



TRINITY  
THEOLOGICAL COLLEGE

Preparing People for Effective Christian Service

STUDENT  
PRE-DEPARTURE  
HANDBOOK 2026

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info@ttc.wa.edu.au  
ttc.wa.edu.au | 9228 9067  
CRICOS #02650E

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## Welcome to Trinity Theological College.

We have prepared this handbook for you to use alongside the Overseas Student Prospectus to provide you with information and resources to assist you to move and settle into life in Perth and as a student at the college. We know you will be experiencing many new and different things and encourage you to ask for assistance from our staff and students as you settle in.

At Orientation you will be introduced to the faculty, staff and those you can turn to for help. For now though, continue to direct any questions you have to the Registrar staff at [registrar@ttc.wa.edu.au](mailto:registrar@ttc.wa.edu.au). At Trinity, the Overseas Student Liaison Officer is our Registrar Eleanor Lyons. Her direct line will be provided to you at orientation, and she can be contacted if you need assistance.

The Western Australian Government maintains a website of useful information for students studying in Western Australia. If the information you are looking for is not in this handbook then please go to <https://migration.wa.gov.au/living-western-australia> or <https://www.studyperth.com.au>.

## Arranging Travel

The Orientation and Intensive week begins on Monday, 2<sup>nd</sup> February 2025. You should arrange to arrive about one week before that day to allow enough time to meet with the Registrar, settle-in, adjust to the climate and overcome jetlag.

### Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Australian Student Visa
- Offer of a place / admission letter from your enrolling college
- Confirmation of Enrolment (CoE) issued by the AUT
- Receipts of payments (e.g., tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g., birth certificate, ID card, driver's licence
- Medical history records and/or current regular prescriptions

If you are travelling with your family you will need to include their documents as well including birth certificates, immunisation records and education records. Keep all documents in your carry-on luggage. It's a good idea to make copies of these documents in case you lose the originals:

- Keep photocopies in another folder in your suitcase
- Scan copies and email them to yourself so you can access them online
- Make copies and leave behind with family back at home

### What to Bring

Students are often surprised by how strict Australian Customs Services and Quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the [Department of Agriculture, Water and the Environment website](#) for information on what you can bring into Australia. You can also check the Australian Border Force webpage [Can you bring it in?](#)

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (23kg) and 1 x carry-on (7kg) for international

flights. Depending on the airline 20-23kg of checked luggage is allowed on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think through the packing process very carefully. You will be able to purchase most things upon arrival in Australia, but the price may be higher than in your own country.

Some items you might need to include (most can also be purchased in Australia):

- Smart phone
- Alarm clock
- Bath towels, bed sheets, pillowcases
- Dictionary (bilingual if applicable)
- Small sewing kit
- Hairdryer, shaver (you may need an adaptor for 240 volts)
- Music CD's or iPod
- Toiletries
- Umbrella
- Camera
- Spare spectacles or contact lenses
- Your optical prescription
- Photos of friends and family
- Swimming costume
- Small gifts from home
- Medications or prescription (although your prescription may not be valid in Australia)

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive. Check all electrical goods for compatibility prior to use.

### **Bringing your Computer or other electronic devices**

Bringing a PC or laptop into Australia may be a little more complicated. Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies. To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival. Refer to the [Department of Home Affairs website](http://www.homeaffairs.gov.au) for full details.

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority website [www.acma.gov.au](http://www.acma.gov.au) before making any purchases.

Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modem must be Austel Approved in order to function in Australia.

## **Seasonal Considerations**

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February. During summer, day temperatures average around 31°C but can reach as high as 43°C or 109.4°F. In these months it's important to ensure you stay well hydrated, cool and [SunSmart](#). Go to [How to Stay Health in Summer](#) for more information. If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

## **Transition to Life and Study in a New Environment**

There will be many things that you find new and different. Our students and staff will happily assist you to work out the normal way of doing things. Below are some of the main areas that may be new in the commencing weeks of study with us.

### **Clothing**

In Australia the standard of dress is generally casual. Generally, you should wear something in which you feel comfortable. At college the usual attire for men is shorts and t-shirts in summer, and jeans, shirt and jumper or jacket in winter. The usual attire for women is shorts, trousers, or skirt and top or dress in summer and jeans, long pants or skirts and tops with jacket or jumper in winter. Footwear is expected at all times when at college and may consist of sandals, thongs (flip flops, scuffs), or shoes. Clothing should be neither too tight nor too brief so as to cause offence.

In the Australian community women's clothing may at times appear to be immodest. However, it is acceptable and not indicative of the moral standards of the wearer, particularly in student circles, for women to wear jeans, shorts, and brief tops.

There are very few times when you will be required to wear more formal attire, and on such occasions the college will advise you what is expected. For festive occasions, you may want to bring traditional dress and accessories. On occasions not linked to college life, check with the host to ensure you know what is expected.

Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

### **Emotional Preparation**

Living and studying in a foreign country presents many new, exciting, and difficult challenges. It will provide opportunity for a time of increased personal independence and responsibility. You will be exposed to different values and lifestyles and some of these will be challenging to you.

Being away from family and friends, familiar foods, climate and customs and your own language will make all students at times feel a little overwhelmed and will require a period of adjustment. You may need information on some of these areas, so you know what to expect.

You might find it helpful to look at the following websites

<https://www.studyperth.com.au/living-in-perth/safety-wellbeing/> and  
<https://www.studyaustralia.gov.au/en.html>

Some important issues to think about as you prepare to move are:

- The way people interact and communicate with each other
- What is considered acceptable social behaviour?
- The style of clothing

- Family and personal values
- Differences in language and/or gestures that could be embarrassing or offensive

Try to consider how things may be similar or different to your home culture. If there are large differences, try to be aware of understanding them so that you can adjust better once you are in Australia.

If you know other people who have travelled, lived or studied in Australia, talk to them about their experiences. They will be able to give you more information about what to expect when you are here - both the good and the not so great.

Their experiences may help you with your own adjustment experience once you arrive. However, it is important to remember that everyone experiences culture differently and you may not have exactly the same reaction as others that you have spoken to.

### **Adjusting to New Culture**

Once you have arrived in Perth, the adjustment process begins, and it is important to know what you might experience during that time. Most new students are very excited and enthusiastic when they arrive. They are eager to meet new people and see new places and experience all that a new country has to offer. They are keen to commence their studies and feel very positive about the adventure that they are about to start. These positive feelings may last a few days or a few weeks. However, at some stage your initial feelings about your new country may change.

After you have been in Australia a short while you may start to experience some difficulties. Perhaps you will have some difficulty communicating because English is not your first language. You might miss your family and friends a lot. Maybe you will not be able to find the food that you like or certain things that you need. You might start to feel very sad or worried and not quite understand why. It is very important to understand that it is very normal to experience some of these things when you are adjusting to a new country and a new culture. Some students will find it very easy to adjust to Australia and some will find it more difficult.

There are many signs that you are having difficulty adjusting to a new country. Here are a few to look out for:

- Feeling very homesick - wishing you were back in your home country
- Feeling lonely or out of place in your new country
- Feeling frustrated or angry with how things are done in Australia
- Feeling very sad, worried, or scared about things
- Not feeling motivated to do anything (e.g. attend classes, spend time with friends)
- Not being able to concentrate on your studies
- Feeling tired all the time (no energy)
- Feeling physically ill (e.g. headaches or stomach problems etc.)
- Wanting to sleep all the time, or not being able to sleep
- Eating too much, or not enough
- Missing classes

If any of these are things you are experiencing, please come and speak to your Pastoral Care Group leader or Eleanor Lyons, our Liaison Officer. Whilst for many students, these problems will pass as you spend more time in Perth and become more familiar with it, we would rather you did not suffer in silence.

There are many things that you can do to help adjust to your new country effectively:

- **Be aware that you might have some problems adjusting**  
Remember it is normal to go through a period of adjustment and look out for the signs mentioned above. Understanding what is happening to you will help you to overcome it.

- **Give yourself time to adjust, learn and adapt to your new home**  
Even though it is helpful to learn about Australia before you arrive, it will still take you time to get used to things when you get here.
- **Remember: it is all right to make mistakes.**  
It is how we learn. It is also ok to ask for help if you are unsure. Most people will be understanding and helpful if you ask for some assistance.
- **Talk to others.**  
Other new Overseas Students will probably be experiencing some of the same difficulties as you and you can support and assist each other.
- **Try to keep an open mind and accept that things here will be different to what you are used to**  
Keep a sense of humour about the differences between Australia and your home country.
- **Become involved in college activities and in the community.**  
Living in a new country will give you many opportunities to try new things that you may not have done before in your home country. There may also be activities or cultural community groups for people from your home country. It is important to find ways to continue to practice the customs and rituals that are important to you while you are in Australia.
- **Remember, it is normal to take some time to adjust to a new country.**

### **Student Health, Wellbeing & Support Services within Australia and near the college**

<b>Health and Wellbeing Services</b>	
Nearest Doctor: <a href="http://www.oxfordstreetgp.com.au/">Oxford Street Medical Centre</a> - 329 Oxford Street Leederville	9444 3700
Online appointments can be made via their website <a href="http://www.oxfordstreetgp.com.au/">https://www.oxfordstreetgp.com.au/</a>	
Nearest Pharmacy: <a href="http://www.leedervillecommunitypharmacy.com.au/">Leederville Community Pharmacy</a> 143 Oxford St Leederville closes 7PM	9444 8219
<a href="http://www.healthdirect.gov.au/">Health Direct</a> – 24 Hour Health Advice Line	1800 022 222
<a href="http://www.beyondblue.org.au/">Mental Health Emergency Response Line</a>	1300 555 788
<a href="http://www.lifeline.org.au/">Lifeline</a> (counselling service available 24 hours 7 days a week)	13 11 44
<a href="http://www.beyondblue.org.au/">Beyond Blue</a> (Depression/Suicidal)	1300 224 636
<a href="http://www.familydv.org.au/">Family and Domestic Violence Support and Advice</a>	
<a href="http://www.familyrelationshipadvice.com.au/">Family Relationship Advice Line</a>	1800 050 321
<a href="http://www.parentinghelpline.com.au/">Parenting Helpline</a>	
NGALA Parenting Line	9368 9368
<a href="http://www.sarc.org.au/">Sexual Assault Resource Centre</a>	6458 1828
National Sexual Assault, Domestic Family Violence Counselling Service	1800 199 888
Family and Domestic Violence Support Agencies for overseas students <a href="http://immi.homeaffairs.gov.au/visas/family-violence-and-your-visa">https://immi.homeaffairs.gov.au/visas/family-violence-and-your-visa</a>	
<b>TTC Student Support Services</b>	9228 9067

Accommodation: From time to time, friends of Trinity communicate to the college property that is available to rent for Trinity students. Please contact Trinity reception for any rentals that may be available.	
Academic Support Services: Dr Grant Taylor (Academic Dean)	
<p>Course &amp; Careers Advice</p> <p>Careers Advice: Dan Cole (Principal)</p> <p>Course Advice: Please contact the Registrar who may also refer you to the Academic Dean.</p> <p>Employment opportunities: Advertised through the weekly student notices emailed throughout the academic year.</p>	
Disability Services: Registrar email: <a href="mailto:registrar@ttc.wa.edu.au">registrar@ttc.wa.edu.au</a>	
<p>Safe Ministry and Sexual Assault &amp; Sexual Harassment (SASH) Officer Contact: <a href="mailto:safe.ministry@ttc.wa.edu.au">safe.ministry@ttc.wa.edu.au</a> or <a href="mailto:grant.taylor@ttc.wa.edu.au">grant.taylor@ttc.wa.edu.au</a>.</p> <p>As an affiliate college of the Australian University of Theology TTC has a staff person assigned as the Safe Ministry and SASH Officer. For immediate attention call the college on 9228 9067. If you need urgent attention outside of college hours, please call 000 if it's an emergency or one of the support service numbers listed below. The <a href="#">SASH Procedure</a> workflow diagram located in the appendix to the SASH Procedure provides guidance on what steps to take in the event of a SASH incident. Please refer to the <a href="#">AUT SASH Policy</a> for further information on what behaviours constitute sexual harassment or sexual assault within the Australian University of Theology (AUT) and its Affiliated Colleges and to set out how the AUT will respond to disclosure or reports of incidents of sexual harassment or sexual assault.</p>	
<p><a href="#">Student Advocacy</a>: President of the TTC Student Council – Contact the <a href="mailto:registrar@ttc.wa.edu.au">registrar@ttc.wa.edu.au</a> for contact details.</p> <p>Legal Assistance: <a href="#">Legal Aid Western Australia</a></p>	1300 650 579

## Settling into Perth

You won't be in Perth long before you will need to make purchases, arrange transport, set up a bank account, mobile phone and start paying rent/board for your accommodation. Your pastoral care group leader and our students will happily assist and advise you if you are having problems working out how to do these things.

Below is some general information that might help you. You can also access the [www.studyaustralia.gov.au](http://www.studyaustralia.gov.au) [Plan your move](#) webpage for further information about arriving, banking, phone and internet and transport.

## Accommodation

Unless you have arrangements with friends or family in Perth, you will need to find some accommodation. You can find a place to rent by going to <http://reiwa.com.au/>.

You can find more information about the student accommodation through the [Study Australia website](#). An [average cost for accommodation in Perth](#) can range from A\$800 to A\$2,500/month.

Accommodation should ideally be close to the College in Leederville, or close to a train station to make it easier to travel to and from college each day.

If you are having difficulty with this, or if you would like to know about any available accommodation known to the college, please contact the Registrar at [registrar@ttc.wa.edu.au](mailto:registrar@ttc.wa.edu.au).

### **Transportation**

TransPerth is the public transport system for Perth. There is a helpful journey planner on their website <http://www.transperth.wa.gov.au/> which can help you work out exactly which train, bus and/or ferry to take and when, to get to your destination. They also have a free smartphone app which includes the journey planner.

At Orientation you will be taken through the process of applying for a student tertiary “smart rider” which will give you a discounted rate on TransPerth public transport.

There is also a TransPerth Infoline 13 62 13 for fares, timetables, ticketing, lost property, general enquiries and feedback. They also have a line for translation and interpreters on 13 14 50. To set up an online account go to <http://www.transperth.wa.gov.au/using-transperth/visiting-perth>.

Another way to get around in Perth is to use on-demand transport. It will be a more expensive than taking public transport but there will be times when you might prefer it. There are four ways to catch a taxi in Perth:

1. Call the taxi company.
  - Swan Taxis 13 13 30
  - Black & White Cabs 13 32 22
  - Accessible taxi service 13 62 94 (wheelchair and scooter access)
2. Use your smartphone apps.
  - Swan Taxi, Black & White Taxis and Uber have smartphone apps.
3. Go to a taxi rank
  - These are located at shopping centres, hotels, airports, main rail stations and in and around the CBD.
4. Hail a cab
  - You can wave your hands and signal to the driver of a passing taxi.

### **Shopping**

Once you have arranged your accommodation it will be a good idea to find out where the nearest grocery store is. There are two main grocery store chains in Perth - Coles and Woolworths, but IGA, Aldi, Farmer Jacks and Spudshed are also quite common. See their individual websites for store trackers.

For clothes, homewares, appliances, and the like, Target, K Mart, Big W, Myer, The Good Guys, are the five big department stores but they range in price and quality. Recycle shops are also popular in Perth where preloved items can be purchased. The main stores are Good Samaritan Industries (GSI), Salvation Army (Salvos), St Vincent de Paul (Vinnies) and Save the Children.

The main shopping precincts are:

- Perth CBD
- Cannington
- Cockburn
- Fremantle
- Joondalup
- Midland

- Rockingham

They are all easily accessible by public transport.

Major shopping centres include:

- Armadale Shopping Centre, Jull Street Armadale
- Centro Galleria Morley – Collier Road, Morley
- Claremont Quarter – Bayview Terrace, Claremont
- Cockburn Gateway Shopping City – Beeliar Drive, Success
- Karrinyup – Karrinyup Road, Karrinyup
- Lakeside Joondalup Shopping Centre – 420 Joondalup Drive, Joondalup
- Mirrabooka Square Shopping Centre 43 Yirrigan Drive, Mirrabooka
- Watertown Brand Outlet Centre 840 Wellington Street West Perth
- Westfield Booragoon – Riseley Street, Booragoon
- Westfield Carousel – Albany Hwy, Cannington
- Westfield Whitfords City – Whitfords Ave, Hillarys

General retail store opening hours in the Perth metropolitan area vary slightly so check each individual store but generally hours are as follows:

Monday-Friday	8am – 9pm (Perth CBD to 5:30pm)
Thursday (Perth CBD and Fremantle)	9am – 5pm
Saturday	8am – 5pm (most trade from 9am)
Friday (Perth CBD and Fremantle)	9am-9pm (late night shopping)
Sunday	11am-5pm
Hours may vary over public holidays. Grocery stores and larger department stores such as Kmart Target and Big W may stay open until 9pm Mon-Fri	

For more information visit <https://www.commerce.wa.gov.au/consumer-protection/retail-trading-hours> and <https://www.destinationperth.com.au/things-to-do/shopping/>

### Banking

The five largest banks in Western Australia are the ANZ, BankWest, Westpac, The Commonwealth Bank, and National Australia Bank. They have branches and ATM's all around Perth. You will need to go into a branch to set up an account, but once you have done that you will be able to manage your account online or by telephone.

For more information call or visit the bank's website:

ANZ	<a href="https://www.anz.com.au/personal/">https://www.anz.com.au/personal/</a>	13 13 14
BankWest	<a href="http://www.bankwest.com.au/personal">http://www.bankwest.com.au/personal</a>	13 17 19
Westpac	<a href="http://www.westpac.com.au/">http://www.westpac.com.au/</a>	13 20 32
Commonwealth	<a href="https://www.commbank.com.au/">https://www.commbank.com.au/</a>	13 22 21
NAB	<a href="http://www.nab.com.au/">http://www.nab.com.au/</a>	13 22 65

### Mobile Phone Plans

It is best to purchase a SIM card or Australian mobile number when you arrive in Australia, as using your home phone number will incur high costs. There are two types of mobile

phone plans you can choose from: prepaid or contract. For more details on the types of plans visit the [moneysmart](#) website.

There are a large number of mobile phone and internet providers in Australia. You can read more about telephone, internet, and mobile phone services in Australia at:  
<https://www.infrastructure.gov.au/media-communications-arts>

## Working and Travel in Australia

### Working While Studying

If you are a student visa holder, you and your dependent family members have permission to work included with your visa. Once your course has commenced, you are permitted to work a maximum of 48 hours per fortnight when your course is in session, and unlimited hours when your course is not in session. Different allowable work hours apply for Masters (Research) students. For more information see <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/>

We must state, however, that we encourage full-time students to plan to work no more than eight hours per week in either ministry or a secular occupation.

### Travelling in Australia

Australia is a big country and travelling around it requires some planning. From Perth, if you want to travel to other capital cities you will probably want to fly. However, there are times you may want to drive to other parts of Australia or just within Western Australia. Here are some things to keep in mind:

- Plan your trip. Consult a road atlas or Google maps to work out where you're going, where you'll stop and which roads to take. It can be hundreds of kilometres between Australian towns so it's best to work out in advance where you will eat, sleep and the like.
- Make sure you have petrol. Just as it can be hundreds of kilometres between towns it can be hundreds of kilometres between petrol stations. Make sure you get petrol when you have the opportunity.
- Tell someone where you are going and what road you intend to take to get there then phone or send a text message when you arrive. Text messages can be sent from Australian public phones if you don't have mobile phone coverage.
- Take water with you.
- In certain periods of the year bushfires are common in Australia. ABC radio is the designated radio station for bushfire updates. You can get a list of frequencies for ABC radio from their website. Bushfire updates are also available <https://www.emergency.wa.gov.au/>. Dangerous bushfires can start anywhere and at any time. It's important to understand your risks and plan what you'll do to keep safe when a bushfire threatens your home and family. To prepare and plan to stay safe in the event of a bushfire, please visit the [DFES website](#).
- If you run into trouble a long distance from the nearest town stay with your car. This is the best way for help to find you.

Further safety tips for long distance driving in Australia can be found at [RAC website](#).

## Emergency, Health, Safety & Security

### Help from your home country

The consulate representing your home country can provide help to you during your studies in Western Australia.

As the official representative of your country, your Consul works to protect your interests when you're away from home.

To find the contact detail of your consulate in Western Australia, visit the Department of Foreign Affairs and Trade website <https://www.dfat.gov.au/about-us/foreign-embassies/pages/foreign-embassies-and-consulates-in-australia>.

### Health and Safety Services

The following pages have Emergency and Non-Emergency contact numbers. Hopefully you will never need these contact details but it will be a good idea to be familiar with the services that are available to you once you arrive in Australia.

Emergency Health, Safety and Security	
<b>Emergency</b>  The Triple Zero (000) service is the quickest way to get the right emergency service to help you and operates 24 hours a day. It should be used to contact POLICE, FIRE and AMBULANCE services in life threatening or emergency situations only. Calls to 000 and 112 are free. Emergency 000 lines should not be used for general medical assistance.	<b>000 or if from a mobile phone 112</b>
<b>POLICE</b> <i>Police Assistance Line – 131 444</i> <i>Crime Stoppers – 1800 333 000</i> In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation, you can contact the local police station directly.	
<b>FIRE</b> The fire brigade and Country Fire Authority (CFA) extinguish fires, rescue people from fires in cars and buildings, and help in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.	
<b>AMBULANCE</b> Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000	
<b><u>State Emergency Service (SES)</u></b>  The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132500.	132 500
<b><u>Department of Fire and Emergency Services (DFES)</u></b>  DFES Public Information Line for emergency information relating to natural disasters and emergency incidents threatening life and property.	13 3337
<b><u>Emergency WA</u></b>  WA's warning system for bushfire, cyclone, storm and flood. Emergency notifications and plans for handling natural disasters. Get the App on <a href="#">Google Play</a> or <a href="#">App store</a> . <a href="#">ABC Radio</a> provides regular updates during emergencies like floods, bushfires and cyclones.	
<b><u>Lifeline</u></b>	13 11 14

Lifeline's 13 11 14 phone service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hours a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.	
<b><u>Poisons Information Line</u></b>	
The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number:	131 126.
<b><u>Emergency Translation</u></b>	1300 655 010
For translation service in an emergency situation.	
<b>Non-Emergency Health, Safety and Security</b>	
Nearest Police Station	131 444
Reporting a crime (Police)	131 444
<u>Crime Stoppers Hotline</u>	1800 333 000
<u>National Security Hotline</u>	1800 123 400
<u>Department of Fire and Emergency Services (DFES)</u>	13 33 37
<b>Health and Community Support</b>	
1800 RESPECT National sexual assault, domestic violence counselling service	1800 737 732
<u>COVID-19 Coronavirus information and advice</u>	
<u>Health Direct</u> – 24 Hour Health Advice Line	1800 022 222
<u>Mental Health Emergency Response Line</u>	6553 0600
<u>Lifeline</u>	13 11 14
<u>Beyond Blue</u> (Depression/Suicidal)	1300 224 636
<u>Family Relationships Online</u>	1800 050 321
Family and Domestic Violence Support Agencies for overseas students <a href="https://immi.homeaffairs.gov.au/visas/family-violence-and-your-visa">https://immi.homeaffairs.gov.au/visas/family-violence-and-your-visa</a>	
<u>Parenting Assistance</u>	
<u>NGALA Family Resource Centre</u>	9368 9368
<u>Pregnancy Counselling</u>	
<u>Sexual Assault Resource Centre</u>	6458 1828 1800 199 888

<a href="#"><u>Alcohol and Drug Support Line</u></a>	9442 5000
<a href="#"><u>Poisons Information Centre</u></a>	13 11 26
<a href="#"><u>Legal Information</u></a>	1300 650 579
<a href="#"><u>Translation and Interpreter Service 24hr</u></a>	131 450
<p>Family Safety Pack by the Australian Government</p> <p>The pack includes four factsheets on the following topics:</p> <ul style="list-style-type: none"> <li>• Domestic and family violence</li> <li>• Sexual assault</li> <li>• Forced and early marriage</li> <li>• Family violence and partner visas.</li> </ul> <p>The pack also includes a low literacy storyboard and can be accessed at <a href="https://www.dss.gov.au/news/family-safety-information-now-available-myaus-app">https://www.dss.gov.au/news/family-safety-information-now-available-myaus-app</a>.</p> <p>If you or someone you know is in danger, call the police on 000 (triple zero). Police in Australia are safe and can be trusted. If you need a free interpreter, call 131 450.</p>	
<b>Other Services</b>	
<a href="#"><u>Electrical faults (24-hour service)</u></a>	13 13 51
<a href="#"><u>Gas Faults (24-hour service)</u></a>	13 13 52
<a href="#"><u>Telephone Faults (Fixed home phone)</u></a> Telstra	13 22 03
<a href="#"><u>Water or Sewerage Faults</u></a>	13 13 75
<a href="#"><u>Australia Taxation Office</u></a>	
<a href="#"><u>Australia Post</u></a>	

**DISCLAIMER:** The information in this handbook were correct at the time of publishing on the 18 Nov 2025. The College reserves the right to amend or update the information and policies.

