

MORE INFORMATION ABOUT THE CITY

For more information about what the city has to offer:

- Head to the Melbourne Visitor Centre at Federation Square, located on the corner of Swanston and Flinders streets or the Melbourne Visitor Booth in the Bourke Street Mall
- Ask a City Ambassador for directions or for ideas on what to see or do. Ambassadors wear red uniforms and walk around the city providing information to visitors
- Visit www.metlinkmelbourne.com.au for information about public transport including timetables
- For discounted entertainment tickets head to Half-Tix at the Melbourne Town Hall, Swanston Street
- Pick up a copy of Hot Spots. Hot Spots, a pocket-sized magazine that helps you discover every secret, every hidden gem the city has to offer.



For information on what the City of Melbourne has to offer students, how you can get involved and to register for a mailing list, visit www.melbourne.vic.gov.au/internationalstudents

International Student Guide



WELCOME



Welcome to Melbourne, one of the coolest, most interesting and friendly cities in the world. We love it and think you're going to love being here.

Students are integral to the life and heart of our city. We want you to feel safe, supported, valued and welcomed. So dive in, meet the locals, get to know Melbourne's many secrets and joys.

It's not just that Melbourne has impressive places of learning for your higher education, or potential job prospects once you graduate. You'll also meet a multicultural crowd of fellow students and locals, building networks and connections that resonate well beyond your student days.

This guide is to help you live like a Melbourne local. It contains the information you need to make the most of Melbourne, in terms of getting around, enjoying yourself, being active or whatever else you're looking for.

If you need help with services or advice, the City of Melbourne is here for you. If you can't find what you need here, visit www.melbourne.vic.gov.au/whatson

And enjoy your time here!

Robert Doyle
Lord Mayor

Cr Jennifer Kanis
Future Melbourne
(People and
Creative City)
Committee Chair

GETTING AROUND TOWN

Melbourne isn't hard to find your way around. The main streets are laid out in a grid. Some of the laneways weave, turn or become deadends, so you might want to carry a map if you're being adventurous.

We recommend public transport, bikes and walking as the best ways to get around the city. All three keep you close to the action and you'll get more out of every visit.

Public transport

Trams, buses and trains are a cheap and easy way to get into and around the city.

Local knowledge

- If you plan to buy your Metcard when you board a tram, make sure you have enough coins. The machines are coin-only.
- The Sunday Saver five-trip Metcard gives you great weekend travel savings.
- Not sure how to get from A to B? The Metlink Journey Planner can help: www.metlinkmelbourne.com.au, phone 131 638 or go to the The Met Shop: Melbourne Town Hall, 120 Swanston Street, Melbourne

- Always validate your ticket – authorised officers check tickets regularly. You risk a hefty fine if you don't have a ticket.
- For late-night travel home on the weekends, the NightRider Bus is a safe and cheap option.

Free tram and bus tours

The City Circle Tram travels around the edges of the central city. With an audio recording explaining what's located near each stop, this tram is a great – free – way to find your bearings. Every 10 minutes between 10am and 6pm, from Sunday to Wednesday, and extended hours, from 10am to 9pm, on Thursday, Friday and Saturday.

The Melbourne City Tourist Shuttle takes passengers to many different city attractions – free. The shuttle also offers an audio commentary so you know what's available at each stop. Operates most days of the year, running every 30 minutes between 9.30am and 4.30pm.

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Visit www.melbourne.vic.gov.au/whatson for details and changes to these services.
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Bikes

Melbourne is one of the best cities in the world to ride a bike around. The city is mostly flat, with fairly wide streets and plenty of bike lanes. Locals take full advantage.

Even if you don't have your own bike, bring your helmet into the city and keep an eye out for the racks of blue bicycles stationed in key locations. Swipe your credit card and you're set for wheels for half an hour, a couple of hours or a full day. You can also buy weekly or annual subscriptions, with fees calculated according to how long you ride and charged directly from your credit card.

Bike pod

Riding into the city for a hot date? You don't want to turn up, dripping in sweat. There's a free bike pod at the City Square with showers, changing facilities, a mirror and more. Bike parking is also available.

Visit the bike pod at the City Square Car Park, 202 Flinders Lane, Lower Ground Floor.

Walking

If you like to learn more about the area you're walking through, a series of self-guided walking tour maps is available at the Melbourne Visitor Centre at Federation Square – or via our website, www.melbourne.vic.gov.au/whatson

Alternatively, many tour companies offer themed walking tours (shopping, chocolate, history and bars) if you have a particular passion. Fees apply for these tours.

Safe City taxi ranks

Safe City taxi ranks operate on Friday and Saturday between 11pm and 5am. These ranks are staffed by security officers and are located within the central city. Safe City taxi ranks are located at:

55 King Street
8 King Street
Flinders Street Station
50 Bourke Street
131 Queen Street
200 Queen Street

Call a taxi

13CABS	13 CABS (or 13 2227)
Arrow Taxi Services	13 22 11
Embassy Taxis	13 17 55
Black Cabs	13 22 27
North Suburban Taxis	13 11 19
Yellow Cabs	13 19 24
Silver Service	13 31 00
Wheelchair Accessible Taxis	03 9277 3877
Silver Top	13 10 08

General supermarkets located in the central city include:

ALDI, 8 Franklin Street

Safeway, QV, lower ground level; Merchant Street, Docklands

Coles, Melbourne Central, lower ground level; corner Elizabeth and Flinders streets

Costco, 381 Footscray Road Docklands (membership required, products generally sold in bulk.)

Champion's SUPA IGA Foundry, 399 Bourke Street

Queen Victoria Market Corner Victoria and Elizabeth streets, open Tuesday to Sunday (closed Monday and Wednesday). A night market operates on Wednesday evenings during summer.

Specialty food

Laguna Oriental Supermarket, (QV, 221 Little Lonsdale Street) a huge store with a great range of Asian grocery products. Its Indonesian food offerings are especially impressive.

Great Eastern Asian Groceries (183 to 189 Russell Street) is a busy store carrying all your basic Asian sauces, noodles, vegetables and vegetarian packaged and frozen goods.

Excel Food Mart (140 Peel Street North Melbourne) is an Indian grocery and spice store carrying ingredients for Indian, Sri Lankan, Bangladesh and Pakistan cooking.

Halal food

There are many restaurants, cafes and retail shops around the city offering halal food. We recommend you phone before you go to make sure, but last we checked all the below were halal:

Gaylord Indian Restaurant, 4 Tattersalls Lane, 03 9663 3980

Little Malaysia, 26 Liverpool Street, 03 9662 1678

Minang Restaurant, 242 Swanston Street, 03 9639 5977

Nelayan Indonesian Restaurant, 265–267 Swanston Street, 03 9663 5886

Sawasdee Thai Restaurant, Level 1, 139 Little Bourke Street, 03 9663 4300

Abla's Lebanese Restaurant, 109 Elgin Street Carlton, 03 9347 0006

Jakarta Seafood Restaurant, 118 Elgin Street Carlton, 03 9349 3118

ON A BUDGET

Beer DeLuxe

Corner Flinders and Swanston streets,
Federation Square, 9663 0166

From the relaxed, Beer Salon, Beer Garden and Espresso Café, to the cool Hamburger Grill or the more casual Hamburger Bar in the outdoor square, Beer DeLuxe is the perfect place to chill out with friends.

Café Vue

430 Little Collins Street, 9691 3899

The menu is wonderfully diverse serving the very best coffee and a daily, changing menu of breakfast and lunch treats with a French flair.

Camy Shanghai Dumpling & Noodle Restaurant

23 Tatterstalls Lane, 9663 8555

Fast and affordable authentic Chinese dumplings.

Crossways

123 Swanston Street (Upstairs on first floor),
9650 2939

Situated in the heart of Melbourne, on Swanston Street, Crossways provides wholesome hearty sanctified vegetarian lunches with discounts for students, the elderly and other concession card holders. Many come for the friendly warm ambiance.

Don Don Japanese takeaway

321 Swanston Street, 9662 3377

Affordable Japanese meals and super-fast service, eat in or takeaway.

Gopal's

139 Swanston Street, 9650 1578

Tasty vegetarian meals for the health conscious, served buffet style. For a reasonable amount, eat as much as you like from the large selection of dishes.

Mekong

241 Swanston Street, 9663 3288

Excellent bargain-priced Vietnamese food from handmade spring rolls to pho – rice-noodle soup.

Red Pepper Indian Restaurant

14 Bourke Street, 9654 5714

Sister restaurant to Green Pepper. Cheap Indian cuisine with daily specials.

Singapore Chom Chom

188 Bourke Street, 9663 3778

Affordable Singaporean cuisine in a relaxed eatery with tables over two floors.

Stalactites

177-183 Lonsdale Street
(Cnr Russell Street), 9663 3316

Open seven days a week, traditional Greek cuisine, it is a virtual institution for dinner, early breakfasts and late-night eating

Tip: If you love good food, buy or download a copy of [The Age Good Food Guide](#). For the best low-cost cafes and restaurants, get [The Age Cheap Eats Guide](#). Both are available from newsagents, book stores and as iPhone apps.



OTHER USEFUL THINGS

www.melbourne.vic.gov.au/whatson

Melbourne Day

On Monday 30 August 1835, the first European settlers landed on the north bank of the Yarra River and a modern city was born. Melbourne Day celebrates the founding of the city and acknowledges its importance as a meeting place for traditional owners: the Kulin nation, including the Wurundjeri, Boonerwung, Taungurong, Djajawarrung and Wathaurung people.

To find out more about these and other free events in the city, visit www.melbourne.vic.gov.au/whatson

Public telephones

Yes, in this age of the mobile phone, public telephones still exist. Local calls from public telephones in Australia cost a flat rate of 50 cents per call. Calls to interstate, international and mobile numbers are charged per minute or second.

Most public telephones accept coins, or you can purchase a phone card for \$5, \$10 or \$20. Some phones also accept credit cards.

Need help?

Directory assistance:
1223 (free call)

International directory assistance:
1225 (free call)

Reverse charge calls
12 550

Banks

Like the rest of the world, money mostly makes Melbourne go around. The majority of bank branches open weekdays from 9.30am. Some central city branches open late and on weekends. Cash machines (or ATMs) are everywhere. EFTPOS (pay by debit or credit card at the checkout) is widely available.

Post offices

Need to mail treasures home? All city post offices are run by Australia Post. Most are open from 9am to 5pm on weekdays, and are closed on weekends. Some suburban branches open on Saturday – visit www.auspost.com.au for details. You can pay many bills over the counter at Australia Post shops.

State Library of Victoria

The La Trobe Reading Room is a popular study spot and features a majestic domed ceiling. With more than two million books, plus newspaper archives, and loads of audio visual and digital material, you won't run short of source material.

328 Swanston Street, 03 8664 7000.

Melbourne Library Service libraries

The City of Melbourne operates three public lending libraries, plus an access point, collectively known as the Melbourne Library Service. Membership is free to all residents of Victoria, including local and international students.

Libraries are located in the central city, East Melbourne and North Melbourne. The access point is at Docklands.

The Melbourne Library Service has one of the largest English learning collections in Australia, as well as collections in Chinese, Arabic, Vietnamese, Indonesian, Hindi, Korean and Japanese. Members and visitors can also use a great range of online resources, internet access and study spaces, all of which are free.

Joining is easy: log on to www.melbournelibraryservice.com.au with your details, then drop by one of the libraries with some identification to collect your membership card.

City Library

253 Flinders Lane Melbourne
03 9658 9500

Features a large English learning collection, study spaces and free wifi. You need your library card to access wifi.

East Melbourne Library

122 George Street East Melbourne
03 9658 9600

A modern, environmentally sustainable building with quiet study areas and free wifi. You need your library card to access wifi.

North Melbourne Library

66 Errol Street North Melbourne
03 9658 9700

Features meeting and study spaces and free wifi. You need your library card to access wifi.

The Hub @ Docklands (library access point)

80 Harbour Esplanade, Docklands
03 8662 4822

Pick up and return your Melbourne Library Service materials, access free wifi.

Melbourne Multicultural Hub

506 Elizabeth Street (opposite the Queen Victoria Market), 03 9092 1500
www.melbourne.vic.gov.au/multihub

The City of Melbourne's Multicultural Hub is a friendly place where people from Melbourne's many different cultures can get together to work, share and learn in a safe and supportive environment. Multipurpose meeting rooms are available for hire for study groups and cultural activities. Priority is given to multicultural groups.

Melbourne Visitor Centre at Federation Square

Federation Square, 9am to 6pm daily

At the Melbourne Visitor Centre, you'll be welcomed with a smile and helped to find all the information you need, with brochures, maps, hints and tips, and more.

The Couch - International Student Centre

Salvation Army 69 Bourke Street,
www.salvationarmy.org.au/thecouch

A drop-in centre for international students offering computers, free internet access, meals, free hot drinks and information about the city and its services. Come by and see who's visiting, take a seat on a couch and chill with fellow students. Open on Sunday, Monday, Tuesday, Wednesday and Thursday from 5pm to 9pm.

Culture Card for international students

www.culturecardvictoria.com.au

Make sure you register for your Culture Card. It's new and available for free to international students living in Victoria. The card will help you get a better understanding of Victoria's culture, including our obsession with sport and food, and our interests in zoos, parks and gardens.

Safety in the City of Melbourne

Emergency phone number 000 for police, fire or ambulance services in life threatening or emergency situations. Calls to Triple Zero (000) are free and can be made from mobile, home and work telephones, and payphones.

10 tips to help you travel safely around Melbourne

- Plan your trip ahead of time.** Carry a public transport timetable and know the time of your last train/tram/bus. Got an iPhone? Both Metlink and Yarra trams have free iPhone apps. Download the Metlink app for train and bus timetables and a journey planner or call 131 638 or go to www.metlinkmelbourne.com.au for information on timetables, routes and ticketing.
- Stand behind the yellow line** until your train or tram arrives when waiting for public transport. Stand in well-lit areas. Make yourself aware of the location of the security cameras.
- Where possible travel with friends.** If you are on your own consider travelling in the front carriage of the train, near the driver's cabin.
- Be aware of the red emergency button** located near the exits on the train. If you press this button, the train driver will be able to see you via a security camera and organise police assistance if you need it.
- Be aware of what is going on around you**, especially at night and remember your headphones, mobile phone or too much alcohol can distract you from your surroundings.
- Walk confidently and with purpose.** Walk with other people. And after dark, stick to well-lit paths where you are visible to passing traffic.
- If you feel at risk** or uncomfortable when walking along the street, cross the street or change direction. Enter a shop or business where you can wait until you feel safe.
- In an emergency call 000 for police, fire and ambulance.** It is a free call from all public, mobile and landline phones. Program 000 into your mobile – just in case!
- In non-emergency situations**, when you require advice or information, call in on your local police station. The local police station in the central city is in Flinders Lane near Swanston Street.
- If you witness or have knowledge about a crime**, incident or offence you can report it anonymously to Crime Stoppers on 1800 333 000.

MORE INFORMATION

Support services in the city

There are numerous services in the city that provide information and assistance in relation to the law, consumer rights, health, youth issues and accommodation including:

Victoria Police for information regarding Victoria Police, including a location map of nearby stations go to: www.police.vic.gov.au

Consumer Affairs Victoria for advice and assistance on matters of renting and accommodation, estate agents, building, shopping, credit and trading go to: www.consumer.vic.gov.au

Tenants Union of Victoria provides advice and assistance regarding accommodation and tenancy rights. Visit www.tuv.gov.au

The International Student Legal Advice Clinic (ISLAC) provides free legal advice, referral and casework services to international students. From 2011, ISLAC will be available at 'The Couch - International Student Centre' at 69 Bourke St, Melbourne.

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For further information, contact Western Suburbs Legal Service 9391 2244 wsls@vicnet.net.au

The Australian Federation of International Students (AFIS) helps international students get the best out of living and studying in Australia.

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Visit www.internationalstudents.org.au

The International Student Care Service (ISCS) provides friendly and professional advice, information, support and referral to local services and community resources. It provides: crisis intervention and support in emergency situations; information about accommodation and housing providers, legal and health issues; and advocacy to colleges and training providers.

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International Student Care Service
Level 1, 19-21 Argyle Place
South Carlton 3053
multicultural.vic.gov.au/iscs
1800 056 449 free call within Australia (except from mobiles)
If calling from overseas dial +61 3 8383 6401
Interpreters available on request

WIRE Women's Information provides free information, support and referrals for women across Victoria. Women contact WIRE to talk things through with a sensitive, supportive and skilled woman.

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www.wire.org.au

Nurse-On-Call is a free phone service that provides health advice from a registered nurse 24 hours a day, seven days a week.

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Call 1300 6060 24

Gambler's Help provides free and confidential support 24 hours a day, seven days per week.

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Call 1800 156 789

Lifeline provides a 24-hour free telephone counselling service and an online searchable database of community and health services.

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Call 13 11 14 or visit www.lifeline.org.au

The Action Centre provides sexual health services for young people aged up to 25 years in the city.

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Call 1800 013 952 or visit www.fpv.org.au



Youth Advisory Council of Victoria is the peak body and leading policy advocate on young people's issues in Victoria, Australia.

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www.yacvic.org.au
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Youthlaw is a community legal centre that provides free legal advice and assistance for young people aged up to 25 years.

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Call 9611 2412 or visit www.youthlaw.asn.au
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Frontyard Youth Service provides accommodation, health, legal and employment services to young people aged up to 25 years.

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Call 1800 800 531 or visit www.frontyard.org
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Traveller's Aid Emergency Relief Fund assists travellers who are vulnerable or distressed, through the provision of travel-related emergency relief.

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www.travellersaid.org.au
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Travellers Aid City Village on Bourke Street

Level 3
225 Bourke Street
Telephone 03 9654 2600
Monday to Friday
9am to 5pm

Southern Cross Station

Main Concourse
Southern Cross Station
99 Spencer Street
Docklands VIC 3000
Telephone 03 9670 2072
Seven days a week
7am to 10pm

Flinders Street Station

Main Concourse
Flinders Street Station
Corner Flinders Street and Swanston Street
Telephone 03 9610 2030
Fax 03 9614 1249
Sunday to Thursday
8am to 8pm
Friday and Saturday
8am to 10pm
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Victorian Immigrant and Refugee Women's Coalition works closely with refugee and migrant women's organisations.

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www.virwc.org.au
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ARIES (Advice, Referral, Information and Educational Support) – an integrated service for women who have no permanent residency status, including international students. This service is facilitated by the Victorian Immigrant and Refugee Women's Coalition (IRWC)

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www.virwc.org.au
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Volunteering Australia provides information on volunteering opportunities.

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Go to: www.volunteeringvictoria.org.au
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