

# WELCOME

## INTERNATIONAL STUDENT HANDBOOK



EVERYTHING YOU NEED TO KNOW ABOUT STUDYING WITH US

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# CEO WELCOME

**“** We're really pleased that you've decided to join the Kangan Institute and Bendigo TAFE community.

As one of Victoria's largest TAFEs, Kangan Institute and Bendigo TAFE is widely regarded as a leader in practical education and training.

Whether you're after a new job, a study pathway or want to try something completely different, we have the courses, teachers and facilities to support you.

We provide an environment where you can be social and enjoy time with your peers, as well as offering practical student services to help you manage your study, work and family commitments.

At Kangan Institute and Bendigo TAFE, we place our students at the centre of everything that we do. We encourage the amplification of the student voice through the active engagement of students through an advisory group. Our student representatives have the opportunity to shape and enhance the student experience by working in collaboration and partnership with teachers and other representatives.

Of course there are many other benefits to being a student. Take the time to look through this handbook and discover for yourself why thousands of others have made the choice to study at Kangan Institute and Bendigo TAFE.

We hope the year ahead offers many opportunities so that you reach your full potential. Don't forget to celebrate your achievements with us, no matter how small or big, throughout the year.

Good luck!

*Sally Curtain*  
Chief Executive Officer



# BEING A STUDENT

As a new student, it's definitely an exciting time for you to start a brand new chapter in your life. We are here to help you get the most out of your student experience and help you settle in with minimal disruption.

This guide will help you adjust to living in Australia. Lots of important information has been compiled in this guide, including useful contacts and an entertainment guide. Please take some time to read through this information as we believe it will be very useful for you in the coming weeks.

## Expectations of Students

The Institutes operate as an adult learning environment, which encourages and supports the participation of people from diverse backgrounds. Learning is meant to be enjoyable and our aim is for each of you to have an equal opportunity to learn in a supportive environment.

Everyone at Kangan Institute and Bendigo TAFE has the right to a safe and happy learning experience.

## International Services – Our Commitment to You

The International Office is located at the Docklands Campus and provides assistance with orientation, organising social events and answering your questions.

In addition to the Institute's Student Engagement and Retention team, the International Student Support Officer attends solely to the welfare and needs of international students. Our support officers visit international students at all campuses every week and you can request a copy of their schedule by contacting [internationalstudent@kangan.edu.au](mailto:internationalstudent@kangan.edu.au).

## Orientation

A comprehensive orientation program is delivered to international students during the week prior to the beginning of the semester.

Attendance is compulsory for all international students commencing their formal course at the institute. The program covers aspects of living and studying in Australia.

Find out more [here](#).

## Graduation

The international graduation and award ceremony is organised to celebrate the achievements of students who have completed their studies with Kangan Institute and Bendigo TAFE.

Find out more [here](#).

## International Services Contacts

**International Student Support Officer**  
Phone: +61 3 9279 2297  
Mobile: (24 hours) +61 481 930 931  
Email: [internationalstudent@kangan.edu.au](mailto:internationalstudent@kangan.edu.au)

**International Admissions**  
Phone: +61 3 9279 2297  
Email: [international@kangan.edu.au](mailto:international@kangan.edu.au)

**International Finance Officer**  
Phone: +61 3 9279 2631  
Email: [internationalfees@kangan.edu.au](mailto:internationalfees@kangan.edu.au)



# IMPORTANT INFORMATION

If you are studying in Australia on a student visa, there are some conditions you must observe in order to maintain your visa status.

## Attendance and Academic Progress

As part of student visa requirements under the Department of Home Affairs regulations, you are expected to attend classes and to meet all course requirements including completing assignments on time. You can also be reported for failing to make academic progress.

If you are absent through illness, you are required to provide your program area with a legitimate medical certificate to cover the absence. It is your responsibility to notify the program area of your absence, which will then be recorded. It is also your responsibility to catch up on any work missed due to the absence. Satisfactory academic progress is defined as passing a minimum of 50% of all units enrolled in a semester. If your progress is not satisfactory, you will be issued with a written warning, followed by an Intervention Strategy. Failure to comply with your Intervention Strategy may result in the cancellation of your enrolment and you will be reported to the Department of Immigration.

Students are also expected to maintain their attendance at no less than 80% of all classes enrolled in a semester. Attendance is monitored at every class. If you are not on time or if you leave class early, this will have an effect on your attendance.

## Updating Contact Details

As an international student you have an obligation to notify the International Student Support Office within 7 days of any changes of address while enrolled in your course. This is a Department of Home Affairs requirement and condition of your student visa.

## ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding experience. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2018 and the National Code.

You can find a link to the ESOS Framework here [legislation.gov.au/Details/F2017L01182](http://legislation.gov.au/Details/F2017L01182)

## Overseas Student Health Care

All international students are required by the Australian Government to take out health cover. The Overseas Student Health Cover (OSHC) provides international students with free public hospital care for non elective treatment and an 85% rebate of the standard doctor's fees.

Read more [here](#)

## Work Permission

All student visa holders will receive automatic work rights which will allow students to work during their time in Australia. Remember that your primary focus in Australia is to study to gain a qualification and part-time work must not interfere with this.

Students are limited to working 40 hours per fortnight while their course is in session.

# LET'S GET YOU STARTED

This section is developed to provide you with important information and contacts so that you get off to the best start possible.

## Creating your Unique Student Identifier (USI)

USI is a number unique to you, consisting of numbers and letters. The USI will give you online access to your training records and results (transcript) through your online USI account. It is required if you are a new or continuing student undertaking a nationally recognised training course or units.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

A valid USI must be provided at the time of enrolment to ensure your enrolment is processed in a timely manner. You must provide a USI when you enrol otherwise you will not be able to receive a certificate when you complete your course or a statement of attainment if you complete less than a full course.

[Apply for your USI number](#)

## Student identification (ID) card

Your name, photo and student number is printed on your student ID card and it's your primary source of identification during your time with us. Your student ID card is used for various purposes including use of library resources as well as photocopying and printing.

You are required to carry your student ID card at all times whilst on campus and present it upon request by a Kangan Institute and Bendigo TAFE staff member. Should you lose your card, a replacement card can be obtained from the customer service centre at a cost of \$15.

## How to log into the institute's computer network

Most student resources are available online through the computer network, so you will need to log into the institute network which can be done either on or off-campus. You will need to use an on-campus computer the first time you log in to set up. Just use the following steps to get started.

- Use your 'username/student ID' and 'password' to log into the computer.
- Your username/student ID can be found on your Confirmation of Enrolment (COE) or on your student ID card (e.g. 100322158 or TES09291600).
- Your password is located on your COE. Your password will be your initials (capital first name and lower case surname) followed by your date of birth in the following format DDMMYYYY. (e.g. Te30021994).
- If you are a returning student, your password will be what you were last using.
- Once you have added this information you should be logged on.

## Student portal

The **student portal** is an online resource and one-stop shop for all your needs. It's your gateway to regular updates on what's happening on campus, important support resources and assessment results.

From the student portal you can access and navigate your way through to:

- Your student email account
- Learning support information
- Timetables
- MyLearning
- E-library and resources
- Social Events
- Institute policies and procedures
- Academic results through Banner under 'My Studies'
- Student FAQs and self-help tools

To access the student portal while on campus, simply log into any computer and it will open up automatically for you. Alternatively, you can also click on the student portal icon, which is available on all campus desktops.

To access from home Visit [kangan.edu.au](http://kangan.edu.au) or [bendigotafe.edu.au](http://bendigotafe.edu.au) and click on the student portal link on the top of the homepage. You will then need to type in your student ID and password to log in.

## Logging into your student email account

Your student email account will be set up at the time of your enrolment and can be accessed from the student portal under the 'Email' icon at the top of the homepage.

## Accessing MyLearning

MyLearning is our online learning management system which will allow you the flexibility to learn at a time and place which suits you. All you need to access MyLearning is a computer (with some minimum software requirements) and a connection to the Internet.

- Your MyLearning account is created automatically after you enrol.
- If your teacher is using MyLearning, they will then enrol you into a range of units within your course of study.

The types of learning resources available for each unit will differ and may include:

- Online information booklets
- Videos
- Interactive presentations
- Forums
- Quizzes
- Assessments

## Customer service centre (CSC)

The customer service centre (CSC) is your primary information point during your time with us. It's where you need to go if you have to:

- Enrol in a course
- Pay your fees
- Get your student identification (ID) card
- Amend your personal details
- Get course information

# SERVICES YOU CAN ENJOY

## Wireless internet access

While on any campus, you can use the TAFE's free Wi-Fi. To access, simply search the Wi-Fi network and select "TAFE public", be mindful of the using the Wi-Fi for appropriate activities as per the Information Technology Usage Policy – Student found [here](#)

## Cafeteria

A cafeteria operates at most campuses, where you can pick up a coffee, cold drink or a yummy bite to eat.

Please note that trading times with vary depending on the campus.

## Employment Centre

Our Employment Centre team is dedicated to assisting you to understand and develop your employability skills and helping you to find meaningful and sustainable employment. We can assist you with a range of job search and employment related activities and resources and can also provide one-on-one assistance with job searching and writing applications.

If you're looking for employment, our job vacancy listing is a great place to start. The listing is updated weekly and published online at [Kangan Institute](#) or [Bendigo TAFE](#). Make an appointment to talk to us about how we can help you to find employment by contacting us on 1300 484 335 or email [employmentCentre@kangan.edu.au](mailto:employmentCentre@kangan.edu.au) or [employmentcentre@bendigotafe.edu.au](mailto:employmentcentre@bendigotafe.edu.au)

## Learning Support

The Learning Support Unit can help you with English, Maths and general study skills. The Learning Support staff are available in the Library and Learning Centres or by appointment at various campuses.

For more information, contact [Kangan Institute](#) or [Bendigo TAFE](#).

## Photocopying and printing

Photocopying and printing facilities are available in the LLC. Use your student ID card to pay for photocopying and printing. You must have credit on your student ID card to print. While on any campus, you can use the TAFE's free Wi-Fi. To access, simply search the Wi-Fi network and select "TAFE public", be mindful of the using the Wi-Fi for appropriate activities as per the Information Technology Usage Policy – Student found [here](#).

## Multi-faith prayer room

Prayer rooms are located on some campuses. Please contact the International team for more details.

## Campus parking

Paid parking is available at the following campuses:

- Broadmeadows
- Essendon
- Cremorne (need to purchase parking permit and swipe card from the customer service centre)
- Charleston Road

Parking meters accept coin, credit card and mobile phone payments. Please note that you will be fined if you do not have a valid parking ticket.

## Bicycles

Bicycle racks are provided at most campuses. Please ask a staff member or your teacher for their locations.

## Public Transport

Our campuses are serviced by great transport links including train, tram and bus routes. For train, tram and bus times call the Public Transport Victoria Call Centre on 1800 800 007. There is also a TTY facility for passengers with hearing difficulties on 9619 2727. Website: [ptv.vic.gov.au](http://ptv.vic.gov.au)

For directions to each campus, click on links below.

[Broadmeadows campus](#)

[Cremorne campus](#)

[Docklands campus](#)

[Essendon campus](#)

[Bendigo City campus](#)

## Security

Each campus offers monitored CCTV security of all main learning and car park areas. There are designated blue phones located at each customer service centre if you require a security officer.

You can contact them on:

Broadmeadows: 9279 2636 or 0401 776 327

Docklands: 9093 6055 or 0401 776 333

Essendon: 9094 3083 or 0401 776 487

Cremorne: 9425 5651 or 0419 749 285

Bendigo: 0419 749 271



# STUDENT SUPPORT

The Institutes have a dedicated International Student Support Officer who visits all campuses and helps you with enquiries about your visa, studies, student support or anything else that you may need assistance with!

There are also additional student support services, including a free and confidential counselling service, learning and disability support service, student welfare service, employment service and Study Skills assistance.

Contact the International Student Support Officer on 03 9279 2297 or 0481 930 931. You can also email them at [internationalstudent@kangan.edu.au](mailto:internationalstudent@kangan.edu.au).

Check the contacts section of this guidebook for more information.

## Student Engagement and Retention

The Student Engagement and Retention (SE&R) team is here to make your experience with us memorable and rewarding. During the year, you'll be treated to a number of free on-campus events where you'll get the opportunity to socialise with fellow students and make some great friends.

All our events are posted on the student portal and we'll keep you updated through regular emails and eye catching on-campus posters. Make sure to check the student portal regularly.

## Counselling

Our counselling services team provide professional support and guidance; and connect you to local services and resources to help you with personal matters, study skills, or any problems you may face on campus.

Please contact the International Student Support Officer for further details.

## Library and learning centre

Library services are available at all campuses. Browse and borrow books, magazines, DVDs or access computers and quiet study areas at these libraries. You can also access the 24/7 e-Library on your phone or computer.

## Plagiarism and referencing

Assignments and other forms of assessment must be your individual and original work. Copying directly from your research sources or another student's work, including re-worded or paraphrased material without acknowledgement is plagiarism. Plagiarised work is a breach of the Institute's Training and Assessment Policy and will not be accepted and will result in disciplinary action. A referencing guide providing information on how to acknowledge sources and use correct referencing techniques can be found [here](#).

## TalkCampus

Kangan Institute and Bendigo TAFE also has a peer-to-peer mental health support app available to all enrolled Kangan Institute students. This is an anonymous platform that allows students to connect with other students worldwide to discuss any issues they may be experiencing, ranging from study pressures to mental health experiences.

Click [here](#) for instructions on how to download and use TalkCampus.

## Student voice / representation

The student voice is important to Kangan Institute and Bendigo TAFE. There are a number of ways for student voices to be heard and elevated. One such way is through the Student Working Group. Join together with like-minded peers to boost your skills, project participation and social impact.

Find out how you can build your leadership skills and enhance the student experience. To find out more, send an email [here](#).

## Practical placements

Many courses at Kangan Institute and Bendigo TAFE require students to do industry based practical placement. We have an amazing placement team who support students to find the placement opportunities needed to complete the course. Please be aware that some courses require you to do significant amount of industry related practical placement to successfully complete your training and become qualified. If you have any concerns or barriers around completing placement, please reach out to your teachers or the International Student Support Officer as soon as possible so they can assist.

# POLICIES THAT AFFECT YOU

Like any other TAFE or university, we have a range of policies and procedures in place that are designed to ensure our services operate smoothly and that we maintain a high level of student satisfaction.

## Policies

All of our policies and procedures can be found on the student portal. You should take the time to read and familiarise yourself with our policies and procedures.

## Privacy

Kangan Institute and Bendigo TAFE are bound by and aims to comply with the Privacy and Data Protection Act 2014 (Vic), the Health Records Act 2001 (Vic) and the Privacy Act 1988 (Cth) (Privacy Laws). The Institute has implemented practices and procedures to ensure compliance with those Privacy Laws.

We respect the rights of individuals (our employees, contractors, business partners and students) to security, privacy and service and we wish them to have confidence that the personal and health information they supply to the Institute will be stored and used appropriately.

## Tuition Fees

Tuition fees are payable prior to the commencement of each term. Repeat subjects will attract additional fee per student contact hour.

## Refund policy

Your tuition fees are non-refundable and non-transferable. Only in circumstances deemed 'compassionate and compelling' could we consider issuing a refund. Please refer to your Acceptance Agreement for our policy on refunds.

## Recognition of Prior Learning (RPL)

You may be entitled to receive recognition of prior learning (or credit). Please contact International Services within the first week of classes to discuss your application for RPL. You must continue to attend all classes until your request is approved.

## Course Changes and Transfers

In accordance with the ESOS Act of 2000 and the National Code, you are required to complete the first 6 months of your principal program (usually the final qualification in your package before you can transfer to another provider). If you want to change your course before completing 6 months of your principal course, you will need to apply for a release. Please contact International Services to discuss further.



# POLICIES THAT AFFECT YOU

## Leave of Absence

If you intend to be absent from class for an extended period and do not get permission first, your CoE may be cancelled without notice. Please complete a Request for Leave of Absence form and have your teacher sign it, then submit it to International Services. We will then issue you a Travel Approval Letter.

## Code of Student Behaviour

Students are expected to conduct themselves appropriately at all times. Kangan Institute and Bendigo TAFE does not tolerate bullying, cheating, plagiarism, disrespectful and rude behaviour or anything else which breaches this Code. Students found to be in breach of this Code will face student discipline. In some circumstances, international students may have their enrolment suspended or cancelled as a result of a breach and the Department of Immigration will be notified.

View the policy [here](#)

## Appeals and Complaints Process

All students have the right to an internal and external appeals process for any decision made by Kangan Institute and Bendigo TAFE with regards to their education, including decisions to terminate a student's enrolment. You can access the International Complaints and Appeals Process on our website.

You can also obtain a Student Appeals Application Form from International Services. Please submit your appeal within 20 working days from the date of the decision you wish to appeal. Kangan Institute and Bendigo TAFE take all feedback and student complaints very seriously. Please address written complaints to the Manager, International Services.

## Copyright

The Institutes are covered by a number of copyright licenses. Generally, for paper to paper copies (for example using a photocopier) you may copy 10 percent or one chapter of almost all publicly published material. However, software manuals are not covered by this agreement and nor are publications with explicit non copying provisions (such as some consultancy group reports). Copyright also exists with web page content and the same 10 percent rule applies. Software on the Institute's computers must not be copied under any circumstance. For more information, visit the copyright portal.



# STAYING SAFE & HEALTHY

## Mental Health

Your mental health is just as important as your physical health. Your mental health has a higher chance of affecting your studies if left unaddressed for too long. Feelings of despair and depression are common symptoms of culture shock and it is important to remember that these feelings are temporary. You'll find that getting social and engaging in regular exercise are great ways to cure your culture shock and keep your body happy and healthy. There is a list of Activity Centres on page 16 which may interest you.

There are free and confidential counselling services available to all students if you should need to discuss anything which may be affecting your studies privately.

## General Practitioners

If you have a minor illness or ailment, you can visit a general practitioner (GP) for diagnosis, advice, referrals, and prescriptions. Don't forget to get a medical certificate from the doctor while you are there and send a copy to International Services so your absence will not affect your attendance.

## Hospitals

In an emergency, you should dial 000 for police, ambulance or fire brigade.

If you need to go to the hospital for non-emergency or elective surgery, call your OSHC provider and check that your policy will cover the cost. You may also need to check with your OSHC provider that you are using the nearest agreed hospital. Call the hospital and confirm that they accept patients with OSHC cards.

Please note OSHC does not usually cover private hospitals or specialist doctors. Please take some time to find the hospital nearest to where you are living now and write the details down below for easy reference.

## After Hours Services

For general medical advice you can call Nurse-On-Call on 1300 60 60 24 (24 hours). If you are unable to leave the house to visit the doctor you can contact the Home Visiting Doctor at [homedoctor.com.au](http://homedoctor.com.au) or call 13 74 25, for after-hours medical care call (03) 9429 5477. This service is available evenings (every night), weekends and public holidays.

## Sexual Health

Contraceptive medications and devices are easily obtained in Australia. Condoms can be bought from supermarkets and emergency contraceptives are available at most pharmacies. For more information, visit the [Melbourne Sexual Health Centre](#) or contact (03) 9341 6200.

## Water Safety

Australia's stunning coastline has some of the best beaches in the world. It is important that you understand the risks and take precautions to avoid dangerous situations.

Tips:

- Read the safety signs before going into the water
- Always swim between the red and yellow flags
- Do not swim at closed beaches
- If you need help, stick your hand up, stay calm and call for help
- If you get caught in a rip (a very strong current), try to swim diagonally across it - don't try swimming against it
- Swim at beaches that are patrolled by lifeguards.
- Don't swim alone - swim with a friend

For more beach safety tips, visit [Surf Lifesaving Australia](#).

# STAYING SAFE & HEALTHY

## Scams

Scams are dishonest, fraudulent and illegal schemes to make money, especially those that involve tricking people. Unfortunately there are often scams targeting international students. We strongly advise that you approach transactions with caution during your stay in Australia. Visit the [Consumer Affairs Victoria](#) website for further information.

## Road Safety

Statistics show that motor vehicle, pedestrian and cycling accidents are the highest cause of death in Australia for international visitors. Students should ensure that they are familiar with the rules regarding cycling and driving in Australia.

Cycling Tips:

- Always wear a bike helmet with the strap fastened securely
- Ride on the right left hand side of the road
- Ride in single file
- Follow the road rules, including stop signs and traffic lights
- Ride at least one metre away from parked cars

Walking Tips:

- Stop, look, listen
- Use the footpath
- Use pedestrian crossings

Driving Tips:

- It is compulsory to wear your seat belt at all times
- Keep to the speed limits as indicated by the signs
- Never drive under the influence of drugs and alcohol
- It is illegal to be talking on your hand held mobile while driving

## Racism

Racism is most likely to occur at work or when students are seeking somewhere to live. If you are feeling scared, please contact the International Student Support Officer immediately. If you are in an unsafe environment please call 000 and the police will attend.

## Theft and personal security

While Australia is considered as a relatively safe country, you should always be cautious and protect your belongings and personal safety when you arrive in an unfamiliar environment. Crime such as pick-pocketing and mugging are quite rare, but may be more likely to occur late at night if travelling alone in certain areas of the city in unpopulated streets. You should always be vigilant about your personal security and possessions in public places, and take sensible precautions.

Tips:

- Don't leave belongings unattended
- Avoid displaying your valuables
- Travel with friends when you take public transport late at night
- Let someone know where you are going and the time you will return

## Carrying Money

It is not advisable to carry large amounts of cash. Most transfers can be made via internet banking which will help you avoid carrying large amounts.

Tips:

- Only carry the amount necessary for your arrival
- Open a bank account upon arrival or prior to leaving your home country
- Avoid using Automatic Teller Machines (ATMs) in isolated or dark locations.
- Do not share your personal access number for your bank account

In the event of an emergency dial 000.

## Sexual Harassment

Many students who experienced sexual assault or harassment avoid making formal complaints or reports as they did not feel their experiences were serious enough to warrant complaint. If you feel that you have been assaulted please call 000 / International Student Support Officer / or counsellor. Your information will be confidential so don't be afraid to contact them if you are not too sure.

# GETTING AROUND

## Overview

Public transportation in Victoria is fairly affordable and convenient. The most common forms of transportation are trains, trams or buses. In order to ride on public transport, you will need a prepaid Myki card. Please note there is no paper ticket system in Melbourne, you must have a Myki card. You can purchase a Myki card for \$6 from any newsagency or Public Transport Victoria customer service desk. You can then add your own money to the card to use on public transport fares. Use the Myki card to "touch on" and "touch off" on the yellow card reader before and after each journey on public transport. You can top up your card online or at a top up kiosk (available at most train stations).

We recommend that all students and visitors to use public transport as parking is usually limited.

## Public Transport Apps

There are several public transport apps to help you navigate your journey:

- The PTV App has a built-in Journey Planner. Just type in where you are and where you are going to and the App will plan your journey for you.
- metroNotify® sends live updates and push notifications about train service delays to your device directly from Metro Train's control room.
- tramTRACKER® lets you know in real-time how far away your tram is from the station.

## Other information

Below are some more useful links to maps and public transport available in your area:

## Melbourne

[Melbourne City Maps](#)

[Melbourne Tram Network](#)

[Melbourne Airport Shuttle Bus](#)

## Bendigo

[Bendigo Bus Network](#)

[Bendigo Train Services](#)

[Bendigo Airport Service](#)

[Bendigo Maps](#)





# ENTERTAINMENT & ACTIVITIES



## Sports

	AFL	Cricket	Netball	Tennis
What?	The most popular sport in Australia is Australian Football League or "AFL." Victoria is home to ten national AFL teams.	"The Bushrangers" are the Victorian cricket team. Matches can last several days and a popular pastime is watching games on TV.	This is a popular sport among women. The "Melbourne Vixens" represent Victoria in national games. Netball can be played indoors or outdoors.	The annual Australian Open is a major Grand Slam tournament. It attracts high-profile players from around the world.
When?	Winter	Summer	Winter	Summer
Where?	The games are commonly held at the MCG or Marvel Stadium.	The home of Victorian cricket is the MCG in East Melbourne.	Home games are played at Melbourne Arena.	There are two primary courts: Rod Laver Arena and Melbourne Arena

## Cinemas

You can purchase discounted movies tickets by presenting your student ID card.

To find your nearest cinema visit: [hoys.com.au](http://hoys.com.au) | [villagecinemas.com.au](http://villagecinemas.com.au)

## Art Galleries and Museums

National Art Gallery of Victoria	The Ian Potter Centre NGV Australia	Australian Centre for Contemporary Art	Melbourne Museum	Immigration Museum	Bendigo Art Gallery	Post Office Gallery	Golden Dragon Museum
180 St Kilda Rd, Melbourne Admission Free	Federation Square, Flinders St, Melbourne Admission Free	111 Sturt St, Southbank Admission Free	11 Nicholson St, Carlton Admission Free	400 Flinders St, Melbourne Admission Free with concession/student card	42 View St, Bendigo	51-67 Pall Mall, Bendigo	5-11 Bridge Street, Bendigo

## Parks and Gardens

In Melbourne, just a short walking distance from Fed Square, you'll find the Domain Parklands just off St Kilda Road. Four major parks and gardens make up the parklands; the Royal Botanic Gardens Melbourne, Kings Domain, Alexandra Gardens and Queen Victoria Gardens. You will also find the Shrine of Remembrance, a WWI memorial, in this area. It's a great place to spend a day exploring.

Bendigo offers a wide variety of outdoor activities including cycling and walking trails, waterways and water activities and parks and gardens Learn more at [bendigoregion.com.au](http://bendigoregion.com.au)

Australians value their local parklands and you will find many parks, gardens and reserves spread out through the Melbourne suburbs and greater Victoria region. Learn more at [parkweb.vic.gov.au](http://parkweb.vic.gov.au).

## Zoos

Want to get up close and personal with some of Australia's iconic wildlife? Start your adventure here:

Melbourne Zoo	Healesville Sanctuary	Melbourne Aquarium	Werribee Open Range Zoo	Ballarat Wildlife Park	Kyabram Fauna Park
Elliott Ave, Parkville \$37 General Admission	Badger Creek Rd, Healesville \$37 General Admission	Cnr Flinders St and King St, Melbourne \$42 General Admission	K Rd, Werribee South \$37 General Admission	250 Fussell St, Ballarat East \$35 General Admission	75 Lake Rd, Kyabram \$20 General Admission

## Retail Centres

Shopping is a popular pastime in Melbourne. It's a great way to escape the heat in summer (free air-conditioning!) or pick up something special to remember your time in Australia. We recommend:

Bourke Street Mall	Bridge Road Precinct	DFO South Wharf	Melbourne Central	Chadstone The Fashion Capital	Bendigo Marketplace
Melbourne CBD A popular open-air mall in the CBD.	Richmond Something for everyone's budget.	Docklands Factory direct and discount shopping.	Melbourne CBD Enormous shopping complex in heart of the city.	Chadstone The Fashion Capital of Melbourne!	Biggest and most vibrant shopping centre.



# EXPLORING

## Local sites

<b>Federation Square</b> (Opposite Flinders Street Train Station) “Fed Square” has become the social and cultural hub of Melbourne. With bars and cafes, and various galleries and museums incorporated into the architecture, Fed Square is a popular place to kick-back and enjoy a live performance or watch sporting broadcasts on the big screen.	<b>Luna Park</b> (18 Lower Esplanade, St Kilda) Luna Park is a nostalgic theme park nestled in seaside St Kilda. It’s very popular and packed with families most of the time, but you can’t visit Melbourne without checking out Luna Park. The park offers everything from sideshows to thrill rides.
<b>Old Melbourne Gaol</b> (377 Russell Street, Melbourne) Built during the 1800s, Old Melbourne Gaol housed some of Australia’s most notorious criminals, including infamous Ned Kelly. There are various tours of the Gaol available where you can learn about the history and lives of prisoners, including a ghost hunting tour late at night!	<b>Eureka Skydeck</b> (7 Riverside Quay, Southbank) On the 88th floor of the Eureka Tower, you can enjoy 360 degree views of the city, sports precinct, Port Phillip Bay and the Docklands from 300 metres up. Why not try ‘The Edge’? You’ll be projected 3 metres out from the building inside a glass cube!
<b>Street Art</b> (Various sites around Melbourne) Some say the best of Melbourne can be found in its hidden alleys and laneways, and that is certainly true of Melbourne’s street art scene. Pack your walking shoes and a camera, and get ready for a tour of Melbourne’s public artwork. The best places to catch a glimpse of this unique subculture are Hosier Lane (op. Fed Square) and Union Lane (off Bourke St. Mall). A useful website is <a href="http://melbourne.vic.gov.au/whatson">melbourne.vic.gov.au/whatson</a>	<b>Melbourne Star</b> (101 Waterfront Way, Docklands) Melbourne Star invites you to experience Melbourne in a whole new way. Enjoy the beautiful Melbourne City skyline from this huge observation wheel. A spectacular LED display transforms the star into a giant, glittering kaleidoscope of colour nightly. Tickets are pricey but the 360 degree views are worth it! Don’t forget to stop by The District Shopping Centre next door for a bit of shopping and a bite to eat while you are there!
<b>Bendigo Tramways</b> (1 Tramways Avenue, Bendigo) The Vintage Talking Tram Tour is the quickest way to get your bearings and see the city’s landmarks and monuments.	<b>Historic Post Office Tour</b> (51-67 Pall Mall, Bendigo) Immerse yourself in the rich stories of a golden past, explore stunning heritage architecture fashioned in a time when Bendigo was the richest city in the world.



## Beaches

Some of the best beaches in the world are found in Australia. The waters of Port Phillip Bay are calm and quiet, making the beaches perfect for sunbathing and water sports. Further out of Melbourne you will find the waves are more intense (perfect for surfers!).

St Kilda Beach	Brighton Beach	Williamstown	Torquay
Melbourne’s best known and easily accessible beach. Take one of the many trams that depart outside Flinders St Station.	Safe, sandy and close to the city and home of the famous bathing boxes. Take the train from Flinders St Station and get off at Brighton Beach Station.	Only 8km from Melbourne CBD and popular for water sport. Take the train from Flinders St Station to Williamstown Beach Station (30 mins).	One of the most popular surf beaches. Sign up for lessons! 1.5 hours by car or 2.5 hours by public transport.

## Day trips

<b>Warrandyte</b> Warrandyte is a beautiful, leafy area set in Australian native bushland, 24 kilometres northeast of Melbourne. The Yarra River cuts a path through this picturesque suburb and offers some great swimming holes and picnic spots. It takes about 30 mins by car to reach Warrandyte.
<b>Dandenong Ranges</b> This is a beautiful region 50 kilometres east of Melbourne. You can easily waste a day here visiting the local cafes, wandering through the various gardens, or hiking the steep tracks. We recommend a visit to William Ricketts Sanctuary for beautiful outdoor sculptures surrounded by ancient redwood gumtrees. The National Rhododendron Gardens near Olinda are where you will find a wide variety of flowering plants; a great place for a picnic! You might also want to check out the 1,000 Steps Kokoda Track Memorial Walk, a 2.8 km hike dedicated to the memory of soldiers lost during the battle between Australian and Japanese forces in Papua New Guinea during WWII. The track begins 1km east of Ferntree Gully train station.
<b>Yarra Valley Wine Region</b> The Yarra Valley is a 1 hour drive east of Melbourne and is home to the best of Victoria’s cool climate wine. You might like to try some of the local Pinot Noir, for which the region is famous. Chardonnay, Cabernet Sauvignon, Merlot and Shiraz are also grown here. A good idea is to join a wine tour so you can be bussed around without having to worry about driving.

## Weekend trips

<b>Great Ocean Road</b> This is one of the most spectacular stretches of coastline in Australia. Here you will find the 12 Apostles, one of many series of rock formations standing in open water. The road is 243 km long and stretches between Torquay and Warrnambool. Highlights include Lorne and Apollo Bay for clean beaches and beautiful turquoise waters. If you are lucky, you might spot a pod of whales passing by!
<b>Mornington Peninsula</b> This area is famous for being home to one of very few volcanic hot springs in Australia. You can enjoy a soak in the mineral rich waters then continue on south to Phillip Island where you can check out some iconic Australian wildlife like wallabies, koalas and even Fairy Penguins! The beaches in this region also attract holiday goers and you’ll notice many colourful “beach boxes” on the foreshore.
<b>Grampians National Park</b> These beautiful mountainous ranges are a haven for hikers and rock climbers. It is also a wonderful place to go camping and enjoy Australia’s picturesque eucalyptus forests. There are walks and hikes that cater to all ability levels. This national park is heritage listed for its beauty and Aboriginal rock art and there is plenty of wildlife. The best way to get there is by car; its 235km from Melbourne CBD.

# USEFUL CONTACT INFORMATION

## Emergency contacts

Campus Security	Metro: +61 3 9279 2636 or extension 55 on internal phones. Regional: +61 419 749 271
Lifeline	131 114
Domestic Violence Helpline	1800 737 732
Suicide Helpline	1300 651 251
Kids Helpline (for those between the ages of 5 and 25)	1800 55 18 <a href="http://kidshelpline.com.au">kidshelpline.com.au</a>
Direct Line (24 hour drug and alcohol helpline)	1800 888 236
Beyond Blue (free counselling service)	1300 224 636 <a href="http://beyondblue.org.au">beyondblue.org.au</a>

## Useful Contacts for Kangan Institute and Bendigo TAFE Students

International Student Support Officer	Phone +61 3 9279 2297 Mobile (24 hour) +61 481 930 931 Email <a href="mailto:internationalstudent@kangan.edu.au">internationalstudent@kangan.edu.au</a>
International Admissions	Phone +61 3 9279 2631 Email <a href="mailto:international@kangan.edu.au">international@kangan.edu.au</a>
Counselling Service	Phone +61 3 9279 2511 Email <a href="mailto:counsellor@kangan.edu.au">counsellor@kangan.edu.au</a>
Learning and Disability Support Service	Metro: +61 3 9279 2511 Email <a href="mailto:disability@kangan.edu.au">disability@kangan.edu.au</a>  Regional: +61 5434 1401 Email <a href="mailto:learning.support@bendigotafe.edu.au">learning.support@bendigotafe.edu.au</a>
Student Welfare Service	Phone +61 3 9279 2511 Email <a href="mailto:welfare@kangan.edu.au">welfare@kangan.edu.au</a>  Regional Email: <a href="mailto:wellbeing@bendigotafe.edu.au">wellbeing@bendigotafe.edu.au</a>
Employment Service	Metro: +61 3 9279 2511 Email: <a href="mailto:employmentcentre@kangan.edu.au">employmentcentre@kangan.edu.au</a>  Regional: 1300 484 335 Email: <a href="mailto:employmentcentre@bendigotafe.edu.au">employmentcentre@bendigotafe.edu.au</a>
Study Melbourne Student Centre (SMSC) This is a free service from the City of Melbourne for all international students.	Office hours Monday – Friday from 9am-5pm Phone 1800 056 449 (free call from landline phones) E-mail <a href="mailto:info@studymelbourne.vic.gov.au">info@studymelbourne.vic.gov.au</a> Drop-in Service 599 Little Bourke Street, Melbourne CBD Victoria 3000 Website <a href="http://studymelbourne.vic.gov.au">studymelbourne.vic.gov.au</a>

## Other useful contacts

OSHC Allianz Assistance	1800 814 781 (emergency assistance) / 13 67 42 (general enquiries) / 1800 651 349 (claims) <a href="http://oshcallianzassistance.com.au">oshcallianzassistance.com.au</a>
Police (Non-urgent phone number)	+61 3 9247 6666 / <a href="http://police.vic.gov.au">police.vic.gov.au</a>
Immigration	131 881 / <a href="http://homeaffairs.gov.au">homeaffairs.gov.au</a>
Department of Foreign Affairs and Trade (for embassies)	1300 555 135 / <a href="http://dfat.gov.au">dfat.gov.au</a>
Consumer Affairs	1300 558 181 / <a href="http://consumer.vic.gov.au">consumer.vic.gov.au</a>
Australian Tax Office	132 861 / <a href="http://ato.gov.au">ato.gov.au</a>
Fair Work Ombudsman	131 394 / <a href="http://fairwork.gov.au">fairwork.gov.au</a>
Public Transport Victoria	1800 800 007 / <a href="http://ptv.vic.gov.au">ptv.vic.gov.au</a>
Road Transport Authority	13 11 71 / <a href="http://vicroads.vic.gov.au">vicroads.vic.gov.au</a>
Tenants Union of Victoria	+61 3 9416 2577 / <a href="http://tuv.org.au">tuv.org.au</a>
Victoria Legal Aid	1300 792 387 / <a href="http://legalaid.vic.gov.au">legalaid.vic.gov.au</a>
Youth Law (for students under 25)	+61 3 9611 2412 / <a href="http://youthlaw.asn.au">youthlaw.asn.au</a>
Multicultural Health and Support Services (Centre for Culture, Ethnicity and Health)	+61 3 9418 9929 / <a href="http://ceh.org.au">ceh.org.au</a>
Multicultural Centre for Women's Health	+61 3 0999 / <a href="http://mcwh.com.au">mcwh.com.au</a>
Melbourne Sexual Health Centre	+61 3 9341 6200 / <a href="http://mshc.org.au">mshc.org.au</a>
Health Direct Australia	1800 022 222 / <a href="http://healthdirect.gov.au">healthdirect.gov.au</a>
Australian Human Rights Commission	1300 656 419 / <a href="http://humanrights.gov.au/our-work/race-discrimination">humanrights.gov.au/our-work/race-discrimination</a>
Council of International Students Australia	<a href="http://cisa.edu.au">cisa.edu.au</a>
Australian Federation of International Students	<a href="http://afis.org.au">afis.org.au</a>
Study in Australia	<a href="http://studyinaustralia.gov.au">studyinaustralia.gov.au</a>
The Couch (student lounge in CBD)	+61 3 9653 3299 / <a href="http://salvationarmy.org.au">salvationarmy.org.au</a>
Traveller's Aid	+61 3 9654 2600 / <a href="http://travellersaid.org.au">travellersaid.org.au</a>
Melbourne Library Service	+61 3 9658 9500 / <a href="http://melbourne.vic.gov.au/community/libraries">melbourne.vic.gov.au/community/libraries</a>
Insider Guides	<a href="http://insiderguides.com.au/international-student-guides">insiderguides.com.au/international-student-guides</a>

## STREET ADDRESSES

### KANGAN INSTITUTE

1 Batmans Hill Drive  
Docklands VIC 3008, Australia

### BENDIGO TAFE

154 Hargreaves Street  
Bendigo VIC 3550, Australia

## POSTAL ADDRESS

Kangan Institute  
International Services  
Private Bag 299  
Somerton, VIC, 3062, Australia

## CONTACTS

Telephone: + 61 1300 175 176  
[international@kangan.edu.au](mailto:international@kangan.edu.au)

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For more information, contact the institute's  
International Services or your local authorised  
representative.

The information in this brochure was correct  
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**[kangan.edu.au/international](http://kangan.edu.au/international)**  
**[bendigotafe.edu.au/international](http://bendigotafe.edu.au/international)**