Welcome to Deakin University English Language Institute (DUELI). This Handbook provides information about DUELI and will be a useful reference throughout your course. Please read the information carefully. We hope your stay in Australia and your studies at DUELI are enjoyable and rewarding.

If you require further information, please contact:
International Student Adviser (DUELI)
Melbourne Campus at Burwood
70 Elgar Road, Burwood
Postal: 221 Burwood Highway
Burwood Victoria 3125 Australia
Tel. 9251 7151  Fax. 9244 5421
www.deakin.edu.au/international
PRIVACY

The information collected during Orientation will enable Deakin University to process your application for enrolment as a student at the University. If your application is successful, the information will be used within the University to manage your academic progress, to communicate with you, to allow you to use the University’s services and facilities, and to assist the University in marketing and planning. The University will disclose your personal information where it is required to do so by law, including disclosure to Commonwealth agencies pursuant to the Education Services for Overseas Students Act 2000 (the ESOS Act). The University may also disclose your personal information (which may include your Deakin student number) to contractors and service providers it has engaged to assist in carrying out the University’s functions and activities, to Overseas Student Health Cover (OSHC) providers and, in the case of a student under 18 years of age, to the carer appointed pursuant to Australian immigration law. The University requires its contractors and service providers to comply with the Information Privacy Act 2000. The University will not use or disclose your personal information for another purpose unless your consent has been obtained or unless the University is otherwise authorised to use the information or make the disclosure under the Information Privacy Act. If personal information is not provided as requested on the form it may not be possible for the University to process your application or, if your application is successful, to provide to you the full range of its educational, research and support services. In the event your application is unsuccessful, your personal information collected on this form will not be used or disclosed by the University except if required by law. Your application will be forwarded to Melbourne Institute of Business and Technology if you have indicated your approval on the form where asked. Requests for access to and correction of your personal information held by the University should be forwarded to the Manager, Freedom of Information at the University and will be managed in accordance with the Freedom of Information Act 1982. You may direct enquiries about the University's privacy policy to the Privacy Officer, University Governance Unit or privacy@deakin.edu.au. You may view the University’s Privacy Policy at www.deakin.edu.au/privacy.
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Deakin University English Language Institute (DUELI) offers a wide range of English language courses from beginner to advanced level at the University's Melbourne campus in Burwood and Geelong Waterfront campus. DUELI is based at Deakin University's Melbourne Campus at Burwood, Building 1a, Entrance 3, 70 Elgar Road, Burwood VIC 3125. For information about DUELI, go to www.deakin.edu.au/future-students/international/dueli. For information about DUELI's location, maps and travelling go to www.deakin.edu.au/campuses/burwood.php.

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).

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 http://www.deakin.edu.au/studentlife/academic-skills.

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 LA, 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 http://www.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.

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<td>Co-operate with teachers and students.</td>
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<td>Being accountable for your own actions and learning</td>
<td>Be punctual and fully prepared for class.</td>
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<td>Complete class work as assigned by your teachers.</td>
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<td>Practice behaviours which keep everybody safe.</td>
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<td><strong>Respect</strong></td>
<td>Listen carefully to others.</td>
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<tr>
<td>Caring about yourself, others and the environment around you</td>
<td>Be understanding and tolerant.</td>
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<td>Treat everybody with respect.</td>
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<td>Behave in a manner which is non-discriminatory.</td>
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<td></td>
<td>Practice behaviours which are not disruptive to others.</td>
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<td></td>
<td>Care for University and personal property.</td>
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<tr>
<td><strong>Integrity</strong></td>
<td>Treat others fairly.</td>
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<tr>
<td>Being honest and fair</td>
<td>Allow others to study in a positive environment.</td>
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<td></td>
<td>Submit work that is your own.</td>
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Department of Immigration and Citizenship

For information and enquiries about your visa contact the Department of Immigration and Citizenship (DIAC) on 13 18 81 or visit www.immi.gov.au. DIAC 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 which originally recruited you for the first 6 months. If there are exceptional circumstances forcing you to change, you must obtain a Release Letter from Deakin University and get permission from DIAC.
Current address
You must notify DUELI Reception, Building LA, level 5 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 page 6 for detailed information about OSHC.

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

Important student visa responsibilities

DUELI Attendance Procedure
DIAC 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 DIAC, 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% 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 it through the DUELI Grievance Procedure (please see Appendix).

Students must keep all Medical certificates as DIAC and DUELI may ask for proof of illness if attendance falls below 80%. It is the student's responsibility then to provide DIAC 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 (DIAC 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 DIAC.

Reporting and disclosure of information
DUELI must, by law, report to DIAC 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 DIAC and DEEWR (Department of Education, Employment and Workplace Relations). For instance, when asked, DUELI must give DIAC 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 DIAC 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/students/index.htm

Work rights
International students are only allowed to work a maximum of 20 hours per week during study time.
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 bank branch office at the Melbourne Campus at Burwood 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 page 6 for information about how to apply for a TFN).

Overseas Student Health Cover (OSHC)

It is a requirement of DIAC that all international students (and any dependents accompanying them) have Overseas Student Health Cover (OSHC). HBA is the preferred provider of Deakin University. If you have paid your OSHC together with your tuition fee, you will automatically be insured with HBA. Please read the HBA Policy Booklet (in your Orientation pack) 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.

If you have any questions or problems regarding your HBA OSHC, contact the Reception on level 5, Building LA. Alternatively, you may contact HBA directly via the following options:

- Toll free number: Helpline - 1800 888 942 (available 24 hours 7 days a week)
- Email: deakinoshc@hba.com.au
- In person: A HBA Representative is available on the Melbourne Campus at Burwood, level 2, building la, Deakin International Reception, Monday to Friday 12- 4pm.
- Mailing address: HBA OSHC, OSHC Administration Coordinator Level 2, 600 Glenferrie Road Hawthorn VIC 3122 www.overseasstudenthealth.com

How do I get my membership card?
Cards can be collected as part of the Orientation activities, or from a HBA Representative, level 2, Building LA, Deakin International Reception, Monday - Friday, 12 -4 pm.
Notify HBA OSHC of your contact details
It is important that you provide HBA 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 deakinoshc@hba.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 HBA OSHC works
To see the campus doctor or a medical clinic with Direct Billing
Some doctors direct bill HBA for your costs. Show your HBA OSHC card and your consultation fee will be sent directly to HBA OSHC who will directly pay your bill. A list of HBA Direct Billing medical centres can be obtained from the website www.overseasstudenthealth.com.
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 Bill arrangements with HBA, 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 out-patients area of a hospital. In Australia, there are public and private hospitals. All public hospitals and some private hospitals accept the HBA OSHC card and will bill HBA 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 all of the amount paid from a HBA branch office.

How to claim
For information about how to make a claim please refer to the How to Claim pamphlet in your Orientation pack.

IT Information
IT passwords
Students have an opportunity to obtain their username and password as part of DUEL! 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 DUEL!. 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 DUEL! 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 2011 are 5GB for DUEL! 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.
- Browse with images turned off.
- 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: 46400).

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 individuals.
- 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 www.deakin.edu.au into the address field, choose 'Current students', 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. However, if you still wish to use another account, you can forward your Deakin mail to that account. For information about how to do it go to http://ums.deakin.edu.au/forward.

Printing
Printing in the computer lab costs 12 cents (or 12 credits) per A4 sheet. 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 www.deakin.edu.au/printing.

Photocopying
Standard photocopying services are available through the Deakin University Library 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 7 days a week to take your call. For queries or problems with your online access and usage, contact:

IT Service Desk, Melbourne Campus at Burwood
Building LA, room la2.200, level 2, next to the Security office, 10am-2pm during semester
Phone: 924 46400 or 1800 721 720

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 www.deakin.edu.au/library, which you can access through the Library computers, computer labs or at home.

Melbourne Campus at Burwood, Building V
Phone: 924 46200

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. Ask 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.

Library Account and PIN
You can create your Library Account and a PIN number in order to view materials checked out (and when they are due), request or renew items over the Internet. We recommend that you create your PIN number as soon as you start your course. To create your PIN, please follow the following steps:
- Go to the Deakin Library homepage at www.deakin.edu.au/library
- In the “Quick links” on the left select “Create my Library Account”
- Follow steps 1-3, enter your family name and your Library ID number which can be found on your Deakin ID card
- Choose a 4-digit PIN number
- To access your Library Account, click on the red “My Library” button.

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, go to www.deakin.edu.au/current-students and select “Student Services”.

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 Student Life reception on 9244 6300. 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 HBA 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 Campus at Burwood
Student Life, Building B, level 2
Phone: 9244 6300

Hospitals (For Emergency medical conditions only)
Box Hill Public Hospital
Nelson Road, Box Hill
Ph: 9895 3333

Alfred Hospital
Commercial Road, Prahran
Ph: 9276 2000

Sexual Health Services
Family Planning Victoria
901 Whitehorse Road, Box Hill
Ph: 9257 0100

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

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

Help lines
Lifeline (personal problems) 13 11 14 or www.lifeline.org.au
Poison Information 13 11 26
Gambling Helpline 1800 156 789

Sexual assault/Violence
Deakin University Health/Counselling Service 924 46300
South Eastern Centre Against Sexual Assault 1800 806 292
Men's Referral Service 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.

To make an appointment with a Personal Counsellor, contact Student Life on 9244 6300.

Multi-faith Chaplaincy
Chaplains
Deakin's Chaplains 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. Deakin's chaplains are located in Building B, room 2.25a and Building LA, room 2.309 (Elgar Road). For more information, including availability, go to www.deakin.edu.au/studentlife/chaplains/melbourne.php.
Prayer Room / Multi-faith space
There is a Multi-faith Prayer Room on the Melbourne Campus at Burwood located in Building LA, level 2, room LA 2.308.

Careers and Employment
Career planning
Career Advisers 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 Campus at Burwood or phone 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 Campus at Burwood or visit www.deakin.edu.au/jobshop.

Emergency phone numbers
Ambulance 000
Police (other locations) 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 Campus at Burwood 924 46222

Legal advice
For information about free legal advice, go to www.legalaid.vic.gov.au or call 9269 0120. Alternatively, contact a DUELI Student Adviser.

For legal advice about academic issues and housing, you can contact DUSA (refer to the DUSA section in this booklet below). Initial consultation can be accessed by all Deakin University students; 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 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
- has an accommodation database online to help you find housing
- has a job-search database to help you find a job
- can provide advocacy if you find yourself in a dispute with the University over academic issues
The Women’s Officer provides academic and social support for ALL female student at Deakin University.

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

Living in Melbourne

Melbourne’s people
The city of Melbourne has a population of around 4 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 have been 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 Melburnians 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 Campus at Burwood, which is in zone 1 for all tram travel but is otherwise zone 2. For maps, go to www.deakin.edu.au/campuses. For information about travelling in Melbourne go to www.metlinkmelbourne.com.au.

Metcards / MYKI
Tickets for public transport are called Metcards. You can buy Metcards (two-hour, daily, weekly, monthly or yearly) from train stations or some newsagencies. International students are not eligible for concession on public transport in Victoria. You must validate your Metcard before you travel (by inserting it into the green box on trams or buses, or barriers at train stations). If you do not have a valid ticket 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 ticket.

MYKI stores value on a plastic smart card which you touch on / touch off on a train, tram or bus. You can get a MYKI from myki.com.au or Flinders Street Station and Southern Cross Station.

Tourist information
For tourist information on Melbourne and Victoria please visit:
Victoria Visitor Information, Federation Square, corner of Flinders Street and Swanston Street, Melbourne, phone: 13 28 42 (for bookings and general information)
Website: 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 web links. Go to www.deakin.edu.au/international and click on “Current Students”. There is also an online community for all international students at www.deakininternational.ning.com.
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 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. For more information about the YMCA, go to www.deakin.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, go to: www.deakin.edu.au/future-students/international/dueli/accomm.php.

**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. Approved homestay accommodation for students under 18 is A$250 per week. 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$200 (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$200 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 any 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$70 per week applies while you are away.
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 Citizenship (DIAC) webpage at www.immi.gov.au/students/students/573-2/eligibility-student-18.htm#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 www.deakin.edu.au/future-students/international/brochures-forms.php 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 items such as toilet paper, towels and bed linen are provided by the host.

Meals

Your host will provide you with three meals a day. Breakfast and lunch are usually self-service and dinner is prepared by the host. 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 clothes line or on a clothes horse.

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 30-35 cents each. International calls vary in cost; however, 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 first 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 telephone 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 home-owner’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

**DIAC Regulations**
The Department of Immigration and Citizenship (DIAC) 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. DIAC requires that you either:
- Live in Australia with your parent (or legal custodian)
- Live with a nominated eligible relative (as defined by DIAC – this is approved by DIAC 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 DIAC).

**Deakin University Regulations**
All under-18 students **must** either:
- Live with a nominated eligible relative (as defined and approved by DIAC), or
- Live in accommodation arranged through and approved by Deakin University (Under 18 Homestay arranged by Student Accommodation Service – SAS, or International House only) and go into care arrangements with a professional care agency listed with Deakin University (International Student Alliance, EduCare 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 DIAC about any changes and whether or not it approves them. Please contact an International Student Adviser (ISA) 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 9244-5048** 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 (eg: 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 about renting as you can. For instance, find out what extra costs you should be aware of and financial and legal
considerations to keep in mind. A good start is to look at the DUSA website: www.deakin.edu.au/dusa/house-me.

To find a share house or rent a house or a flat you should check:
- DUSA’s House-Me database at www.deakin.edu.au/dusa/house-me
- Visit the DUSA Housing Officer in Building A (you must be a DUSA member if you would like their help in finding you accommodation)
- 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

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.

### DUELl 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 percent (50%) 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 DUELl.
- 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 which 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 DUELl. 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 DUELl any wish to cancel enrolment.
- 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 will be made by cheque in the Australian dollars only and sent to the student’s home country.
- 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
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. 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

<table>
<thead>
<tr>
<th>Category</th>
<th>Website</th>
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<tbody>
<tr>
<td>Writing resumes and finding a job</td>
<td><a href="http://www.seek.com.au">www.seek.com.au</a></td>
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<td><a href="http://www.jobsearch.gov.au">www.jobsearch.gov.au</a></td>
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<td><a href="http://www.mycareer.com.au">www.mycareer.com.au</a></td>
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<td>Melbourne and Victoria</td>
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<td><a href="http://www.visitvictoria.com.au">www.visitvictoria.com.au</a></td>
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<td>Train, tram and bus timetables</td>
<td><a href="http://www.metlinkmelbourne.com.au">www.metlinkmelbourne.com.au</a></td>
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<td><a href="http://www.metrotrains.com.au">www.metrotrains.com.au</a></td>
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<td>Travelling around Australia</td>
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<td>Air Travel:</td>
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<td>Travel and tourist links</td>
<td><a href="http://www.australia.com">www.australia.com</a></td>
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<td>Deakin International</td>
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### DUELI 2011 Intake Dates

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<th>Start Date</th>
<th>End Date</th>
<th>Holiday</th>
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<td>Intake 1</td>
<td>6 - 7 January</td>
<td>10 January</td>
<td>11 February</td>
<td>26 January</td>
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<td>Intake 2</td>
<td>10 - 11 February</td>
<td>14 February</td>
<td>18 March</td>
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<td>Intake 3</td>
<td>17 - 18 March</td>
<td>21 March</td>
<td>21 April</td>
<td>22 - 29 April</td>
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<td>Intake 4</td>
<td>28 - 29 April</td>
<td>2 May</td>
<td>3 June</td>
<td>22 May</td>
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<td>Intake 5</td>
<td>2 - 3 June</td>
<td>6 June</td>
<td>8 July</td>
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<td>Intake 6</td>
<td>14 - 15 July</td>
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<td>Intake 7</td>
<td>18 - 19 August</td>
<td>22 August</td>
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<td>26 September - 30 September</td>
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<tr>
<td>Intake 8</td>
<td>29 September - 30 September</td>
<td>3 October</td>
<td>4 November</td>
<td>7 - 11 November</td>
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<tr>
<td>Intake 9</td>
<td>10 - 11 November</td>
<td>14 November</td>
<td>16 December</td>
<td>2 December</td>
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For more information about important dates, go to [www.deakin.edu.au/future-students/international/dueli/dates.php](http://www.deakin.edu.au/future-students/international/dueli/dates.php).

### DUELI 2012 Intake Dates

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<td>Intake 1</td>
<td>5 - 6 January</td>
<td>9 January</td>
<td>10 February</td>
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<td>9 - 10 February</td>
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<td>15 - 16 March</td>
<td>19 March</td>
<td>27 April</td>
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<td>Intake 4</td>
<td>26 - 27 April</td>
<td>30 April</td>
<td>1 June</td>
<td>11 May</td>
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<td>Intake 5</td>
<td>31 May - 1 June</td>
<td>4 June</td>
<td>6 July</td>
<td>9 - 13 July</td>
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<td>Intake 6</td>
<td>12 - 13 July</td>
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<td>1 October</td>
<td>2 November</td>
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<td>Intake 9</td>
<td>8 - 9 November</td>
<td>12 November</td>
<td>14 December</td>
<td>3 December</td>
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### Appendices

2. How to get an IT Password
3. DUELI Grievance Procedure
4. DUELI course structure
5. Locality guide for Melbourne Campus at Burwood
How to get an IT Password

- Go to a computer lab
- Select a computer
- Move the mouse to stop the screen saver
- Press \textit{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 “Submit” 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

- 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 http://www.deakin.edu.au/password/
Your Deakin account is your username@deakin.edu.au eg: 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.

IT Service Desk, Melbourne Campus at Burwood
Building 1a, room 1a2.200, 10am-2pm during semester
Phone: 924 46400 or 1800 721 720
IT Help Desk at Library front desk where you can also receive help with setting up wireless
DUELI Student Grievance Procedure

If you are unhappy and wish to complain about an issue related to your program and 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/ADoS 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, Deakin University English Language Institute.

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. The contact number of the Deakin University EEO officer is 9244 6232.

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

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, Toll Free 1800 806 314
### DuELE Diploma and Certificate IV Foundation Studies Programs

- **DuELE EAP 2 (60%)**
  - IELTS 5.5
  - TOEFL 580 (writing 21)
  - DuELE EAP 2 (60%)

- **DuELE EAP 3 (60%)**
  - IELTS 6.0 (band lower than 6)
  - TOEFL 79 (writing 21)
  - DuELE EAP 3 (60%)

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### Deakin University Postgraduate Programs and Bachelor of Nursing

- **DuELE EAP 7 (60%)**
  - IELTS 6.5 (band lower than 6)
  - TOEFL 93 (writing 21)
  - DuELE EAP 7 (60%)

- **DuELE EAP 8 (60%)**
  - IELTS 7.5 (band lower than 6)
  - TOEFL 107 (writing 21)
  - DuELE EAP 8 (60%)

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Placement into DuELE classes is based on the results of the DuELE Placement Test upon arrival.
LOCALITY GUIDE FOR INTERNATIONAL STUDENTS
MELBOURNE CAMPUS AT BURWOOD

This guide contains practical local information, especially for international students, to help you to settle into Burwood community quickly. We are grateful of the efforts of members of the Peer Support Team who have contributed to the following list.

To assist you in becoming used to your local area try: Melways (maps of Melbourne and The Yellow Pages (websites: www.melbourne.citysearch.com.au) or City search (www.melbourne.citysearch.com.au)

We hope you will find it useful, and welcome any suggestions you may have.

FOOD

Where to buy cheap groceries and meat

Chaddy Mart (Asian Groceries)
Shop 4, Bennetwood Shopping Centre, Burwood
Tel: 9898 8388

Box Hill Fresh Food Market
Box Hill Central,
562 Station Street, Box Hill
Tel: 9896 7029
Bus 732, 733, 767

East Burwood Fresh Fruit Market
Shop 9 Burwood East Shopping Centre, Burwood East
Tel: 9808 5300
Tram 75 (Stop 66)

Safeway 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)

Centro Whitehorse Shopping Centre
Tel: 9830 4554
Bus 732, 733, 767

IGA Supermarket
1424 Tocres Road, Camberwell
Tel: 9889 5120
Tram 75

IGA Supermarket
535 Middleborough Road,
Box Hill
Tel: 9890 8077
Bus 733

Bi-Lo
Chadstone Shopping Centre
Tel: 9569 7129
Bus 767

Chinatown
City
Tram 75 (to City)

Queen Victoria Market
Tram 75 (to City, Stop 4) change to Tram 19, 57, 59 or 63 at Elizabeth St.
(get off the tram at Stop 6)

Fast food

Fast food along Burwood Highway – standing at Entrance No.2

- Domino’s Pizza (turn left)
  Tel: 98888088
- Goodies (turn left)
  Tel: 98084800
- Subway (turn left)
  Tel: 9808099

Hungry Jacks
Cnr Burwood Highway & Elgar Road, Burwood

McDonald’s
Cnr Burwood Highway & Scott Grove, Burwood
Tel: 9808 2235
Tram 75 (Stop 59)

Box Hill Central Shopping Centre, Box Hill
Tel: 9890 3477
Bus 732, 733, 767

Nandos
Shop 29, K-mart Plaza, Burwood
Tel: 9886 7199
Tram 75 (Stop 70)

Aitalia Pizza & Pasta
Shop 1, Burwood East Shopping Centre
Tel: 9808 0608
Tram 75 (Stop 66)

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

Johnny Boys Pizza
Kmart Plaza, 127 Burwood Highway, Burwood East
Tel: 9802 0408
Tram 75 (Stop 70)

Pizza Hut
Tel: 131166
927 Riversdale Rd, Surrey Hills
Bus 700 (towards Mordialloc)

Vegetarian
Sampoorna Vegetarian Surprise
(Indian)
Tel: 9888 9010
73 Station Street, Burwood

Bollywood Restaurant (Indian)
Tel: 9888 7575
Wattle Park Shopping Centre, Cnr Riversdale & Elgar Roads

Vego Hut (Chinese)
Tel: 9898 2287
Whitehorse Road, Box Hill

International Cuisine
Michelangelo’s Italian Restaurant
Tel: 9888 8003
Cnr Station St & Burwood Highway, Burwood
Taste Dumplings
Tel: 9888 7999
Bennettswood Shopping Centre, 251-255 Burwood Highway, Burwood

Noodle Canteen in Station Street
Tel: 9806 7855
59c Station St, Burwood

Emas Malaysian Restaurant
Tel: 9908 7198
277 Burwood Highway, Burwood

All People Chinese Restaurant
Tel: 9889 8158
Shop 12, Burwood East Shopping Centre
Tram 75 (Stop 66)

Sakata Teppanyaki Japanese Restaurant
Tel: 9886 6085
Shop 25, K-mart Plaza, Burwood
Tram 75 (Stop 70)

Shark Fin Chinese Restaurant
Tel: 9886 5777
155 Burwood Highway, Burwood East
Tram 75 (Stop 69)

Sofia Italian Restaurant
Tel: 9803 5299
295 Burwood Highway, Burwood East
Tram 75 (Stop 71)

Han Palace Chinese Restaurant
Tel: 9887 9822
495 Burwood Highway, Vermont South
Tram 75 (last stop)

Rich Maha Indian Restaurant
Tel: 9987 7663
Shop 3, 499 Burwood Highway
Tram 75 (last stop)

Box Hill Shopping Centre
Chinese, Vietnamese, Indian, Japanese, Korean etc.
Bus 732, 733, 767

Bollywood Restaurant (Indian)
Tel: 9888 7575
Wattle Park Shopping Centre, 156 Elgar Road, Box Hill South
Bus 767

Chinese Pavilion Café
Tel: 9508 7805
75 Station St, Burwood

Cafes
Sketches Café
Tel: 9889 9525
273 Burwood Highway, Burwood

Café Blise
Tel: 9889 9600
1393 Toorak Road, Burwood

Food For "U"
Tel: 98895999
69 Station St, Burwood

Bakeries
Brumby’s
Tel: 9886 5299
Shop 10 Kmart Plaza, 172 Burwood Highway
Tram 75 (Stop 70)

Baker's Delight
Tel: 9808 0440
Shop 8 Burwood East Shopping Centre
Tram 75 (Stop 66)

Grand Taipei
Tel: 9886 8860
Station Street (near Box Hill Shopping Centre)
Bus 732, 733, 767

Bread Top
Tel: 9898 8855
40 Main St, Box Hill
Bus 732, 733, 767

Seafood
• Safeway
• Coles
• BiLo
• Seafood shop near corner of Warrigal & Toorak Road
  - Tram 75 (Stop 58)
• Box Hill

Halal food
Nandos
Shop 28, K-mart Plaza, Burwood
Tel: 9889 7199
Tram 75 (Stop 70)

Please refer to the Deakin University Islamic Directory that is available from Deakin International

In addition, please contact the Islamic Society of Deakin University (ISDU)
dusa-isdu@deakin.edu.au

Fresh food markets – these markets also sell lots more than food!
• Box Hill
• Camberwell
• Queen Victoria Market
• Prahran Market
• South Melbourne

BANKS, ATM & MONEY
• Building C, level 1 (charge $1.25 for each transaction)
• ANZ Bank & ATM
  Deakin University, Central Precinct, Building hd, level 1
  Tel: 9889 8915
  1401 Toorak Road, Burwood
  Tel: 9809 1044

• Commonwealth Bank
  1404-1406 Toorak Road, Burwood
  Tel: 9809 2822

• National Bank
  397 Toorak Road, Burwood
  Tel: 9808 9968

• Westpac Bank
  1419 Toorak Road, Burwood
  Tel: 13 20 32

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

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

• Banks in and around Box Hill Shopping Centre
  (ANZ, Westpac, Commonwealth, HSBC, National)
TRANSPORT

Cars
People who are interested in buying cars, check these websites:

People who are interested in renting cars, check these websites (just some examples):
- https://rent.drivebudget.com/Home.jsp
- www.thrifty.com/
- www.europcar.com/

Information about road regulation in Victoria please check:

Car insurance (just some examples):
- www.racv.com.au
- www.aami.com.au

Public transport
- 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 - Oakleigh to Box Hill
- Online Ventura Bus (767, 732, 733) timetables: www.venturabus.com.au
- Online Train timetable: www.movingmelbourne.com/

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); Bus 767
- City: Tram 75 (to city)
- Camberwell: Tram 75 (to City, Stop 40)

INFORMATION FOR TRAVELLERS
- Melbourne Visitor Information Centre (Federation Square, opposite Flinders Street Station)
- Day Tour Booking Centre (Corner of Swanston St. and Bourke St. near Nike)
- DUSA (Trips during semester) - DUSA noticeboards and websites for further information

Airline tickets
- STA Travel - On Campus
Ground Floor Building C, Box Hill Shopping Centre, Box Hill
Centro, Camberwell Junction
- Flight Centre - Box Hill
- Camberwell Junction, Burwood (corner of Warrigal Road and Toorak road)
- Travel agents in Box Hill and City

KEEPING IN TOUCH
Games and internet cafe (network cafe)
- Chadstone NRG
- Box Hill Internet Cafe
- K-mart
- Dodo Internet at Chadstone
- Bowling at Chadstone, Forest Hill & Box Hill
- Billiard Centre (Camberwell), Legends at South Yarra

Internet providers
- Alphalink Internet Services
- Iprimus Internet Service (www.ippimus.com.au)
- Telstra (www.telstra.com)
- Optus (www.optus.com.au)
- Bigpond (http://www.bigpond.com/)
- Dodo (www.dodo.com.au)
- Tel.Pacific (www.telpacific.com.au)

Where to buy mobile phones
- Vodafone shop at K-mart Plaza
- Telstra & Optus Shops at Camberwell and Box Hill
- Telstra & Optus Shops at Chadstone Shopping Centre
- Post Office at Burwood Shopping Arcade (Toorak Rd - Tram 75 Stop 58)
- Box Hill

WHERE TO BUY
CLOTHES, HOUSEHOLD GOODS & COMPUTERS

Looking for second-hand things?
- Salvation Army in Camberwell & Box Hill
- Rauch Bros (Clayton)
- Garage Sales in and around Burwood (The Age and Local Newspaper)
- Camberwell Market (every Sunday morning)

Electronic equipment
- K-mart Plaza
- Harvey Norman (Warrigal Road)
- Cash Converters along Toorak Road (Burwood)
- Dick Smith (Whitehorse Plaza, Box Hill)

Cheap clothes
- K-Mart Plaza
- Southland Shopping Centre
- Bridge Road (Richmond)
- Smith Street (Collingwood)
- Dimmey's (along Swan Street Richmond)
- Box Hill Shopping Centre
- Queen Victoria Market

Where to get the best computer deals
- Computer Market around City (every Sunday)
- Computer shops in Burwood

Where to buy converters
- Dick Smith (Whitehorse Plaza, Box Hill)
- K-Mart Plaza
**Where to buy pre-paid SIM cards**
- K-mart plaza (East Burwood)
- Any Post Office
- Deakin University Bunker (in Building H4 near Café)
- Warrigal Road Junction
- Box Hill

**Where to buy Phone Cards**
- On campus at The Bunker Shop
- Box Hill Shopping Centre
- Telecommunication Shop in front of Coles East Burwood
- Computer Shop in Station Street

**ENTERTAINMENT**

**Cinemas**
- Rivoli at Camberwell - Tram 75 Stop 41
- Hoyts cinema at Chadstone
- Village Cinema (The Glen Shopping centre, Knox city, Westfield shopping centre)
- Low price movie ticket at Pinewood Shopping Centre
- Cheap movie tickets (Village, Hoyts) available at the Bunker

**Where to rent a movie**
- video/DVD
  - Video Ezy (K-mart Plaza)
  - Blockbuster (Camberwell and Hartwell)
  - Chinese, Korea and Japanese videos can be found in Box Hill

**SPORTING FACILITIES**
- Deakin University YMCA Gym – Central Precinct (Level 1)
- Gym on Burwood Highway – corner of Middleborough Rd and Burwood Highway
- Basketball field in Deakin University Building B (Level 1)
- Bennettswood tennis club across from Deakin University
- San Dian karate – corner of Warrigal Road and Toorak Road
- Swimming pool at Whitehorse Aquatic Centre (Box Hill)
- Presbyterian Ladies College (swimming pool open to public during summer)

**POLICE STATION**
- Burwood (Scott Grove, near McDonald’s Burwood)
- Box Hill (off Whitehorse Road). Open 24 hours
- Dial 000 for emergency: fire, ambulance, police

**LAUNDRY**

**Dry Cleaning**
- K-Mart Plaza
- Wattle Park Shops
- Warrigal Road Shopping Centre

**Coin Laundry**
- Burwood Arcade (Toorak Road, Burwood)
- Burwood Height Shopping Centre (Corner of Burwood Highway and Middleborough Road)
- Coin laundrette in Station Street (near Corner of Burwood Highway)

**WHERE TO FIND OUT ABOUT JOB OPPORTUNITIES?**

- Student Life (JobShop) at Deakin Central (Building B, Level 2)
  www.deakin.edu.au/studentlife/aheadstar/jobshop/
- Local Newspaper (The Leader etc)
- Major Newspapers (The Age, Australian, Herald Sun)
- Internet

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This is a living document. If you find other useful places and resources in the local community, please write them down and drop them into Deakin International, Building H2, Melbourne Campus at Burwood or email them to di-support@deakin.edu.au with subject title “Update to DI campus locality guide”.

Content written by Deakin students, June 2007. Updated by Deakin International staff 2010.
Deakin University CRICOS Provider Code 00113B
PRIVACY

The information collected during Orientation will enable Deakin University to process your application for enrolment as a student at the University. If your application is successful, the information will be used within the University to manage your academic progress, to communicate with you, to allow you to use the University’s services and facilities, and to assist the University in marketing and planning. The University will disclose your personal information where it is required to do so by law, including disclosure to Commonwealth agencies pursuant to the Education Services for Overseas Students Act 2000 (the ESOS Act). The University may also disclose your personal information (which may include your Deakin student number) to contractors and service providers it has engaged to assist in carrying out the University’s functions and activities, to Overseas Student Health Cover (OSHC) providers and, in the case of a student under 18 years of age, to the carer appointed pursuant to Australian immigration law. The University requires its contractors and service providers to comply with the Information Privacy Act 2000. The University will not use or disclose your personal information for another purpose unless your consent has been obtained or unless the University is otherwise authorised to use the information or make the disclosure under the Information Privacy Act. If personal information is not provided as requested on the form it may not be possible for the University to process your application or, if your application is successful, to provide to you the full range of its educational, research and support services. In the event your application is unsuccessful, your personal information collected on this form will not be used or disclosed by the University except if required by law. Your application will be forwarded to Melbourne Institute of Business and Technology if you have indicated your approval on the form where asked. Requests for access to and correction of your personal information held by the University should be forwarded to the Manager, Freedom of Information at the University and will be managed in accordance with the Freedom of Information Act 1982. You may direct inquiries about the University’s privacy policy to the Privacy Officer, University Governance Unit (61 3 9246 8114 or privacy@deakin.edu.au). You may view the University’s Privacy Policy at www.deakin.edu.au/theworld
Welcome to Deakin University English Language Institute (DUELI). This Handbook provides information about DUELI and will be a useful reference throughout your course. Please read the information carefully. We hope your stay in Australia and your studies at DUELI are enjoyable and rewarding.

If you require further information, please contact:
International Student Adviser (DUELI)
Melbourne Campus at Burwood
70 Elgar Road, Burwood
Postal: 221 Burwood Highway
Burwood Victoria 3125 Australia
Tel. 9251 7151  Fax. 9244 5421
www.deakin.edu.au/international