

# ENGLISH LANGUAGE CENTRE

CRICOS PROVIDER CODE: 01312J



## Information for English Language Students

**Read this book carefully. If you have any questions, ask your teacher.**

## INTRODUCTION AND WELCOME

We would like to wish you a warm welcome to the English language centre at PIBT. Our aim is to help you adjust to studying and living in Western Australia. Leaving family and friends to study abroad can be an anxious time. We look forward to helping you with all the important aspects of living and studying in Australia. We have produced this booklet to guide and assist you. Please read the information carefully, and keep the guide handy for future reference.

We hope that your visit to Australia is enjoyable and that you make great progress in learning English. Our aim is to provide the academic and personal support to enable you to achieve your goals.



### **Edith Cowan University in Perth**

Students from all over the world are discovering Perth – and in particular Edith Cowan University (ECU) – as the perfect place to study. With a reputation as a dynamic and innovative institution, and a

tradition of excellence in teaching dating back to its beginnings in 1902, ECU is an industry leader in studies in business, communications, computing, tourism, nursing, multi-media, education and the visual and performing arts.

ECU is one of Western Australia's largest universities, with over 23,000 students studying more than 330 courses at its 2 metropolitan campuses – Mount Lawley and Joondalup.

### **PIBT English Language Centre**

First opened in 1986 as part of ECU, and now as part of the Perth Institute of Business and Technology (PIBT), the English Language Centre provides English courses for people from non-English speaking countries and direct entry pathways for international students wishing to study at PIBT academic courses and ECU. The centre is situated on ECU's Mount Lawley campus, just 5 kms from the city centre. Being situated on a university campus gives international students unique access to interaction with Australian and international students studying degree courses. The English language centre is renowned for its excellent teaching staff, high quality English language programs and outstanding facilities.



The teachers at the PIBT English Language Centre are both highly qualified and experienced. Most have taught overseas and all of them have extensive qualifications in teaching English as a second language. Many have additional qualifications such as Honours degrees and Masters in Linguistics. The centre uses a variety of teaching methods including the communicative method combined with a

wide range of modern materials and resources to encourage student-centered learning.

## **Perth, Western Australia**

Western Australia has it all! Fabulous weather, friendly people and a stunning natural environment full of wildlife.



Perth, the capital of Western Australia, is a very easy city to live in. It has a high standard of living, a safe environment, a strong stable economy and low unemployment.

This friendly city is the closest Australian city to Asia, Africa and Europe. Perth is easily reached by air from all over the world. With a population of over 1.5

million, Perth has all the advantages of a major capital city without the disadvantages of pollution and urban overcrowding.

Perth has a unique cultural mix. It is home to people from all over the world and this gives it a cosmopolitan atmosphere. The city is on the banks of the Swan River, which links Perth to Fremantle on the Indian Ocean coast. Perth has warm, dry summers and mild winters making outdoor dining and activities possible all year round.

# LIVING IN AUSTRALIA

## Emergency Telephone Numbers

**In an emergency call 000 for Police, Fire and Ambulance** any time. It is a free call. Remember to give your name and address!

Call **13 1444** to contact the police for any matter which is not an emergency.

For faults in your electricity, gas supply, telephone, water supply or sewerage, call the following numbers:

|                                     |         |
|-------------------------------------|---------|
| Electrical faults (24-hour service) | 13 1351 |
| Gas Faults (24-hour service)        | 13 1352 |
| Telephone Faults                    | 13 2203 |
| Water or Sewerage Faults            | 13 1375 |

## Emergency Procedures on Mount Lawley

Each building has a map displaying the Emergency Assembly Area for that building and an Emergency Procedures chart. Please read this information carefully.

In an emergency, listen carefully to the instructions of the Fire Warden or your teacher, who will follow instructions from the Fire Warden.

Security phones are located around the campus. Use these if you need emergency assistance on campus. You should report any accidents or hazards to PIBT Reception staff member or a Security Officer as soon as possible.

## Home-stay Accommodation

Home-stay is an opportunity for students from overseas to experience the Australian way of life, the culture, the food and the traditions by living with a family.

There are many different types of homestay. They all offer varying experiences and you should take advantage of these experiences. Home-stays may consist of a mother and children and no father, a mother and father and several children; a husband and wife with no children or it may be a single person living on his or her own.

## Links to homestay providers

[http://www.nacel.com.au/student\\_accommodation](http://www.nacel.com.au/student_accommodation)

<http://www.perthstudentaccommodation.com>

<http://www.homestaynetwork.org/>

## Things to remember.....

- You are a guest as well as part of the family
- You may have to take part in family chores
- Purchase a phone card for international calls
- Do not hang your laundry to dry in your room
- Take short showers to conserve water
- Ask permission to have a friend come visit you
- Notify your family if you are not coming home for the night
- Always ask permission to smoke
- Purchase a phone card to make telephone calls
- Keep your valuables hidden in a safe place.

## **Rules and courtesies**

Living in a home stay will allow you to practise your English in a real-life family setting. It is important to remember that you are both part of a family and a guest at the same time. You may have to help with household chores, keep your bedroom tidy and make your bed each morning.

## **Using the telephone and internet**

Please ask your home stay about using the telephone and internet access. Students can apply for 24-hour computer access on campus. You can purchase pre-paid phone cards and pre-paid mobiles phone from any post office, newsagency or from specialised phone shops at any shopping centre. There are also public telephones located on the campus. In general, using a phone card to call home is often cheaper than using the home line from your homestay. Remember, calls are cheaper after 6pm and on the weekend.

## **Staying out**

If you know that you will be home late for a meal, you should always contact your homestay and tell them what time you expect to return. It is important you do this so your homestay does not worry.

## **Inviting friends home**

Make sure that you always ask for permission to invite friends home or to stay overnight.

## **Meals**

Half board accommodation includes breakfast and dinner Monday to Friday and all weekend meals. You will need to make your own plans for lunch from Monday to Friday. Full board accommodation includes three meals each day of the week. The cost of meals will not be refunded.

**Breakfast:** Breakfast is usually a light meal consisting of cereal, fruit, toast, juice or coffee. Often, these foods will be made available to you and you will prepare your own morning meal (otherwise known as "help yourself").

**Lunch:** You will be responsible for purchasing your own lunch at the school cafeteria, a local restaurant or from the local shops.

**Dinner:** Dinner may be a shared meal in the evening, or occasionally you may prepare your own meal with food supplied by your host.

## **Using water**

Water is in short supply in Perth. It often does not rain for six months or more, so try to take short showers (4 minutes maximum) and conserve water. If there is only one bathroom in the house, please think about the other people in the house.

Finally, enjoy your homestay experience. Communicate with your host; talking will help to improve your English and you will learn more about the Australian culture.

## **Apartments**

You must apply in person to rent an apartment in Western Australia. You must stay for at least 3 months. You usually must pay 4 weeks' rent in advance and a "bond fee". The bond fee is normally equal to 4 weeks rent. The bond fee will be returned to you if you leave the accommodation in a clean and in good condition.

While you are looking for an apartment, you can stay in temporary accommodation such as a hostel or backpackers. Apartment rental fees vary depending where the apartment is situated and how many bedrooms it has. Use the internet, newspaper, or the weekly *Quokka* (a popular advertisements newspaper) for information.

## **Shopping**

Perth has many shopping malls with department stores and discount stores located inside the larger shopping malls. Normal shopping hours are:

|                  |                                                                                                                              |
|------------------|------------------------------------------------------------------------------------------------------------------------------|
| Monday to Friday | 9:00am - 5:30pm                                                                                                              |
| Saturday         | 9.00am - 5.00pm                                                                                                              |
| Sunday           | Open in Perth, Mandurah and Fremantle only from 11am – 5pm, closed in the suburbs.<br>Markets are open from 9.00am to 5.00pm |

Thursday is late-night shopping night in the suburban centers. Many shops, such as IGA Supermarkets, stay open until 9:00pm. In Perth City and Fremantle, shops stay open until 9.00pm on Friday; independent supermarkets operate from 8am – 8pm 7 days per week. Convenience food stores and delicatessens (often called "Delis") usually remain open after 6:00pm and during the weekend (including Sunday). There are many specialty food stores that sell Asian products and halal food. Many are located in Northbridge and Fremantle.

## **Dress Standard in Australia**

Generally, people dress neatly but casually. Short sleeve tops, shorts and knee high dresses are common during the hotter months. Bikinis are common on our beaches.

## **Australian Social Habits and Customs**

Australian habits and customs can vary greatly from other cultures. It is important to try to understand Australian's main habits and customs.

- √ Punctuality –try to be on time to appointments. Tell people if you are going to be late.
- √ Always use good manners - remember to say "please" and "thank you" where appropriate.
- X Spitting in public is not acceptable behavior.
- X Sniffing instead of blowing your nose is considered impolite. It is common for Australian people to carry handkerchiefs or tissues to blow their nose.
- X Constant clearing of the throat is also considered impolite.

- X Avoid slurping food.
- X Knock before you go into another person's room. Always wait for an answer.
- X Going through a door without holding it open for the person behind you is considered impolite.
- X Do not drive after drinking alcohol. Driving while drunk is a very serious offence.

## **Security**

Perth is generally a safe place but you should always take care about your personal security. Please do not leave your bags unattended at any time. Do not carry large amounts of money or valuables in your bag at any time. At night, you should always walk with a friend. Keep your passport, personal items and money in a safe place at all times.

Always keep your doors locked. If you have a car you must have an approved fitted immobilizer. Keep your car doors and windows locked. Do not leave bags in the car that can be seen from outside the car.

If you are on campus and wish to report a theft or suspicious activity, there are telephones that connect directly to University Security staff located on all campuses. The telephones are connected to an external wall (e.g. Building 10 and 14). You can use this telephone if you would like a Security officer to walk you to your car at night.

## **Banking and Currency**

Australian bank notes are \$5, \$10, \$20, \$50 and \$100. Coins are 5c, 10c, 20c, 50c, \$1 and \$2. *Helpful hint: the \$2 coin is smaller than the \$1 coin.*

It is a good idea to open a personal bank account when you arrive. Banks are open from 9:30am to 4:00pm Monday to Thursday and 9:30am to 5:00pm on Friday. You can use the Automatic Teller Machines (ATMs) to withdraw at all other times. There is one on ECU campus.

### **\*Important**

Some foreign currency cannot be deposited in Australian bank accounts.

Bank and personal cheques take 10 days to clear.

Electronic transfer to your bank account will take 3-5 working days.

# VISAS

The Department of Immigration & Citizenship (DIAC) website is useful for any queries regarding visas. You can also apply online for a visa in Australia. The Australian Department of Immigration website is: <http://www.diac.gov.au/>

## **Student Visa**

If you plan to study in Australia for more than 3 months, you must have a student visa. If you have a student visa, you can work in Australia for 20 hours per week. All student visa holders have the right to work included as part of their visa.

## **Change of Provider**

A transfer to another provider will only be allowed in exceptional circumstances. To obtain a release you must submit a request in writing to the Director of Studies, PIBT. If approved, you must then apply to DIAC for a change of provider. There will be an application fee.

## **Change of Address**

All international students must keep PIBT informed of their current residential address either within 7 days of arriving in Australia or within 7 days of any change to the address.

## **Cancellation of Visas**

We must advise DIAC if you do not satisfy all of the course requirements. These course requirements are:

- Be enrolled in a registered full time course.
- Maintain at least **80%** attendance record during your course.
- Pay your course fees.

## **Extending Your Student Visa**

If you wish to continue your study and need to extend your Student Visa you should go to Reception for help.



## OVERSEAS STUDENT HEALTH COVER

**Students with a Student Visa** <https://www.oshcworldcare.com.au/>

The Australian Government requires that all students holding a student visa must take out '**Overseas Student Health Cover**' (OSHC) for themselves and any dependants (wife, child) for the period they are studying in Australia.

- This will allow you or your dependants to be covered with payment for visits to a doctor, pathology services, and x-rays. You will receive 85% of the scheduled fee paid back as a refund.
- If you need to go to hospital you will be 100% covered as an in-hospital patient in shared-ward accommodation. If you are in hospital, medical services for doctors, pathology and x-rays will also be 100% covered (paid by OSHC) for you or your dependants. If you have to stay in hospital, your meals will be provided by the hospital at no cost. This applies to public hospitals only; coverage at private hospitals will be different.
- OSHC does not cover all health treatments. Some of those not included are dental treatment, orthodontic, physiotherapy, payment for new glasses, Chinese and other alternative medicines and treatments.

PIBT will apply for your OSHC card for you. You will receive your OSHC card approximately 2 weeks after you commence at PIBT. Please visit the OSHC representative who comes to PIBT on the second floor above PIBT Reception.

Monday-Wednesday: 10.00am to 2.00pm

Thursday: 9.30 to 12.00pm

Friday: 12.30pm-2.30pm

**ECU Health Service** <http://www.ecu.edu.au/student/student-health/>

International students are requested to present their OSHC health insurance card at time of medical consultation. GP consultations provided to International Students with OSHC Worldcare and OSHC Medibank health insurance are generally direct billed to these health funds.

If you wish to change your health insurance provider, please make sure you apply with your new provider before you cancel with your previous provider.

### **Students on a Tourist or Visitor Visa**

If you come on a tourist or visitor visa we STRONGLY advise you to consider buying health insurance as well as travel insurance. Medical services in Australia can be very expensive if you do not have health insurance.

The web sites below have information about health insurance:

[www.iselect.com.au](http://www.iselect.com.au)

[www.australianunity.com.au](http://www.australianunity.com.au)

<http://www.diac.gov.au/visitors/tourist/index.htm>

# TRANSPORT

There are many different types of transport available in Perth. You can travel by bus, train, ferry, bike, or walk. Within the city central area there are 'CAT' buses that you can ride at no cost around the city area. There is also many footpaths and cycle paths through the city and suburbs.

Please visit [www.dpi.wa.gov.au](http://www.dpi.wa.gov.au). This site will further explain our transport network. This site has information on cycling paths and maps. It also has information on licensing a car, getting your driver's licence and other information on vehicle safety.

## Travel Concessions

All full time students, who are enrolled for more than 6 weeks, can get discounts on Perth's public transport system. Please make sure to carry your student card with you when catching buses or trains. You will receive information on travel concessions on Orientation day. You will need to apply for a **SmartRider** card. More information is available at [www.transperth.wa.edu.au](http://www.transperth.wa.edu.au).

## Catching Buses

You can catch a bus at a bus stop. You should signal to the bus driver with your arm if you want the bus to stop. Most bus stops will have a bus timetable which will give you the bus numbers which stop at that particular bus stop and also the times. When you get on the bus, you "tag on" with your SmartRider.

Press the bell before your stop when you want to get off the bus. Please be careful if you need to cross the road and always cross behind the bus. When you get off, remember to "tag off" or you will pay much more for your journey!

When the sun has set, you can ask the driver to stop you anywhere along your bus route. Do this so you do not have to walk a long distance in the dark.

## Trains

Perth has a wide train network and you can learn how to use this very easily. ECU Student Central has train timetables available for you. You are able to use your SmartRider or you can buy a ticket at the train station.

## Bicycle Riding and Safety

Perth has many cycle/pedestrian paths, allowing easy and safe travel for people riding bicycles, walking or jogging. When riding on a path, keep left and ring your bell before you pass people. You must wear a helmet if you are riding a bike. If you are cycling on the road you must obey the road rules. All bicycles must be in a good condition and have a bell. At night, you must use front and back lights.

## Driving a Car <http://www.transport.wa.gov.au/licensing/20396.asp>

As a visitor to Western Australia you may have an *International Driver's Licence* or *permit* to drive. You can use your international driver's licence, if you have had it translated into English. It must also be in date.

We would strongly recommend that you apply for a *West Australian Driver's Licence* if your insurance policy is not going to cover you for motor vehicle accidents in Australia.

- You must carry your licence or permit with you whilst driving a car.
- All vehicles are driven on the left hand side of the road in Australia.
- All vehicles have the driver's seat on the right hand side of the car.
- The car driver and **ALL** passengers must wear seatbelts.
- Hand-held mobile phones are **NOT** to be used when driving a car.
- If you are thinking of buying a car in Australia, then you may find the following websites helpful: go to <http://www.rac.com.au/> or [www.choice.com.au](http://www.choice.com.au) and search for "used cars". Always ask for advice before buying a car.

### **Riding a Motor Bike**

As a visitor to Western Australia you may have an *International Driver's Licence* or *permit* to ride a motor bike. You can use this if you have had it translated into English and for as long as it is valid. You will also need to check the **class** or **size** of motorbike you are licensed to ride.

We strongly recommend that you apply for a *West Australian Driver's Licence* if your insurance policy is not going to cover you for motor vehicle accidents in Australia.

- You must wear a helmet. This includes passengers.
- You must carry your licence or permit with you.

If you are thinking of buying a motorbike in Australia, then you may find the following websites helpful <http://rac.com.au/car> and [www.choice.com.au](http://www.choice.com.au)

### **Accidents**

If you have a traffic accident in a car, motorbike, or bicycle, you must report it to the Police. You can do this online at <https://www.crashreport.com.au/>  
Make sure you keep a copy of the report.

## ATTENDANCE

**Students are expected to attend ALL lessons!**

### PIBT English Language Centre Timetable

| Monday                                 |               | Tuesday – Friday     |               |
|----------------------------------------|---------------|----------------------|---------------|
| <b>First lesson</b>                    | 8:30 – 10:30  | <b>First lesson</b>  | 8:30 – 10:30  |
| <b>Break</b>                           |               | <b>Break</b>         |               |
| <b>Second lesson</b>                   | 10:50 – 12:30 | <b>Second lesson</b> | 10:50 – 12:30 |
| <b>Classes begin every day at 8:30</b> |               | <b>Break</b>         |               |
|                                        |               | <b>Third lesson</b>  | 1:15 – 2:15   |

**In 2011, Mondays end at 2:15 and Fridays end at 12:30.**

If you are unable to attend class for any reason, you must telephone Reception in Building 10 on 6279 1100 and say that you are not coming to class. If you are absent because of illness, a doctor's certificate should be given to Reception as soon as you return to school. They will take a copy of the doctor's certificate and you must keep your own copy. You must also fill out an "Explained Absence Form" at Reception each time you are absent. Not all reasons will be accepted. **Therefore, make sure you have a good reason for why you were absent from class.**

If you have a Student Visa, good attendance (80% - 100%) is very important. The Director of Studies (or representative) will remind students who have attendance below 90 per cent. If your attendance falls below 85 per cent, you will be warned with a written warning. If your attendance falls below 80 per cent, you will receive a Notice of Intention to Report. **This is very serious.** If you cannot give good reasons for your absences, DIAC (the Australian Immigration Department) will be informed. PIBT must do this by law. **Therefore, attend all lessons.**

### How Attendance is Calculated

| Monday<br>(2 lessons)              | Number of<br>absences | Tuesday – Friday<br>(3 lessons each<br>day) | Number of<br>absences for<br>each day |
|------------------------------------|-----------------------|---------------------------------------------|---------------------------------------|
| You come to all lessons            | 0                     | You come to all lessons                     | 0                                     |
| You miss or are late to one lesson | 0.5                   | You miss or are late to one lesson          | 0.5                                   |
| You miss or are late to 2 lessons  | 1                     | You miss or are late to 2 lessons           | 1                                     |
|                                    |                       | You miss or are late to 2 lessons           | 1                                     |

$$\frac{\text{Total number of absences}}{5 \times \text{Total of weeks you are studying}} \times 100 = \text{Absence percentage}$$

$100 - \text{Absence percentage} = \text{Your attendance percentage}$

# STUDYING AT PIBT ENGLISH CENTRE

## Activities and Excursions

These activities and excursions are planned to introduce you to Perth and its surroundings and are inexpensive. These excursions have been carefully chosen because they will be of benefit to your English development and your understanding of Australian culture. Check PIBT notice-boards for upcoming activities.

## Addresses

It is important that in case of emergency, PIBT can contact you at any time. Please give us your home address, e-mail address and telephone number when you arrive. If you change your details please tell Reception. This is also a condition of a student visa.

## Car Parking

Parking at Mount Lawley campus is not free. A student parking permit can be purchased from the Cashier's office on the campus.

## Smoking on Campus

Following health regulations, you must not smoke inside buildings or in areas designated as "No Smoking". You cannot smoke close to any building exit.

## Having Problems?

Living away from home in a different culture is very exciting. However, if you are feeling ill or are worried, there are many people here on campus you can talk to. Your teachers will be very happy to help you, and if they cannot, they will direct you to people who can. PIBT also has trained and experienced counsellors that are available to help you. Share your problem – do not stay at home worrying!

## Medical Facilities

There is a Student Health Service available on campus. The people there are available to assist you with any health problems. They include nursing, physiotherapy and massage and medical services provided by GP's. GP medical services for local students are directly billed to Medicare; international students are able to claim a refund of medical fees from their OSHC health fund. Check the web for further information and contact details <http://www.ecu.edu.au/student/student-health/>

## Mobile Phones

Turn off mobile phones in classrooms, library and e-lab.

## Personal Information

Please note PIBT must make the personal information we keep about you available to Commonwealth and State agencies if it is required. We must also provide this information to the ESOS Assurance Fund Manager if it is required.

## **Personal Problems**

If you have ANY personal problems that affect your life in Australia or are affecting your study in Australia, you MUST speak to the PIBT Counselor. Go to Reception and ask to speak to the counselor. Any information you give to the counselor will not be told to anyone else if you do not want anyone else to know.

## **Personal Security on Campus and After Hours**

If you are studying on campus and need to walk to the bus stop or to your car in the dark, call ECU Security. There will be a security guard in the E-Lab or, if you cannot find one, the Security Phones next to the exit of every building on the campus will connect you to the Security Guards. Ask them for a "security escort" to the bus stop or to your car.

If you have a serious problem and it is not during study time, but you need to contact PIBT, call ECU Security on 6304 3333. Tell them you are a PIBT student and you need to speak to the counselor.

## **Study Resources**

Go to <http://www.pibt.wa.edu.au/> Under "English Language", click on "Language Resources".

For IELTS practice, go to [www.ieltscentral.com/pibt](http://www.ieltscentral.com/pibt) See PIBT Reception for details.

For a Navitas English Test (NET) sample, ask Reception for information.

For an English Proficiency Test (EPT) sample, ask Reception for information.

### **Remember the 3 Main Rules at PIBT English Language Centre**

1. Attend classes on time. If you do not attend or are late, you will be marked absent. Get a medical certificate from a doctor if you are sick.
2. Turn off your mobile phone. You do not need a phone in the classroom. If you need a dictionary, a paper-based dictionary is better.
3. Speak only English. Students have paid to come to an English-speaking environment. Speaking a language that is not English does not help anyone.

## REMEMBER

**A positive attitude helps a great deal in language learning.**

### Good Language Learners

**Good language learners find a style of learning that suits them:** When they are in a learning situation that they do not like, they are able to adapt it to their personal needs. They believe they can learn something, whatever the situation. They also know how they prefer to learn and choose learning situations that are suited to their way of learning.

**Good language learners are actively involved in the language learning process:** Besides regular language classes, they plan activities that give them a chance to use and learn the language. They know practice is important. Sometimes they choose activities that help them with their special needs. They also often do things they do not usually do to gain more information about the second language.

**Good language learners try to figure out how the language works:** They pay attention to pronunciation, grammar and vocabulary. They develop good techniques for improving their pronunciation, learning grammar and vocabulary.

**Good language learners know that language is used to communicate:** They have good techniques to practise listening, speaking, reading and writing. In the early stages of their language learning they do not worry about making mistakes. They speak and try to be fluent.

**Good learners are like good detectives:** They are always looking for clues that will help them understand how the language works. They make guesses and ask people to correct their mistakes. They keep a record of what they have learnt and think about them.

**Good language learners learn to THINK in the language.**

**Good language learners know that language learning is not easy.**

**Good language learners trust the professional judgment of their teachers.**

## Grievance Procedures for Students

- The PIBT English language centre is committed to promoting communication and building positive relationships with its students.
- It is also committed to creating an environment in which all staff performs their duties with efficiency, fairness, integrity and due care, where students are able to positively benefit from this environment in order to be successful in their respective course of study.
- Under the Australian Government *Anti-Discrimination Act*, the PIBT English language centre also prohibits any unlawful behaviour towards others. This includes discrimination, vilification or harassment in any form.
- Where matters of concern arise between agents, staff and students, the PIBT English language centre is committed to providing mechanisms for resolving these matters quickly and fairly. We respect confidentiality and work for the best possible outcome.
- Grievance Procedures for Students aim to ensure that matters of concern are addressed and resolved at the simplest possible level.
- Grievance may flow from any aspect of a student's educational experience at the PIBT English language centre which they believe to be unfair, unjust or unreasonable.
- All students are entitled to equal access to resolve their grievance.

### If you have a problem

Speak to your **Class Teacher** about a classroom or course matter.

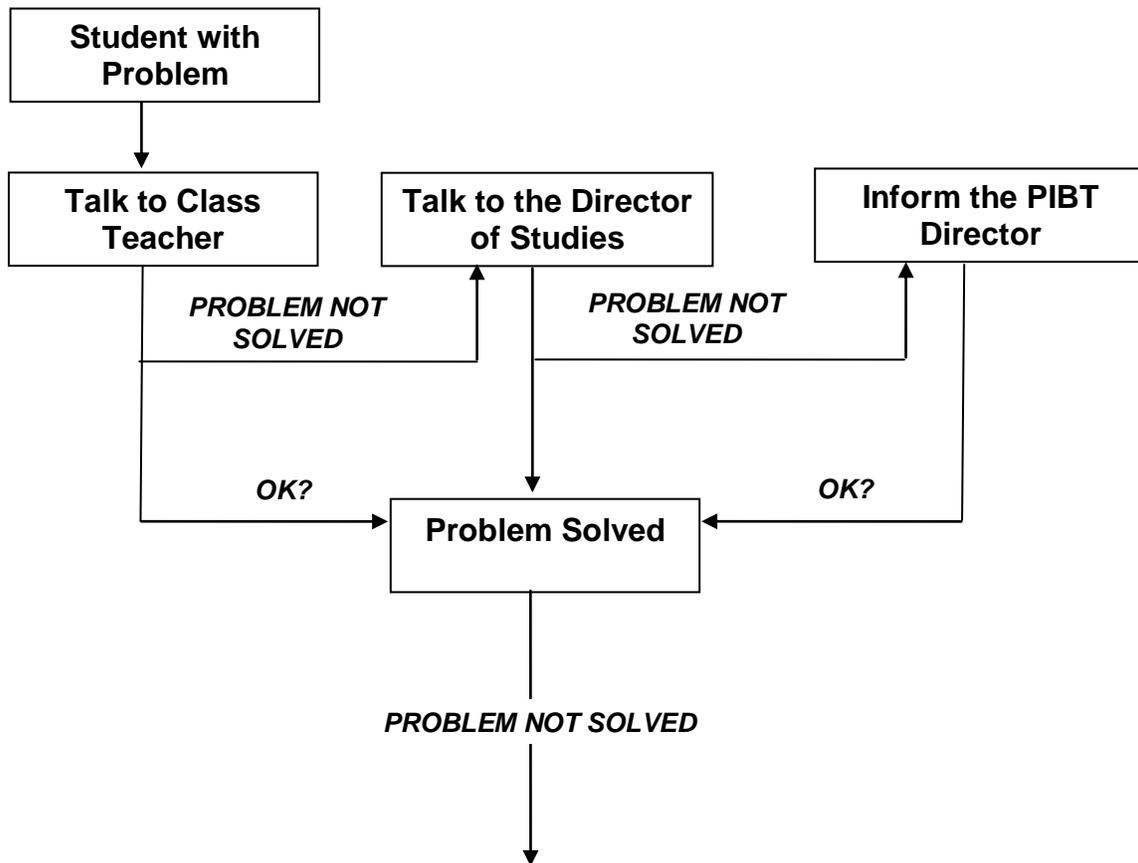
If the matter is not resolved, speak to the **Director of Studies**.

Speak to the staff at **Reception** to discuss grievances concerning enrolment, course changes, agents, homestay, social welfare or other problems.

Problems are usually effectively resolved with the help of the people above, however if you are still not satisfied with the outcome, then you are entitled to further assistance, by appointment with the **Director of PIBT**. If your problem is not solved, you can go to the **Conciliator** who is attached to the **Department of Education Services**. The conciliator works for the protection of international students.

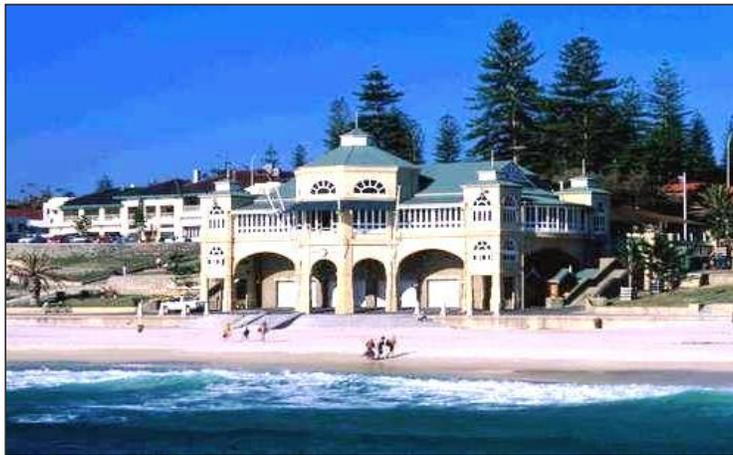
## Grievances & Complaints – Need any help?

**You can ask another person to represent you if you have a grievance.**



| <b>Contact:</b>                                                                                                                                                                                                      |                                                                                                                                                                                                                                                             |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p style="text-align: center;"><b>PERSONAL PROBLEMS</b></p> <p><b>PIBT Welfare Counselor</b><br/> <b>Ms Maria-Elena Johnston</b><br/> <b>Tel: 6279 1100</b><br/> <b>(Make an appointment at PIBT Reception.)</b></p> | <p style="text-align: center;"><b>OTHER PROBLEMS</b></p> <p><b>The Conciliator, Anne Duncan</b><br/> <b>Ministry of Education</b><br/> <b>Tel: 9441 1900</b><br/> <b>(They can find someone to help you explain your problem in your own language.)</b></p> |

# Staying Safe In Perth



Perth is a relatively safe city, but as every other place in the world you must be sensible!

## Safety Tips

- **Lock Up-** Keep your house and car secure and your valuables out of sight. Leave your passport at home if possible.
- **Money-** Do not carry large amounts of money; only what you need each day. Make sure you have enough money to buy food, water and pay for a taxi or bus ride home.
- **Stranger Danger-** If you are nightclubbing, do not take drinks from strangers. Use your driving licence rather than your passport for identification if you have one. Stay with your friends and share a taxi home. Carry a mobile phone if possible.

## Useful Contact Numbers

|                            |           |
|----------------------------|-----------|
| Ambulance/Police/Fire      | 000       |
| Your local police station  | 13 14 44  |
| Alcohol & Drug Information | 9442 5000 |
| Poisons Information        | 13 11 26  |
| Department of Immigration  | 13 18 81  |
| Swan Taxi service          | 13 13 30  |

## Hospitals

|                       |           |
|-----------------------|-----------|
| Royal Perth Hospital  | 9224 2244 |
| Fremantle Hospital    | 9431 3333 |
| Joondalup Hospital    | 9400 9400 |
| Perth Dental Hospital | 9220 5777 |

## Pharmacies (7 days a week)

### Amcal Pharmacy

Shop 54, Upper Level Forrest Chase, Perth

Ph: 9221 1691

### Beaufort St Pharmacy (24 hours)

647 Beaufort Street, Mt Lawley

Ph: 9328 7775

### Northbridge Chemist

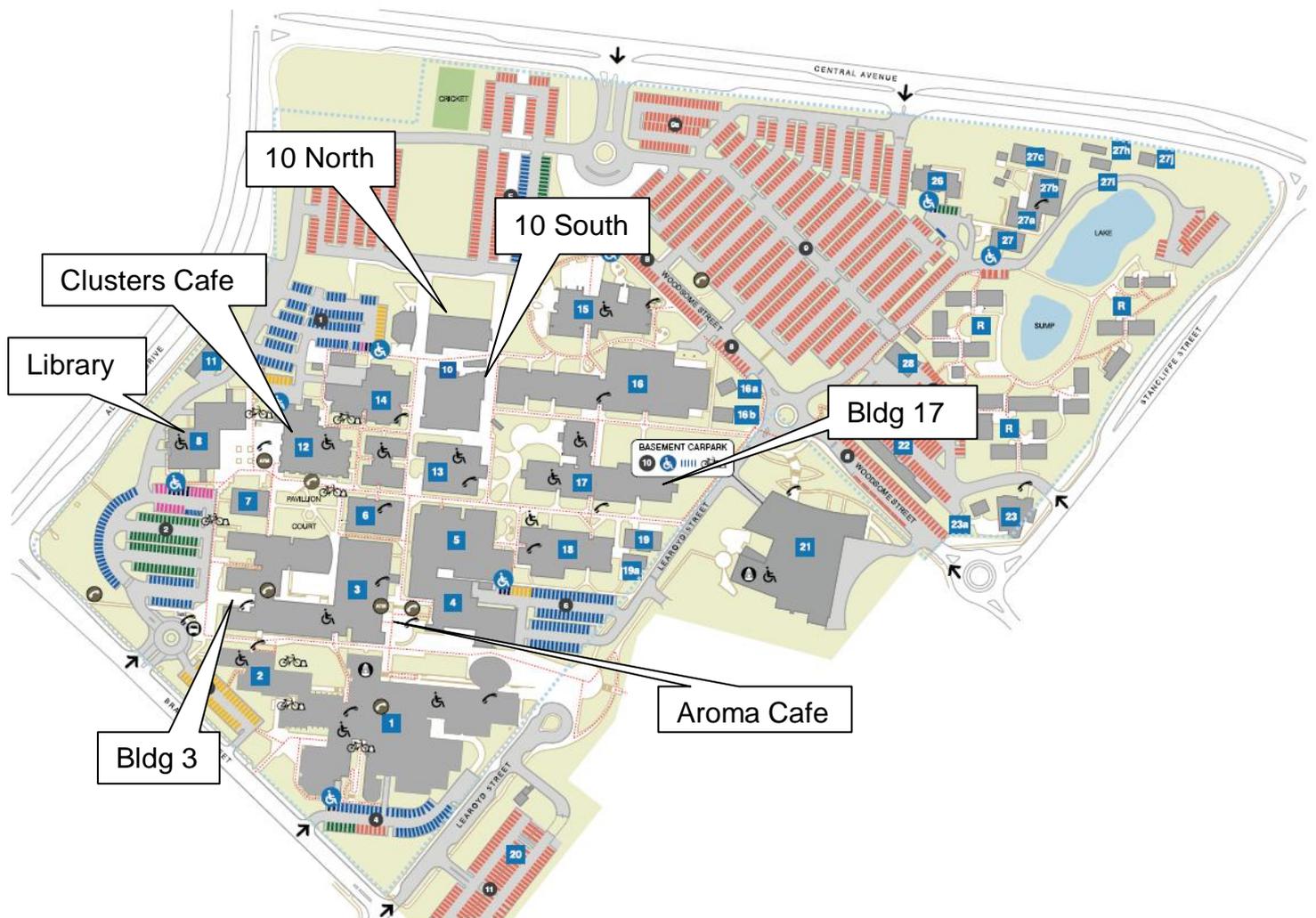
Corner of James & William Streets

Ph: 9328 7885

## PIBT Numbers

|                    |          |
|--------------------|----------|
| ECU Security       | 63043333 |
| PIBT Reception     | 62791156 |
| Student Counsellor | 62791114 |

# Campus Map: ECU Mt Lawley



| Building | Facilities                                          |
|----------|-----------------------------------------------------|
| 3        | Classrooms, Aroma Café, Student Central             |
| 8        | Library, Bookshop, Medical Centre                   |
| 10 North | Classrooms                                          |
| 10 South | PIBT Reception, E-Lab, Computer teaching labs, OSHC |
| 12       | Clusters Cafe                                       |
| 17       | Classrooms                                          |
| 21       | Gymnasium / Sports and Fitness Club                 |

| Service                             | Buildings                               |
|-------------------------------------|-----------------------------------------|
| Food                                | 3, 10 & 12                              |
| Books and stationery                | 8                                       |
| Classrooms                          | 10 North, 10 South, 3, 17*              |
| Computer labs                       | 10 South                                |
| Computer Lab Access Card            | 3 (Student Central)**                   |
| Parking Permits                     | 8 (Bookshop), 3 (Student Central)       |
| Information, Counselor, IELTS       | 10 South (PIBT Reception)               |
| Doctors                             | Building 8                              |
| Health Insurance (OSHC) Information | Building 10 South 2 <sup>nd</sup> Floor |
| Gym membership                      | 21                                      |

- \*During exam weeks, classrooms will change to other buildings. Listen to your teacher's directions about classroom changes.
- \*\* Computer Lab Access Card allows you to enter the E-Lab at night and early morning. Pay \$25 at Cashier in Student Central. You will get your \$25 back when you finish studying at PIBT and return your access card.