Welcome to RMIT and Melbourne!

There are so many things you need to know about living in Melbourne and studying at RMIT that we’ve put together this short video for you. Take the next 17 minutes to watch, listen and explore this presentation. If you see a link, click on it to find even more information.

We will tell you:
» who you should ask questions on how to be organised and
» how you can join in the fun at RMIT.

If it’s your first time in Melbourne, studying at a university or at RMIT, it’s a good idea to ask questions so you can find out everything that you need to know.

First things first. RMIT has a lot of services that can make your life easier both on and off campus. Whether you need:
» assistance with managing money or finding a place to live
» strategies to improve your grades
» someone to talk to
» a job to pay the bills
» planning your career
» childcare support
» information about living with a disability, long-term illness or mental illness.

you can find it at Student Services.

We’re located on every campus and are here to support all students during their time at uni, including international students like you.

It’s a good idea to contact student wellbeing advisors on your campus. They provide specific support for international students. So if you are having trouble settling in to Melbourne or understanding something at RMIT, contact them today. We’ve listed their details at the end of this presentation.

When semester starts, we recommend that you to get to know your lecturers, tutors, administrators and program coordinator. It’s a good idea to ask them any questions you have, so that you have the most accurate and up-to-date information about your courses, your program and your industry of study.

Remember that RMIT staff are experts in their area. Friends, including other students, can give you information about living in Melbourne and studying at RMIT but check with a student wellbeing advisor if you can. Your individual mix of personal, relationship, financial and academic problems may mean that you are eligible for something such as an extension of time or financial assistance that your friends are not eligible for.

If you have any questions about your confirmation of enrolment or ‘CoE’, enrolment, program pathways and important dates, visit the InfoCorner to speak to RMIT International staff – or contact the Department of Immigration to discuss your visa.
Did you know that maintaining overseas student health cover or ‘OSHC’ is a requirement of your visa? Medibank is RMIT’s preferred OSHC provider. You can order your Medibank card through a link on RMIT’s website. Type ‘OSHC’ into RMIT’s search bar. Make the time to explore your local community. Browse RMIT’s website on health services, news, general information and available services. Don’t forget that we offer the Mates at RMIT program. It’s a great way to get to know more about RMIT and Melbourne but more about that later.

RMIT is a great place to study, but like anywhere else there may be times when you feel unsafe. Security is available 24 hours a day, seven days a week. If you feel unsafe or see something suspicious on campus, contact RMIT Security on their emergency number on 9925 3333. If you have general enquiries about security, call 9925 2051.

Take the time to save these two numbers in your phone: you never know when they might come in handy. Don’t forget to check out the security website too. It has safety advice that you might find useful.

For any safety issues outside uni, contact Victoria Police. They are here for you 24 hours a day, seven days a week. Learn the location of the closest police station to your home and your RMIT campus, just in case you need them.

Remember, if someone commits a crime against you, your student visa will not be affected.

Here are some general tips that the Victoria Police wants international students to know.

Avoid ‘offers’ from strangers. These offers may be scams or people trying to trick you into paying them money for a service they will not provide. For example, a ‘guaranteed’ job or certain level of income that require up-front fees for a ‘business plan’ or materials. Before signing or paying anything, research the organisation and compare similar opportunities from other organisations that you know are reputable.

Always lock your valuables in your room if you are sharing your accommodation and always shut windows and lock your room or house when you go out.

Do not carry weapons such as knives or slingshots anywhere at anytime in public spaces without a lawful excuse. Fearing that you will need to defend yourself is not a lawful excuse. Lawful excuses include legitimate sport purposes such as carrying a cricket bat or employment purposes such as carrying knives if you are a chef. Police have powers to search for weapons and you may be fined or arrested if you do so.
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| **6** | If you are involved in an accident, or witness an accident, where someone is injured, call triple zero and ask for an ambulance. It is free to call triple zero but remember to do it in emergencies only.  
  
The ambulance operator will ask you questions so that they can find out more about the situation. If you don’t know the answer, be honest and tell them you don’t know.  
The ambulance operator will give you instructions to help the patient and the paramedics for when the ambulance arrives.  
If you need to be taken to hospital in an ambulance or treated by a paramedic, your overseas student health cover will meet the costs of the ambulance service. This is just one reason why it’s so important to become familiar with the conditions of your overseas student health cover. |
| **7** | The Melbourne Fire Brigade is a free service responding to emergencies mainly involving fires. There is a large cost involved if it is a false alarm.  
Most fires occur in the home. The three most common causes of fires are accidents or distractions from cooking in the kitchen, heater-related incidents, and electrical faults such as technology left on standby.  
If there is a fire, call triple zero and say ‘fire’ then answer questions about your location. |
| **8** | Now that you know who to contact, let’s get organised. It’s important to be organised so you have the best chance of study success and make the most of living in Melbourne. |
| **9** | First, pick up a student diary at the Hub on your campus. It contains a lot of important information about university deadlines, services and programs available at RMIT.  
If you need study advice, contact the Study and Learning Centre. They can provide study advice to all RMIT students. You don’t need to make an appointment – just go once or as often as you need. Experienced teaching staff will talk with you about any study queries you have, including assignment writing and study skills, improving your spoken English, and maths, physics and chemistry skills.  
They also have some great study tutorials online. Check out StudySmart and Learning Lab, available from the Study and Learning Centre website. These online tutorials will improve your study skills and give you a clear understanding of the expectations of studying at RMIT. You can also check out videos of international students speaking about how they succeeded in their studies.  
If at any time you believe you have been treated unfairly in class or disagree with a decision that has been made, you have a right to complain. You also have a right to appeal decisions made by the university including decisions relating to assessments, applications for special consideration and exclusion. RMIT’s policies and procedures are available online. If you would like someone to go through these policies and procedures with you, just contact a student wellbeing advisor.  
For most students, starting studies at a university and moving overseas means you will have to manage your own budget for the first time. A student wellbeing advisor can give you useful advice—whether you are in debt or want to manage your money better, check out the student finance web page.  
If you looking for accommodation or simply want to know more about your rights and responsibilities while renting, see a student wellbeing advisor for personalised advice and visit the Housing website. We’ll tell you more about things like tenancy agreements, allowable changes to the property and living with housemates.  
If you have any legal issues to deal with outside of RMIT, you can contact our student legal service. They can assist you with fines, motor accidents, contracts and work rights. Just go to the Legal website for more information. |
9  It is important to have a good study-life balance. Make sure you have the time to rest and relax, that you eat regularly and that you explore things you like doing as well as fitness activities that are out there. More about this later.

Last but not least, keep track of when things are due.

As a uni student, you will have lots of assignments, presentations and exams to do. Be sure to submit your assignments or attend exams and classes on time or communicate with your program coordinator before the due date to make sure that you have satisfactory academic progress.

Get to know your census dates. Census dates are special dates by which you must take certain actions, such as drop a course or cancel your program without having to pay a fee. Census dates apply to each course that you are enrolled in. Click on ‘census’ to find out more.

Know what bills you have to pay at your accommodation, and when the rent is due. Keep up to date with your fee invoices through the myRMIT portal. Be aware of your visa expiry date and renew it before this date.

10  We want you to be safe when travelling at night and on public transport. Check out the thinkbefore website, which has a short animation and tips on keeping safe.

Here are some of the tips for you:

» Where possible, travel in groups—not on your own. At night, walk on the side of the street that has the most street lights. Choose to walk on streets where there are other people and shops that are open.

» If you’re waiting for public transport, plan ahead so that you reduce the amount of time you wait for the train, tram or bus. If you feel unsafe, approach a protective services officer or staff member. You can also change carriages on the train or sit closer to the driver on the tram or bus.

» Keep your valuables safely out of sight, for example, in your bag or your pocket. This includes your phone, computer, iPod or tablet. Make a habit to regularly tune in to your surroundings when listening to music, reading a book or using your tablet or laptop to keep aware.

11  Did you know RMIT has lots of activities for you to take part in? We want you to join in, so that you meet new people, share your interests and have new experiences and get the most out of being a student at RMIT.

12  First, register for Mates at RMIT. Mates is a fun, informative program that will help you make friends and settle in to Melbourne and RMIT. When you register, we will put you in a group with other new international students from different programs, and give you a mentor—a current RMIT student who can give you advice and show you around. You will also be invited to take part in activities with other Mates on campus and outside of RMIT. Register online now!

On campus you need to get your diary, student ID, find your classes and get to know people in your program. You may need to buy furniture for your accommodation. You will need a tax file number and need to learn about the employment environment if you are going to work. Get help to settle in by talking to staff and current students at the Student Services Centre at the city campus about these issues and more.

Your student email and the MyRMIT portal are the official two ways that RMIT communicates with you. Information about your courses, enrolment details, your library details, examination information, learning resources and event announcements are available in the MyRMIT portal. Check your email and MyRMIT regularly to receive important information—at least two times a week.
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<td>Have you become a friend or follower of RMIT on Facebook or Twitter? Join now, and stay up to date with us. The official RMIT Facebook and Twitter accounts are regularly updated with news, important dates, activities and events at RMIT. The Student Union, known as ‘RUSU’, has over eighty clubs and societies related to academic, spiritual, cultural, political and social interests. Joining RUSU gets you discounts to events, trips and courses. Sign up to their newsletter subscription to get the latest news. If you’re interested in arts and culture or sport and recreation, you need to know about RMIT Link. Many Link activities are on campus but they also run trips and events for discounted prices for RMIT students including snow trips, interstate trips and various tourist activities.</td>
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<td>We think Australia has some of the best beaches, lakes and rivers in the world. If you love swimming and other water sports, like fishing and snorkelling, be sure to check out places like the Great Ocean Road. Just be careful in or near the water, as even experienced swimmers have difficulty with currents and rips that are unique to Australia. If you’re planning a trip to the beach or river, click on the links to these videos and factsheets. They will provide you with helpful water safety advice for different types of water bodies.</td>
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<td>Want to know more about anything in this presentation? It’s really easy to find Student Services online, and talk to the individual services about topics we’ve raised here. If you’re on the RMIT website, go to the homepage and click on “students” then “student services” on the left navigation bar. Just click on the individual links to find out information and contact details for each service.</td>
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<td>Want to talk to a student wellbeing advisor? Come and speak to us at the campus nearest to you: City, Brunswick or Bundoora. You can make an appointment or just drop in for a chat. If you’re not on campus, you can call or email for information and advice. We are here for you!</td>
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<td>Thanks for watching our Essential Arrival Information presentation, and good luck with your studies. We hope to see you soon.</td>
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