



1

CIVIC AND ACTON

Civic is the bustling city centre, close to major educational institutions and full of fun things to do.

2

INNER NORTH

Canberra's Inner North is an affordable residential area that is popular with students.

3

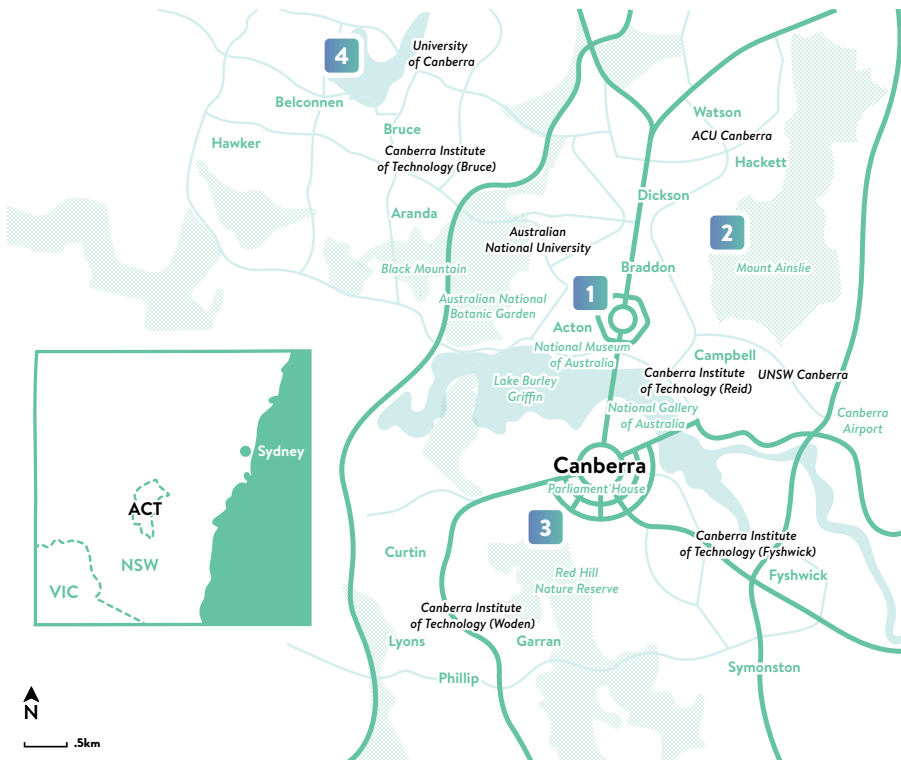
SOUTHSIDE

Canberra's Southside is full of leafy areas and thriving suburbs.

4

BELCONNEN

Belconnen is almost a city in itself, with plenty of facilities, shops and restaurants.



Your first week in Canberra

1.



Buy a MyWay card

You'll need a MyWay card to get around on public transport, which includes buses and light rail.

Apply for your MyWay card on campus or at any Access Canberra Service Centre to ensure you get the student discount.

2.



Set up your bank account

This is crucial if you're planning to work in Australia, but is also useful for paying rent and other expenses.

3.



Sort out your phone

You can use your existing phone or buy a new one in Australia, with the option of going prepaid or signing up for a plan.

4.



Know the emergency number

If you need emergency assistance – police, fire or ambulance – you can call Triple Zero (000), even when your phone can't get reception.

Make sure to store this number in your phone.

5.



Stock up your fridge

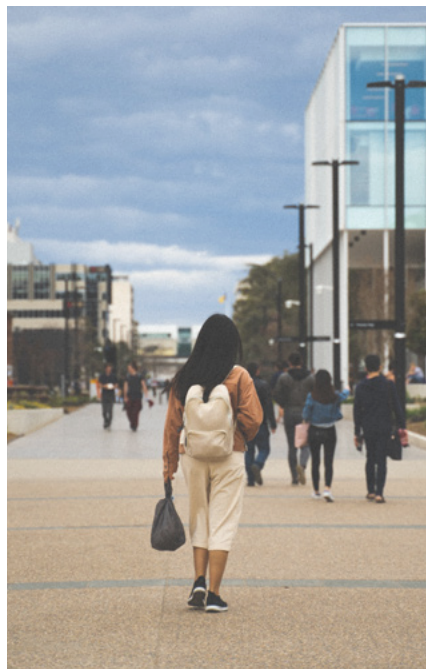
Once you've found your nearest grocery store, stock up on basic ingredients and your favourite foods from home – they'll help if you get homesick during your first week!

6.



Plan your studies

Find out when classes start, where your campus is located (some institutions are spread across several campuses) and when Orientation Week (O-Week) kicks off.



“

Attending O-Week

Be part of any society or community, including societies at your institution. By joining any of them, you will meet new friends. Attending Orientation Week (O-Week) is also beneficial for new students because you will meet other new students.

I met my first friends when I attended a friendship event at O-Week. After that, my classmates pretty much became my friends.

- Nurul, Indonesia

”

WHAT TO PACK ON YOUR FIRST DAY OF COURSES

- ☐ STUDENT ID (IF RECEIVED IN O-WEEK)
- ☐ OFFICIAL UNIVERSITY DOCUMENTS
- ☐ DIARY
- ☐ CAMPUS MAP
- ☐ TEXTBOOKS FOR ALL SUBJECTS (OR AT LEAST A COUPLE OF SUBJECTS!)
- ☐ FOLDERS FOR ALL SUBJECTS
- ☐ A COUPLE OF PENS AND PENCILS
- ☐ A NOTEBOOK OR TWO
- ☐ CABLES FOR ELECTRONIC DEVICES
- ☐ SNACKS, PLUS MONEY FOR COFFEE
- ☐ POSITIVE ATTITUDE - THIS IS AN EXCITING DAY!

Student resources

What services are available on campus and online?

There are lots of services your institution offers as part of your fees – hopefully you now realise how much help is available!

CAREER CENTRE

This office will assist you in creating an effective resume and explain how to complete a job application, prepare for a job interview, help you plan out your graduate career, discover volunteer and internship opportunities, and help you find casual work. Not many students use this office because they simply don't know about it. Now you do!

INTERNATIONAL STUDENT OFFICE

This office is your best friend. Staff will assist with your orientation, organise social events and answer any questions

that relate specifically to international students.

LIBRARY

There is more to the library than just books. Libraries are full of meeting rooms, TVs, journal databases, computers and more. If you can't get work done at home, head to the library. Learning how to use the library effectively will improve your chances of succeeding in your studies, and also offer a range of workshops to enhance your academic skills.

TECHNICAL SUPPORT

Studying from home might mean encountering more technical difficulties. Your institution's dedicated technical support team will be able to help you with questions about your tech, including accessing specific software for your course, storage – even setting up Zoom!

Where can I get help with my coursework?

If you need assistance with your studies or are falling behind on your coursework, there are plenty of support services around.

STUDENT LEARNING HUBS

Most educational institutions offer a central learning hub that provides free individual support in particular subjects, as well as activities designed to improve things like English skills, digital literacy, writing and more. Check out your provider's website for details.

PRIVATE TUTORING

You can hire a private tutor if you need assistance in a particular subject. You'll usually find them listed on your education provider's noticeboard, or you can use the Student VIP website.

studentvip.com.au/tutors

APPROACH STAFF

Your teaching staff are there to help. If you're struggling, reach out to them for assistance – it's their job to provide the advice you need. They can also refer you to other support services.

Must-do in Canberra

There are so many fun things to do in Canberra, but here are a few you can't leave the city without doing.

1.

Explore Australia's history

As Australia's capital city, Canberra is rich in history. Visit the National Museum of Australia, the Australian War Memorial or the Museum of Australian Democracy to experience it first-hand.

2.

Parliament House tour

A day tour of Parliament House is the perfect way to familiarise yourself with this beautiful landmark, as well as with Australia's fascinating political history.

3.

Get back to nature

From Canberra Nature Park and Mount Ainslie to the Jerrabomberra Wetlands and the Australian National Botanic Gardens, there's no shortage of stunning outdoor locations to stretch your legs and see a mob of kangaroos.

4.

Cheer for a team

Whether you're an avid sports fan or not, everyone can enjoy watching a game of cricket, Australian football (AFL), basketball or rugby at one of Canberra's premier sporting venues.

5.

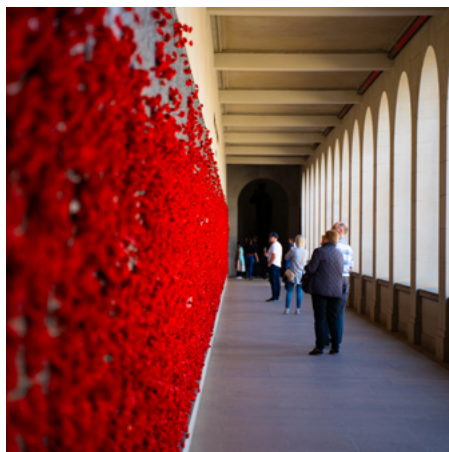
Enjoy wineries and breweries

Canberra boasts an established wine region as well as its own whisky distillery and microbrewery hub.

6.

Unleash your inner foodie

Canberra offers a wide and multicultural range of dining styles. Whether you're in the mood for sushi, a burger or a sweet treat, there's something for everyone.





Getting around

Canberra's population is spread across a large area, which means that many people rely on cars and bicycles to get around. The extensive bus network and light rail system are also great options for navigating the city, especially since both offer student discounts.

BUSES & LIGHT RAIL

Buses are the primary public transport option in Canberra. Unlike most other capital cities, Canberra isn't built in a grid pattern. Instead, it's a network of town centres and suburbs that branch out from Civic. The public bus service operates from four bus interchanges at Civic, Belconnen, Tuggeranong and Woden, which have regular routes to and from Civic and other town centres.

Due to COVID-19, cash fares are no longer accepted on Canberra buses. You must use your MyWay card or a prepaid ticket from a ticket vending machine, which are located at major bus stations and light rail stations. Single trip fares give you travel on any bus for a 90-minute period from the time of payment. A MyWay card is the recommended payment method as it's convenient and offers lower prices than prepaid ticket fares. When you board the bus, all you have to do is touch your MyWay card against the validator inside the bus and the fare will be automatically deducted from the balance on your card. It's important to remember that you must also tap your MyWay card against the validator when you are getting off the bus. By doing this, you will only be charged for the distance you travelled.

If you forget to tag off, you'll be charged the maximum fare rate, so make sure you get into the habit.

Canberra's light rail system, Canberra Metro, provides a quick, direct way to get around the city. You can travel between Civic and Gungahlin (this route goes through Braddon, Dickson and Lyneham). Further expansions to the light rail network are currently underway.

PLANNING

To plan your bus or light rail journey, visit the Transport Canberra website. You can also see in real time which buses are due within the next 90 minutes by checking out the NXTBUS service. If you need to take your bike on the bus, keep an eye out for Blue Rapid or Red Rapid services, which have specially designed carry racks. You can also take your bike on the light rail - you'll just need to place it in the allocated bike rack on board.

transport.act.gov.au

nxtbus.act.gov.au

STUDENT CARD

You can apply for a MyWay tertiary student card at either a tertiary agent located at University of Canberra, Australian National University or Canberra Institute of Technology (CIT) Reid, or at any Access Canberra Service Centre. You can also apply online through the Transport Canberra website. When you apply you'll have to show your student ID card to prove you're entitled to the cheaper student fare rate. You can also add money onto your card when you apply. When it's time to recharge, either do so online, at a MyWay recharge agent or at an Access Canberra Service Centre.

transport.act.gov.au

Other transport options

Ridesharing

Canberra was the first city in Australia to regulate and promote rideshare services. The first to launch - and still by far the most popular - is Uber. More recent arrivals to the Canberra market include Ola, which offers discounted rates during quiet times of day, and Didi. The most unique rideshare option available in Canberra is Shebah. All drivers and passengers of the service are female, with the exception of males under 18 who are travelling with a female. Many cars come with car seats available.

Taxis

There are many taxi ranks located around the city, including most campuses. Taxi ranks are specific areas where you can line up and get a taxi. Otherwise, you can try hailing one from the side of the road. Certain taxi services, such as ACT Cabs, even provide the option to book a taxi online. Remember that taxis charge based on a metre, so be wary about how much your trip may cost.

actcabs.com.au

Renting a car

Want to explore some of Canberra's outer parts or regional areas, such as the Thredbo or Perisher snowfields? Renting a car is by far your easiest option, with rentals available for one or multiple days. There are several car rental providers around Canberra - use a comparison website like VroomVroomVroom to find the best deal.

vroomvroomvroom.com.au

Accommodation basics

COMPARING YOUR OPTIONS

Private rental

\$175-\$600/wk

This is true independent living; renting an apartment or a house, either alone or with housemates. Living with others is ideal for meeting new people and reducing your costs. However, if you decide to live alone, you will have to pay for everything and may get lonely (depending on your personality, of course). Rentals come either furnished or unfurnished.

Note: Listed price is per room.

Homestay

\$250-\$350/wk

Homestay involves staying with a family in their home with meals, internet and utilities covered by your host. It is a popular choice for a true Australian experience, and it also allows you to settle into your new life in Australia with the support of a family. Homestay can be both close to and some distance from your educational institution – make sure to check access and public transport options.

Purpose-built student accommodation

\$200-\$500/wk

These large centres are full of apartments of varying sizes, generally one to five bedrooms. You will get a fully furnished bedroom with 24-hour support and internet included. Generally, student accommodation is conveniently located for students, is secure and safe, and boasts a real sense of community. The downside to this is the internet can slow down at peak times and the rooms can be on the smaller side.

Residential college

\$450-\$700/wk

While they appear more expensive than other options, residential colleges do include a lot of extras. They're usually located close to campus, your fully furnished bedroom will be cleaned weekly, study facilities and gyms are supplied, and meals are included. The downside is that you often have to pay for the full academic year and may not need all the extras.

Accommodation basics



Before you take out a lease on a property

- ☐ ENSURE YOU HAVE ENOUGH MONEY TO COVER THE BOND
- ☐ ARRANGE A REFERENCE OR GUARANTOR
- ☐ INSPECT THE PROPERTY BEFORE YOU SIGN A CONTRACT OR PAY A DEPOSIT
- ☐ PHOTOGRAPH ANY EXISTING DAMAGE OR ISSUES
- ☐ MAKE SURE YOU RECEIVE, AND KEEP, A COPY OF YOUR RENTAL AGREEMENT AND RECEIVE A RECEIPT FOR ALL RENT AND BOND PAYMENTS
- ☐ PAY ATTENTION TO DETAILS REGARDING THE END OF YOUR RENTAL AGREEMENT



Other factors to consider when selecting accommodation

- ☐ HOW CLOSE IS IT TO YOUR STUDY INSTITUTION?
- ☐ HOW CLOSE IS IT TO PUBLIC TRANSPORT AND WHAT WILL THE TRAVEL COST BE?
- ☐ WHAT IS NEARBY? (SHOPS, HOSPITALS, POLICE STATIONS, PARKS)
- ☐ IS THERE ADEQUATE HEATING AND COOLING?
- ☐ IS IT NOISY?
- ☐ IS THE AREA SAFE AND IS THE BUILDING SECURE?
- ☐ WHAT WILL THE INSURANCE COSTS BE?
- ☐ DOES EVERYTHING WORK? (SMOKE ALARMS, APPLIANCES, LIGHT SWITCHES)

Accommodation basics

HOW MUCH WILL MY BOND BE?

In private rentals and managed student accommodation, you will need to pay a bond in advance, which will be returned at the end of your agreement if no damage has occurred and your rental payments are up to date. For private rentals, this bond is not legally allowed to be more than four weeks' rent.

Make sure you receive a receipt for all money given to your landlord or real estate agent, including the bond, and a bond authority lodgment notice from the ACT Revenue Office.

How to pay rent

There are a few different ways to pay rent in Australia. These include direct debit (bank), BPAY (a type of electronic payment), or paying in person with card or cash. Your real estate agent or landlord will sometimes offer a range of options or request only one.

Rental scams

Unfortunately, rental scams can occur. But, there are a few things to look out for so you can protect yourself.

Be careful of offers that sound too good to be true. Ask advice from family, trusted friends, or your school or agent, if you see any of the following warning signs:

- The rent is a lot cheaper than other similar accommodation in the area
- You are asked to sign a lease or pay a bond or deposit before you have seen the property
- The photos or description of the property don't match the reality on inspection
- The landlord or agent makes excuses that you can't view the property, such as saying they are overseas
- The landlord or agent requests money via money transfer
- The scammers may try to appear genuine by providing photos, real addresses of properties, copies of land titles, and even scans of stolen passports. Scammers also ask for personal details – such as bank and credit card numbers – which they use for credit card and identity fraud
- Make sure you always inspect the property in person (or via Skype if you can't attend) and don't send any money via money transfer

Employment basics

Internships and work experience

An internship may be a compulsory part of your degree, or you might just want a bit of extra professional experience to improve your resume. Check with your institution's career centre for options for arranging an internship or work experience.

When do I need an Australian Business Number (ABN)?

You don't need an ABN to work for an Australian employer. You only need one if you're an independent contractor, like a freelancer.

fairwork.gov.au/find-help-for/independent-contractors

What do I need to know about tax?

Before working in Australia, it is crucial to obtain a Tax File Number (TFN). Your TFN will ensure that you get taxed at the correct rate for the amount of work you are doing. Australia has a tax-free threshold of \$18,200, meaning you will pay no tax if you earn less than this amount in one year. If you have any tax taken from your earnings, you will need to complete a tax return at the end of the financial year.

What is superannuation?

Often known as 'super', it is a financial contribution towards a fund that you use to live on when you retire. You can contribute to your own fund, but most commonly your employer does this. If you are an employee, the law in Australia says you are entitled to receive super from your employer. If you earn over \$450 (before tax) in the calendar month, your employer must contribute at least 10% of your earnings to your nominated super fund. This is in addition to your ordinary wage. You can also claim super when you leave Australia.

ato.gov.au/Individuals/Super

CAN I WORK WHILE STUDYING ON A STUDENT VISA?

Yes, you are eligible to work on a student visa; however, certain conditions do apply. To stay up to date on these conditions and requirements, consult the Department of Home Affairs website.

homeaffairs.gov.au

Employment basics

Where should I look for a part-time/casual job?

There are a range of job-seeking sites you can access for free to check work vacancies in Canberra. Below we've listed some of the most popular. Your education provider will also have a careers website that will list jobs specifically targeted to students.

However, if you'd prefer to work freelance on your own time, check out Airtasker or Upwork.

[seek.com.au](https://www.seek.com.au)

[careerone.com.au](https://www.careerone.com.au)

au.indeed.com

au.oneshiftjobs.com

spotjobs.com

Employability programs

If you don't have experience in the workplace or are struggling to find a job, there are several opportunities in Canberra that can boost your employability and work skills. Most institutions provide some support to students to help develop their employability skills.



COMMON PART-TIME JOBS FOR STUDENTS

RETAIL SALES ASSISTANT

ADMINISTRATIVE ASSISTANT

BARISTA

GENERAL HOSPITALITY STAFF

EVENT STAFF

CLEANER

FOOD DELIVERY

Healthcare basics

Where can I access medical aid?

If you need medical assistance, there are many facilities you can visit, including general practitioners (GPs), medical clinics and hospitals.

You should generally only go to a hospital if you are seriously hurt or sick and require urgent medical attention. This includes things like a major injury (e.g. a broken bone), problems with breathing or bleeding, or loss of consciousness.

You should see a GP or any of the ACT Health Walk-in Centres for non-emergencies. This includes things like the flu or common cold, minor injuries and ongoing stress.

How do I find a doctor?

Your OSHC provider will likely maintain a list of recommended providers or offer a 'find a doctor' resource to assist you in finding your nearest doctor.

The Healthengine website can also help locate a doctor.

healthengine.com.au

Sexual health

For free and confidential advice about contraception options, pregnancy (planned and unplanned) and sexual health, you can visit your GP or contact 1800 My Options. The Canberra Sexual Health Centre provides free and confidential services to all international students.

1800myoptions.org.au

health.act.gov.au

What if I need mental health support?

If you'd like to see a psychologist or psychiatrist, you'll need to first visit your GP to get a referral. Alternatively, many organisations offer 24/7 mental health support over the phone or through an online chat service.

Lifeline delivers crisis support, suicide prevention and mental health support services across Australia.

Beyond Blue is for people with depression, anxiety and other emotional issues.

If you need an interpreter or translator for mental health services, consult TIS National.

Lifeline: 13 11 14 or lifeline.org.au

Beyond Blue: 1300 224 636 or beyondblue.org.au

TIS National: 131 450 or tisnational.gov.au

COVID-19 INFORMATION

For up-to-date information on Canberra's COVID-19 restrictions, health advice, testing and support services for the community, visit the ACT COVID-19 Info page.

covid19.act.gov.au

Staying safe

How can I stay safe?

Canberra is a safe city with relatively low crime, but it's important to be aware of the security and emergency arrangements of both your institution and the local area. If you are leaving your institution at night then try to walk with a friend or a group. Take well-lit paths that are used regularly by other people. If this is not going to be possible, check if your institution has an escort service. In an emergency, dial Triple Zero (000) for police, fire or ambulance services.

Who can I contact if I have been discriminated against?

In Australia, it is against the law to be discriminated against based on your ethnicity, language, skin colour, sex and sexuality. There is support available if you, or someone you know, experience any kind of racism or discrimination. It's important that everyone is comfortable in their environment and feels safe to seek help when necessary.

If you are at work, school, on public transport or online, report incidents to the body in charge. The next step is to contact the Equal Opportunity Commission ACT or the Australian Human Rights Commission to report the incident. If you experience violence, abuse or other criminal behaviour, you can call 131 444 for police assistance outside of an emergency situation.

hrc.act.gov.au

Call 6205 2222

Police in Canberra

ACT Policing is the community arm of the Australian Federal Police. We are here to help Canberrans and visitors to stay safe and feel protected in our nation's capital.

You'll see our General Duties members patrolling across the territory, our Road Policing team targeting dangerous driving behaviour and our Territory Targeting Team providing high visibility policing around licensed premises and entertainment precincts - just to name a few! We work in close partnership with a range of Canberra support agencies and services. If Police can't resolve an issue for you, we will be able to refer you to someone who can.

When you see us in uniform out in the community, feel free to say hello or come into one of our five stations which are open 24 hours a day, 7 days a week. You can stay up to date with all our news and events by connecting with us via Twitter, Facebook, Instagram and YouTube.

On behalf of ACT Policing, welcome to Canberra!

For more information visit:
police.act.gov.au



A week in Canberra

MONDAY

Start your week off right with student-friendly food deals at The District, where a variety of pizza and pasta dishes are available for only \$20 every Monday from 5pm.

TUESDAY

On Tuesdays, test your knowledge with trivia at The Durham. This is one of the longest-running and most well-known trivia nights in Canberra, so bookings are recommended. They sometimes feature special themes, including a *Friends*-themed trivia night.

WEDNESDAY

On Wednesday nights, Dolly's is the place to be. For just \$20, you can get a cheeseburger with chips and house beer or wine.

THURSDAY

If you're craving the Australian staple dish of chicken schnitzel, head to Rose Cottage on a Thursday - you can get a delicious schnitty for only \$10.

FRIDAY

Happy hour is the best way to start your weekend. Head to No.10 Restaurant and Bar from 4:30pm on any weeknight to enjoy a range of house beer, wine and cider for only \$6.

SATURDAY

The Capital Region Farmers Market is the perfect place to spend a weekend morning. From 7-11.30am every Saturday, the markets take over EPIC Exhibition Park with vendors selling fresh, locally grown produce and handmade food creations.

SUNDAY

Sundays just got a lot more exciting thanks to the Boozy Brunch service offered by Amici. From 11am to 1pm on a Sunday (or any day of the week), you and your friends can enjoy bottomless mimosas and delicious food platters.

Key contacts

CONTACT NAME	WHEN WOULD I USE THIS SERVICE?	CONTACT DETAILS
ACCESS CANBERRA	The one-stop shop for all ACT government services including road safety, driver and vehicle licensing.	13 22 81 accesscanberra.act.gov.au
ACT HEALTH	ACT Health provides a range of healthcare facilities and services, including operating Canberra Hospital.	13 22 81 health.act.gov.au
ACT POLICING	Apart from police assistance, they can provide information on safety and security across life in the ACT.	000 (emergency) 13 14 44 (non-emergency) police.act.gov.au
AUSTRALIAN CONSUMER LAW	Understand your legal rights in regards to shopping or purchasing services.	consumerlaw.gov.au
AUSTRALIAN HUMAN RIGHTS COMMISSION	If you feel you are being treated unfairly because of your race, descent, colour or ethnic/national origin, make a complaint to the Australian Human Rights Commission.	humanrights.gov.au
AUSTRALIAN TAXATION OFFICE	Contact them to arrange a Tax File Number and to learn about your tax obligations and payments made to you while you're here.	ato.gov.au
BEYOND BLUE	A free counselling service that you can contact if you are feeling depressed or anxious.	1300 224 636 beyondblue.org.au
CANBERRA RAPE CRISIS CENTRE	Confidential counselling and advocacy for women and children who have experienced any form of sexual violence.	crcc.org.au
COUNCIL OF INTERNATIONAL STUDENTS AUSTRALIA	The peak body for the interests and needs of international students, which frequently seeks volunteers.	cisa.edu.au
DEPARTMENT OF FOREIGN AFFAIRS AND TRADE (FOR EMBASSIES)	If you require help from your country's embassy within Australia.	dfat.gov.au

CONTACT NAME	WHEN WOULD I USE THIS SERVICE?	CONTACT DETAILS
DEPARTMENT OF HOME AFFAIRS	This government department handles visa enquiries and issues.	<i>immi.homeaffairs.gov.au</i>
EMERGENCY SERVICES	In case of emergency, dial Triple Zero (000) to connect with Police, Fire and Ambulance services.	<i>Dial Triple Zero (000)</i>
FAIR WORK OMBUDSMAN	If you require assistance understanding your workplace rights and responsibilities.	<i>13 13 94 fairwork.gov.au</i>
HEALTHDIRECT AUSTRALIA	Outside of GP consultation hours, their trained staff can help you treat non-urgent illnesses.	<i>1800 022 222 healthdirect.gov.au</i>
LEGAL AID ACT	Free legal information services to help you understand the law.	<i>legalaiddact.org.au</i>
LIFELINE	If you need someone to talk to about your mental health, this resource is a crisis support hotline.	<i>lifeline.org.au</i>
MIGRANT AND REFUGEE SETTLEMENT SERVICE	A range of support services that help migrants, refugees and asylum seekers settle into ACT and surrounding regions.	<i>(02) 6248 8577 marss.org.au</i>
NATIONAL HOME DOCTOR SERVICE	If you require a doctor urgently on weeknights, weekends or public holidays.	<i>13 SICK (13 7425) homedoctor.com.au</i>
NATIONAL SEXUAL ASSAULT, DOMESTIC FAMILY VIOLENCE COUNSELLING SERVICE	Open 24 hours to support you if you have been impacted by sexual assault, domestic or family violence and abuse.	<i>1800respect.org.au</i>
OFFICE OF REGULATORY SERVICES	If you require detailed information about obligations and entitlements when buying products and services.	<i>accesscanberra.act.gov.au</i>
STUDY CANBERRA	For information on living and studying in Canberra. Study Canberra is here to ensure you have a positive student experience.	<i>canberra.com.au/study studycbr@act.gov.au</i>

CONTACT NAME	WHEN WOULD I USE THIS SERVICE?	CONTACT DETAILS
STUDY IN AUSTRALIA	For basic information about studying in Australia, including information on the universities and useful contacts.	studyinaustralia.gov.au
TENANTS UNION ACT	For information about your renting rights and responsibilities. They can provide advice on issues you may have while renting for a small fee.	tenantsact.org.au
TRANSPORT CANBERRA	To find out about buses and light rail, including ticketing information, timetables and more.	transport.act.gov.au
VICTIMS SUPPORT – RIGHTS AND RECOVERY	If you are a victim of a crime committed in the ACT, you are eligible for some support or information from Victim Support ACT.	victimsupport.act.gov.au
WOMEN'S LEGAL CENTRE	If you are a female in need of legal support or a social worker in the ACT.	womenslegalact.org

EMERGENCY

For emergency services requiring ambulance, fire brigade and/or police dial Triple Zero (000). If you require a translator then tell the operator your language and they will connect you with one.

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covid19.act.gov.au



discover
more than
an education



STUDY
CANBERRA

canberra.com.au/study