Arrival guide
GIVING YOU A HEAD START IN SYDNEY
Welcome

to Australia!

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Disclaimer: Information given in this publication is correct at June 2014 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.
HOW DO I WITHDRAW AND EXCHANGE MY MONEY FOR AUSTRALIAN DOLLARS?

Sydney International Airport
- Australian currency can be withdrawn from ATMs located before and after Customs.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.

You can withdraw Australian dollars from ATMs on Macquarie University Campus (a National Australia Bank branch) or ATMs at the Macquarie Shopping centre located across from the University on Herring Road.

During business hours banks facilitate:
- exchange of currencies
- cashing of travellers cheques: take your passport 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.
- 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 MacShop (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 – they should 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 – they should 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 booked accommodation:
- Contact the Macquarie University Accommodation Service  
  accommodation.mq.edu.au
- To find temporary accommodation visit  
  accommodation.mq.edu.au/temporary-accommodation

**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  
  mq.edu.au/about_us/strategy_and-initiatives/sustainability/areas_of_focus/transport/
- For any queries related to public transport visit 131500.com.au or call 131500
- Taxis are also available for travelling but can be an expensive mode of transport

*Note: Australian Government Sponsored students and students involved in formal University exchange programs are entitled to a student travel concession. The NSW Government has announced public transport fare discounts for international students who purchase either a Multi2 or Multi3 travel ticket, over a 90 day or yearly period. The discounted Multi tickets will come into effect during 2013 and apply to set periods of duration, which are aligned with the University calendar. Conditions apply refer to mq.edu.au/future_students/international/why_choose_macquarie/studying_in_sydney_australia/transport_in_sydney for further information.*

**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 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 BOOK AN AIRPORT RECEPTION?**

The University offers a free airport pick up service for all new international students. To book, visit  
mq.edu.au/future_students/international/travel_planning_and_arrival/airport_pickup_request/

**HOW DO I SET UP A MOBILE PHONE?**

You can choose 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) ‘Going mobile – which plan is right for you?’ fact sheet. Visit acma.gov.au
WHEN CAN I SET UP MY OFFICIAL MACQUARIE UNIVERSITY EMAIL ACCOUNT?
New international students will be able to set up their official Macquarie University email account during enrolment.
The first time log in process can be found at mypassword.mq.edu.au/
If you experience difficulties, please contact the Help Desk: mq.edu.au/about_us/offices_and_units/informatics/help/

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.

On campus
Post orientation
- Wi-Fi is available on most parts of the campus. However you’ll need to be enrolled in order to access this service. There are several computer labs on campus that are monitored by campus security. To access the computer lab you’ll need to show your campus card.

HOW DO I GET 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.
- Your 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 9am – 4pm and Friday 9am – 5pm
Saturday and Sunday
Closed (some banks open Saturday mornings)

HOW DO I GET MY OSHC (OVERSEAS STUDENT HEALTH COVER)?
Your 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 and are waiting for your card, print your temporary OSHC from oshcallianzassistance.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.
- If you have organised your OSHC with a different provider, log on to the web page of your service provider.
- If you are unable to print the OSHC card online then you will be required to pay upfront fees for any medical consultation. Request a receipt at the time you pay for the medical services then lodge a claim with your OSHC provider.

WHO DO I CONTACT IN AN EMERGENCY?
- For the police, ambulance or the fire brigade dial 000
- If you are feeling unsafe on campus call (02) 9850 9999
- For health and wellbeing support at any time call 1800 227 367

WHERE CAN I RECEIVE MEDICAL TREATMENT IF I AM SICK?

On campus
- Medical service is available at the Macquarie University Clinic located on Level 3, Suite 305, Building F10A.
- Book an appointment by calling (02) 9812 3944 or 9812 3906.
- Show your student ID card as well as your OSHC card to the medical reception desk upon arrival at the Medical Centre.

Off campus
- See a doctor (known as GP or General Practitioner in Australia) at a medical centre. Do an online search using key words 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 of the Macquarie Centre.
- It is recommended that you make an appointment to see a GP.
Orientation and enrolment steps

Step 1
International orientation presentation

Full degree international students

For information related to the date and time of your orientation presentation visit: mq.edu.au/future_students/international/arrival/orientation_and_enrolment/

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: mq.edu.au/future_students/international/travel_planning_and_arrival/orientation_and_enrolment/

Step 2
Where do I go

Refer to the campus map on page 16 and the Transport Access Guide mq.edu.au/about_us/strategy_and_initiatives/sustainability/areas_of_focus/transport/

Step 3
Enrolment information

Full degree international students

Visit 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.

Full degree undergraduate students: for online enrolment day registration visit secure.mq.edu.au/enrolment/register. 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

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.php#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 mq.edu.au/on_campus/get_involved/
- Join our facebook group iClub-Macquarie International Social Club
You can use a bank account as one of the forms of identification to get a new mobile sim when you arrive. So it’s important to open a bank account here, as it will be essential for all your future transactions during your stay.

International students are now eligible for student transport discounts, which may make it more affordable for you to travel to Uni and around Sydney.

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

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.

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

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.

“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? Make sure that you update your address details anytime you move houses.”

“Amy time you have questions regarding your visa conditions, adding or withdrawing from units or you require referrals for other departments speak to your Student Advocacy and Support Officer.”

“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.”

“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

On arrival
- Call home – let your friends and family know that you have arrived safely.
- To avoid jet lag, try to stay awake until 8pm on your first night.

First two days in Sydney
- Read through the Transport Access Guide for your travel route to the University.
- If you have any questions call Student Advocacy and Support on (02) 9850 7497 and after hours call the hotline number 1800 227 367.
- Open a bank account.
- Save all the key contacts to your mobile phone.
- To avoid jet lag, try to stay awake until 8pm on your first night.
- Call home – let your friends and family know that you have arrived safely.

Full degree students: things to do before orientation
- Find out the venue and time for your international orientation presentation. Visit mq.edu.au/future_students/international/travel_planning_and_arrival/orientation_and_enrolment/
- To get an overview of the unit outline of your program view www.student.mq.edu.au/enrol/new/advice.php
- Undergraduate students: find out specific details about the structure of your course visit www.student.mq.edu.au/on_campus/get_involved
- 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
- Find out about the networking opportunities, social events and activities held during orientation week. Visit mq.edu.au/on_campus/get_involved

Contact information

ON CAMPUS

Student Advocacy and Support
Level 2, Lincoln Building CBA
Opening hours
Monday – Friday 9am–5pm
(02) 9850 7497
ask.mq.edu.au
students.mq.edu.au/sass

Study Abroad and Exchange
Level 1, Campus Hub Building (C10A)
(02) 9850 6325
international.mq.edu.au/studyabroad

Accommodation Service
Level 1, Campus Hub Building (C10A)
(02) 9850 7965
1800 227 367 (after hours)
housing@mq.edu.au
accommodation.mq.edu.au

Student Connect
Level 2, MUSE, Building C7A
(02) 9850 6410
ask.mq.edu.au

Macquarie International
Level 1, E3A
Opening hours
Monday – Friday 8.30am–5.30pm
(02) 9850 7346 or 1800 181 828
international.mq.edu.au

Mentors@Macquarie
Level 2, C3C Library
Opening hours
Monday – Friday 9am–5pm
(02) 9850 4366
ask.mq.edu.au

Security
Also lost property – operates 24 hours/7 days a week
(02) 9850 9999
ofm.mq.edu.au/security.htm

IT Help
Ground floor, CSC, Room 244
(02) 9850 4337 or 1800 674 357
help@mq.edu.au
help.mq.edu.au

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
mq.edu.au/wellbeing

Counselling Service
Level 2, Lincoln Building, CBA
(02) 9850 7497
counselling@mq.edu.au
mq.edu.au/wellbeing

Disability Service
Level 2, Lincoln Building, CBA
(02) 9850 7497
campuswellbeing@mq.edu.au
mq.edu.au/disability

Child Care Services
carespace.mq.edu.au/children-at-macquarie

mShop
OSHC Worldcare
level 1, Building E3A
(02) 9850 6760
international.mq.edu.au/mishop

Welfare Service
Level 2, Lincoln Building (CBA)
(02) 9850 7497
campuswellbeing@mq.edu.au
mq.edu.au/wellbeing

National Australia Bank
(Macquarie University Branch)
Building C10A
nab.com.au

Emergency number for Police, Fire, Ambulance
000

Business and Economics:
Room 106, Building E48
Opening hours
Monday – Friday 9am–5pm
(02) 9850 1050
ask.mq.edu.au

Faculty of Arts
Level 1 M, Building W6
ask.mq.edu.au

OFF CAMPUS

Department of Immigration and Border Protection
26–30 Lee Street
(located near Central Station)
131 881
immig.gov.au

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
macquariecentre.com.au

Medical Service (Doctor)
Macquarie Medical Centre
at Macquarie Centre
(02) 9878 6666

Roads and Traffic Authority (RTA)
Road rules and safety
(02) 132 213
rtà.nsw.gov.au

Transport
For bus, train, ferry routes and fares, passes and maps
131 500
131500.com.au