



**Southern Cross
University**

My Essentials Guide 2019

A survival guide for the first few weeks in Australia



[scu.edu.au/international/student support](https://scu.edu.au/international/student-support)

CRICOS Provider: 01241G

Welcome

Orientation week is carefully planned to help you settle into life in Australia and prepare you for university study so you feel comfortable and confident in your new environment.

If you miss any orientation activities, make an orientation appointment with the SCU International support staff so you don't miss out on vital information.

Or visit scu.edu.au/international/support

Study in Australia is the official Australian Government website for international students, with information about studying and living in Australia.

Visit studyinaustralia.gov.au

Southern Cross University acknowledges and pays respect to the ancestors, Elders and descendants of the Lands upon which we meet and study. We are mindful that within and without the concrete and steel of buildings these Lands always were and always will be Aboriginal Land.

Settling in

Making international calls

whitepages.com.au

Dial: 0011 (the international access code)
+ country code + area code (if required)
+ local phone number.

- Internet messaging or video chat (e.g. Skype) are the cheapest ways to communicate
- Phone cards or sim cards are available at supermarkets, petrol stations, newsagents and online.

Finding accommodation

SCU Village provides on-campus accommodation in Lismore and Coffs Harbour.

scu.edu.au/accommodation

Unistays can assist with all off-campus accommodation.

Be aware of your rights and responsibilities as a tenant.

NSW Fair Trading **T:** 13 32 20
fairtrading.nsw.gov.au

Residential Tenancies Authority QLD
T: 1300 366 311
rta.qld.gov.au

Halal food outlets

Halalsquare: halalsquare.com.au

Local transport

Gold Coast **T:** 13 12 30
translink.com.au

Surfside Buslines
surfside.com.au

Gold Coast Cabs **T:** 131 008
gccabs.com.au
Gold Coast City Council
goldcoast.qld.gov.au

Lismore

Northern Rivers Buslines **T:** (02) 6626 1499
buslinesgroup.com.au/northern-rivers

Lismore Taxi **T:** 131 008

Coffs Harbour

Busways **T:** (02) 6652 2744
busways.com.au

Coffs Harbour Taxi **T:** 131 008

Local shopping centres

Gold Coast

pacificfair.com.au
robinatowncentre.com.au
tweedmall.com.au
tweedcity.com.au

Lismore

lismoresquare.com.au
lismorecentral.com.au

Coffs Harbour

parkbeachplaza.com.au
coffscentralshopping.com.au
toorminagardens.com.au

Managing your finances

Opening a bank account

moneysmart.gov.au

We recommend opening a bank account when you arrive. To open an account you need:

- Your passport
- Your student ID card and other photo identification as required by the bank.

Budgeting

Consider the expenses you are likely to encounter while living in Australia, so you can budget for these more effectively.

The finance planner below will help you understand important expenses to factor into your budgeting plan.

Passport activity: managing your finances

Expect initial and ongoing living and study expenses.

Complete the finance planner table below during the orientation session.

Finance planner

Study session expenses	Estimated amount
Tuition fees	
Textbooks	
Student Services and Amenities Fee (SSAF)	
Total	
Ongoing weekly expenses	
Rent	
Food	
Electricity/gas/water	
Mobile phone/telephone	
Internet	
Transport (e.g. public transport, fuel for car owners)	
Entertainment	
Educational supplies (e.g. printing, USBs, stationery)	
Incidentals	
Total	

Technology services and IT essentials

Students can access a range of technology services including internet, email and webmail, on-campus computers, website support, and online student portals including *MySCU* (your university online) and *My Enrolment* (web-based system for managing your enrolment).

How to contact technology services

scu.edu.au/technology-services/students

Gold Coast and Lismore

Monday to Friday

8:00am – 6:00pm

E: servicedesk@scu.edu.au

T: (02) 6620 3698

Coffs Harbour

Monday to Friday

8:00am – 5:00pm

E: coffs.servicedesk@scu.edu.au

T: (02) 6659 3080

How to access the internet on-campus

Wireless: wireless.scu.edu.au

Student computer labs are available at each campus. scu.edu.au/technology-services

Off-campus service providers offer a range of options for internet access.

How to log into My Enrolment

1. Enter your student number (eight-digit identification number).
2. Enter your eight-digit password.
3. You will be prompted to change your password after you log in for the first time.

How to log into MySCU

To access *MySCU*, you must enter a username and password.

Username: your first name initial followed by up to five letters of your family name, plus two numbers from your Southern Cross email address e.g. username for **Chun Lee** would be **clee72** (where the email address is c.lee.72@student.scu.edu.au). Or username for **John Outerbridge** would be **jouter34** (where the email address is j.outerbridge.34@student.scu.edu.au).

Password: The eight-digit password used in *My Enrolment*.

Passport activity: technology services and IT essentials

1. My **student number** is: _____
2. I have updated my contact details in *My Enrolment*:
 - I have edited my contact address in Australia
 - I have added my mobile/phone number in Australia
 - I have added my next of kin/emergency contact details
3. My **email** address is: _____
4. My **username** for *MySCU*, email and University computers is: _____

Important note: It is a visa regulation to update your contact address within seven days of arrival and within seven days of any changes thereafter.

Safety and security in Australia

Australia is considered a safe country, but ALWAYS take precautions to maximise your safety and security. Remember, if there is a life threatening emergency, **call 000**.

For useful tips visit studyinaustralia.gov.au

Police Stations

Coolangatta 143 Musgrave St, Coolangatta
T: (07) 5589 8444

Tweed Heads 83 Wharf St, Tweed Heads
T: (07) 5506 9499

Lismore 5 Zadoc St, Lismore
T: (02) 6626 0599

Coffs Harbour 2 Beryl St, Coffs Harbour
T: (02) 6691 0799

General tips on safety at home

- Lock all doors and windows when you are not at home.
- Do not leave valuable items in view at home (or in your car).
- Follow the home security and fire safety tips at studyinaustralia.gov.au

Personal safety

- Do not walk alone at night, walk with a friend or catch a taxi.
- Be aware of your surroundings and avoid unsafe places.
- Do not leave personal belongings unattended.
- Sexual assault is a criminal offence. If you are assaulted, **call 000 immediately**, and contact your International Student Adviser or 1300 782 676 (out of hours crisis support).
- When using public transport, plan your journey to avoid long waits at bus/train/tram stops and if possible sit close to the driver.

Water, bush and sun safety

- Follow the sun and water safety tips at studyinaustralia.gov.au
- Always swim at patrolled beaches between the red and yellow flags.
- Protect your skin from the sun, especially between 10am – 3pm.
- Always wear a hat, sunglasses, sunscreen and protective clothing outdoors.
- Do not touch or feed native animals.
- Make sure someone knows your travel plans and always stay on a road or a walking track.
- Take plenty of water and wear covered shoes and a hat when bushwalking.

Bites and stings

Many bites or stings from insects, snakes, ticks and marine creatures are poisonous.

Specific information is available at poisonsinfo.nsw.gov.au or **T:** 131 126

If a poisonous bite is suspected **call 000**.

Driving in Australia

- Observe the licence requirements for visitors in Australia.
- Always carry your licence with you when driving, or you will risk an on-the-spot fine if you are stopped by the police.
- Your license must be in English or have a Certified English translation, or you must have an International Driving Permit.
- If you own or rent a car, comprehensive car insurance is recommended.
- Learn Australian road rules:
qld.gov.au/transport (Queensland)
rms.nsw.gov.au (New South Wales).

Health and medical

In the case of emergency **call 000**. Always contact your International Student Adviser as soon as possible if you are seriously ill and/or in hospital or if you need assistance or advice.

Hospitals and emergency units

Gold Coast University Hospital

1 Hospital Blvd, Southport, Queensland

T: 1300 744 284

The Tweed Hospital

Powell St, Tweed Heads, New South Wales

T: (07) 5536 1133

Lismore Base Hospital

60 Uralba St, Lismore, New South Wales

T: (02) 6621 8000

Coffs Harbour Health Campus

345 Pacific Highway, Coffs Harbour, New South Wales

T: (02) 6656 7000

Other health services on-campus

Southern Cross University Health Clinic

scu.edu.au/healthclinic

Operates at the Gold Coast and Lismore providing counselling and a range of medical services

Lismore P Block (Rifle Range Road) **T:** (02) 6626 9131

Gold Coast B Block (ground floor) **T:** (07) 5589 3252

Counselling and support services are available at Coffs Harbour campus

Coffs Harbour F Block (level 1) **T:** (02) 6659 3263

scu.edu.au/counselling

Additional health and medical support is available through **Overseas Student Health Cover (OSHC)** which is provided with your Letter of Offer. More information is available during orientation.

Mental and emotional crisis help services

Lifeline 24/7 provides telephone crisis (distress) help.

T: 131 114 lifeline.org.au

QLD Health Helpline provides 24/7 help for Queensland residents

T: 13 43 25 84

NSW Mental Health Access Line for New South Wales residents

T: 1800 011 511

Kids Helpline provides 24/7 service for young people under 25 years

T: 1800 551 800



**Southern Cross
University**

Passport to success

This passport belongs to:

Name: _____

Student ID: _____

Passport to success

All statements below must be completed (please tick) including the Orientation Week Student Declaration (overleaf).

- I have **registered my attendance at orientation**.
- I have provided a copy of **my passport** (and of any family member with me).
- I attended the **settling into Australia** session and:
 - I know where to find information about counselling and other services at Southern Cross University to help me adapt to life and study in Australia.
- I attended the **managing your finances** session and:
 - I have completed the **Passport activity: managing your finances** in *My Essentials Guide*.
- I attended the **looking after your health** session and:
 - I know my **OSHC** membership number and provider
 - I have completed the online registration and requested an OSHC card with my OSHC provider
 - I visited my OSHC provider's website and know where to find essential health care services.
- I attended the **student visa and enrolment conditions** session and:
 - I know the **Department of Home Affairs** website also has important visa information I can refer to at any time
 - I understand my visa conditions
 - I have successfully completed the **Passport activity: student visa quiz** in *My Essentials Guide*.
- I attended the **student support, UniLife and accommodation services** session(s).

- I attended the **safety, security and the law in Australia** session and:
 - I know what to do and who to call in an emergency
 - I know where to find important information about safety, security and the law and contact details in *My Essentials Guide* and/or at **scu.edu.au/international/support**

- I attended the **surf and beach safety session** and I am aware important information is also available at **scu.edu.au/international/support**

- I attended the **technology services and IT** session and:
 - I have updated my contact details in *My Enrolment*
 - I know how to contact the technology services help desk if I need help
 - I have completed the **Passport activity: technology services and IT essentials** in *My Essentials Guide*.

- I will attend my **course information and enrolment** orientation session.

- I will attend the orientation workshop/information sessions provided by:
 - Academic Skills**
 - Library**
 - Career Development Service.**

- I will attend a **Get Connected appointment** with SCU International.

Orientation Week Student Declaration

I understand that **orientation week** sessions and activities are designed to help me settle into life in Australia and prepare me for study at Southern Cross University and therefore:

I _____ (*print name*) declare I attended all of the orientation week information sessions. If I did not attend a session during orientation week for any reason, I participated in a catch-up session with a Southern Cross University staff member.

Student signature: _____

Student ID number: _____

Date: _____

Rate your orientation week experience: (please tick one)

Poor Good Very Good Excellent

Additional comments:

I can collect my Student ID card with the following:

- My completed and signed Passport to Success
- Student ID request form for international students
- Certified copy of my passport (and that of any family members)

Enrolment

Enrolment is a priority upon arrival at Southern Cross University.

Enrolment sessions are conducted during orientation week. All new international students must enrol during orientation week in order to commence their studies.

To check your enrolment details visit scu.edu.au/myenrolment and log in:

- Enter your Student ID number and password.
- Go to My Study Plans.
- Check your unit selection.

Variation of enrolment

Financial impacts for continuing students*	
Date of unit withdrawal	Financial impact
On or before the last day of week 2 for the relevant session	100 per cent refund for the withdrawn unit
After the last day of week 2 and on or before Census Date for the relevant session	50 per cent refund for the withdrawn unit
After the Census Date for the relevant session	Full financial liability for the withdrawn unit

* Refund rules relating to **commencing** students, refer to Section 3, Part B 'Standard Refunds for International Onshore Students' in the **Refunds and Remissions Procedure** at scu.edu.au/policy

Academic impacts for commencing and continuing students	
Date of unit withdrawal	Academic impact
On or before the Census Date for the relevant session	No record of the withdrawn unit on the academic transcript
After the Census Date but before, or on, the last date to withdraw without fail for the relevant session.	A grade of Withdrawn will be recorded on your Academic Transcript.
After the last date to withdraw without fail for the relevant session	A grade of Withdrawn Fail will be recorded on the academic transcript

Census dates 2019

Session 1 – Monday 25 March
Session 2 – Monday 29 July
Session 3 – Monday 25 November

Withdrawal without fail dates 2019

Session 1 – Monday 29 April
Session 2 – Monday 2 September
Session 3 – Monday 13 January 2020

Student visa

Obtaining a student visa is often a long and difficult process. While we are not immigration agents, we are obliged to report potential breaches.

For more information about your visa, visit the **Department of Home Affairs** at homeaffairs.gov.au

Current address

Your current residential address must be updated within seven days on *MySCU* in *My Enrolment*. This is a mandatory requirement throughout your studies.

Academic requirements

You must maintain a full-time enrolment load (study plan) to complete the course as indicated on your Confirmation of Enrolment (CoE). You must also have satisfactory academic progress (pass more than 50 per cent of units) in each session.

Work limitations

You can work once studies have commenced, but this does not include orientation week.

A student can work up to 40 hours per fortnight during session times and unlimited hours during holiday time unless you are enrolled in a higher degree by research program.

Remaining at Southern Cross University for six months

You must study at Southern Cross University for at least six months. If you have come to study English or a pathway course as a package, you must complete this course and then study at Southern Cross University for six months before transferring to another education provider. If you need to change to another university before this, due to exceptional circumstance, you will need to see your International Student Adviser to discuss your options.

Overseas Student Health Cover

You must ensure you have valid Overseas Student Health Cover (OSHC) during your studies in Australia. This cover should be renewed every time you apply for a student visa extension.

Passport activity: student visa quiz

Enter your answers in the score box at the end of the quiz. You can check answers during the quiz activity session.

1. Whenever you change your residential address or other contact details while studying at Southern Cross University, it is a mandatory student visa condition to update your details in *My Enrolment* within:
 - A. 7 days
 - B. 14 days
 - C. 21 days

2. The University is NOT obliged to report to the Department of Home Affairs any potential student visa breaches, such as withdrawing from your studies, failing to meet course requirements etc.
 - A. True – The Department of Home Affairs does not expect the University to report any breaches
 - B. False – The University is obliged to report ALL breaches and any potential breaches to the Department of Home Affairs

- 3.** You can only work up to 40 hours per fortnight during compulsory study sessions on a student visa, but you are allowed to work unlimited hours during vacation periods according to the University's key teaching dates.
- A.** True
 - B.** False
- 4.** It is your responsibility to maintain Overseas Student Health Cover (OSHC) for the FULL duration of your student visa. If you do not have OSHC insurance while you are on a student visa:
- A.** Your visa may be cancelled
 - B.** You and your family will be liable to pay for any medical bills if you have an accident or illness (this can be very expensive in Australia)
 - C.** Both A and B
- (Note: there is an exception for Belgian, Swedish and Norwegian students.)*
- 5.** You are required to submit a Travel Notification form to SCU International if you plan to travel away from the local area for more than:
- A.** 48 hours
 - B.** One week
 - C.** One month
- 6.** What visa conditions apply if you need to defer your studies in Australia?
- A.** You must leave Australia during this time
 - B.** Your visa will be cancelled if you defer for more than one study session (maximum 6 months)
 - C.** Both A and B
- 7.** If a student is reported to the Department of Home Affairs for unsatisfactory academic performance what does the student need to do?
- A.** The student will need to make contact with Department of Home Affairs to explain his/her situation and discuss the implications on his/her student visa
 - B.** Nothing will happen, the student will continue their study and try to improve their academic performance in the next study session
 - C.** Nothing can be done, the student visa will be cancelled automatically
- 8.** If you have failed or potentially failed 50 per cent or more units in one study session, SCU International will:
- A.** Send you a letter advising you go to one of the University's support services and ask for help
 - B.** Place you on an 'Intervention Strategy' in the next study session to monitor your progress
 - C.** Exclude you for one study session
- 9.** Your student visa requires you to be enrolled as a full-time internal student, but you are allowed to enrol in some external units. How many external units are you allowed to enrol in?
- A.** Four units from your whole course (including any advanced standing/unit exemptions you may have)
 - B.** One third of your whole course (including any advanced standing/unit exemptions you may have)
 - C.** One third of the total number of units you will study in Australia
- 10.** If you need to extend your visa, you must go to a Department of Home Affairs office in person to apply for a visa extension.
- A.** True – all visa extensions must be applied for in person at a Department of Home Affairs office
 - B.** False – you can apply for a visa extension online from the Department of Home Affairs website

1	2	3	4	5
6	7	8	9	10

How many correct answers did you have? _____

Services and support

scu.edu.au/current-students

Southern Cross University offers a range of student support services to encourage academic success and adapting to life and study in a new country.

Accommodation

UniStays can help you find private rental off campus or SCU Village offers on-campus residential colleges at the Lismore and Coffs Harbour campuses.

Visit **scu.edu.au/accommodation**

Career Development Service

The Career Development Service is introduced at orientation, and provides ongoing personalised career consultations for students throughout their studies. Students can also access the CareerHub to search for part-time work or access our helpful CareerSuccess e-learning modules.

Visit **scu.edu.au/careers**

Celebrating diversity

The Equity and Diversity Office plays an active role in promoting equity and diversity within the University and is the contact point for students if there is a query or concern about discrimination because of race, religion, sexuality, age, disability or gender.

Chaplaincy, multifaith and pastoral care

Chaplaincy services at each campus offer religious and spiritual support, and personal and welfare support, in person or by phone. The Chaplaincy is ecumenical and multifaith in nature and maintains strong links with the major denominational churches and other major faiths in the area.

Visit **scu.edu.au/chaplaincy**

Student Advocacy Service

The Student Advocacy Service provides free and confidential advocacy in relation to the academic and procedural rules and regulations of the University. It can also provide assistance, advice or referral for a broad range of issues that affect a student's ability to maintain their studies at the University.

Complaints and appeals

You have the right to complain if you feel you have experienced unreasonable treatment, disadvantage or distress – whether in an academic or non-academic matter. Information and assistance is available from the Student Advocacy Service or the Complaints Assistance Officer.

Visit **scu.edu.au/students/advocacy**

Counselling

Counselling services are available for students to help with any aspect of their personal or academic life. The University's free counselling services offer caring and confidential assistance to all members of the University community.

Visit **scu.edu.au/counselling**

Culture, sport and recreation

A wide range of sporting, recreation and cultural activities is offered at Southern Cross University, with something for everyone through UniLife.

Visit **scu.edu.au/unilife**

Student access and inclusion

If you are a student with disability, we provide a range of support services to assist you to be successful in your studies.

Visit **scu.edu.au/access-and-inclusion**

Study resources

Student associations

There are four main student associations supporting specific student groups:

- **CoastRs** (Gold Coast students association)
- **LEXSA** (Lismore and External Students Association)
- **Coffs Harbour Students Association**
- **Southern Cross Postgraduate Association.**

Visit scu.edu.au/studentassociations

Student loans

The University operates a Student Loan Scheme to provide small interest-free loans to currently enrolled students who can demonstrate genuine need and whose continued attendance at the University is in jeopardy due to financial hardship. Student loans are available to Australian students and full fee-paying onshore international students, or students with permanent residency status, who are formally enrolled in a Commonwealth funded course of study at Southern Cross University.

Academic skills

The Academic Skills team supports students' development of self-management, language, learning and critical thinking skills as well as the development of academic literacy, numeracy and integrity. Online resources, workshops, group study session and individual consultations are available.

Visit scu.edu.au/academicsskills

Library

Libraries are located at the Gold Coast, Lismore and Coffs Harbour campuses, and provide students with print and online resources, computers, printing, and spaces for both group work and individual study. Online resources include electronic books and journals that can be accessed anytime on a desktop, laptop or mobile device. Print resources can be borrowed from all Southern Cross University libraries and items are delivered free of charge to the campus of your choice. Students can contact the librarians in person, by phone or email for assistance. The library website provides useful guides and information to help locate and retrieve resources.

Visit scu.edu.au/library

UniMentor

UniMentor connects new undergraduate students with a second or third-year mentor studying the same discipline. They can advise on a range of student issues, from the best way to navigate an online study environment to the best way to buy text books. Although not academic tutors, UniMentors can share their study tips, and help new students settle into an academic routine with knowledge and confidence.

Visit scu.edu.au/mentor

SCU International contacts

Gold Coast

Open:

Monday to Friday 9am – 5pm

Location:

Shared Services HUB,
Level 1, Building A,
Southern Cross Drive,
Bilinga QLD 4225

Postal address:

Southern Cross University,
SCU International,
Locked Mail Bag 4,
Coolangatta QLD 4225

**International Student
Adviser**

T: (07) 5589 3022

E: ioadviser-gc@scu.edu.au

Lismore

Open:

Monday to Friday 9am – 5pm

Location:

H Block,
Military Road,
Lismore NSW 2480

Postal address:

Southern Cross University,
SCU International,
PO Box 157,
Lismore NSW 2480

**International Student
Adviser**

T: (02) 6620 3876

E: ioadviser-lis@scu.edu.au

Study abroad/Exchange

E: studyabroad@scu.edu.au

Coffs Harbour

Open:

Monday to Friday 9am – 4pm

Location:

M Block MG07
Hogbin Drive,
Coffs Harbour NSW 2450

Postal address:

Southern Cross University,
SCU International,
Hogbin Drive,
Coffs Harbour NSW 2450

**International Student
Adviser**

T: (02) 6659 3147

E: ioadviser-coffs@scu.edu.au

Emergency contacts

Call 000 for Police, Ambulance or Fire Brigade

After hours crisis support line **1300 782 676**

Campus security:

Gold Coast **0439 540 868**

Lismore **02 6620 3333**

Coffs Harbour **02 6659 3091**

or use emergency phones located on campus.