International student guide
The quest for knowledge and experiences that helps us to grow have long been a noble reason to travel the world. We are delighted that you have chosen to travel to the University of Tasmania.

At the University of Tasmania, we believe that the place where you study should also influence how and what we study; that you should learn not just in but also from the place where you study; and that special sense of place should pervade every lesson and every experience that we offer.

As you settle into your new home, we welcome you to take a moment to consider the communities that you are joining whether in Hobart, Launceston, Burnie or Sydney. Each place is different, with its own unique character, community, history, ecology, geography, wildlife and weather.

I encourage you to take the time to get out and explore your locality and discover the wonders large and small that you have right on our doorstep.

As you commence your studies, there will also be new intellectual ideas to grapple with, new skills to learn and new friends to meet.

With so much to discover, you can be assured that our International Student Advisers will be on hand to assist as you settle in. To help you get started, they have produced this International Student Guide as a handy resource, providing lots of useful information about everyday life in our communities as well as the many programs and services offered by the University.

As you embark on this next phase of your academic journey, I wish you every success.

Professor Rufus Black
Vice-Chancellor
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A place to live
Finding a place to live can be confusing and challenging for newly-arrived students. We recommend that you organise accommodation before arriving into Tasmania.

The University of Tasmania provides a range of accommodation options for individuals on and around University campuses.

University accommodation can really help you settle in when you first come to Tasmania because you will belong to one of our Student Living Communities. You will meet other students from across the world, and live and study together in a supportive, fun environment. Many international students choose to live in one of our Student Living Communities – there is one right for you!

For more information visit utas.edu.au/accomm or talk to Accommodation Services staff in person or by phone: within Australia on 1300 138 497 or internationally +61 3 6324 3440. You can also email at enquiries@accommodation.utas.edu.au.

Many students also find accommodation in the private rental market. Further information and advice about options, including points to consider when choosing your accommodation, is available at utas.edu.au/students/international-students.

You are also welcome to contact our International Student Advisers for advice on looking for accommodation.

Problems with your accommodation
If something is not going well with your accommodation or you have any questions about your rights as a tenant, please let us know as soon as possible! Contact an International Student Adviser or contact the Tenants’ Union of Tasmania directly: tutas.org.au.
Family needs: schooling and childcare

In Tasmania, children are required to start school in the year they turn six, and must continue until the completion of Year 10. There are both public (government) schools and private schools in Tasmania. Most children of international students need to pay school fees. For details on enrolment requirements and fees at public schools, please visit Government Education and Training International (GETI) study.tas.gov.au/study/government-schools

For children under school age, the most common option is a day care centre. Day care centres are generally run by private operators or community organisations. Children are looked after in large groups (10 to 20 children) by several minders. There is very high demand for day care places, especially during university semesters, and costs are relatively high.

Another option is family day care. Children are looked after in a small group (one to five children) by the minder in the minder’s home. The cost of family day care is usually lower than a day care centre. You can find more information on these options, as well as possible places, at careforkids.com.au

Getting around

Buses and taxis are the public transport options in Tasmania. In city and suburban areas, the buses are operated by Metro Tasmania. Fares can be paid in cash or with a prepaid Greencard, which also gives discounted fares. See www.metrotas.com.au for more details and route and timetable information.

In Tasmania, all full time students are eligible for student fares on buses. Make sure you carry your student ID card with you at all times.

Taxis operate 24 hours in and around Hobart and Launceston. Taxis can be booked online or by phone – an online search for “Taxi Launceston” or “Taxi Hobart” will provide the local options.

Groceries and shopping

Shopping in Australia can be quite different to some other parts of the world. Once you have found a place to live, you will also want to find the most convenient local shopping area.

Most areas have nearby supermarkets and other small shops for groceries and daily needs, while in and around the city centres you can find a range of options for household goods, fashion, and entertainment – as well as farmers’ markets offering fresh local produce. Searching online is often a good way to find what you are looking for – for example, searching for “Asian grocer Hobart” will bring up a range of possibilities. Some supermarkets also offer a grocery delivery service.

Shop opening hours may vary – many smaller businesses are open between 9am and 5pm, and may not be open on weekends, while supermarkets usually have longer trading hours. Once again, an online search makes it easy to find details of opening hours.

Your rights as a consumer

Australia has strong laws protecting the rights of consumers. If you believe you may have been treated unfairly or inappropriately by a business, you can contact Consumer, Business and Occupational Services (CBOS) for further information: cbos.tas.gov.au/topics/products-services
Rules and Responsibilities

Student visa conditions
All student visas include a number of conditions, and it is your responsibility to understand and meet these conditions, and to make sure your visa and passport are valid at all times. You can check the conditions of your current visa online through the Department of Home Affairs website: immi.homeaffairs.gov.au

The University also needs to monitor and follow rules about:

• completing your course on time (this affects the number of units you enrol in each semester)
• studying units online or off-campus
• the permitted length of gaps between courses
• extensions to your course
• having a break or leave of absence during your course
• changes to your course

Need help?
If you have any questions about university rules or your student visa, please contact an International Student Adviser.
utas.edu.au/students/international-students
You can also find useful information on the Study in Australia website:
www.studyinaustralia.gov.au
Complaints and appeals
The University of Tasmania supports the right of every member of our community to feel safe and respected in their learning and work environment. However, we understand that sometimes problems can occur.
When issues arise, the University is committed to providing an environment in which genuine concerns or complaints are treated seriously, impartially, and resolved as quickly as possible.
If something has happened which you feel is inappropriate behaviour, we encourage you to report it. If you are not sure who to speak to, contact an International Student Adviser.

Overseas student health cover
All international students and their family members on student visas are required to hold visa length Overseas Student Health Cover (OSHC).
OSHC helps cover the cost of visits to the doctor, some hospital treatment, emergency ambulance cover, as well as limited cover for some prescription medicines.
For more information about OSHC, including which registered health insurers offer OSHC, see: privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm
Medibank Private is the University’s preferred OSHC provider and a quote for visa length OSHC is provided with every letter of offer for entry into a course. For further information visit: medibank.com.au/overseas-health-insurance/oshc
Make sure you activate your OSHC as soon as you arrive in Australia. You can do this by visiting the website of your OSHC provider.

Road safety
Are you thinking of driving in Tasmania?
The Tasmanian government provides useful information for visitors new to Tasmania and is available in most languages.
Visit rsac.tas.gov.au/visitingdrivers to learn important information on driver licensing, vehicle registration and road rules that will keep you and your passengers safe.

Legal advice
For free advice and support with legal matters outside the University, please contact:
Student Legal Service: tasstudentlegalservice.com
Hobart Community Legal Service: hobartlegal.org.au
Launceston Community Legal Centre: lclc.net.au

Student advocates
The Tasmanian University Union (TUU) provides an advocacy service for all students. Advocates provide advice and support you through allegations of academic misconduct or general misconduct, appeals, and grievances against the University in informal or formal negotiations.
student.advocacy@tuu.utas.edu.au

Safety on and off campus
It is important that you feel safe on all campuses. University Security officers patrol the campuses and can provide help in an emergency. They are also available 24 hours a day, seven days a week if you have any other concerns about safety.
utas.edu.au/campus-services/security-and-access
Our Safe and Fair Community Unit (SAFCU) provide support and advice to assist our community members to be safe and well. If you experience anything that affects your safety and wellbeing we encourage you to report it with SAFCU.
utas.edu.au/students/shw

Wherever you are, you need to be aware of your surroundings and be safety conscious.
• The number to call police, ambulance and the fire service in an emergency is 000. Enter this emergency number into your mobile phone.
• Use a bus timetable or app to plan your travel and avoid unnecessary delays.
• On public transport, sit near the driver if you feel uncomfortable.
• Keep personal items such as phones, wallets and laptops on or close to you.
• Ensure the fire alarms in your house are working.
• Lock your doors and windows at night and when you are leaving your house.
• Contents Insurance can cover your property for damage and theft.

Contact Campus Security
• Use the SafeZone app; or
• Call +61 3 6226 7600; or
• Use a Help Point telephone located on each campus.
UTAS offers a range of student services that are here to help you succeed at university.

As a UTAS student, you have access to a range of free services such as International Peer Leaders, Student Advisers, Personal Counsellors, Careers Advisers and Student Learning Advisers. We have staff available on each campus to answer your questions and make your life at university easier.

To book an appointment, please contact U Connect or visit utas.edu.au/students

**International student advisers**

Moving to Tasmania to live and study is exciting and rewarding but you will encounter challenges and difficult moments as you adjust to your new learning and living environment. Our team of International Student Advisers (ISAs) are available to support all international students from arrival right through to graduation.

ISAs provide answers to your questions, information and advice about:

- life in Tasmania and managing academic study
- Navigating university systems and processes
- Personal circumstances affecting your studies
- Financial or housing problems
- Student visas and work rights

Our International Peer Leaders are current international students trained to assist new students settle into their new learning environment – see utas.edu.au/students/international-students/international-peer-leaders

A range of useful online resources about living and studying in Tasmania is available to help you make the most of your time at university.

utas.edu.au/students/international-students
Career development and employment

It’s never too early to start planning your career. Our staff can help you to clarify important career issues, assist you with your career decisions and support you to build your career.

Whether you are applying for a part-time job while studying or starting your career after graduating, our Career Development and Employment team can help. We offer a range of services and resources designed to build your employability, including:

- Feedback and advice on your resume
- Guidance on finding and applying for jobs
- A work preparation and internship program

Visit our Career Development and Employment website for more information about our services

[utas.edu.au/students/careers](utas.edu.au/students/careers)

Remember that your student visa restricts the number of hours you can work while studying. Graduate Research students also have additional restrictions on work hours.

If you have any concerns about how you are treated at work and conditions such as pay, please contact an International Student Adviser.

Academic Support

At UTAS, academic and language support is available 24 hours a day

Fair Work Ombudsman

The Fair Work Ombudsman (FWO) provides free advice and support on workplace rights and responsibilities, and help with resolving difficulties at work.

International students can contact the FWO for help with workplace issues or concerns, without fear of your visa being cancelled.

[fairwork.gov.au](fairwork.gov.au)

Head to the top of the class with PASS

Peer Assisted Study Sessions (PASS) offers free unit specific group study sessions led by students who have previously succeeded in the unit. Students who attend PASS consistently are shown to produce higher results than those who do not attend.

Our Learning Advisers and Learning Librarians assist students with writing, referencing, researching and academic skills. You are able to attend individual consultations, group workshops or use the 24/7 study help which you can access in MyLO.

If you have a general question and would like to connect with members of our support team about anything related to your learning, adjusting to the early weeks of semester, or discovering things you can get involved with during your time at University, you can drop in to our online Learning Lounge which you can access through the Student Portal.

[utas.edu.au/students/learning](utas.edu.au/students/learning)

Personal counselling

Need to talk with someone?

The UTAS counselling service provides individual face to face, phone and online counselling sessions to our students. Our team are highly trained and experienced psychologists and social workers, and help students with issues such as:

- Stress and anxiety
- Relationships and personal matters
- Loneliness or depression

A Counsellor takes time to listen to you and help you understand your situation. They help you find ways to try and manage your personal circumstances, so you can continue to focus on studies. Counselling is private and confidential and is free for all UTAS students.

[utas.edu.au/students/shw](utas.edu.au/students/shw)

After hours support

University of Tasmania after-hours Crisis Support Service

[Call 1300 511 709 or text 0488 884 168](Call 1300 511 709 or text 0488 884 168)

Need to talk?

UTAS after-hours crisis support.

Call or text to speak with a qualified counsellor 5pm - 8am weekends / 24 hours weekdays and public holidays.

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Health conditions and disabilities

If a health condition or disability is affecting your studies, please speak to an International Student Adviser. They will help you contact the Disability Advisers who can help evaluate the impact of your condition and assist with appropriate arrangements to help you continue in your studies, such as:

- Providing information about services to reduce the impact of the disability and/or health condition in the University environment.
- Developing a Learning Access Plan for study and assessment adjustments.
- Access to note-taking support.
- Access to materials in accessible format.

Information Technology support for students with disability and/or health condition is also available, and more information is provided on the IT Support website: utas.edu.au/service-desk/students-with-disabilities

Spiritual and pastoral care

During your stay in Tasmania you may wish to contact cultural organisations, groups or societies for recreation, celebration of national days, welfare advice or support.

The Faith Centres on the Sandy Bay and Newnham campuses support the spiritual well-being of students. For further information and to check the multi-faith timetable visit: utas.edu.au/students/shw

Prayer rooms

A prayer room and facilities for Muslim students and staff are available on the Sandy Bay and Newnham campuses:
utas.edu.au/students/shw

Chaplains

Chaplains visit our campuses regularly and are available to all students for details about religious events and groups on campus, as well as providing pastoral care for a wide range of needs.

Student associations

Tasmanian University Union

The Tasmanian University Union (TUU) is a not-for-profit student-owned organisation that’s all about providing services and a voice for students. Plus, TUU membership is free for all UTAS students!

Through TUU you can:

- Join student clubs
- Access free academic advocacy
- Access free financial counselling
- Get your hands-on freebies
- Attend awesome events
- Access on-campus support and information
- Stay informed with essential student news and discounts

tuu.com.au

Council of International Students Australia (CISA)

CISA is the national peak student representation body for international students. CISA’s objectives are to advocate for the interests of international students and facilitate network building among stakeholders who have an interest in supporting international students. CISA also host an annual national forum and round-table events. cisa.edu.au

Higher degrees by research

The University is committed to providing you with the support you require to engage in world-class research. We offer orientation sessions and induction information specifically for PhD and Master higher degree by research (HDR) candidates.

Visit our Research Division and the HDR Candidate Guide for information to help you understand the processes and milestones involved in successful candidature.
utas.edu.au/research-admin/graduate-research
To make the most of your time in Tasmania, we encourage you to make new friends, create networks and explore the state with other students and members of the community.

**UTASLife**

UTASLife is a student-led team that aims to be your first point of contact for all things social outside of the classroom. Our Student Engagement Leaders plan and deliver a range of memorable activities such as:

- Weekly activities on campus
- Special events (large and small) throughout the year
- Off-campus trips

Students can also help out by volunteering with UTASLife. Volunteering is a great way to improve your communication skills, meet new people and enhance your university experience.

[utas.edu.au/students/life](utas.edu.au/students/life)

Stay up to date with all UTAS happenings on the UTAS Life Facebook page [facebook.com/UTASLife](https://facebook.com/UTASLife)

**Student Clubs and Societies**

The Tasmanian University Union (TUU) offers lots of different clubs and societies, all run by students. Joining a club or a society is a great way to get involved, try new activities, and meet new people. You can find a list of the clubs and societies on the TUU website: [tuu.com.au](https://tuu.com.au)

**UniGym and Sports Clubs**

Joining the University Gym or a sports club on arrival is a great way to connect with other students, as well as keep fit and have fun. We have a wide range of sports clubs always seeking new members, so get involved and make the most of your experience.

[utas.edu.au/sport](utas.edu.au/sport)