

MACQUARIE  
UNIVERSITY

SYDNEY ~ AUSTRALIA



# Arrival Guide

## Giving you a head start in Sydney

PHOTO: JAMES ZHAO



Student Advocacy and Support  
[www.international.mq.edu.au](http://www.international.mq.edu.au)

# Welcome to Australia!

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**Disclaimer:** Information given in this publication is correct at the time of printing (June 2012) but is subject to change without notice. The University has the right to alter content or impose terms and conditions in relation to a program any time.

# Just arrived



## How do I withdraw and exchange my money for Australian dollars?

### Sydney International Airport

- Australian currency can be withdrawn from ATMs located at both before and after Customs.
- Travelex ATMs offering multiple currencies are located throughout the airport and also facilitate withdrawal of Australian dollars.
- Traveller cheques can be cashed at the Travelex foreign exchange retail outlet located at T1 after Customs and at other bank branches.

### Withdrawal of Australian dollars from ATMs located at:

- Macquarie University Campus (access available 24 hours).
- Macquarie Shopping centre located across from the University on Herring Road.
- City of Sydney or the suburb where you are living.

**A National Australia Bank branch is located at Macquarie University Campus and other banks are located at the Macquarie Shopping Centre.**

Banks facilitate

- Exchange of currencies.
- Cashing of travellers cheques. (Passport will be required as a form of identification).

**Note:** Some foreign banks may have a limit or an extra charge on withdrawals made from an overseas bank account.



## The airport lost my luggage what should I do?

- For luggage lost during your flight, contact your airline directly.
- For luggage lost within the T1 International Terminal, contact Sydney Airport Corporation Lost Property on (02) 9667 9583.

## How do I contact my family to let them know of my arrival in Sydney?

### Step 1

- Buy an international calling card to call overseas.
- Cards or calling credit can be purchased from some Australian news agencies (shops where you can purchase newspapers), Australia Post (post office), supermarkets and on campus at The Shop (located within the Campus Hub building, C10A).

### Step 2

- Phone calls can be made from a public phone, a landline (home phone) or from a mobile phone.
  - To call outside of Australia, dial **0011**, followed by the country code, the area code and the number.
- 
- For your family to contact you from overseas to your landline – dial the international access code in your country followed by **61 2**, then the number.
  - For your family to contact you from overseas to your mobile – dial the international access code in your country followed by 61 and then the number without the **0** at the beginning.



# Get organised

## How can I organise my accommodation?

If you have not already booked accommodation:

- Contact the Macquarie University Accommodation Service.  
[www.accommodation.mq.edu.au](http://www.accommodation.mq.edu.au)
- Book temporary accommodation at either a hotel, a hostel or a guest house for at least five nights. To find temporary accommodation do an online search or visit [www.accommodation.mq.edu.au/temporary-accommodation](http://www.accommodation.mq.edu.au/temporary-accommodation)

## How do I book for an airport reception?

The University offers a free airport pick up service for all new Macquarie University International students.

To request for this service you must notify the Accommodation Office one week in advance of your confirmed flight.

To book, visit [www.international.mq.edu.au/student-services/airport-accomm/airport-pickup](http://www.international.mq.edu.au/student-services/airport-accomm/airport-pickup)

## How do I travel to and from the University?

- The University is connected with both bus and train services.
- Refer to the Macquarie University Transport Access Guide for travel information including travel discounts.  
[www.mq.edu.au/transport/PDFs/mq\\_transport\\_access\\_guide\\_2011.pdf](http://www.mq.edu.au/transport/PDFs/mq_transport_access_guide_2011.pdf)
- For any queries related to public transport visit [www.131500.com.au](http://www.131500.com.au) or call 131500.
- Taxis are also available for travelling but can be an expensive mode of transport. Refer to the Transport Access Guide for contact information for various taxi companies.

**Note:** International students in New South Wales are not eligible for travel concession on public transportation. The exception to this is students sponsored by the Australian Government and students involved in formal University exchange programs.

## Where do I purchase food and other essential supplies?

### At supermarkets

Supermarkets are located in shopping centres and in the local area. Do an online search for your closest supermarket.

### Operating hours

Supermarkets generally begin trade between 6am and 8am and close between 10pm and 12 midnight, seven days a week.

## At shopping centres

The closest shopping centre to the University is Macquarie Centre, located across the road from the campus on Herring Road. It offers a wide range of banks, and other retail outlets.

### Operating hours

**Monday to Saturday** from 9am–5pm with the exception of Thursday nights when most shops close at 9pm. **Sunday** 10am–4pm.

For location of all other shopping centres do an online search.

## How do I set up a mobile phone?

You can choose to have a Prepaid or a Post paid plan.

### Prepaid plan

- On a Prepaid plan you pay in advance for your mobile phone use and you don't pay any monthly bills.
- Purchase a sim card from any supermarket, activate your mobile and obtain a contact number. A prepaid voucher (phone credit) can be purchased from either the supermarket or by accessing the website of the service provider.

### Post paid plan or contract

- A post paid plan is a long term contract for 12 or 24 months where you agree to pay a minimum monthly amount.
- Purchase a phone on a plan by signing a contract at a mobile phone retailer.
- Different types of deals are available. Make a comparative online study of the cost involved as offered by various service providers or visit the retail service outlets at the shopping centres.

For information about mobile phone plans read Australian Communications and Media Authority (ACMA)'s, "Going mobile – which plan is right for you?", fact sheet. Visit [www.acma.gov.au](http://www.acma.gov.au)



## Key contacts to save in your mobile

**Student Advocacy and Support** ☎ 9850 7497

**After hours hotline number** ☎ 1800 227 367

**On campus Security** ☎ 9850 9999

**Macquarie University medical services** ☎ 9812 3944 or 9812 3906

**Other medical centres** Do an online search for the contact number for your local area Medical Centre

**Residential Adviser (if living on campus)** Refer to the accommodation pack provided

**Your landlord/real estate agent**

## How do I get online?

### Off campus

- Free internet access is available at several places around Sydney for example the airport, McDonald's and various coffee shops. This service can be used if you have a laptop or mobile phone with a wireless device.
- Internet can also be accessed at Internet cafes.
- The closest Internet cafe to the University is located at the Macquarie Centre, in "The Loft", on Level 4. Free internet can be accessed at McDonald's located at Level 3, Shop 133/4 of the Macquarie Centre.

### On campus

#### Post Orientation

- Wi-Fi is available on most parts of the campus. However you'll need to be an enrolled student in order to access this service. There are several computer labs on campus that are monitored by Campus Security. To remain in the computer lab you'll be required to show your campus card.

## How do I open a bank account?

Banks are located at various shopping centres and suburbs. If living close to the University you can access the banking facility provided on campus or at the Macquarie centre. Do an online search for location of a bank in your local area.

- Passport is required as a form of identification.
- Compare interest rates, bank fees, etc. before choosing a bank and a particular account. Ask if the bank has a student account which may offer a discount/no fees.

### Business hours

Generally banks operate from Monday to Thursday between 9am–4pm and Friday between 9am–5pm

### Saturday and Sunday:

Closed (some banks may open Saturday mornings)



PHOTO: MACQUARIE CENTRE

## Where can I receive medical treatment if I am sick?

### Off campus

- See a doctor (known as GP or General Practitioner in Australia) at a medical centre located close to where you are living. Do an online search for medical centres in your suburb and access the contact information. Use key words in your online search, such as – "Medical Centre + name of suburb" or "GP + name of suburb".
- The closest medical centre to the University is the Macquarie Medical Centre, in the Medical Precinct, on Level 2 next to Medicare of the Macquarie Centre.
- It is recommended that you make an appointment to see a GP.

### On campus

- Medical service is available at the Macquarie University Clinic located on Level 3, Suite 305, Building F10A.
- You must book an appointment by calling (02) 9812 3944 or 9812 3906.

## How do I get my OSHC (Overseas Student Health Cover)?

The commencement fee paid at the time of accepting the offer, includes the OSHC fee. You will have cover from the day that you arrive in Australia.

- If you have organised OSHC through Macquarie University print your temporary OSHC card online at [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au) and present it at the medical centre for the payment of the consultation fee. If OSHC has been organised by yourself with a different provider, log on to the web page of your servicer provider. There can be a partial or full cover for the fee paid.
- If you are unable to print the OSHC card online then you will be required to pay upfront for the consultation fee. Request a receipt after paying the fee and lodge a claim once you have received your card.
- Policy holders with OSHC Worldcare request your OSHC membership card online. Visit [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au). Remember your policy number is your student ID number followed by MU. Your Student ID number can be found on your offer letter and COE.



## Who do I contact in an emergency?

- For a serious emergency which requires the police, ambulance or the fire brigade dial **000**.
- Call on campus security on **(02) 9850 9999** if you are feeling unsafe on campus.
- For assistance after hours call the hotline number **1800 227 367**.

# Orientation and Enrolment Steps

## Step 1

### International orientation presentation

#### Full degree international students

For information related to date and time of your orientation presentation visit:

[www.international.mq.edu.au/student-services/current-students/orientation/information](http://www.international.mq.edu.au/student-services/current-students/orientation/information)

#### Study abroad and exchange students

For information related to date and time of your orientation session refer to the information sent out via email or visit:

[www.international.mq.edu.au/studyabroad/prospective-students/arriving-australia#orientation](http://www.international.mq.edu.au/studyabroad/prospective-students/arriving-australia#orientation)

## Step 2

### Where do I go

Refer to the campus map on page 16 and the Transport Access Guide at [www.mq.edu.au/transport/PDFs/mq\\_transport\\_access\\_guide\\_2011.pdf](http://www.mq.edu.au/transport/PDFs/mq_transport_access_guide_2011.pdf)



## Step 3

### Enrolment Information

#### Full degree international students

Visit [www.student.mq.edu.au/enrol/international.html](http://www.student.mq.edu.au/enrol/international.html) and click on either undergraduate or postgraduate as per your level of study and follow the step by step instructions.

#### Study abroad and exchange students

You would have been pre-enrolled.

For changes to your enrolment and registration in classes contact your Education Abroad Adviser or visit the Macquarie Abroad Office located on Level 1, building C10A between Campus Travel and STA.

Full degree **undergraduate students**: for online enrolment day registration visit [secure.mq.edu.au/enrol/register.php](http://secure.mq.edu.au/enrol/register.php). Print your registration form for details of your session times.

To find out specific details about the structure of your course visit [www.student.mq.edu.au/enrol/new/advice.php](http://www.student.mq.edu.au/enrol/new/advice.php)

Full degree **postgraduate students** are not required to register. They can enrol online.

Some programs may require academic advising. Visit [www.student.mq.edu.au/enrol/internationalpg.html#step2](http://www.student.mq.edu.au/enrol/internationalpg.html#step2) to find out whether your program of study requires you to seek academic advising or not.



## Step 4

### Social Stuff

For information regarding the social events and activities organised during orientation and beyond:

- visit [www.international.mq.edu.au/student-services/current-students/socialcalendar](http://www.international.mq.edu.au/student-services/current-students/socialcalendar)
- Join our facebookgroup [www.facebook.com/iClub-Macquarie International Social Club](http://www.facebook.com/iClub-Macquarie-International-Social-Club)

# Useful tips from Macquarie students



**Mayank Kedia**  
Master of Commerce  
**India**

*"You can use a bank account as one of the forms of identification to get a new mobile sim when you arrive. So its important to open a bank account here, as it will be essential for all your future transactions during your stay."*



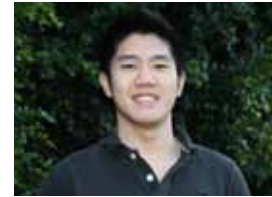
**Wai Him Yip**  
Bachelor of Arts in Media  
**HongKong**

*"Remember International students are not eligible for a travel concession on public transport. If you happen to buy a concession ticket you will end up paying a fine."*



**Su Lim**  
Bachelor of Commerce –  
Actuarial Studies with a  
Bachelor of Economics  
**Malaysia**

*"The NSW Photo card issued by RTA (Road and Transport Authority) acts as a proof of identification. It is much better than having to carry your passport."*



**Jason Foo**  
Bachelor of Commerce, Marketing  
**Malaysia**

*"When signing up for a phone plan, be aware that these contracts are usually for 1–2 years. Choose your phone and contract wisely as you will be bound by the terms and conditions for a while! A pre-paid plan allows you to measure your expenses and is a good option if you are here for only one session or two, long-term plans are more convenient for those who are here for a longer period of time."*



**Moises Abraham Arevalo Garcia**  
Master of International Relations  
**Mexico**

*"Did you know that one of your student visa conditions requires you to update your address details via eStudent within 7 days of your arrival in Australia. Also make sure that you update your address details anytime you move houses."*



**Agnethe Poulsen**  
Master of Arts  
**Denmark**

*"Anytime you have questions regarding your visa conditions, adding or withdrawing from units or you require referrals for other departments speak to your International Student Adviser."*



**Alejandro Melendez**  
Master of Education  
**Mexico**

*"Make sure you plug in all the key contacts in your mobile just in case you are in an emergency situation and you need to contact your family, friends, University staff or the hospital."*



**Zebine Bojler**  
Master of Higher Education  
and Management  
**Sweden–USA**

*"Skype is an excellent communication tool once you have set up your internet connection."*



**Vu Tran**  
Bachelor of Applied Finance  
**Viet Nam**

*"Remember you also stand to have bargaining power in Australia at various stores in the shopping centre. If the store has the lowest price guarantee policy, just give the price and the details of the store where you can find the cheaper product. They will beat that price for you."*



**Yolanda Wang**  
Master of Accounting  
**China**

*"The best way to build a social network and get involved in social activities is by joining the "iClub" – The Macquarie International Social Club. Simply go to the face book and search for the "iCLUB – Macquarie International Social Club."*



**Martha Albornoz**  
Postgraduate Diploma in  
Organisational Behaviour  
**Venezuela**

*"Make sure you check your student email account regularly as important information related to key dates, activities happening on campus etc. is sent to you by the University via the student email account."*



**Stephanie Jap**  
Bachelor of Commerce–  
Professional accounting with  
Bachelor of Applied Finance  
**Indonesia**

*"Be aware that you can save on transport cost by buying annual or quarterly "My Multi" or "My Train" ticket. For more information visit 131500.com.au."*

# Checklist to help you get started

The following checklist has been provided to help you organize yourself during the first few days of your arrival.

## On arrival

- Call home – let your friends and family know that you have arrived safely.
- To avoid jet lag, try to stay awake until 7 or 8pm on your first night, then get a good night's sleep.

## First two days in Sydney

- Read through the Transport Access Guide for your travel route to the University.
- If you have any questions call the Student Advocacy and Support on (02) 9850 7497 and after hours call the hotline number 1800 227 367.
- Open a bank account for safe deposit of any Australian dollars which you are carrying.
- Save all the key contacts to your mobile phone.

## Things to do before your orientation begins

- Find out the venue and time for your international orientation presentation. Visit [www.international.mq.edu.au/studentservices/currentstudents/orientation/information](http://www.international.mq.edu.au/studentservices/currentstudents/orientation/information)  
For information regarding Academic Orientation visit [www.mq.edu.au/transition/academic-orientation/](http://www.mq.edu.au/transition/academic-orientation/)
- To get an overview of the unit outline of your program view the course handbook online [www.handbook.mq.edu.au](http://www.handbook.mq.edu.au)
- Undergraduate students: to find out specific details about the structure of your course visit [www.student.mq.edu.au/enrol/new/advice.php](http://www.student.mq.edu.au/enrol/new/advice.php)
- Undergraduate students register online for your enrolment. Postgraduate students: find out if your program of study requires academic advising or not. For more information visit [www.student.mq.edu.au/enrol/international.html](http://www.student.mq.edu.au/enrol/international.html)
- Find out about the networking opportunities, social events and activities held during orientation week. Visit [www.international.mq.edu.au/studentservices/currentstudents/socialcalendar](http://www.international.mq.edu.au/studentservices/currentstudents/socialcalendar)

# Contact Information

## On campus

### Student Advocacy and Support

Level 2, Lincoln Building C8A  
Opening Hours  
Monday to Friday 9am – 5pm  
☎ (02) 9850 7497

Have a question?

Go to [ask.mq.edu.au](http://ask.mq.edu.au)

🌐 [www.international.mq.edu.au](http://www.international.mq.edu.au)

### Macquarie Abroad Office

Level 1, Campus Hub Building (C10A)  
(located between Campus Travel and STA)

☎ (02) 9850 6325

🌐 [www.international.mq.edu.au/studyabroad](http://www.international.mq.edu.au/studyabroad)

### Accommodation Service

Level 1, Campus Hub Building (C10A)

☎ (02) 9850 7965

✉ [housing@mq.edu.au](mailto:housing@mq.edu.au)

🌐 [www.international.mq.edu.au/accommodation](http://www.international.mq.edu.au/accommodation)

After hours contact number

☎ 1800 227 367

*This is a free call from landlines anywhere in Australia. Standard call rates apply from mobile phones.*

### Security

Also lost property – operates 24 hours/7 days a week

☎ (02) 9850 9999

🌐 [www.ofm.mq.edu.au/security.htm](http://www.ofm.mq.edu.au/security.htm)

## Macquarie University medical services/doctors

The Macquarie University Clinic, Level 3, Suite 305, Building F10A  
Opening Hours

Monday–Friday: 9am–5pm

☎ (02) 9812 3944 or 9812 3906

🌐 [www.campuslife.mq.edu.au/campus-wellbeing/medical-service](http://www.campuslife.mq.edu.au/campus-wellbeing/medical-service)

## Counselling Service

Level 2, Lincoln Building, C8A

☎ (02) 9850 7497 or 9850 7498

✉ [counselling@mq.edu.au](mailto:counselling@mq.edu.au)

🌐 [www.campuslife.mq.edu.au/campus-wellbeing/counselling](http://www.campuslife.mq.edu.au/campus-wellbeing/counselling)

## Disability Support Unit

Level 2, Lincoln Building, C8A

☎ (02) 9850 6494

☎ TTY: (02) 9850 6493

✉ [disability@mq.edu.au](mailto:disability@mq.edu.au)

🌐 [www.campuslife.mq.edu.au/campus-wellbeing/disability-support-unit](http://www.campuslife.mq.edu.au/campus-wellbeing/disability-support-unit)

## Child Care Services

For information relating to Child Care Services

🌐 [www.campuslife.mq.edu.au/children-at-macquarie](http://www.campuslife.mq.edu.au/children-at-macquarie)

## miShop

OSHC Worldcare – enquiries related to OSHC

Located outside Macquarie International, next to the Globe Café.

☎ (02) 9850 6760

🌐 [www.international.mq.edu.au/mishop](http://www.international.mq.edu.au/mishop)

## Welfare Service

Level 2, Lincoln Building (C8A)

☎ (02) 9850 6496

✉ [welfare@mq.edu.au](mailto:welfare@mq.edu.au)

🌐 [www.campuslife.mq.edu.au/campus-wellbeing/welfare-service](http://www.campuslife.mq.edu.au/campus-wellbeing/welfare-service)

## National Australia Bank (Macquarie University Branch)

Building C10 A

🌐 [www.nab.com.au/](http://www.nab.com.au/)

## Off campus

### DIAC

Department of Immigration and Citizenship

26–30 Lee Street

(located near Central Station)

☎ 131 881

🌐 [www.immi.gov.au](http://www.immi.gov.au)

### Emergency number for Police, Fire, Ambulance

☎ 000

### Eastwood Police Station

3–7 Ethel Street  
Eastwood

☎ (02) 9858 9299

### Macquarie Centre

Shopping centre located across from Macquarie University on Herring Road

☎ (02) 9887 3011

🌐 [www.macquariecentre.com.au](http://www.macquariecentre.com.au)

### Medical Service (Doctor)

Macquarie Medical Centre at Macquarie Centre

☎ (02) 9878 6666

Monday–Wednesday  
7:30am–7pm

Thursday  
7:30am–9pm

Friday  
7:30am–6pm

Saturday & Sunday  
8am–6pm

### RTA (Roads and Traffic Authority)

Road rules and safety and driver's licenses

☎ (02) 132 213

🌐 [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au)

### Transport

For bus, train, ferry routes and fares, passes and maps

☎ 131 500

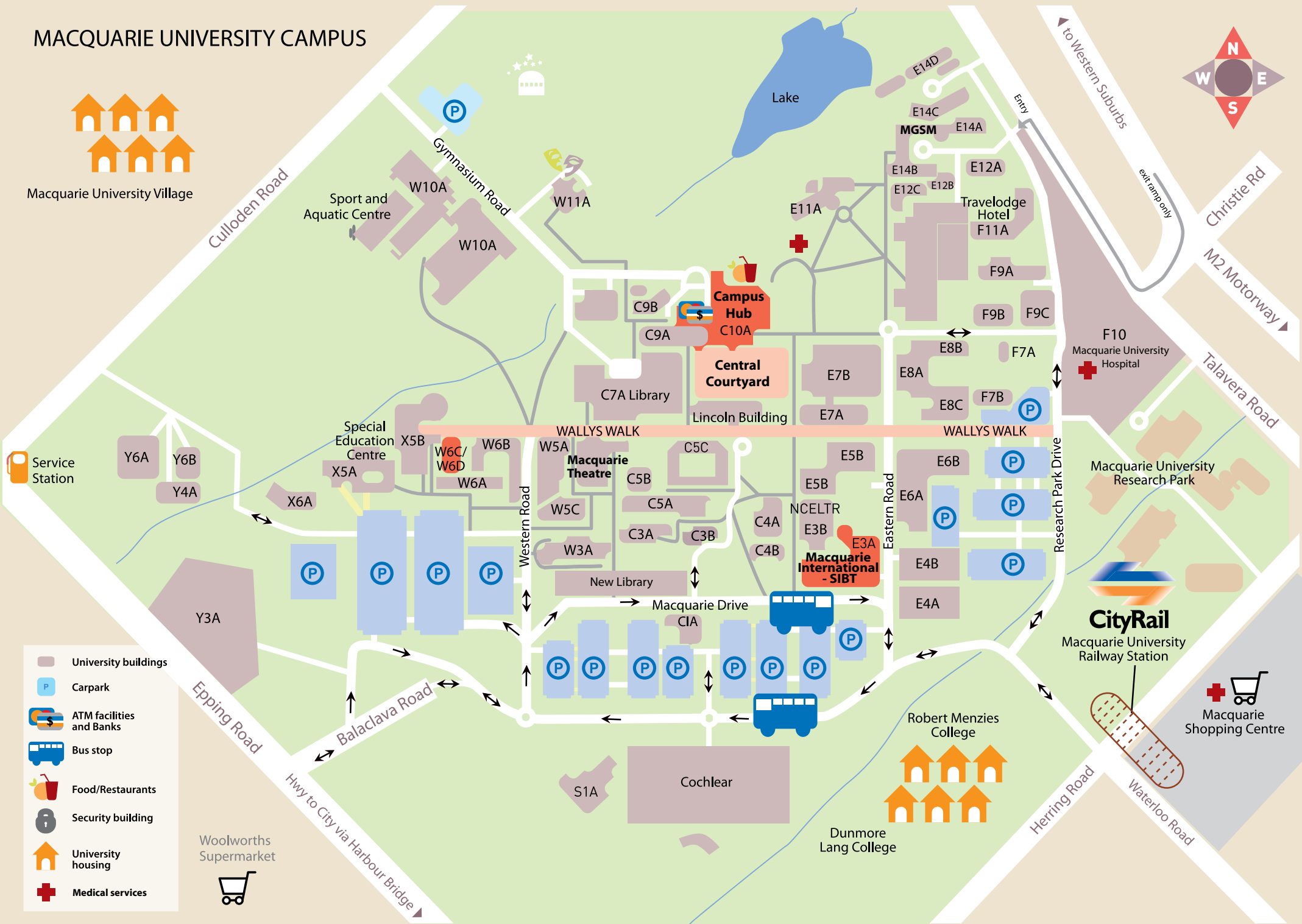
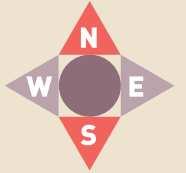
🌐 [www.131500.com.au](http://www.131500.com.au)



# MACQUARIE UNIVERSITY CAMPUS



Macquarie University Village

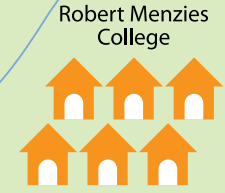


- University buildings
- Carpark
- ATM facilities and Banks
- Bus stop
- Food/Restaurants
- Security building
- University housing
- Medical services

Woolworths Supermarket



Epping Road  
 Balaclava Road  
 Hwy to City via Harbour Bridge



Dunmore Lang College

Herring Road

Waterloo Road

Macquarie Shopping Centre

CityRail  
 Macquarie University Railway Station

Robert Menzies College

Cochlear

S1A

E4A

E4B

E6A

E6B

E8A

E8B

E8C

F7A

F7B

F9A

F9B

F9C

E12A

E12B

E12C

E14A

E14B

E14C

E14D

MGSM

CIA

New Library

C3A

C3B

C4A

C4B

C5A

C5B

C5C

W3A

W5C

W6A

W6B

W6C/W6D

X5A

X5B

W5A

C9A

C9B

W11A

W10A

W10A

MACQUARIE  
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SYDNEY ~ AUSTRALIA



Balaclava Road, North Ryde, Sydney, Australia  
Telephone 61 2 9850 6320, Facsimile 61 2 9850 7733  
Have a question? Go to [ask.mq.edu.au](http://ask.mq.edu.au)

[www.international.mq.edu.au](http://www.international.mq.edu.au)

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