Study Abroad and Exchange
Student Survival Guide
Semester 1, 2011
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Disclaimer: Information given in this publication is correct at the time of printing (January 2011) but is subject to change without notice.
The University has the right to alter the content or impose terms and conditions in relation to a program at any time.
Welcome to Macquarie University

Congratulations on your decision to study at Macquarie!

We hope your experience here will be rewarding, both personally and academically, and you will return to your home country with many happy memories of your time here.

The decision to study overseas is an important one and our aim is to ensure your decision to come to Australia was the right one. We will help you make the most of this exciting time.

Now that you are here in Sydney you might be feeling excited and anxious about your new life, as well as a little sad about leaving family and friends behind.

On top of this, there is the challenge of living in a different country with a different culture, getting used to new sounds, sights, food, accents and words, and making new friends.

“Culture shock” is a term often used to describe the range of feelings you experience as you adjust to a new country and a new culture. Feeling homesick, having trouble sleeping, an upset stomach, feeling impatient, angry, or just plain tired are all common symptoms of culture shock.

As you become more adjusted to the Australian way of life, these feelings will decrease or disappear.

In fact, the time will come when you stop feeling like a visitor, and think of Australia as your “home away from home”, and Macquarie University as your university.

If you require assistance in contacting your home university for academic purposes, please contact one of the advisers in the Exchange and Study Abroad Office (Campus Hub building) as they will be able to send faxes on your behalf.

Where can you find us?

Exchange and Study Abroad Office
(next to STA Travel in the Campus Hub building)

The Exchange and Study Abroad Office is located in the Campus Hub building and is open for Study Abroad and Exchange students throughout the semester (no appointment needed).

Campus Hub building, C10A (see the map on page 20)
Monday – Thursday 10am – 4pm
☎ (02) 9850 6325

Macquarie International

If you need to contact a Student Adviser and the Exchange and Study Abroad Office is closed, feel free to drop by the front desk of Macquarie International:

Level 1, Building E3A (see the map on page 20)
Monday – Thursday 9am - 5pm
Friday 9am - 3pm
☎ (02) 9850 6320

Exchange and study abroad student
Emergency contact
1800 227 367 (1800 CARE MQ)

Police, ambulance and fire
Emergency contact
000
Meet the team

Amy Ryan
Inbound Programs Manager
amy.ryan@mq.edu.au
📞 (02) 9850 6397

Alicia Fang
Education Abroad Adviser
alicia.fang@mq.edu.au
📞 (02) 9850 6949

Matthew Louie
Education Abroad Adviser
matthew.louie@mq.edu.au
📞 (02) 9850 6453
Important study information

Study load

The average full-time study load for one semester in an undergraduate program is 12 credit points; this is most likely to be 4 units of 3 credit points but may be different depending on the area of study and the level. Undergraduate students can enrol in a minimum of 9 credit points and a maximum of 14 credit points.

Postgraduate students can take between 12 and 16 credit points, where 14 credit points is the average study load. Units are generally worth 4 credit points each.

Calculating your work load

Notionally 1 credit point per semester is calculated at about 3 hours of work per week, i.e. a 3 credit point unit would require 9 hours per week, which includes attendance in class, private study in the library or at home, research, etc. Remember there are likely to be times when your workload is heavier, for example, when assignments are due.

Differences in the classroom

Previous students have noted that in Australia, students are expected to do more private or independent study than is expected by their home institutions. Also, some students have commented that the deadline to add and drop courses (units) is much earlier than what they are used to. Please keep these differences in mind.

Unit levels

Generally undergraduate students should only enrol in 100 or 200 level units. Only students who are enrolled in the final year at their home university can try enrolling in 300 level units but they must show that they have met the prerequisites. An Australian Bachelor’s degree is generally a three-year degree. Therefore our 300 level units are generally equivalent to US students’ 400 level units.

Postgraduate students who have completed the equivalent of a Macquarie undergraduate degree are able to take 800 and 900 units provided that they have a relevant academic background in their home country and have completed appropriate foundational studies.

Continuous assessment

Australian universities have what we call “continuous assessment”, but it is not necessarily what international students would call continuous assessment. Most units here do not have weekly class tests, and it can be difficult to tell how you are faring.

Most units have major assignments due in the last weeks of semester, and these are often heavily weighted as a proportion of the final grade. Some units require you to complete essays of about 3,000 words. If you have not written an essay of this length before, please make sure you discuss the assignment with your tutor or lecturer, to find out exactly what is required.

If you are facing any difficulties, please mention them to your tutor or lecturer. You will find that most of them are very helpful and approachable.
Tutorials

In most instances these are not like tutorials in many other institutions. You may find what we call tutorials are more like what you would call seminars, i.e. groups of 15 or more students who meet once a week with a tutor or lecturer and discuss a prepared pre-set topic.

In most Humanities units, students are asked to choose from a range of topics, and may be asked to lead a discussion, often from a prepared essay/paper/notes, which may later be used as the basis of a more lengthy paper that needs to be submitted for assessment.

Assignments

There are very few optional assignments: most work set (essays, papers, etc.) is compulsory and you may lose marks if a piece of work is late. It is your responsibility to make sure that your work is handed in on time. If you need an extension, request it before an assignment is due, explaining your reasons.

Examinations

The upcoming final examination period is 6 June to 24 June 2011. The examination timetable changes each year. The final examination timetable will not be available until the ninth or tenth week of semester.

Support

For any academically-related problems, in the first instance contact academic staff in the relevant classes. If a problem persists, please do not hesitate to contact us. We are here to help you study effectively and ensure you enjoy your time with us at Macquarie University.

Important information:

In many units, attendance in tutorials is compulsory, and names are recorded. If your attendance is poor, you may be failed in a unit even if you have handed in work that has received high marks.

Do not make plans to return home or travel before 25 June until the final examination timetable has been released. If you have already made return bookings for an earlier date, please change them now.

The only exception for not sitting an examination at the designated time is because of illness or unavoidable disruption. In this case you may apply for special consideration and a supplementary examination may be granted, but it will be timetabled after the main exams are over. No allowances will be made for students who wish to return home before the examination period is over, i.e. before 25 June.

Staff at Macquarie University like to help students as much as possible, so please do not put them in the difficult position of having to refuse your request for an early exam.

It is your responsibility to make sure that your home institution approves and will credit the units you have chosen to study here at Macquarie University.
Changing units

If you need to add or drop a unit, you should submit a green “Study Abroad and Exchange Add/Drop Form” to the Exchange and Study Abroad Office (Campus Hub building).

It is your responsibility to ensure that all changes are officially recorded. You must do this by collecting a new Enrolment Registration Advice (ERA) from the Exchange and Study Abroad Office **two days** after you lodge the Add/Drop Form. Alternatively, you can email yourself a new ERA through eStudent for your own reference (instructions for logging on can be found on the next page).

For undergraduate students

Procedures to **add** units

1. **Must be completed before Friday 25 February 2011 (end of Week 1).**
2. Obtain the green Add/Drop Form from the Exchange and Study Abroad Office (Campus Hub building).
3. Make sure that you have a copy of your most current transcripts with you.
4. Obtain the necessary signature from the preclusion officer at your Department. The preclusion officer name and location is listed in the Exchange and Study Abroad Office.
5. Return the form to the Exchange and Study Abroad Office.
6. After two working days, log onto eStudent and check to see if your timetable has been updated (instructions for logging on can be found on the next page). If so, print a revised Enrolment and Registration Advice (ERA) from eStudent, or obtain a revised ERA from the Exchange and Study Abroad Office.

   **Note:** Students are responsible for ensuring that the adding or dropping of courses has been successfully recorded.

Procedures to **drop** units

1. **Must be completed before 4 March 2011 (end of Week 2).**
2. Obtain the green Add/Drop Form from the Exchange and Study Abroad Office (Campus Hub building).
3. Make sure that you fill in the section for dropping units.
4. Return the form to the Exchange and Study Abroad Office, making sure you will still be enrolled in at least 9 credit points **after** dropping the unit.
5. After two working days, log onto eStudent and check to see if your timetable has been updated. **If you do not check to see if your program has been changed properly, you run the risk of failing a unit you thought you had dropped.** If so, print a revised Enrolment and Registration Advice (ERA) from eStudent, or obtain a revised ERA from the Exchange and Study Abroad Office.

For postgraduate students

Postgraduate students have different requirements, and must check with their Education Abroad Adviser before adding or dropping classes.

**Important**

If you only need to change your class time, and you do not need to add or drop a unit, you do not need to fill in a green form. To change your class time you need to log on to eStudent and follow the instructions on how to change your tutorial/lecture time.
The eStudent facility was developed to give students a central source of information. To login to eStudent, please visit https://student1.mq.edu.au

Login
- Type in your student ID number. This is the 8 digit number printed on your student ID card.
- Your initial password is your date of birth. You will have to change this the first time you log on. Type your date of birth in this format: ddmmyyyy.
- If you were born 19 September 1984, you will enter 19091984.
- Click LOGIN.
- Follow the steps to create a new password that you will remember.

Click the My Details menu to expand and update the following information
- Personal Details
- Contact Details
- Disability/health Condition Details
- Change Password

Results
At the end of the semester you can check your grades by clicking on “View your Results”

Logout
Click on the Logout button to exit this page (top right hand corner). This safeguards your private information.
Update your address
Click on “My Details”. You will need to update the following sections:

- Contact Details
- Disability/Health Condition Details

*Note: Failing to provide your Australian address is a breach of your visa condition.*

Register in lectures and tutorials

1. Click on “My Classes”

2. Select “Register in Classes”; you should be able to see a list of the units that you are enrolled in.

*Note: If the status of a unit is “Planned”, you are NOT enrolled in this unit.*

3. To register in your classes, select the unit or units that you would like to be registered in and click “Choose Classes for the Selected Units”.

4. Follow the instructions on the “My Timetable” page to register in your lectures/tutorials.

5. If the hour glass for each unit has a full (blue) hour glass, then you are completely registered in all the classes for that unit. If the hour glass is fully or partially white, you are not registered in all the classes for that unit.

6. Once you have completed registration for all the units you have been enrolled in, click “View Timetable” and select “View my Timetable”. This will display your weekly schedule.

Print official Enrolment and Registration Advice (ERA)

1. Click on “Check Unit Enrolment and Print Timetable”, then select “View my Enrolment Advice”.

2. Check that the information displaying is correct. If so, click on “Email my Enrolment Advice”. If not, see the advisers in the Exchange and Study Abroad Office (in the Campus Hub building).

*Note: You cannot add or drop a unit using eStudent.*

Your schedule is your responsibility. Please make sure that your enrolment is correct.
myMQ, the Student Portal, provides a gateway to information for current students. myMQ has been designed to bring all student resources to one location.

The Portal contains links to:

- Student Email and Calendar
- Online Learning @ MQ
- Library catalogue and reserve systems
- eStudent
- Unit home pages
- Many other student and university resources

Click on the “Student Portal” link on the Macquarie homepage:

www.mq.edu.au

*Note: You should check your student email account every week. The university sends important information about your enrolment and your visa to your student email account.*

Click on “First Time Log In Process” and it will guide you through logging-in

Click on the “Student Communications” tab to access your student email account

You can also access eStudent from myMQ
Study tools

Individual Study Skills Consultations

The Study Skills Advisers conduct both individual and small group consultations. Academic support can be given on assignment writing, examination preparation, time management, and many other study concerns.

☎ (02) 9850 7338
✉ studyskillssupport@mq.edu.au

Writing Gateway

The Macquarie Gateway to Academic Literacy website provides online writing support. It covers topics such as academic writing, assignment expectations, referencing, time management, and writing anxiety.

There are also step-by-step tutorials in writing your paper, from analysing the question to editing and proofreading; and sample essays and reports with marker feedback and tutor comments.

☞ http://writinggateway.mq.edu.au

Numeracy Centre

The Numeracy Centre aims to improve undergraduate and postgraduate students’ access to mathematics and numeracy-based courses, such as statistics, and to improve completion rates of mathematics and numeracy-based courses.

The Numeracy Centre offers a number of services including a free drop-in service and weekly workshops.

☞ www.maths.mq.edu.au/numeracy

Library

The Library of Macquarie University is on the move from the current location, close to the Macquarie Theatre, to C3C between February and July 2011. Orientation of both libraries will be conducted for students at the beginning of semester 1, 2011. During this process, you still have access to over a million items (such as books, videotapes, films electronic journals and maps) as well as computer access to the Internet, study space and photocopying facilities. Online and face-to-face training is available in the use of the Library catalogue, how to find information and how to use information technology.

☞ www.lib.mq.edu.au

Important

It is extremely important that you use the correct referencing format, or you could be penalised for plagiarism, and potentially fail the assessment and the unit! If in doubt, consult the Writing Gateway. For more information about referencing, visit

☞ www.library.mq.edu.au/research/referencing.html
**Writing Skills Program**

The Writing Skills Program is aimed at helping undergraduate students with developing academic writing skills. They offer excellent courses and we highly recommend that students take advantage of these programs. Postgraduate students are also welcome to enquire and will be accommodated where possible.

Services are free and include an introductory essay writing seminar, short courses in writing skills, and a writing skills advisory service. The times of classes and enrolment lists for each course will be posted on the Linguistics notice board C5A level 5 (phone: 9850 8740). You can enrol by writing your name on the relevant list.

[www.ling.mq.edu.au/support/writing_skills/brochure.htm](http://www.ling.mq.edu.au/support/writing_skills/brochure.htm)

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**Conversation Groups**

These groups are designed for international students to practise their spoken English. It's a very social, fun and relaxed setting where everyone is encouraged to talk about a wide range of topics. Come and join us, no need to sign up, bring your lunch! You can attend one session per week, or four – it’s up to you.

Time: 1pm - 2pm, Monday to Thursday (Starting in week 2)
Place: E4A 323

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**Study Skills Workshops**

Study skills workshops are run by the Study Skills Advisers in the Dean of Students Office. As well as workshops for all Macquarie students, there are workshops especially designed for international students in making quick and successful adjustments to their studies at Macquarie University. For the topics and registration, please visit:

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

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**Online Study Support**

Academic and study support is now offered online. The new Study Skills Support homepage houses a great variety of online learning resources – from writing assignments to referencing and even preparing for presentations.

For more enquiries, please write to:

studykillssupport@mq.edu.au

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

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**Reading Skills**

The Online Effective Academic Reading Program has tips on browsing, skimming and summarising articles.

[http://online.mq.edu.au/pub/UCHSTIME/effect](http://online.mq.edu.au/pub/UCHSTIME/effect)

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[www.ling.mq.edu.au/support/writing_skills/brochure.htm](http://www.ling.mq.edu.au/support/writing_skills/brochure.htm)
Internships@Macquarie offers Exchange and Study Abroad students the opportunity to undertake internships during their time at Macquarie University.

Internships are taken for academic credit, with 3 or 6 Macquarie credit points awarded upon successful completion of the internship program. Students commit to 10 or 20 hours per week, working on a specific project or set of tasks outlined by their host organisation.

In addition to work-based learning, students are provided with a number of training sessions covering everything from business communication skills and cross cultural awareness to making the most of your internship.

The internship program also has an academic component – with students completing online tasks, and submitting an end of semester report.

Past internship industry areas have included marine science, business administration, finance and accounting, marketing, journalism, event management, human resources, psychology, export and trade, and science.

Note: To be eligible to participate in the Internship program you must have a GPA of at least 3.0. If you meet this requirement and are interested please contact the internships team as soon as possible.

Contact

Email: internships@mq.edu.au  
☎ (02) 9850 6933  
🌐 www.mq.edu.au/international/internships
Macquarie's Global Leadership Program (GLP) invites you to build your international knowledge and professional skills during your study abroad experience through the Global Leadership Certificate. This certificate is designed specifically for Study Abroad and Exchange students and is free.

What do I need to do?
Attend 10 three-hour colloquia (workshops) over the semester or year you are here at Macquarie. Topics include Leadership, Cross Cultural Understanding, Business Etiquette, Aboriginal Australians, Terrorism and Counter-Terrorism, Effective Writing, Career Mapping, International Law and many more.

What do I get?
Students who successfully complete 10 colloquia will receive a certificate, reference letters and a GLP transcript detailing each of the colloquia attended.

How do I get involved?
To learn more about the Certificate, or to apply visit: www.international.mq.edu.au/GLP

Please fill out the online application.
Getting set up

Setting up a bank account

You can choose to open an account in any Bank, Credit Union or Building Society in Australia. Many banks have “Student Accounts” which contain no or minimal fees for transactions. You will also require a student ID card to prove you are a student and should have access to the benefits offered by such an account.

To open a bank account in Australia you must show several pieces of personal identification which add up to 100 points of identification to establish your identity to the bank.

You can use the following documents:

- Passport
- Student Card
- Tax File Number

To assist you in opening a bank account and to choose a bank account that best suits your needs, go to the Australian Bankers’ Association website at:

www.bankers.asn.au/smarter-banking/default.html

For a comparison of Australian bank accounts visit:

www.canstar.com.au
or www.infochoice.com.au

Getting a Tax File Number (TFN)

You must have a TFN to be able to work in Australia. A TFN is your unique reference number in our tax system. When you start work, your employer will ask you to complete a TFN declaration form. If you don’t provide a TFN you’ll be taxed at the highest income tax rate, which will mean more tax will be taken out of your salary.

You can apply for your TFN online at:

www.ato.gov.au

13 28 61 8am to 6pm Monday to Friday.

For the ATO translating and interpreting service phone:

13 14 50

Mobile / Cell phones

There’s a wide range of companies providing mobile phone plans. Before buying a mobile phone or signing a contract read consumer information on the NSW Fair Trading website at:

www.fairtrading.nsw.gov.au/Consumers/Buying_services/Telecommunications/MobilePhones.html

Note: For a comparison of mobile phone plans in Australia search “mobile phone plans Australia” on the web.

Computer and Internet Access

Like mobile phone options, there is a wide range of internet services available on the Australian market. Before signing up with an Internet Service Provider read the relevant consumer information on the NSW Fair Trading website at:

www.fairtrading.nsw.gov.au/Consumers/Buying_services/Telecommunications.html#Internet_Service_Provider_ISP

Note: For a comparison of internet providers in Australia search “internet plans Australia” on the web.
Public transport

Buses

Buses will get you almost anywhere in Sydney.

On-campus, bus stands are located along Macquarie Drive and University Avenue. There is also a major bus stand located at the Herring Road entrance to the Macquarie Shopping Centre.

- How to get to the City centre

Bus numbers 292, 294, 290 or 288 from Macquarie Drive (outside E3A Building) or Macquarie Centre. The last stop will bring you to the corner of York and Market Street (across the road from the Queen Victoria Building – a large shopping centre).

- Back to the University

Get on a 292, 294, 290 or 288 from York Street (just outside the Queen Victoria Building) at Stand C. Buses at night run less regularly so if you’re planning a late night, check to see what time your bus leaves.

- Travel pass

A single bus trip from Macquarie to the City costs $5.10 (pay when boarding bus) and a single train trip from Macquarie to the City costs $4.60. An off-peak return train ticket, travelling after 9 am Monday to Friday, will cost $6.40.

If you are planning on doing a lot of travelling in Sydney over a week then it might be best to pick up a MyMulti 2 ($48) – this gives you unlimited train, bus and ferry rides over 7 days.

A MyBus 3 pass for $34.40 will get you 10 bus trips to or from the City. Alternatively you can buy a MyTrain 3 weekly pass for $37.

All passes are available for purchase from Campus Experience – The Spot (C10A), newsagents and train stations.

Trains

Sydney’s rail network is called CityRail and operates until 12am in the metropolitan areas, starting again at 4am. If you are traveling late at night, travel in the train carriage that is nearest to the guard’s compartment, marked with the blue light.

However, Night Ride buses are available later at night.

For more information, visit www.cityrail.info

Taxis

Taxi services are also available, however they are expensive. All taxis operate on a set rate per kilometre as displayed on a meter.

Taxi services:

Legion Cabs - 13 14 51
Premier Cabs - 13 10 17
RSL Cabs - 9470 1100
St George Cabs - 13 21 66
Taxis Combined Services - 133 300

Student concessions

Study Abroad students (except for exchange students) are not eligible for transport concession cards.

If you are caught traveling on a concession ticket without a transport concession card, you will be fined over $100 on the spot.

Please see us at the Exchange and Study Abroad Office to check if you are an exchange student and if you can obtain a travel concession card.
QueerSpace

QueerSpace is an open community room for all Gay, Lesbian, Bisexual, Transgender, Intersex and Queer (GLBTIQ) identifying students and staff at Macquarie to come together, meet new people, discuss issues, study and access information on sexuality and sexual health. Regular catch-up sessions happen throughout semester and a range of other activities are organised to build and support an active and vibrant GLBTIQ community at Macquarie.

Email: muqueerspace@gmail.com

Hospitals

Public hospitals are open 24 hours a day. If you need to see a doctor urgently outside normal working hours, you should go to the Emergency and Casualty Ward. Expect to wait a long time to see a doctor at a public hospital, unless it is an emergency.

Your Worldcare Assist OSHC card covers the total cost of your stay and treatment in a shared ward of a public hospital.

In an emergency, call 1800 814 781 for assistance.

The nearest public hospital to Macquarie University is:

**Ryde Hospital**
Denistone Rd
Eastwood
📞 (02) 9874 0199

Other major public hospitals include:

**Royal Prince Alfred Hospital**
Missenden Rd
Camperdown
Tel: (02) 9515 6111

**Hornsby Ku-ring-gai Hospital**
Palmerston Rd
Hornsby
📞 (02) 9477 9123

**Royal North Shore Hospital**
Pacific Highway
St. Leonards
📞 (02) 9926 7111

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Health and support services

**Macquarie Medical Centre**
The Loft, Macquarie Shopping Centre
Hours: 8am - 9pm Monday to Friday,
8am - 6pm Saturday and Sunday.
📞 (02) 9878 6666

*Note: No appointment is needed at the Macquarie Medical Centre.*
Counselling service

The university counselling service provides free, confidential, short-term counselling for students at Macquarie University.

Students are able to discuss issues of concern, which may include psychological, emotional and/or social difficulties affecting academic progress, work, university and personal life. In addition to individual counselling sessions, Group Programs are offered to assist with study and learning strategies as well as personal development.

The counsellors are experienced in assisting with issues that often affect university students.

For more information about the counselling service, information about Group Programs and access to self-help material visit:

www.campuslife.mq.edu.au/campus-wellbeing/counselling

Welfare service

The welfare service provides an information, support, advocacy and referral service to students on welfare-related matters such as:

- Financial issues/Budgeting strategies/Student loans/Emergency relief options/Scholarships
- Tenancy issues/concerns
- Access to legal services
- Health and wellbeing matters: mental health, sexual health, drugs and/or alcohol, sexuality

Disability Support Unit (DSU)

The Disability Support Unit works with students who have a disability and/or health condition that affects their studies to get the services they need and to have the same opportunities for success at Macquarie University as other students. The Disability Support Unit is able to provide a range of assistance, including exam provisions, note taking in lectures, alternative formats for class materials and liaising with academics.

Medical service

The medical service provides a range of services with a particular focus on student health. The medical service can assist with general medical complaints, sexual health, preventative medicine, women's health, travel health (including vaccinations), flu vaccinations, ECGs and acupuncture. For international students with a valid OSHC Worldcare, the medical service bills the insurer directly, which saves you from having to lodge your claim.

Contact Campus Wellbeing Services

Level 2, Lincoln Building (C8A)
Macquarie University
(02) 9850 7497
Fax: (02) 9850 7750
www.campuslife.mq.edu.au/campus-wellbeing

Campus security

Macquarie International's Emergency Number
☎ 1800 227 367
(Free call for serious emergencies only)

Campus Security

Report all emergencies to campus security on (02) 9850 9999

The Security Service operates 24 hours seven days a week throughout the year. The Security Office is located in Building C1A

www.ofm.mq.edu.au/security.html

Security escort services

A security escort service is available for students between 6pm and 6am, 7 days a week all year. The escort service can be requested via the Macquarie University Security Office. It is recommended that you call in advance (if possible) because sometimes Security are unable to come immediately.

Please call:
☎ 9850 7112 or 9850 7175 or any internal phone or Help Point.

Help Points

Well marked Help Points are strategically placed across the University. Help Points should only be used in an emergency.

Each Help Point has a Direct Dial telephone line to the Security Control Room. When you activate the Help Point by pressing the red button, it dials the Security Control Centre Emergency line and initiates a camera to commence CCTV recording.

General safety tips

On campus

Crime prevention and reporting crime

- Report anybody loitering around the University.
- Always keep your handbag or wallet with you.
- Don't leave valuables or attractive items of University equipment where the property may be easily stolen.
- If you see something apparently being stolen – report it!
- Motor vehicles unlocked in carparks – report it!
- Should that door be open – report it!
Security Services provide a free night time Shuttle Bus Service.

This service runs during teaching times. Bus routes cover the campus (car parks, colleges, libraries, State Transit bus interchanges) and Macquarie University Village (MUV) site. There are no buses on weekends or during semester breaks. The pickup points and times are shown below. Please be aware that this timetable may change. For an updated version please go to

www.ofm.mq.edu.au/security.htm

<table>
<thead>
<tr>
<th>Location</th>
<th>Run 1</th>
<th>Run 2</th>
<th>Run 3</th>
<th>Run 4</th>
<th>Run 5</th>
<th>Run 6</th>
<th>Run 7</th>
<th>Run 8</th>
<th>Run 9</th>
<th>Run 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Macquarie Theatre</td>
<td>18:00</td>
<td>18:30</td>
<td>19:00</td>
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• Whose bag is that? If you saw it, so could a thief! Tell the owner!
• Report any suspicious behaviour.
• Bicycles are popular items for thieves. Please lock your bicycle in the approved racks or cages provided on campus. Do not leave your bicycle attached to railings at building entrances or chained to fire stairs. Bicycles will be removed by Security Services.

For general tips about safety on campus

www.ofm.mq.edu.au/crime.html

Bag Snatching
• Carry your bag close to your body, don’t dangle it by your side or let it swing from your shoulder.
• Don’t wrap the bag’s strap around your wrist.
• Always keep the bag zipped up.
• Keep cash and valuables you carry to a minimum.
• Do not mark keys with your address.

Personal safety
• Always keep enough money for a taxi or telephone call.
• Have your keys ready before you get to your home or car.
• If someone in a car threatens you, run in the opposite direction to which the car is facing.
• If attacked, make as much noise as possible to attract the attention of passers-by.

The NSW Police have also created a personal safety and crime prevention fact sheet, available at:

The Department of Immigration and Citizenship requires all students on student visas and their families (on student dependent visas) to have medical insurance while in Australia.

OSHC Worldcare is Macquarie University’s preferred provider of Overseas Student Health Cover (OSHC). You are covered by OSHC Worldcare from the time you touch down in Australia until the time the policy expires (either 6 or 12 months). If you intend to travel overseas during your studies, you will need to purchase travel insurance.

Why do I need Health Insurance?

- Medical treatment in Australia is expensive, and if you have an accident or get sick, OSHC will cover many of your expenses
- It is a condition of your student visa

Where do I get my card?

You need to order your card online at [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

- Your policy number is your Macquarie University student number followed by the letters MU
- If you have to see a doctor but have not yet received the card, please keep the receipt for reimbursement

How do I claim a refund?

- To get a refund for doctor’s fees and prescription medication you need to submit a claim form and original receipts to the OSHC provider
- OSHC Worldcare claim forms can be obtained at MI Shop located in Building E3A Level 1, or lodged online on the Worldcare website

What does OSHC provide?

OSHC provides basic health insurance, which covers the cost of consultations with a general practitioner and further examinations or tests as per referral from the General Practitioner, hospital treatment, some pharmaceuticals and emergency ambulances

What does OSHC not provide?

OSHC does not provide cover for treatment for any pre-existing conditions that you have before you arrive in Australia. This includes conditions such as asthma, diabetes, epilepsy, ADHD, etc.

Your responsibilities

You are responsible for ensuring that your OSHC remains valid throughout your stay in Australia. As long as you remain in Australia on a student visa you MUST be covered by OSHC. You must be aware of the date your cover expires and take steps to renew it.

Contact OSHC Worldcare

Questions about OSHC and making claims can be directed to the OSHC Worldcare branch on campus, in Building E3A on Level 1.

- 131 484
- Claims only: 1800 651 349
- Emergency only: 1800 814 781
- Email: oshc@worldcare.com.au
Your stay at Macquarie University will be an experience that you will never forget. Whether you will be staying here for one semester or two, the time will fly by and soon it will be time to start saying your goodbyes!

However, before leaving, there are a few things that you will need to tie up before heading home to see your family and friends and show off your Australian tan!

Here are some things that need to be done:

Pay your library fines

Students will often accumulate library fines throughout the semester and if they haven’t been paid before you leave, you will not receive your academic transcript. Transcripts are necessary for all students in order to get approval for your credits at your home institution.

To find out if you have any outstanding library fees, please call (02) 9850 7500.

Change your contact details

Before you leave, it is important to change your contact details, so that Macquarie can contact you if they need to. Please visit https://student1.mq.edu.au

*Note: Instructions on how to log into eStudent are on page 6.*

Close bank accounts

If you have opened a bank account during your time at Macquarie, make sure that you get the account closed before you leave. This will ensure that you won’t be charged any bank fees when you get back home!

Also, make sure that you change your address details so that any relevant information can be forwarded to you back home.

Accommodation

If you have been staying in accommodation on campus, make sure that you visit the Accommodation Office at Macquarie International in order to finalise arrangements for leaving that accommodation.

If you have been living off-campus, call your real-estate agent and they will let you know what needs to be done.

Mobile phones and internet

If you have signed up for a contract, make sure that you contact your provider and have your contract cancelled. If you have had a pre-paid phone, don’t worry about doing anything!

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From everyone at Macquarie International, good luck with it all and we wish you a safe trip back home!