

# DEAKIN UNIVERSITY ENGLISH LANGUAGE INSTITUTE 2015



ORIENTATION HANDBOOK - MELBOURNE

## CONTENTS

<b>Deakin University English Language Institute (DUELI)</b>	<b>3</b>	<b>Email</b>	<b>7</b>
DUELI courses	3	<b>Printing</b>	<b>7</b>
Course progress and assessment	3	<b>Photocopying</b>	<b>7</b>
Plagiarism	3	<b>IT Service Desk</b>	<b>7</b>
<b>Deakin University Student ID Card (Deakin Card)</b>	<b>3</b>	<b>Library</b>	<b>8</b>
<b>DUELI Student code of conduct</b>	<b>3</b>	Library access	8
<b>Department of Immigration and Border Protection (DIBP)</b>	<b>4-5</b>	Intercampus loans	8
<b>Student visa conditions</b>	<b>4</b>	Conditions of loan and library use	8
Attendance	4	<b>Division of Student Life (DSL)</b>	<b>8-9</b>
Change of education provider	4	Deakin Medical Centre	8
Current address	4	<b>Contact numbers for medical services</b>	<b>8</b>
Overseas Student Health Cover (OSHC)	4	Deakin Medical Centre	8
Students Under 18	4	Hospitals	8
<b>Important student visa responsibilities</b>	<b>4</b>	Sexual Health Services	8
DUELI attendance procedure	4	Dentists	8
Special consideration for extended absence	5	Help lines	8
Reporting and disclosure of information	5	Sexual assault / Violence	8
Visa extension	5	Personal counselling	9
Work rights	5	Chaplains, Prayer room	9
<b>Tax File Number (TFN)</b>	<b>5</b>	Career planning	9
Applying for a Tax File Number online	5	JobShop	9
<b>Banking</b>	<b>5</b>	<b>Emergency phone numbers</b>	<b>9</b>
<b>Overseas Student Health Cover (OSHC)</b>	<b>5</b>	<b>Legal advice</b>	<b>9</b>
How do I get my membership card	6	<b>Deakin University Student Association (DUSA)</b>	<b>9</b>
Notify BUPA OSHC of your contact details	6	<b>Living in Melbourne</b>	<b>10</b>
<b>How your BUPA OSHC works</b>		Melbourne's people	10
To see the campus doctor or a medical clinic with Direct Billing	6	Weather and clothing	10
To see a medical clinic or doctor who does not have Direct Billing	6	Water restrictions	10
If you go to a hospital	6	Travelling to DUELI	10
How to claim	6	MYKI	10
<b>IT information</b>	<b>6</b>	Tourist information	10
<b>IT passwords</b>	<b>6</b>	Deakin International's website	10
<b>Internet access</b>	<b>6</b>	<b>Sport</b>	<b>10</b>
<b>Deakin University Internet use</b>	<b>7</b>	<b>DUELI homestay</b>	<b>10-12</b>
Tips to reduce Internet cost	7	<b>General information</b>	<b>10</b>
Your responsibilities	7	Homestay accommodation	10
Consequences of misuse	7	Homestay families	10
Examples of misuse	7	<b>Terms of homestay</b>	<b>11</b>
		Fees, Cancellation and Payment	11
		Length of stay and Moving out	11
		Holidays	11
		Students under 18	11

## CONTENTS (CONTINUED)

<b>Living in your homestay</b>	<b>11</b>	<b>DUELI Refund Policy</b>	<b>13-14</b>
Your bedroom	11	Full refund	13
Toiletries	11	Methods of refund	14
Meals	11	Transfer fee	14
Laundry	11		
Cleaning	12	<b>DUELI Student Grievance Procedure</b>	<b>14</b>
Telephone and Internet	12		
Visitors	12	<b>DUELI 2015 - 2016 intake dates</b>	<b>15</b>
Security	12		
Personal property insurance	12	<b>DUELI English Language program information</b>	<b>16</b>
Smoking	12		
<b>Students under the age of 18</b>	<b>12-13</b>	<b>Appendices</b>	<b>17</b>
DIBP Regulations	12	Campus Map: Deakin Burwood Campus	17
Deakin University Regulations	12	How to get an IT Password	18
Other requirements	13	Locality guide for international students	20
The laws in Australia	13	Location Map: Melbourne Burwood Campus	21
<b>Accommodation</b>	<b>13</b>		
Renting a room	13		
On-campus accommodation	13		

## USEFUL WEBSITES

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

## 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. DUELI Melbourne is based at Deakin University's Melbourne Burwood Campus, Building LA, Entrance 3, 70 Elgar Road, Burwood VIC 3125.

For more information about DUELI, go to [deakin.edu.au/dueli](http://deakin.edu.au/dueli).

For information about DUELI's location, maps and travelling go to [deakin.edu.au/campus-life/melbourne-burwood-campus](http://deakin.edu.au/campus-life/melbourne-burwood-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 (page 14). 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](http://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 HE, level 2. The DUELI Student Adviser 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](http://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.

## CODE OF CONDUCT (CONTINUED)

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

## 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](http://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 5-6 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 on pages 12-13.

### 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](http://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](http://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](http://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 bank branch office at the Melbourne Burwood Campus in Building HD, open from 9.30am to 4pm Monday to Friday with an ATM available after hours. There is also an ATM on level 2 of Building LA.

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 TFN information.

## **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.**

## OSHC (CONTINUED)

If you have any questions or problems regarding your BUPA OSHC, contact the Reception on level 5, Building LA. 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:	<b>oshc@bupa.com.au</b>
In person:	A BUPA Representative is available on the Melbourne Burwood Campus, level 2, Building LA, Deakin International Reception Monday to Friday 9 - 4pm
Mailing address:	BUPA OSHC Bupa GPO Box 9809, Brisbane, QLD 4001, Australia
Website:	<b>www.bupa.com.au/health-insurance/cover/oshc</b>

### How do I get my membership card?

Cards can be collected as part of the Orientation activities, or you may contact Deakin International Reception, Building LA, Monday - Friday, 9-4 pm.

### 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 doctors 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

**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. All public hospitals and some private hospitals accept the BUPA OSHC card and will bill BUPA directly - you will not have to pay. Some private hospitals will require you to pay (please note that you might be charged more than at a medical clinic). If you are required to pay, keep the receipt and you will be able to claim back some, or the full amount paid, from BUPA.

### 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' on page 18.

### 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 **john@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

Printing in the computer lab costs 6 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**.

### Photocopying

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

IT Service Desk, Melbourne Burwood Campus  
Building LA, level 2, common area adjacent to DI  
Reception

Monday and Tuesday: 10am - 2 pm

Wednesday: 10 am - 1 pm

Phone: 924 46888 or 1800 463 888

Website: **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](http://deakin.edu.au/library), which you can access through the Library computers, computer labs or at home.

Melbourne Burwood Campus, Building V  
Phone: 03 9244 6200

### **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) offers a range of support services for DUELI students including health services (at Deakin Medical Centre), personal counselling, chaplaincy, off-campus accommodation and career advice for students. If you want to use any of these services, you need to make an appointment by calling Student Life Reception on 9244 6300. For more information visit [deakin.edu.au/students](http://deakin.edu.au/students).

### **Deakin Medical Centre (Building B, level 2)**

The campus nurses and doctors are able to provide:

- Medical attention and referrals
- Health check-ups and advice
- Flu, travel and course related vaccinations
- Information and advice on diet and nutrition, sexual health and stress relief.

To make an appointment, call 03 9244 6300 and ask

for Student Life Burwood. 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 Overseas Student Health Cover section in this booklet.

### **Contact numbers for medical services**

#### **Deakin Medical Centre**

Melbourne Burwood Campus  
Student Life, Building B, level 2  
Phone: 03 9244 6300

#### **Hospitals (For Emergency medical conditions only)**

Box Hill Public Hospital  
Nelson Road, Box Hill  
Ph: 03 9895 3333

Alfred Hospital  
Commercial Road, Prahran  
Ph: 03 9276 2000

#### **Sexuality Health Services**

Family Planning Victoria  
267 Burwood Highway  
Ph: 03 9257 0100

Melbourne Sexual Health Centre  
580 Swanston Street, Carlton  
Phone: 03 9257 0100, 03 9347 0244

#### **Dentists**

East Burwood Dental Group  
267 Burwood Highway  
Burwood East  
Phone: 03 9802 2399

#### **Help lines**

- Lifeline (personal problems): 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Poison Information: 13 11 26
- Gambling Helpline: 1800 156 789

#### **Sexual assault/violence**

- Deakin University Health/Counselling Service: 03 924 46300
- South Eastern Centre Against Sexual Assault: 1800 806 292
- Men's Referral Service: 03 9428 2899

## **Personal counselling (Building B, level 2)**

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

To make an appointment with a personal counsellor, please contact Student Life on 03 9244 6300. (or 5227 1221) for an appointment.

## **Chaplains, prayer room, multi-faith space**

Deakin's chaplains offer 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.

Deakin's chaplains are located in Building B, please go to the main reception to make a booking or find the room number.

For more information, including availability, go to

- [deakin.edu.au/students](http://deakin.edu.au/students)
- [deakin.edu.au/studentlife/chaplains](http://deakin.edu.au/studentlife/chaplains).

## **Career planning**

Career advisors offer counselling and advice on career planning, including advice on course and career direction, developing self-awareness of your skills and interest and deciding on postgraduate study. The service also provides information for students on how to look for a job, write a resume and prepare for an interview. Visit the Careers and Employment Centre in Building B, level 2, Melbourne Burwood Campus or phone 03 9244 6300 (ask for Student Life) to make an appointment.

## **JobShop**

If you are looking for a part-time job or voluntary work, go to the noticeboard at the Careers and Employment Centre, Building B, level 2, Melbourne Burwood Campus or visit [deakin.edu.au/jobshop](http://deakin.edu.au/jobshop).

## **EMERGENCY PHONE NUMBERS**

- Ambulance: 000
- Police: 000
- Fire Brigade: 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.

## **Deakin University Security**

Melbourne Burwood Campus: 03 924 46222

**Box Hill Police Station:** 03 8892 3200

## **LEGAL ADVICE**

For information about free legal advice go to: [www.legalaid.vic.gov.au](http://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](http://www.dusa.org.au).

## LIVING IN MELBOURNE

### Melbourne's people

The city of Melbourne has a population of around four million people. It is exciting, safe, cosmopolitan and culturally rich. One in four people are born overseas. The population is made up of more than one hundred ethnic groups, making Melbourne a very exciting city to live in. Melbourne offers a modern and efficient public transport system, a large number of parks, beaches, public spaces, a thriving arts culture, and a unique blend of historical and modern architecture.

### Weather and clothing

The weather in Melbourne is pleasant and mild with four distinct seasons: summer, autumn, winter and spring. Melbourne 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 are sometimes introduced in Melbourne 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

Melbourne is a large city, with few people living in its centre. Most Melbournians live in the suburbs, and many travel up to 90 minutes to go to work or school. Although we try to place students in a homestay as close to DUELI as possible, you should be prepared to spend up to 40 minutes travelling to and from DUELI. DUELI is located on the Melbourne Burwood Campus, which is in Zone 1 for all tram travel but is otherwise Zone 2. For maps, please visit [deakin.edu.au/campuses](http://deakin.edu.au/campuses). For information about travelling in Melbourne, please visit [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au).

### MYKI

Tickets for public transport are called MYKI. You can buy MYKI from [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au), train stations, some newsagencies and the Deakin Burwood bookshop. International students are **not eligible for concession** on public transport in Victoria.

**You must swipe your MYKI when you travel.** If you do not have a valid MYKI while travelling on public transport, you will be fined \$150-\$500. **Please be aware that ticket inspectors often check tickets outside the campus.**

**Make sure you always have a valid MYKI.**

### Tourist information

For tourist information on Melbourne and Victoria visit: Victoria Visitor Information, Federation Square  
Corner of Flinders Street and Swanston Street, Melbourne  
Phone: 9658 9658 (for bookings and general information)  
Website: [www.visitvictoria.com.au](http://www.visitvictoria.com.au)

### Deakin International's website

Check out Deakin International's website for up-to-date information on living matters, financial information, academic support, campus facilities and services and to access useful links. Go to [deakin.edu.au/international](http://deakin.edu.au/international).

## SPORT

The Deakin University Student Association (DUSA) has clubs in most sports – find out more on [www.dusa.org.au](http://www.dusa.org.au) (refer to the DUSA section in this booklet).

The Melbourne Burwood Campus YMCA (Building HD, level 1) 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 Burwood YMCA** (subject to change without prior notice). In order to join, go to the YMCA in Building HD, or to DUELI Reception on level 5 in building LA. [www.deakinburwood.ymca.org.au](http://www.deakinburwood.ymca.org.au)

## DUELI HOMESTAY

### GENERAL INFORMATION

#### Homestay accommodation

Living in a homestay can be a valuable part of your experience in Melbourne. 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](http://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\$285** 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\$270 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](http://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](http://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

Melbourne 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](http://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 the DUELI Student Adviser (Homestay & Under 18 Compliance) on 03 9251 7151 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.

## 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.

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

- Visit the [deakin.edu.au/houseme](http://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](http://www.realestate.com.au), [www.domain.com.au](http://www.domain.com.au), or [www.flatmates.com.au](http://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.**

### On-campus accommodation

To find out about on-campus accommodation see Deakin's webpage [deakin.edu.au/residence](http://deakin.edu.au/residence).

## DUELI REFUND POLICY

- 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
- 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

- Students should notify, in writing, the Director of DUELI, any wish to cancel their enrolment, by completing and forwarding the DUELI Withdrawal & Refund form which is available at [deakin.edu.au/\\_\\_\\_data/assets/pdf\\_file/0006/55896/dueli-refund.pdf](http://deakin.edu.au/___data/assets/pdf_file/0006/55896/dueli-refund.pdf).
- If Deakin defaults in the provision of the course, the refund will be made within two weeks of the default event.
- If the student defaults, the refund will be made within four weeks of the University being notified.
- Refunds in the form of transfer of fees to MIBT will not be made directly to a student. Students must provide evidence of acceptance into any other institution before any approved refund will be made.
- Refunds in Australian dollars can be made by cheque and the cheque will be posted to the student's address in Australia.
- Refunds in overseas currencies can be made via telegraphic transfers to an overseas bank account nominated by the student.

For more information please visit [deakin.edu.au/study-at-deakin/international-students/apply/step-8-accept-your-offer/tuition-fee-fee-refund-and-privacy-policies](http://deakin.edu.au/study-at-deakin/international-students/apply/step-8-accept-your-offer/tuition-fee-fee-refund-and-privacy-policies).

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.

## 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. Visit [deakin.edu.au/study-at-deakin/student-life-and-support](http://deakin.edu.au/study-at-deakin/student-life-and-support) for more information.

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](http://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

[www.consumer.vic.gov.au/](http://www.consumer.vic.gov.au/)

## Ombudsman Victoria

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

Telephone: 03 9613 6222

[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

## 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 April
Intake 4	21 - 22 April	26 April	27 May	13 May, 25 April
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 Oct - 4 Nov
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](http://deakin.edu.au/study-at-deakin/international-students/deakin-university-english-language-institute/important-dates).



## 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	4.0	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	
<b>Deakin University 's Bachelor of Nursing</b> IELTS 7 (no band lower than 7) TOEFL iBT 100 (Writing 27) DUELI English for Nursing (60%)	<b>Deakin University Postgraduate programs</b> IELTS 6.5 (no band lower than 6) TOEFL iBT 92 (Writing 21) DUELI EAP 4 (60%)
<b>Deakin University Undergraduate and Study Abroad programs, MIBT Diploma of Media and Communication</b> IELTS 6.0 (no band lower than 6) TOEFL iBT 79 (Writing 21) DUELI EAP 3 (60%)	<b>All other MIBT Diploma and Certificate IV Foundation Studies programs</b> IELTS 5.5 DUELI EAP 2 (60%)

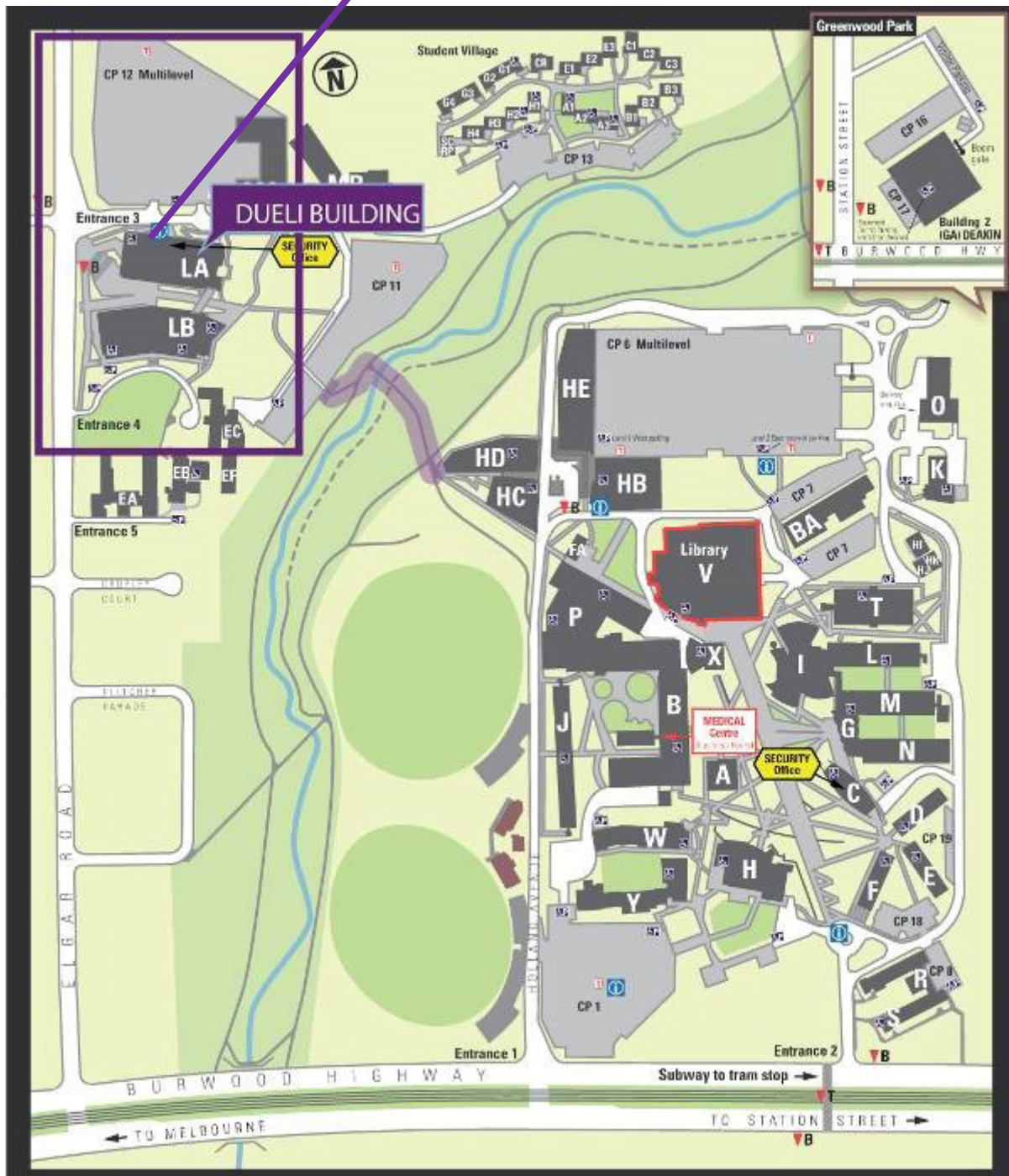
Available to student visa holders as their principal course. Courses are also available to other visa holders provided that the length of enrolment at DUELI does not exceed the conditions of their visa.

## APPENDICES

1. Deakin University Burwood Campus Map
2. How to get an IT Password
3. Locality guide for international students
4. Location Map: Melbourne Burwood Campus

### Map: Melbourne Burwood Campus

Deakin University English Language Institute  
Building LA



# 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



- Click: **'Students: Activate your student account online'**

Home / About Deakin / Administrative divisions / Deakin eSolutions / IT Help / Usernames and passwords

## Usernames and passwords

- ▼ Forgotten your username or password?
- ▼ Activate your account
- ▼ Change your password
- ▼ Choose a secure password
- ▼ Disabled and locked accounts
- ▼ Which IT systems can you access?

Forgotten your username or password?  
 Reset your details here.

Activate your account  
**Students: Activate your student account online.**

**Staff:** Administrative staff need to activate your staff account on your behalf, via the Identity and Access Management System.

Your account details – your username and password – are confidential. It is against University policy to share your password with anyone else.

Change your password  
 You will be prompted to change your password every 180 days. If you don't, your account will be disabled.

▶ **On a Deakin computer on campus**

- ▶ Windows: Press CTRL + ALT + DEL to change your password on a Deakin Windows computer.
- ▶ Mac: Select System Preferences > Users and groups > Change password to change your password on a Deakin Mac.

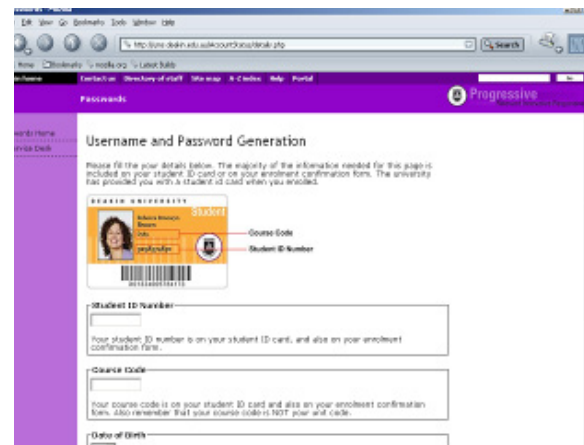
- Read Conditions of Use and click the “I agree” button



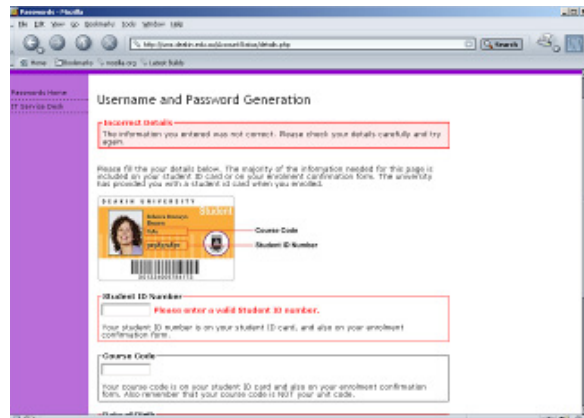
You will need:

- 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 are by yourself please go to DUELI



- 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/passwords](http://deakin.edu.au/passwords).
- Your Deakin account is your **username@deakin.edu.au** for example: **john@deakin.edu.au**.
- It is cheaper to use your Deakin account than your Gmail, Hotmail or Yahoo account.
- Always log off your computer when finished.

---

### IT Service Desk, Melbourne Burwood Campus

Building LA level 2, common area adjacent to DI reception, 10am-2pm Monday / Tuesday & 10am-1pm Wednesday

Phone: 924 46888 or 1800 463 888

Website: [deakin.edu.au/its](http://deakin.edu.au/its)

There is an IT Help Desk at the library front desk where you can also receive help with setting up your wireless Internet connection.

# LOCALITY GUIDE FOR INTERNATIONAL STUDENTS

## Melbourne Burwood Campus

This guide contains practical local information about shopping, banking and transport, to help you to settle into Burwood community quickly.

### Food

Woolworths Supermarket  
42-50 Burwood Highway,  
Burwood East  
Tel: 9808 0200  
Tram 75 (stop 66)

Box Hill Central,  
562 station street, Box Hill  
Tel: 9808 0200  
Bus 732, 733, 767

Coles Supermarket  
Cnr. Burwood Highway &  
Blackburn Rd  
Tel: 9802 2244  
Tram 75 (stop 70)

IGA Supermarket  
1424 Toorak Road, Camberwell  
Tel: 9889 5120  
Tram75

IGA Supermarket  
535 Middleborough Road,  
Box Hill  
Tel: 9890 8807  
Bus 733

Chinatown, City, Tram 75 (to City)

Queen Victoria Market  
Tram 75 (to City, Stop 4) change  
to Tram 19, 57, 59 or 68 at  
Elizabeth St. (get off the tram at  
Stop 6); Bus 732, 733, 767

KFC  
Tel: 9803 2055  
Cnr Royton St & Burwood  
Highway, Burwood East  
Tram 75 (Stop 68)

### Halal food

Please contact the Islamic Society  
of Deakin University (ISDU)  
**dusa-isdu-melb@deakin.edu.au**

### Other markets

- Box Hill
- Camberwell
- Queen Victoria Market
- Prahran Market
- South Melbourne

### Banks, ATM, Money

- Building C, level 1 (charge  
\$1.25 for each transaction)
- Building LA, level 2

ANZ Bank & ATM  
Deakin University, Central  
Precinct, Building HD, level 1  
Tel: 9889 8915

HSBC Bank  
23 Carrington Road, Box Hill  
Tel: 1300 308 008

Banks near corner of Warrigal  
Road & Toorak Road  
(ANZ, Commonwealth,  
National and Westpac)  
Tram 75 (Stop 58)

ATMs (National, ANZ,  
Commonwealth) at K-mart Plaza  
Tram 75 (Stop 70)

### Transport

*Those interested in buying cars,  
please check:*

- [www.drive.com.au](http://www.drive.com.au)
- [www.carsales.com.au](http://www.carsales.com.au)

*Those interested in renting cars,  
please check:*

- [www.thrifty.com](http://www.thrifty.com)
- [www.europcar.com](http://www.europcar.com)

*Car insurance (examples):*

- [www.racv.com.au](http://www.racv.com.au)
- [www.aami.com.au](http://www.aami.com.au)

*Victorian road regulation  
information:*

[www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)

### Public transport

- Public Transport Victoria:  
[www.victrip.com.au](http://www.victrip.com.au)
- Tram No.75 - To city or to East  
Burwood
- Bus No.767 - Box Hill to  
Southland (via Chadstone)
- Bus No.732 - Box Hill to Upper  
Ferntree Gully (via Knox City)
- Bus No.733 - Okleigh to Box  
Hill Ventura (767, 732, 733)
- Online timetables:  
[www.venturabus.com.au](http://www.venturabus.com.au)
- Nightrider Bus Timetable  
(weekends late nights):  
[www.victrip.com.au/  
nightrider/index.html](http://www.victrip.com.au/nightrider/index.html)
- Online Tram timetable:  
[www.yarratrams.com.au](http://www.yarratrams.com.au)
- Online Train timetable:  
[www.metrotrains.com.au](http://www.metrotrains.com.au)

### How to get to:

- Box Hill: Bus 767, 732, 733,  
700, 765
- Chadstone: Tram 75 (to City)  
change Bus 700 (at corner  
of Warrigal Road and Toorak  
Road); Bus767
- City: Tram 75 (to city)
- Camberwell: Tram 75 (to City,  
Stop 40)

### Internet providers

- Telstra ([www.telstra.com](http://www.telstra.com))
- Optus ([www.optus.com.au](http://www.optus.com.au))

### Sporting Facilities

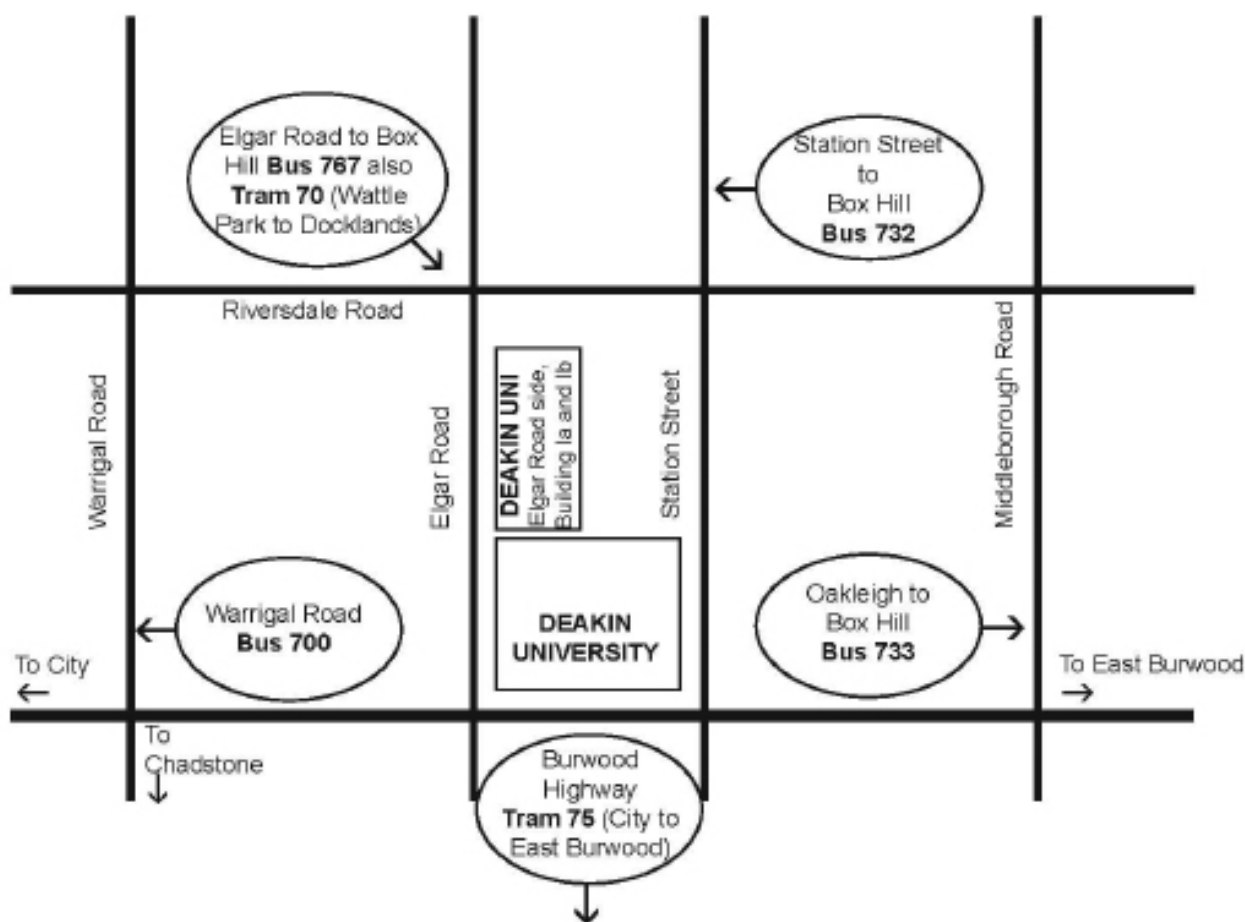
- Deakin University YMCA Gym  
Central Precinct (Level 1)

### Police Station

- Burwood (Scott Grove. Near  
McDonald's Burwood)
- Box Hill (off Whitehorse Road)  
Open 24 hours
- Dial 000 for emergency: fire,  
ambulance, police

## LOCATION MAP

Melbourne Burwood Campus



---

If you require further information, please contact:

International Student Adviser (DUELI)

Melbourne Burwood Campus

70 Elgar Road, Burwood

Postal: 221 Burwood Highway

Burwood Victoria 3125 Australia

Tel. 9244 5425 Fax. 9244 5421

---

**deakin.edu.au**

Published by Deakin University March 2015. 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](http://deakin.edu.au).