on your Deakin card. For information about your Deakin card and how to load money onto it, see page 3.

IT Service Desk

IT Service Desk operators are available seven days a week to take your call. For queries or problems with your online access and usage contact:

- Phone 5227 2400 (Mon-Fri 8am-8pm, Weekends 11am-5pm)
 - In person: Library information desk
 - Waterfront Campus: Mon-Fri 9am-5pm
 - Waurm Ponds Campus: Mon-Fri 9am-5pm, Weekends 1pm-5pm
- deakin.edu.au/its

You can also access the IT Service Desk at the Library Front Desk.

Library

The Library holds both print and electronic resources to help you with your studies. For opening hours and more information about the Library, go to deakin.edu.au/library, which you can access through the Library computers, computer labs or at home.

Geelong Waterfront Campus (or Geelong Waurm Ponds Campus)
Building D, Level 3, Phone 5227 1200

Library access

In order to borrow books and other materials from Deakin University libraries, you must be enrolled at Deakin University and have your Deakin University student ID card.

Intercampus loans

Books and photocopied journal articles from all Deakin University libraries can be requested. Enquire at the Loans' Desk to access this service.

Conditions of loan and library use

Library items must not be removed from the library without being issued by library staff. If you are found in possession of damaged library items, you must pay for the mending/replacement costs and you will be suspended from borrowing for one month. Library users must observe the conditions of loan and library use posted in the Library.

Division of Student Life

Division of Student Life (DSL) provides health services, personal counselling, chaplaincy, study skills and career advice for students. If you want to use one of these services you need to make an appointment by calling Student Life Reception on 5247 9312. For more information visit the DSL website at deakin.edu.au/studentlife.

Nurse

The campus nurse is able to provide:

- » medical attention and referrals
- » health check-ups
- » flu vaccinations
- » information and advice on diet and nutrition, sexual health and stress relief.

Geelong Waterfront Campus

DSL, including the Campus Nurse, is located in Building D, Level 2, opposite Deakin Central. To make an appointment, phone 5247 9312 or book online at deakin.edu.au/life-at-deakin/health-safety-wellbeing/medical-centres.

Doctors

Doctors are available (by appointment only), DSL, including the Campus Nurse, are located in Building D, Level 2, opposite Deakin Central, phone 5247 9312 for an appointment. A current OSHC card is necessary when seeing a doctor.

If you would like to get medical advice, including information about the closest Direct Billing doctor in your area, contact the BUPA general number **1800 888 942** on your OSHC card. For more information about how your OSHC works, go to the OSHC section in this booklet.

Contact numbers for medical services

Deakin University Health Services

Geelong Waterfront Campus, DSL Administration, Building D, Level 2
Phone: 5247 9312 (or 5227 1221)

Hospitals

Geelong Hospital
midnight) Ryrie Street, Geelong
Phone: 5226-7564

Pharmacy

Jim Greens Pharmacy (open late 9am – 12
148 Myers Street, Geelong
Phone: 5229-3539

Sexuality Health Services

Geelong Hospital
Phone: 5226-7111

Dentists

See directory www.yellowpages.com.au

Help lines

Lifeline (personal problems)
Poison Information
Gambling Helpline

13 11 14 or www.lifeline.org.au
13 11 26
1800 156 789

Sexual assault/violence

Deakin University Health/Counselling Service	5227-8400
South Eastern Centre Against Sexual Assault	1800 806 292
Men's Referral Service	9428 2899

Personal counselling

If your studies/life is being affected by personal, family or other reasons, you could find it helpful to talk with a counsellor. Counsellors are professionally trained and experienced in assisting you to deal more effectively with any issues, which may arise, for instance:

- » personal and family relationships
- » stress, loneliness or homesickness
- » course concerns, including advice on special consideration and referral
- » conflict resolution and anger management

Geelong Waterfront Campus

Personal Counsellors, Deakin Student Life Office, Admin., Building D, Level 2, phone: 5247 9312 (or 5227 1221) for an appointment.

Chaplain

The Chaplain offers a multi-faith approach to matters surrounding belief and spirituality. You are welcome to drop in to chat about issues of faith, for information about where to worship and other personal concerns. The Waterfront Chaplain is located in D2.209, call: 5227 8119 or Student Life on 5227-8400. The Chapel is located at Building ID at Wearn Ponds Campus.

For more information, including availability, go to: deakin.edu.au/studentlife/chaplains.

Prayer room

There is an All Faiths Prayer Room on the Geelong Waterfront Campus located in Building D, Level 1 (near café). See security for first visit and access. The access code will be available from DUOLI Reception in D4.202 and Deakin International.

Academic Skills Adviser

Academic Skills Adviser provides an opportunity for students to gain further assistance when students begin their Deakin award course.

Geelong Waterfront Campus: Academic Skills Adviser, DSL, Admin. Building D, phone: 5227-8400 for an appointment.

Careers Adviser

Careers' Adviser offers counselling and advice on career planning, including advice on course and subject selection, developing self-awareness of your skills and interest and deciding on post-graduate study. The service also provides information for students on how to look for a job, write a resume and prepare for an interview.

Geelong Waterfront Campus or Geelong Waurm Ponds Campus at Deakin Central, phone: 5227-8400 or 5227-1221 for an appointment.

JobShop

If you are looking for a part-time job or voluntary work, go to the noticeboard at Deakin Central, Waterfront Campus or Jobshop Office at Waurm Ponds Campus located at JB2.303 beside DC or visit deakin.edu.au/jobshop.

Emergency phone numbers

Ambulance	000	You can dial 000 without using any money. Ask the operator for the service you want and wait to be connected. Answer all their questions and do not hang up the phone until they tell you to.
Police (other locations)	000	
Fire Brigade	000	

Deakin University Security Geelong Waterfront Campus: 5227 8222

Legal advice

For information about free legal advice go to: www.legalaid.vic.gov.au or call 9269 0120. Alternatively, contact the International Student Adviser (ISA) at Division of Student Life.

For legal advice about academic issues and housing, you can contact DUSA (refer to the DUSA section in this booklet below). All Deakin University students can access initial consultation; however for further details or representation, you may be required to become a DUSA member. DUELI students currently enrolled are entitled to free DUSA membership for one year.

Deakin University Student Association – DUSA

All currently enrolled **DUELI students are entitled to a free one-year membership at Deakin University Student Association (DUSA)** (subject to change without prior notice). DUSA facilitates the following activities and services:

- » organises trips for students
- » organises events, such as concerts and dance nights
- » runs short courses in the evenings on many different subjects
- » has many clubs, including sporting clubs, and societies that you can join
- » can provide advocacy if you find yourself in a dispute with the University over academic issues
- » provides academic and social support to all female students at Deakin via the Women's Officer.

In order to join, go to DUELI Reception on level 5 to collect and fill in an application form. For more information, contact a DUELI Student Adviser or go to www.dusa.org.au.

Living in Geelong

Geelong is Victoria's second-largest city, and has a population of approximately 240,000. It is close to some of the state's most beautiful natural landscapes, such as the Great Ocean Road. It also has great shopping, many restaurants and cafes, a lovely waterfront, and all the facilities you would expect from a 21st century city.

Visiting Melbourne

The city of Melbourne is 75km from Geelong, and an easy, one-hour train ride. It has a population of four million people. It is exciting, safe, cosmopolitan and culturally rich. The population is made up of more than one hundred ethnic groups, making Melbourne a very exciting city.

Weather and clothing

The weather in Geelong is pleasant and mild with four distinct seasons: summer, autumn, winter and spring. Geelong generally does not experience severe extremes of heat, humidity or cold; however, the weather can be very changeable and hard to predict. It is a good idea to wear layers of clothing and to carry a small umbrella or a waterproof jacket.

Water restrictions

Due to ongoing dry weather, water restrictions have been introduced in Geelong to help save our diminishing water resources. Please discuss with your host on arrival the most efficient and mutually convenient ways of using their bathroom and laundry.

Travelling to DUELI

Although we try to place students on campus or in homestays as close to DUELI as possible, you should be prepared to spend up to 30-40 minutes travelling to and from DUELI. DUELI is located on the Geelong Waterfront Campus. For maps, go to deakin.edu.au/campuses. For information about travelling in Geelong, go to www.geelongaustralia.com.au/community/parking.

Two major bus companies provide travel around Geelong:

- » CDC Geelong: phone 5240 5000 (www.cdcvictoria.com.au/cdcgeelong)
- » McHarrys: phone 5223 2111 (www.mcharrys.com.au)

Train from Melbourne:

- » V/Line: Phone 1800 800 007 (www.vline.com.au)

All other public transport information:

- » Public Transport Victoria: Phone 1800 800 007 (www.ptv.vic.gov.au)

Myki cards

You need to have a Myki card to travel on the buses in Geelong. Myki cards can be purchased from the bus driver, DUSA bookshop, Australian Post, 7-eleven, and Myki machine at V/Line stations. You need to purchase Full Fare card as international students are not eligible for concession discount. You need to scan your card when you get on the bus and again just before you get off. The bus fare will be deducted automatically. This is the only way to travel in Geelong. For more information about Myki you can go to www.myki.com.au or call 13 6954.

Tourist information

For tourist information on Melbourne and Victoria please visit www.visitvictoria.com.

Geelong Visitor Information:

National Wool Museum corner of Moorabool and Brougham Street Geelong

Phone: 5222 2900 | Website: www.geelongaustralia.com.au

Deakin International's website

Check out Deakin International's website (deakin.edu.au/study-at-deakin/international-students) for up-to-date information on living matters, financial information, academic support, campus facilities and services and to access useful web links.

Sport

The Deakin University Student Association (DUSA) has clubs in most sports – find out more by going to www.dusa.org.au (refer to the DUSA section in this booklet).

The YMCA (KD Stewart Sports Centre located at Building DA, Waurm Ponds) has a wide range of sporting and fitness facilities and equipment, including a gym, sports hall, basketball courts and more. **All currently enrolled DUELI students are entitled to free 4-weeks' membership at the Fitness Club** (subject to change without prior notice). You can join during orientation or see the Manager, DUELI Geelong.

DUELI homestay

GENERAL INFORMATION

Homestay accommodation

Living in a homestay can be a valuable part of your experience in Geelong. It provides you with the opportunity to experience Australian life and to improve your English. For general information about DUELI homestay and application forms, please visit deakin.edu.au/study-at-deakin/international-students/deakin-university-english-language-institute/homestay-accommodation.

Homestay families

All homestay families are different. Your hosts could be a married couple, a single parent, an older couple, retired people or even a single person. As Australia is a multicultural nation, homestay families come from a broad range of backgrounds and cultures. Homestay is a fantastic opportunity for you to experience a new and different lifestyle.

TERMS OF HOMESTAY

Fees

The homestay fee is **A\$250** per week and is payable directly to the homestay host on arrival. Do NOT pre-pay homestay fees to Deakin University. You should pay two weeks' homestay in advance to your host when you arrive. The **homestay placement fee is A\$250 (non-refundable)**, and it must be paid to Deakin University before arrival. To make this payment, send a bank draft (payable to Deakin University) to Deakin International. Fees are correct at the time of printing but are subject to change without notice.

Cancellation

If you wish to cancel your homestay, you must give written notification no less than 48 hours before your arrival. If notification is late or not received, a payment of A\$250 will be incurred. The homestay placement fee of A\$250 is non-refundable. All fees quoted are subject to change.

Payment

You pay your host TWO weeks in advance. The first payment is due immediately after your arrival. It is your responsibility to make the payment and to obtain a receipt. Both you and the host should sign the receipt. We suggest that you keep a record of all payments in case of misunderstanding. It is important that you do not get behind with your payments and that you know when the next payment is due.

Length of stay

The minimum stay is **two weeks** and this is non-refundable. The host may specify a maximum period of stay. In most cases the terms of homestay will be decided between you and the host.

Moving out

You are required to give **one week** of notice (in writing) before moving out of your homestay. If you decide to leave before the one week notice period, you will still be required to pay the homestay fee of A\$250 for that week, with no refund. All fees quoted are subject to change.

Holidays

If you wish to take a holiday and return to the same homestay, a fee of A\$105 per week applies while you are away and is payable in advance

Students under 18

Students under the age of 18 who require Deakin University to approve their accommodation and welfare arrangements must stay in an Under-18 Homestay arranged through an approved provider. For more information about requirements for under age students please visit the Department of Immigration and Border Protection (DIBP) webpage at: www.immi.gov.au/Visas/Pages/573.aspx#b and contact your Country Team Leader at Deakin International Admissions. To get a copy of Information for Under-18 students, go Deakin University's webpage at deakin.edu.au/study-at-deakin/international-students/brochures-and-forms and scroll further down the page to 'Deakin University English Language Institute'. Any changes to your accommodation must be requested by your parents and must be approved by Deakin University or your enrolment may be terminated.

LIVING IN YOUR HOMESTAY

Your bedroom

Your bedroom will have a desk, a light, a chair and a comfortable bed. If required, a heater can be provided, but you may be asked to pay an additional cost for its use.

Toiletries

You are expected to buy your own toothpaste and shampoo, but the host provides items such as toilet paper, towels and bed linen.

Meals

Your host will provide you with three meals a day. Breakfast and lunch are usually self-service and the host prepares dinner. Please let your host know what you can and cannot eat, and suggest meals that you like. If you prefer to buy your own lunch just let your host know. It is also polite to notify your host in advance if you will be late for meals or eating elsewhere.

Laundry

Homestays are equipped with laundry facilities and you should be prepared to do your own washing and ironing, though sometimes your host may offer to do it. Do not use the washing machine for a small load, as this is not economical. Clothes are normally dried outside on a clothesline or on a clotheshorse.

Cleaning

You are responsible for cleaning your bedroom and should clean up the kitchen and bathroom after use. In an Australian home, everybody is expected to participate in household duties as both parents often work and there are no servants or maids. As part of the household, you should help with small jobs such as washing dishes, putting out the rubbish or helping to prepare meals. It will help you to feel a part of the family and will also help you and your homestay family to get to know each other better.

Telephone and Internet

The homestay fee does not cover telephone charges and you will need to ask your homestay family for permission before you use their telephone. You are responsible for paying all of your phone calls. Local calls cost about 50 cents each. International calls vary in cost and therefore, it is recommended that you keep in touch with your family by using an international calling card which can be used from a public or home telephone. This is a cheaper method for you to call home and you will not be surprised by a large bill from the homestay telephone. You can also use reverse charges to keep in touch with your family (please note that reverse charge calls can be expensive). Please make sure that you follow the rules about telephone use set by the host and ensure that you pay all your bills before leaving the homestay. Internet fees for unlimited broadband access are maximum A\$10 per week in homestay (where it is available).

Visitors

You are normally allowed to bring visitors to your homestay but please discuss with your host first.

Security

Geelong is a very safe place to live. However, you must always be security conscious. Discuss security rules with your homestay host when you arrive. Note that homes do not normally have locks on bathroom or bedroom doors. Keep your host informed about where you go. If you do not tell your host where you are, and are absent from your homestay for over 24 hours, we are obliged to contact the police. Please tell your host when you will be home late, or leave a contact phone number if you are away overnight.

Personal property insurance

If you are bringing expensive items with you to Australia, such as a laptop computer, digital camera or jewellery, we recommend that you apply for personal property insurance. This will insure such items against loss or theft. Your homestay host's insurance does not cover students staying in the homeowner's house or their visitors.

Smoking

Your host decides the rules on smoking. In most households smoking is not allowed inside.

Students under 18 years of age

DIBP Regulations

The Department of Immigration and Border protection (DIBP) has special regulations for students under 18 years of age. For more information, go to www.immi.gov.au. These provisions are to ensure that your personal welfare is looked after. DIBP requires that you either:

- » Live in Australia with your parent (or legal custodian)
- » Live with a nominated eligible relative (as defined by DIBP – this is approved by DIBP at the time of making your visa application) or
- » Go into accommodation and care arrangements approved by your education institution (this is approved by Deakin University and notified to DIBP).

Deakin University Regulations

All under-18 students **must** either:

- » Live with a nominated eligible relative (as defined and approved by DIBP) or
- » Live in accommodation arranged through and approved by Deakin University (Under 18 Homestay arranged by Student Accommodation Service – SAS,) and go into care arrangements with a professional care agency listed with Deakin University (International Student Alliance, EduCare, Professional Student Care PSC and A&J Services only).

Your accommodation and welfare arrangements **must be continued until you turn 18** years of age. This means that they **must** be in place even when you finish your DUELI course and are waiting for your next course or waiting to return home. If you want to change your accommodation or local carer, you **must get approval from Deakin University**, or your **enrolment may be cancelled**. Deakin University will then notify DIBP about any changes and whether or not it approves them. Please contact a DUELI Student Adviser if you have any questions.

Other requirements

- Your study is your priority.
- If you are staying in a homestay please adhere to the homestay rules, especially in regards to the telephone use, coming late for dinner, security and visitors.
- Students who have a **local carer** – ensure that you have their **mobile number** - please **contact your carer** when you first arrive to introduce yourself, and contact them **if you have any concerns or need assistance** (e.g. opening a bank account, going to a doctor, etc.).
- Contact **Manager, DUELI Geelong** on **03 5227 1322** if you have any concerns about your welfare arrangements or if you have any problems.

The laws in Australia

People who are under 18:

- » Are **not** allowed to drink alcohol or smoke
- » Are **not** allowed on licensed premises (e.g.: bars, nightclubs or casinos)
- » Are **not** allowed to gamble.

Rental accommodation

Renting a room

Before you decide to rent a house or a flat, you should get as much information as possible about renting. For instance, find out what extra costs you should be aware of along with financial and legal considerations to keep in mind.

Deakin Residential Services has assumed responsibility for providing students with accommodation both on and off campus. All off-campus accommodation enquiries please see deakin.edu.au/houseme.

If any student has a complex tenancy issue or is potentially facing homelessness please call 52272249 and complete the [Request help](#) form on the deakin.edu.au/houseme website.

To find a share house or rent a house or a flat you should:

- » Visit the deakin.edu.au/houseme which has a range of online self-help services to support students with finding accommodation, both long and short term
- » Check classified advertisements in *The Age* and the *Herald Sun* newspapers on Wednesday and Saturday (look in the index for shared or furnished accommodation). Houses and flats for rent are usually not furnished
- » Visit www.realestate.com.au, www.domain.com.au, or www.flatmates.com.au for rental properties or share accommodation.

Once you have found a place that you would like to rent, **make sure you understand all the terms and conditions of your lease before you sign it.**

To find out more about on-campus accommodation see Deakin's webpage deakin.edu.au/residence for Melbourne Burwood, Geelong Waurm Ponds and Warrnambool Campuses.

DUELI Refund Policy

English Language course

- » Requests for refunds received less than 28 days prior to the commencement of the course will receive a refund of 50 per cent of the tuition fee. The maximum amount retained by Deakin will not exceed 12 weeks of the published tuition fee.
- » **A course is defined as the total length of your enrolment at DUELI.**
- » **Refunds will not be granted after a course has commenced.**
- » **The enrolment and orientation fee is non-refundable.**

Full refund

A full refund of tuition fees may be given in special circumstances. Such circumstances are those that are beyond the control of the student or those that make it impossible for the student to continue. The following reasons are grounds to apply for a full refund:

- » A student is refused a student visa by the Commonwealth Government authorities
- » An offer is withdrawn or enrolment terminated because the University is unable to provide the course of study
- » The government has limited Deakin's right to conduct courses for overseas student, or
- » A student is unable to fulfil the conditions of an offer

- » A student fails to meet progression rules and is not permitted to re-enrol
- » A student provides a written advice more than four weeks prior to the commencement of the English language course.

Executive discretion may be exercised to consider applications which do not comply with the above provisions but for which extraordinary circumstances may exist. An application for a refund in special circumstances must be made in writing and sent to the Director of DUELI. Proof of payment of the fees (e.g. an official receipt) and validation of the reasons for applying for a refund will be required.

Methods of refund

- » New students should notify in writing to the Director of DUELI, any wish to cancel enrolment.
- » If Deakin defaults in the provision of the course, the refund will be made within allocated time required from time of the default event.
- » If the student defaults, the refund will be made within four weeks of the University being notified.
- » Refunds will be made by cheque in the Australian dollars only or sent to the student's home country nominated bank account.
- » Refunds in the form of a transfer of fees to another institution will not be made directly to a student. The student must provide evidence of acceptance into that institution before the approved refund will be transferred.
- » Refunds may be made to a nominated person/sponsor who initially paid the student's fees.

This agreement does not remove the right to take further action under Australia's consumer protection law or pursue other legal remedies.

Transfer fees

No transfer will be made to another English language teaching (ELICOS) centre, except where DUELI is not able to offer the requested course.

Useful websites

Embassies and consulates in Australia	www.dfat.gov.au/embassies.html
Writing resumes and finding a job	www.seek.com.au www.jobsearch.gov.au www.mycareer.com.au deakin.edu.au/studentlife/careers
Melbourne and Victoria	www.melbourne.com.au www.visitvictoria.com.au
Geelong	www.whatsoningeelong.com.au www.geelongaustralia.com.au/events
Train, tram and bus timetables	www.ptc.vic.gov.au www.metrotrains.com.au
Travelling around Australia	
Air Travel:	www.qantas.com.au www.virginblue.com.au www.jetstar.com.au www.tigerairways.com.au
Buses:	www.greyhound.com.au www.ozexperience.com www.waywardbus.com.au
Trains:	www.vline.com.au www.countrylink.info
Travel and tourist links	www.australia.com www.tourism.vic.gov.au www.tourism.nsw.gov.au www.discovertasmania.com.au
DIBP	www.immi.gov.au
Deakin International	deakin.edu.au/international
DUELI	deakin.edu.au/dueli

DUELI 2015 Intake Dates

Intake	Orientation	Start Date	End Date	Holiday
Intake 1	8 - 9 January	12 January	13 February	26 January
Intake 2	12 - 13 February	16 February	20 March	-
Intake 3	19 - 20 March	23 March	24 April	3 - 7 April
Intake 4	23 - 24 April	28 April	29 May	15 May, 27 April
Intake 5	28 - 29 May	1 June	3 July	6 - 10 July
Intake 6	9 - 10 July	13 July	14 August	31 July
Intake 7	13 - 14 August	17 August	18 September	21 - 25 September
Intake 8	24 - 25 September	28 September	30 October	2 - 6 November
Intake 9	5 - 6 November	9 November	11 December	27 November

DUELI 2016 Intake Dates

Intake	Orientation	Start Date	End Date	Holiday
Intake 1	7 - 8 January	11 January	12 February	26 January
Intake 2	11 - 12 February	15 February	18 March	-
Intake 3	17 - 18 March	21 March	22 April	25 - 29 March
Intake 4	21 - 22 April	26 April	27 May	25 April, 13 May
Intake 5	26 - 27 May	30 May	1 July	4 - 8 July
Intake 6	7 - 8 July	11 July	12 August	22 July
Intake 7	11 - 12 August	15 August	16 September	19 - 23 September
Intake 8	22 - 23 September	26 September	28 October	31 October - 4 November
Intake 9	3 - 4 November	7 November	9 December	25 November

For more information about important dates go to: deakin.edu.au/study-at-deakin/international-students/deakin-university-english-language-institute/important-dates

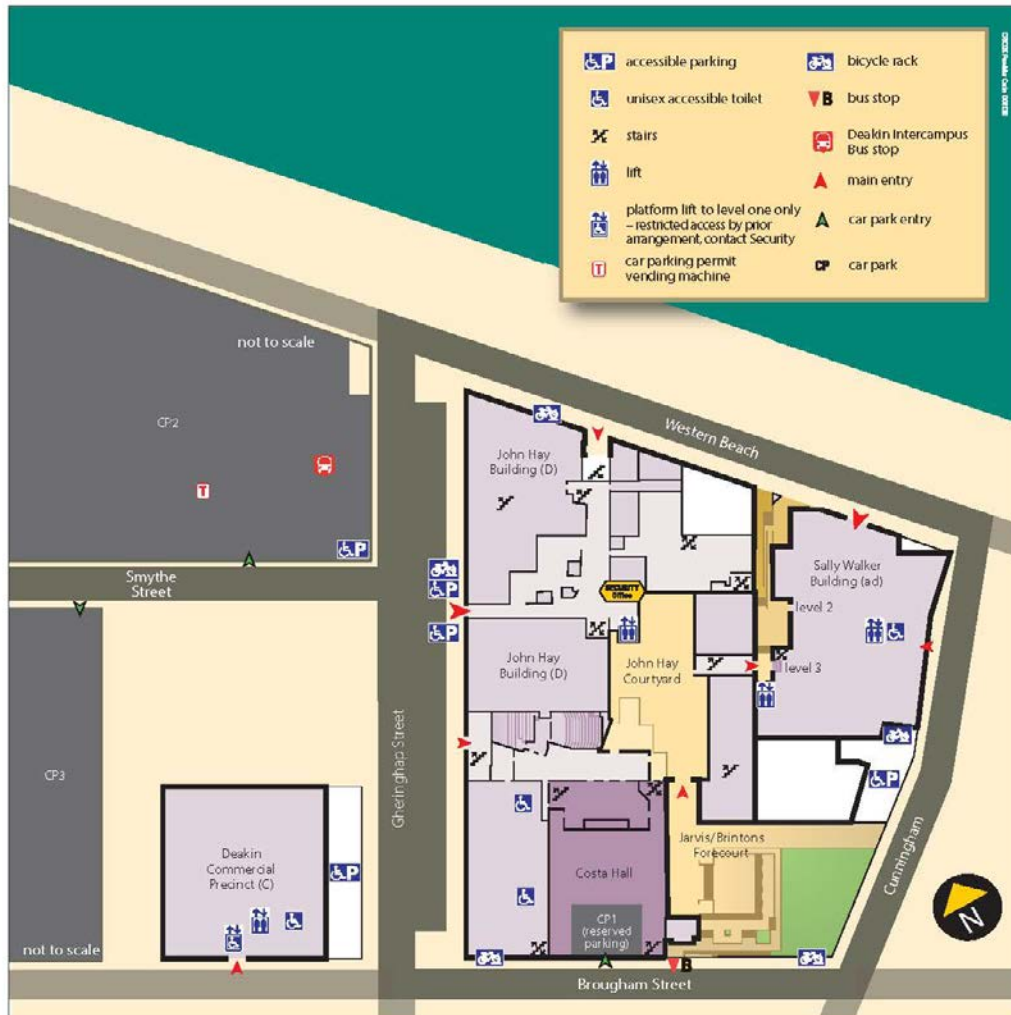
Appendices

1. **MAPS: Geelong Waterfront Campus**, please also refer to: deakin.edu.au/campuses
2. **How to get an IT Password**
3. **DUELI Student Grievance Procedure**
4. **DUELI course structure**

Appendices

Map: Geelong Waterfront Campus

Deakin University English Language Institute D4.202



How to get an IT Password

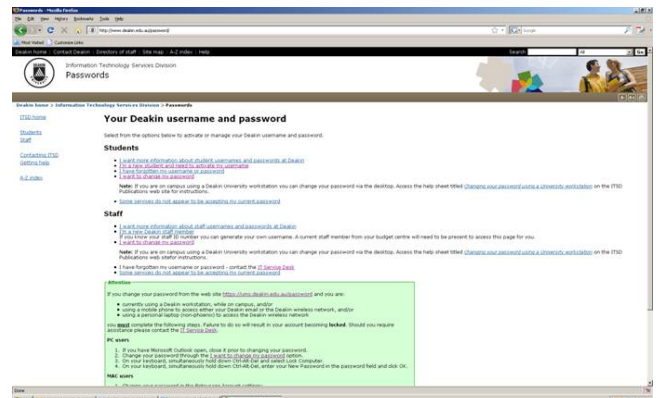
- Go to a computer lab
- Select a computer
- Move the mouse to stop the screen saver
- Press Ctrl+Alt+Delete



- Log in using
username: deakin
password: deakin



- Choose 'I am a new student and need to activate my username'



- Read Conditions of Use and click the "I agree" button



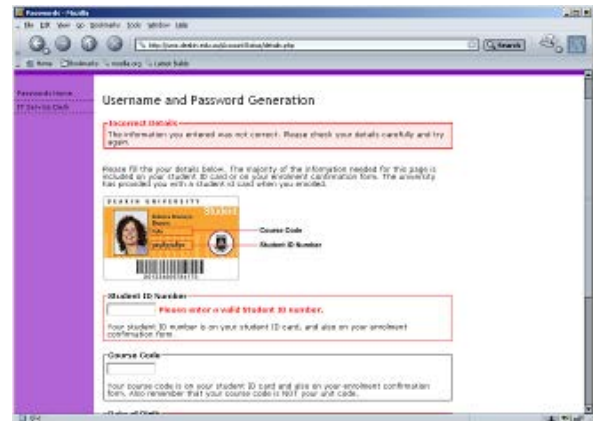
You will need:

- » Student ID number
- » Date of birth
- » Course code – X067A or X067B or X067C (it is on your ID card)
- » Postcode – leave it blank

-
- » Enter all details and click “Confirm identity” at the bottom of the page.
 - » **Write down** your username and password in a safe place – you will not be able to remember it.
 - » **Read** the description of your password carefully before trying to type it.



-
- » If you get the “Incorrect Details” message, make sure you have entered your details correctly.
 - » If you continue to get this message please tell your teacher and they will fill in the *Students Unable to Get IT Password* form.
 - » If you are by yourself please go to DUELI Reception.



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- » Remember to log off by pressing Ctrl+ Alt+ Delete.
 - » Click on “Log off”.

You must wait one hour before using your IT password.

You can change your password after one hour at deakin.edu.au/password.

Your Deakin account is your username@deakin.edu.au for example: gosia@deakin.edu.au.

It is cheaper to use your Deakin account than your Hotmail or Yahoo account.

Always log off your computer when finished.

Service Desk, Geelong Campuses

Library info desk (during semester)

Waterfront: Mon-Fri 9am-5pm

Waurm Ponds: Mon-Fri 9am-5pm, Weekends 1pm-5pm

Phone – 5227-2400 or 1800 721 720 (Mon-Fri 8am-8pm, Weekends 11am-5pm)

deakin.edu.au/its

DUELI Student Grievance Procedure

If you are unhappy and wish to complain about an issue related to your program and/or experience at Deakin University English Language Institute (DUELI), please:

1. Talk to DUELI staff and explain the nature of your problem. They will listen carefully and explain what you should do to rectify the situation or refer you to a person who is able to help you.
2. If you are still not happy, discuss the matter with the Director of Studies or the DUELI Student Adviser. Please make an appointment at DUELI reception.
3. If they are not able to resolve the problem, they will refer it to the Director, DUELI.

Each student has the right to be represented by a nominee if they wish.

An Equity and Equal Opportunity Officer (EEO Officer) is also available to help any Deakin University student who is seeking assistance because of discrimination or unfair treatment.

<http://deakin.edu.au/study-at-deakin/student-life-and-support>

If you have taken your complaint through the DUELI and Deakin channels and satisfaction is not forthcoming, the following Government agencies can be contacted. You can contact the DUELI Student Adviser at DUELI for more information.

Skills Victoria

Department of Innovation, Industry and Regional Development

PO Box 266, Melbourne, Victoria 3001

Telephone: 03 9651 9999

www.education.vic.gov.au/school/students/Pages/international.aspx

Consumer Affairs Victoria

Consumer Complaints

113 Exhibition Street, Melbourne 3000

(GPO Box 123, Melbourne 3001)

Telephone 1300 558 181

Interpreter Service 131 450

Ombudsman Victoria

Level 9, 459 Collins Street (North Tower), Melbourne 3000

Telephone: 03 9613 6222

www.ombudsman.vic.gov.au

DUELI English Language program information

The following table lists the programs offered at DUELI and related requirements.

Please note that placement into DUELI classes is based on the results of the DUELI Placement Test taken upon arrival.

IELTS Entry Level*	Exit Level	GE	EAP	ESP	DUELI Pathway to Further Study
7.0	7.5			English for Teaching	Successful completion of DUELI's English for Nursing program is required for direct entry into the Bachelor of Nursing
6.5+	7.0	GE9	IAP	English for Nursing	Successful completion of DUELI's EAP 4 program is required for direct entry into Deakin University Postgraduate programs
6.0	6.5	GE8	EAP4		Successful completion of DUELI's EAP 3 program is required for direct entry into Deakin University Undergraduate and Exchange and Study Abroad programs and MIBT Diploma of Media and Communication
5.5	6.0	GE7	EAP3	Business English, IELTS Preparation	Successful completion of DUELI's EAP 2 program is required for direct entry into MIBT Diploma and Certificate programs
5.0	5.5	GE6	EAP2		
4.5	5.0	GE5	EAP1		
4.0	4.5	GE4			
3.5	4	GE3			
3.0		GE2			
2.5		GE1			

Notes: * IELTS Entry Level (based on lowest IELTS band score)

GE – General English; EAP – English for Academic Purposes; ESP – English for Specific Purposes

Minimum entry level for Deakin University Award course and MIBT pathway programs	
Deakin University 's Bachelor of Nursing IELTS 7 (no band lower than 7) TOEFL iBT 100 (Writing 27) DUELI English for Nursing (60%)	Deakin University Postgraduate programs IELTS 6.5 (no band lower than 6) TOEFL iBT 92 (Writing 21) DUELI EAP 4 (60%)
Deakin University Undergraduate and Study Abroad programs, MIBT Diploma of Media and Communication IELTS 6.0 (no band lower than 6) TOEFL iBT 79 (Writing 21) DUELI EAP 3 (60%)	All other MIBT Diploma and Certificate IV Foundation Studies programs IELTS 5.5 DUELI EAP 2 (60%)

Available to student visa holders as their principal course. Courses are also available to other visa holders provided that the length of enrolment at DUELI does not exceed the conditions of their visa.

Locality guide for international students

Waterfront and Wauron Ponds Campuses, Geelong

Food

Supermarkets

Coles:

Westfield Geelong,
Wauron Ponds, Belmont,
Geelong West

Aldi:

Belmont (High St),
Geelong West,
Newcomb Village

Woolworths: Geelong West,
Newtown, Wauron Ponds, Bell
Post Hill, Highton, Newcomb,

Asian Produce

Chung Vinh Phat
General Asian Produce
Moorabool Street, Geelong

Gourmet Asian Grocery
5/168 High St, Belmont
Ph: 0423 001 337

Indo-Asian grocery
1/13 Discovery Ln, Belmont

Geelong Spice
136 Ryrie St, Geelong

Watan Supermarket
83c Purnell Rd, Corio
Ph: 0437 789 786

Asian Restaurant

Happy Kitchen
147 Moorabool St, Geelong

Oriental Source
76 Yarra St, Geelong

Palace of the Orient
(Karaoke on Friday & Saturday
nights)
84 Yarra St, Geelong
Ph: 5221 4488

Halal

Geelong Indian Grocery
Store 64 Elizabeth St,
Geelong West,
Ph: 5229 2748

Fish/Seafood

Bay City Fisheries
138 Malop St, Geelong

Markets

Geelong Waterfront Market
1st Sunday of every month
9am-3pm

Geelong Farmers' Market Little
Malop St, Geelong
2nd Saturday of month
8:30am - 12:30pm

Belmont Market (near Kmart) on
Sundays, 8.30am – 3pm

Geelong Showgrounds
Market, East Geelong
Sunday 8am – 2pm

Queen Victoria, Prahran, South
Melbourne, Box Hill and
Camberwell markets,
Melbourne

Household goods

BIG W – Westfield
K-mart – Belmont, Wauron
Ponds
Target – Westfield,
Wauron Ponds
Dimmeys – Little Malop St,
Geelong
Belmont Market, Geelong
Showground Market

Second-hand

Salvation Army
128 Ryrie St, Geelong

Red Cross
136 Moorabool St, Geelong

Vinnies
4/23 Pakington St,
Geelong West

Garage Sales (see The Geelong
Advertiser or free local paper
on Friday)

Antique/Retro/Vintage

Mill Markets, Brougham St,
Geelong

Taxis

Geelong Taxi Network
Ph: 131008

Banks

ANZ Bank ATMs
Waterfront & Wauron Ponds
Campuses, Deakin University

Bank branches in Geelong:
ANZ, Westpac, Bendigo bank,
Commonwealth, nab

Cinemas

Village Cinema, Ryrie St, Geelong

Reading Cinema
Wauron Ponds Shopping Centre

Keeping in touch

Internet Cafes

Belmont Internet Cafe
167a High St, Belmont

Guf Internet Games Centre
28 Malop St, Geelong

Internet & mobile phones

Optus, Telstra or Vodafone
shops at Westfield, Geelong

JB Hi-Fi, Market Square
Shopping Centre

Sporting facilities

Swimming Pools

Leisurelink, Wauron Ponds

Splashdown
Coppards Rd, Newcomb

Kardinia Aquatic Centre
Moorabool St, Geelong
(Seasonal Oct-April)

Tenpin Bowling

Geelong Bowling Lanes, 49
Reynolds Rd, Belmont

Indoor Centres

YMCA, Deakin Waterfront Campus, Waurn Ponds (gym, yoga, table tennis, basketball, billiards etc)

Geelong Indoor Sports
Gravel Pits Rd, South Geelong
(indoor soccer, indoor cricket competitions)

Life Be In It, Crown St, South Geelong (Basketball, Netball, Beach Volleyball)

Barwon Valley Activity Centre, Barwon Heads, Rd, Belmont (Badminton, indoor soccer, basketball)

Golf

Queens Park Golf Course
Highton, Ph: 5221 3592

East Geelong Golf Course
Eastern Park, Ph: 5229 3634

Balyang Par 3 Golf Course
Newtown, Ph: 5222 3336

Basketball to watch

Geelong Supercats, The Arena, Victoria St, North Geelong, Ph: 5278 3092

Adventure Park Water Theme Park
Bellarine Highway, Wallington

Laundry

Coin Laundry
Belmont Bubbles
28 Glyn St, Belmont

Laundromat
128 Clarence St, Geelong West

Highton Wash n Shop
Village Walk, Barrabool Rd, Highton

Lemon Tree Laundrette
27 Ormond Rd, Geelong East

Jobs

JobShop, Deakin University
www.deakin.edu.au/students/jobs-career

The Geelong Advertiser newspaper:
Wednesday & Saturday

Places to visit – Geelong

Geelong Botanic Gardens
Eastern Park, Geelong

Geelong Wool Museum
26 Moorabool St, Geelong

Geelong Art Gallery
55 Little Malop St, Geelong

Buckley Falls, Highton

Seaside towns near Geelong

There are many nice towns around Geelong that have beautiful beaches, shops and cafes. Catch a bus from the railway station to the lovely towns of Queenscliff, Barwon Heads, Ocean Grove, Torquay, Anglesea or Lorne. These towns are just 30 to 60 minutes away from Geelong.

If you require further information, please contact:

Manager, DUELI Geelong

Geelong Waterfront Campus

Building D, Room 4.202

1 Gheringhap Street

Geelong, Victoria 3220 Australia

Tel: 5227 1322

deakin.edu.au

Published by Deakin University December 2014. While the information published in this Handbook was accurate at the time of publication, Deakin University reserves the right to alter, amend or delete details of course offerings and other information published here. For the most up-to-date information, please view our website at **deakin.edu.au**.