

ORIENTATION GUIDE BRISBANE

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the *Education Services for Overseas Students Act 2000* and the ESOS National Code.

Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

To find out more about the ESOS framework and your rights as an international student go to:

[www.internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](http://www.internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf)

WELCOME TO ELSIS

*The English Language School in Sydney
Brisbane*

On behalf of the staff and students, we welcome you to ELSIS and hope your stay in Australia and your time in this school will be an enjoyable one.

In the first few weeks after your arrival you will have many questions to ask about a great many new experiences. Our Orientation session and the information we provide you in this manual should be of help to you. ELSIS staff is friendly and here to help you, so don't be shy... if you need help please ask for it. Our Director of Studies, Assistant Director of Studies, coordinators and office staff are able to assist you with any personal or academic concerns. Your school mates are another source of useful information. Remember they have been in your situation longer, and will already have found answers to the questions you may have.

Learning English in Australia will probably be very different to learning English in your own country. Students at ELSIS are expected to contribute and participate in class discussions and other activities. These valuable learning experiences will help you to settle into the school more easily, and help you get to know your school mates more quickly.

Study hard, but remember to take time to relax and make new friends. At ELSIS we provide a friendly learning environment where students of many different nationalities come together. You will find that the teaching staff at ELSIS are friendly and devoted to helping you reach your goal – learning English. We hope that your time with us is enjoyable and your English course is successful.

Cherie Soto

Director of Studies

CONTENTS

Welcome to ELSIS	3
Our Staff	5
Grievance	6
Who you should speak to.....	7
Student Visa, Progress & Leave.....	8
Working while studying	9
The College and Facilities	10
Timetables.....	11
ELSIS Workshops.....	12
OSHC	13
What to do in an emergency.....	13
About Brisbane – CBD	14
Brisbane – General Information	16
Useful Telephone numbers	18
Brisbane CBD Map	19

OUR STAFF

Campus Manager	Naveen Vashist
Director of Studies	Cherie Soto (in Sydney)
Associate Director of Studies	Julie Davies
Student Services Officer	Nicola Young
CozyStay Homestay/2 Stay Accomodation	Thaio Fabio



If you have a problem or a grievance,

WE WANT TO HELP YOU

Orientation sessions at ELSIS are held each Monday for new students. If you miss your Monday orientation session, you must attend one either the next day or following Monday.

Please Contact:

RE-ENROLMENT

- Your Agent
- Marketing Staff (make an appointment at reception)

ACCOMMODATION

- 2Stay
- Cozzystay
- Homestay

REQUEST A HOLIDAY

- Student Services

ACADEMIC

- Assistant Director of Studies (ADoS)

WELFARE AND PERSONAL

- Student Services

ISSUES

- Student Services

Please remember you are welcome to bring a friend to any discussion to help you with your English or to help you discuss your problem.

If you still have a problem, you can also contact:
Overseas Student Ombudsman
www.oso.gov.au
Ph: 1300 362 072



WHO YOU SHOULD SPEAK TO...

To move to another class

Speak to your class teacher first, and he/she will discuss your problem with you. Your teacher will then speak to their coordinator to make a decision. If you are dissatisfied with the result, please see the ADoS.

Action: Teacher ⇨ **Student Services for an appointment** ⇨ **Coordinator**

To discuss your academic progress

Speak to your class teacher first. If you wish to discuss the matter further, you can make an appointment with ADoS.

Action: Teacher ⇨ **Student Services for an appointment** ⇨ **Coordinator**

To talk about further education

Please see the Director of Studies who will be happy to discuss any academic matters with you, and inform you of other academic options.

Action: Student Services for an appointment ⇨ **ADoS**

To talk about your Homestay accommodation

Please see our accommodation coordinator - Fabio. He knows the Homestay families so is the best person to speak to if you have any questions or problems. You should also talk to the accommodation coordinator if you wish to end or extend your homestay. It is necessary to give two weeks notice if you wish to end your homestay earlier than arranged, or you will have to pay 2 weeks accommodation fee as a penalty.

Action: Reception for an appointment ⇨ **2Stay**

Any personal problem that you would like to discuss

Please see the counsellors, Welfare Coordinator or the Assistant Director of Studies. They are experienced in dealing with problems that overseas students have in adjusting to studying and living in another country.

Action: Student Services for an appointment ⇨ **Welfare Coordinator, ADoS**

To extend your visa

Please see the Assistant Director of Studies to organise your Attendance Certificate, re-enrolment or further study, and then contact the Department of Immigration and Border protection (DIBP). If you have an agent they will be able to help and advise you about this.

Action: Student Services for an appointment ⇨ **ADoS**

To request Holidays

Please ask Student Services at Reception to request a holiday. They will check your enrolment and decide if you are permitted to take a holiday. If the reason for your holiday is a personal problem, please see the Assistant Director of Studies to discuss your situation.

Action: Student Services for an appointment ⇨ **ADoS**

Problems with College rules

Please see the Assistant Director of Studies if you have any problems with College rules or wish to make a complaint. We also have a feedback form if you wish to write about something.

Action: Student Services for an appointment ⇨ **ADoS**

STUDENT VISA REQUIREMENTS

- Please note that on a Student Visa, your first priority must be to attend school. Many students have been putting work priorities first and, although we understand and sympathise with this, we must remind you that the government has given you a student visa for studying English first and foremost.
- Attendance is very important. If you are on a student visa, you must study in class 20 hours per week.
- If you are sick and cannot come to school, you must bring a medical certificate which covers the period of time that you were absent, on the first day you are back at school: This is important to show on your record.
- You are permitted to work 40 hours per fortnight (2 weeks) on a student visa but please remember that your first priority must be to attend school.
- If you wish to continue your studies at ELSIS, you must graduate with at least 80% attendance.
- For immigration purposes, The English Language School in Sydney (EL SIS) must have your accurate and current address and telephone number in Australia. It is very important for you to advise ELSIS of any changes to these contact details.
- Information about you may be made available to Commonwealth and State agencies.

Attendance:

The teacher marks the Attendance Roll at the beginning and end of every session (class day).

EL SIS Attendance Rules are:

- If you arrive to class from 20 to 30 minutes late you will be recorded as a Late Arrival (L), and if you arrive more than 30 minutes late you will be recorded as Absent (A) for that hour.
- Similarly, if you leave class from 20 to 30 minutes early you will be recorded as Early Leaving (EL), and if you leave more than 30 minutes early you will be recorded as Absent (A) for that hour.

- If you receive 3 'Ls' or 'ELs' in one class week you will be marked as absent for one hour.
- All absences are marked hourly, with four (4) hours absent considered as one session (class day) absent.
- 80% attendance or above is required to keep your visa.

Progress

It is advised that you study 5-15 hours per week out of class time. It is expected that academic subjects require 10-15 extra hours and General English 5-10 hours.

General Intensive English

You will be given a textbook and will work through certain units in your class. Your teacher will let you know beforehand when progress tests are to occur. These are tests to show how you have progressed in your studies, and do not mean that you have attained a certain level or will automatically proceed to the next level; however if you are not in agreement with the teacher, we do have level tests available – see your teacher or coordinator.

English for Academic Purposes

If you are studying in an EAP course, it is your responsibility to keep up to date with assessments and to be aware of the grades required for your pathway.

EL SIS monitors all students' academic progress to ensure that they are not at risk of failing to complete their course within the expected time. If a student is found to be 'at risk', an Intervention Strategy will be activated to give them every opportunity to successfully complete their course.

Leave

Leave can only be taken after your course has finished. It is only granted during your course for compassionate reasons such as illness or death in the family. Student Services can give advice regarding leave.

Refunds

ELSIS will refund tuition fees in some circumstances. Please refer to your Offer Letter, section 5.

WORKING WHILE STUDYING

Tax file number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Taxation Office. It is free of charge. To apply for a tax file number you will need your passport, address in Australia and in your home country, email address and contact numbers. Just go to the following link:

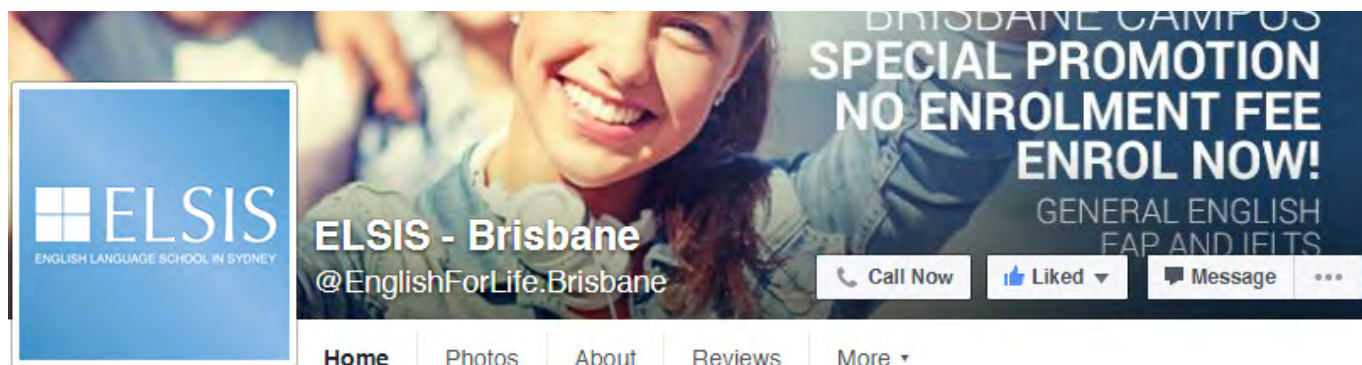
[https://www.ato.gov.au/Forms/How-to-use-the-online-TFN-registration-\(Permanent-migrants-and-temporary-visitors\)/](https://www.ato.gov.au/Forms/How-to-use-the-online-TFN-registration-(Permanent-migrants-and-temporary-visitors)/)

Publicity Photos

Please note that from time to time you may be photographed. These photos may be at a class graduation, barbeque or a party. ELSIS reserves the right to use the photograph for publicity purposes such as in our brochures and on our website. If you don't want your photo to be used, then please tell the Marketing Department.



Find us on **FACEBOOK**



- Make friends
- Practise English
- Chat with your teachers
- Find out about ELSIS activities
- Find out the events in Brisbane
- Upload and share pictures
- Special offers for ELSIS students
- Keep in touch with ELSIS friends forever!

How to Find "ELSIS BRISBANE" FACEBOOK

Go to www.elsis.edu.au and click on the "Join us on Facebook" link OR Search on Facebook for "Elsis" OR Follow this link

<https://www.facebook.com/ELSIS-Brisbane-1078593405516184/>

SCHOOL FACILITIES

Location

ELSIS is centrally located in the Brisbane CBD, at Level 1, 126 Margaret Street, Brisbane. It is very close to public transport, shopping centres and tourist attractions.

No Smoking

This is a non-smoking building. You must leave the building if you wish to smoke. Please do not throw cigarette butts on the ground, or you may be fined by the Brisbane City Council.

Student Common Room and Kitchen

These areas are designed for you to relax, have lunch or chat with school friends. They are equipped with microwave ovens and refrigerators where you can keep your food if you would like to bring lunch or dinner to the school. There are also vending machines.

Study Room

In the breakout area next to the Teachers' Room, there are computers installed for your use. You can access your email and the internet. Computers are only to be used outside class time. WiFi access is also available free of charge. You can also borrow a laptop. See reception for more information. It is a place where we have the ELSIS Workshops and also where you can work on self access materials or writing tasks. It is a quiet area for self-study. We have a small collection of reading materials which are available to students. You can borrow up to three books for two weeks. Please see your class teacher if you would like to borrow a book.

Individual Tutorial

If you feel you are having difficulty with a particular area of English, or would like to work with a teacher on an individual basis, you can make an appointment for an individual tutorial. Please write your name on the booking sheet at Student Services.

Post

If you wish to have your mail sent to you at the College, the address to give your family and friends is:

**[Your Name]
c/o ELSIS (English Language School in Sydney)
Level 1, 126 Margaret Street
Brisbane, QLD, 4000**

ELSIS

Student Card

To receive an ELSIS Student Card, you will need to apply through Student Services on level 1. With an ELSIS card you can get discounts for many things such as movies, theatres, museums. We have arrangements with local businesses where you can get discounts also.

[Check at Student Services](#)



Fees & Charges

DESCRIPTION	AMOUNT \$AUD
TUITION FEE (LATE PAYMENT)	
Less than 14 days	\$50.00
14 days to less than 28 days	\$100.00
28 days or more	\$200.00
SERVICE FEES	
Change of Course	\$0.00
Change of Course with exceptional cases	\$100.00
CoE Extension	\$50.00
Deferment of Enrolment before commencement	1st change: \$0, from 2nd changes: \$50.00
Deferment of Enrolment after commencement	\$50.00
Documents confirming enrolment/academic details	\$10.00 (per document)
Installment Plan	\$50.00
Photocopy	\$0.20 (per copy)
Posting and Handling Certificates admin fee	\$20.00
Print Credit	\$5.00 minimum (20 cents per copy)
Qualification Reissue Fee	\$50.00
Readmission Fee	\$50.00
Scan	\$0.20 (per copy)
Change of Campus Fee	\$0.00

Document processing time is 5 working days minimum

Timetables

Timetable 1

Times	Monday	Tuesday	Wednesday	Thursday	Friday
8:15am - 10:15am	Class	Class	Class	Class	Class
10:15am - 10:30am	Break	Break	Break	Break	Break
10:30am - 12:30pm	Class	Class	Class	Class	Class

Timetable 2

Times	Monday	Tuesday	Wednesday	Thursday	Friday
12:40pm - 2:40pm	Class	Class	Class	Class	Class
2:40pm - 3:00pm	Break	Break	Break	Break	Break
3:00pm - 5:00pm	Class	Class	Class	Class	Class

Timetable 3

Times	Monday	Tuesday	Wednesday	Thursday	Friday
5:10pm - 7:10pm	Class	Class	Class	Class	Class
7:10pm - 7:30pm	Break	Break	Break	Break	Break
7:30pm - 9:30pm	Class	Class	Class	Class	Class

All classes start at the times above. If you are late by 20 minutes you will receive an "L" and after that you will be marked absent. Remember three "Ls" in one week incurs an absence. 30 minutes late is an absence.

Shift changes

If you need to change your class from one shift to another, for example evening classes to morning classes, then you will need to complete a Change of Class Form at reception before 3pm Thursdays. Classes are changed on Monday.

NOT ALL SHIFTS MAY BE AVAILABLE
NOT ALL COURSES ARE AVAILABLE FOR ALL TIMETABLES.
DEPENDING ON YOUR LEVEL, YOU WILL FOLLOW ONE OF THESE TIMETABLES.
PLEASE NOTE THAT WE RESERVE THE RIGHT TO CHANGE YOUR TIMETABLE AT ANY TIME.

EL SIS WORKSHOPS



Work Ready Skills



Hospitality



Individual Tutorials

(one on one with a teacher for 20 minutes)



IELTS Test Practice



Academic Writing

<http://workshop.eca.edu.au/Registration>

Bookings on level 1

*5 day classes as usual



OVERSEAS STUDENT

Health Care

If you came to Australia on a student visa, you have already paid for health insurance together with your tuition fees. This gives you insurance cover with OSHC Worldcare for basic medical and hospital fees all over Australia. **When you visit the doctor, pay the bill and keep the receipt.** Apply online (www.oshcallianzassistance.com.au) for a refund of the standard doctor's fee set by the Government (this may be less than the fee you paid to the doctor).

If you haven't received your OSHC Worldcare card yet, (it could take 3 weeks to arrive), keep the doctor's receipts until it arrives and then apply for a refund.

Direct Billing means that if you hold a current OSHC Worldcare policy and attend one of the providers listed, the bill will be sent directly to OSHC Worldcare for payment and you will not have to submit a claim. Some Medical Providers may charge you a co-payment. A 'co-payment' is an amount that you will have to pay and that cannot be claimed for a refund.

We recommend that you download the app: www.oshcallianzassistance.com.au/app

What to do in an emergency

On your first day of school, you will be shown where to find the fire stairs. You will walk down the stairs to the street exit on Liverpool Street and see the ELSIS Emergency Meeting Point.

In case of an emergency at school you must:
Follow your teachers' instructions

- Leave the building via the fire stairs. Do not take the lift.
- Meet with your teacher at the ELSIS Emergency Meeting Point
- Make sure your teacher marks your name on the roll
- Wait for further instructions from your teacher



If you ever have an emergency and need help from FIRE, POLICE or AMBULANCE SERVICES dial (free) 000 from ANY public telephone or mobile telephone

If first aid is required at school, students should report to their teacher or Reception.

Other phone numbers which may be of assistance during an emergency are:

Electricity Emergencies
Energex 13 19 62

Home doctor service
(after hours)
1300 466 337

State Emergency Service (SES) 13 25 00
(Floods/ storm damage/power lines)

Water Emergencies
13 23 64

About

BRISBANE CBD

The Brisbane CBD is the main commercial area in Brisbane and is well serviced by banks, restaurants, shops, post offices and public transport.

BANKS

All the major banks have a branch in the city centre; ANZ, HSBC, Westpac, The Commonwealth Bank, St. George, and National Australia Bank (NAB). Opening hours are 9:30am to 4:30pm Monday to Thursday, and 9:30am to 5:00pm on Fridays. Automatic Teller Machines (ATM's) are available 24 hours at most banks, but you should avoid using them late at night, for security reasons. When you go to a bank to open an account, you will need to take your

Passport with you, as well as two (2) other forms of identification and tell the bank officer that you are a student.

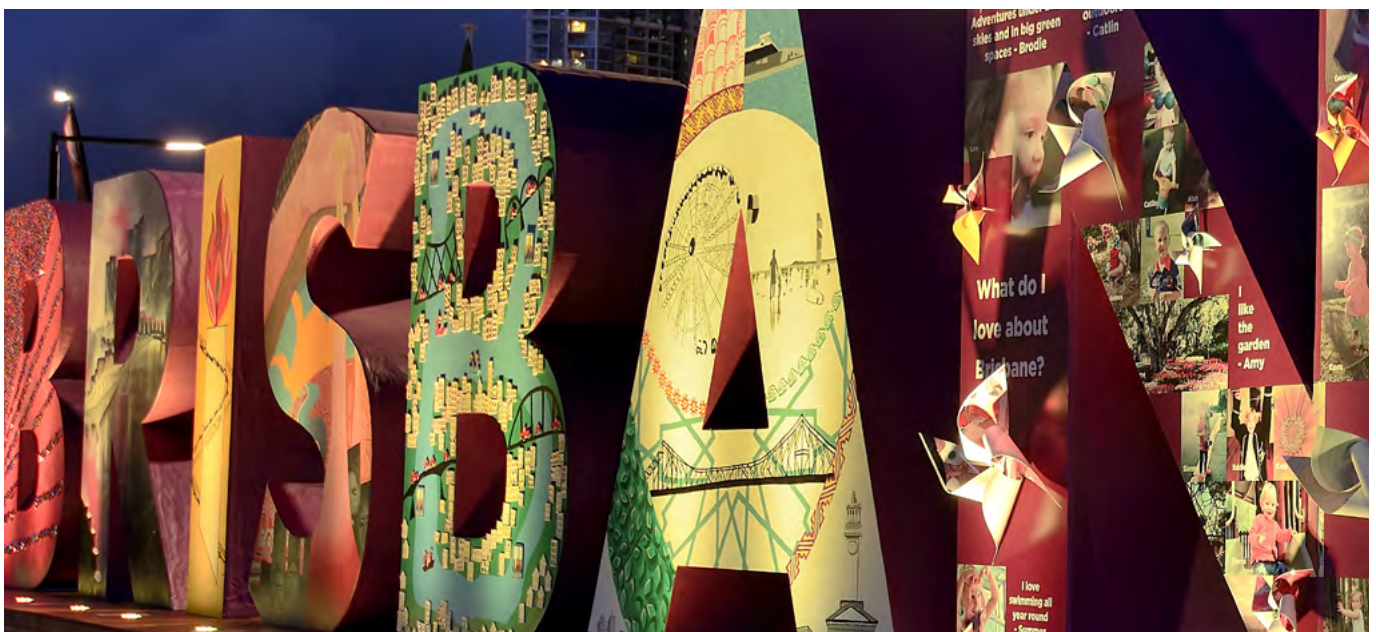
POST OFFICE

Opening hours are from 9:00am to 5:00pm Monday to Friday, and they offer a range of services including payment of bills, stationery items, cards and wrapping, faxing, calendars and diaries and small gifts, as well as the usual range of postal services. Some major post offices are open on Saturday mornings.

SHOPPING

Brisbane City main shopping area is Queen Street Mall, surrounded by a wide range of stores and arcades. The major Department Stores are David Jones and Myer, and supermarkets, (Woolworths and Coles) are nearby.

Opening hours vary, but are generally 9:00 am to 5:30 pm on Monday, Tuesday, Wednesday, Friday and Saturday; 9:00 am to 9:00 pm on Thursday; and 10:00 am to 4:30 pm on Sunday.





EATING

Brisbane City offers a wide range of eating choices from cheap take-aways to expensive restaurants, covering many different cuisines. There are also several Asian supermarkets located in Chinatown and Health Food shops located in the shopping centres.



SPORTS FACILITIES

People who live in Brisbane lead very active lifestyles. This means there is a wide variety of sports facilities and centres available throughout the city and suburbs. Local people and international visitors alike visit the Botanical Gardens and the Roma Street Parklands on weekends to exercise and play sport. This makes them popular places to meet others who like to be active and enjoy the great outdoors. Here are some suggestions for other venues:

Cycling	CityCycle bike hire: Hire a bike and cycle around Brisbane. Find out about bike hire costs, the closest CityCycle station to you, courtesy helmets and more.
Swimming	Swimming pools: There are 21 Council swimming pools across Brisbane (indoor and outdoor pools) offering opportunities for fun, fitness and recreation. Pool opening hours vary between seasons. Centenary Pool, Spring Hill Spring Hill Baths Valley Pool, Fortitude Valley
Tennis	There is a wide range of courts for community use in Brisbane parks, tennis clubs and schools. Toowong State School :37 St Osyth Street New Farm Park :Brunswick Street West End State School: 24 Vulture Street Hamilton State School: Oxford Street
Golf	Golf courses: Brisbane City Council owns and manages two 18 hole pay and play golf courses. Both courses are open seven days a week excluding Christmas Day. St Lucia Golf Links Victoria Park Golf Complex
Exercise	More than 90 of Brisbane City Council parks have exercise equipment installed in them, providing an opportunity to exercise and get fit outdoors for free. Exercise equipment is different in each park, ranging from simple, static equipment for chin-ups, sit-ups and step-ups, to new interactive and movable equipment with cardio and resistance features (similar to indoor fitness equipment) such as rowing and stepping machines. Many pieces of equipment have instructions for use.



BRISBANE

General Information

Climate

One of Brisbane's most appealing traits is its beautiful weather. With the state's slogan being "Beautiful one day, perfect the next", it is little wonder why Brisbane has become one of Australia's most attractive places to live and study.

SUMMER	December – February	30 °C
AUTUMN	March – May	26 °C
WINTER	June – August	22 °C
SPRING	September – November	26 °C

Currency

Australia uses a Decimal currency system, where 100 cents = one dollar (\$). We have six coins – 5c, 10c, 20c, 50c, which are silver coloured, and \$1 and \$2, which are gold. We have five notes, made from plastic - \$5 (pink /purple), \$10 (blue), \$20 (red), \$50 (yellow), and \$100 (green).

Public Transport

Brisbane's public transport network is very extensive, comprising of train, bus and ferry services. This includes the free City Loop Buses, and are all easily connected by purchasing a GoCard via Translink. By downloading the Translink app, you can also receive real time updates about when the next train, bus or ferry will arrive. However, Brisbane locals are known for their love of the great outdoors and cycling is a very big part of life. Many roads have been modified to include cycle paths. There are also City Cycle terminals where you can hire a bike and leave it at another cycle centre of your choice.

Affordability

In terms of cost of living, Brisbane is by far one of the most affordable cities to live in Australia. Accommodation is plentiful and there are some great career opportunities. We also invite you to join our free weekly workshops which provide guidance on how to apply for jobs, resume writing, and how to apply for a **Tax File Number, ABN and Blue Card or RSA certificate**.

Public Transport Network	Website links
Free City Loop Bus	https://www.brisbane.qld.gov.au/traffic-transport/public-transport/buses/city-centre-free-loops
Translink public transport information	https://translink.com.au/
Translink real time app	https://translink.com.au/about-translink/projects-and-initiatives/real-time
Cycling Brisbane	http://cyclingbrisbane.com.au/
City Cycle Service	http://www.citycycle.com.au/

Tax File Number	https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/Australian-residents---TFN-application/
ABN	https://www.ato.gov.au/General/Online-services/In-detail/Transact-Online/Apply-for-an-ABN/
Blue Card	https://www.bluecard.qld.gov.au/applications/need-to-apply-for-card.html
RSA Certificate	http://www.qldrsa.com.au/ http://www.rsabrisbane.com/ https://clubtraining.com.au/online-course/responsible-service-of-alcohol-rsa-online-queensland/ http://www.onlinersa.com.au/rsa/RSA-Online-Training/RSA-Online-QLD-Queensland-RSA-Certificate

Festivals/Things to do in Brisbane

The most popular festival in Brisbane is The Ekka which is held in August each year and runs for about two weeks. There is also the famous River Fire Festival along South Bank Parklands which lights up the Brisbane River with its spectacular fireworks display. The Caxton Street Seafood and Wine Festival always brings the streets alive, which is full of entertainment, fresh seafood and a great place to make new friends. Some of the most popular places to visit in Brisbane include: City Botanical Gardens, Roma Street Parklands, Steve Irwin's Australia Zoo, Mt Cootha, and of course, the beautiful Gold Coast (which is only a 45 minute train ride away). There are also major theme parks which attract millions of visitors each year: Movieworld, Dreamworld, Seaworld, Wet n Wild, Australian Outdoor Spectacular, and Aussie World. There are also so many must see places near Brisbane which are only a ferry or short flight away: dive The Great Barrier Reef, go Island hopping like at Fraser Island, visit the Outback, or go to the Whitsunday Islands.

The Ekka (The Royal QLD Show)	http://www.ekka.com.au/
River Fire	http://riverfirebrisbane.com.au/
South Bank Parklands	http://www.visitbrisbane.com.au/South-Bank/Destinations
Caxton Street Seafood and Wine Festival	https://en.wikipedia.org/wiki/Caxton_Street_Seafood_and_Wine_Festival
City Botanical Gardens	https://www.brisbane.qld.gov.au/facilities-recreation/parks-venues/parks/city-botanic-gardens
Roma Street Parklands	http://www.visitbrisbane.com.au/roma-street-parkland-and-spring-hill?sc_lang=en-au
Steve Irwin's Australia Zoo	http://www.australiazoo.com.au/
Mt Cootha	http://www.visitbrisbane.com.au/brisbane/things-to-do/arts-and-entertainment/heritage-and-architecture/brisbane-lookout-mount-coot-tha?sc_lang=en-au
The Gold Coast	http://www.visitgoldcoast.com/
The Great Barrier Reef	http://queensland.uberflip.com/i/652173-the-secret-side-of-the-great-barrier-reef-townsville-north-queensland
Island hopping	http://www.weekendnotes.com/brisbane/island-hopping/
Fraser Island	http://www.australia.com/en/places/fraser-island.html
Outback QLD	http://www.queensland.com/Explore-Queensland/Outback-Queensland
The Whitsunday Islands	http://www.tourismwhitsundays.com.au/
Movie World	http://movieworld.com.au/
Dreamworld	https://www.dreamworld.com.au/
Seaworld	http://seaworld.com.au/
Wet n Wild	http://wetnwild.com.au/
Australian Outdoor Spectacular	http://outbackspectacular.com.au/
Aussie World	http://www.aussieworld.com.au/

Libraries

Council libraries provide a wide range of services including book clubs, reading programs, computer training and events and workshops. Find out about your local library and its opening hours, facilities and services, how to join and borrow books, magazines and online resources and lots more.

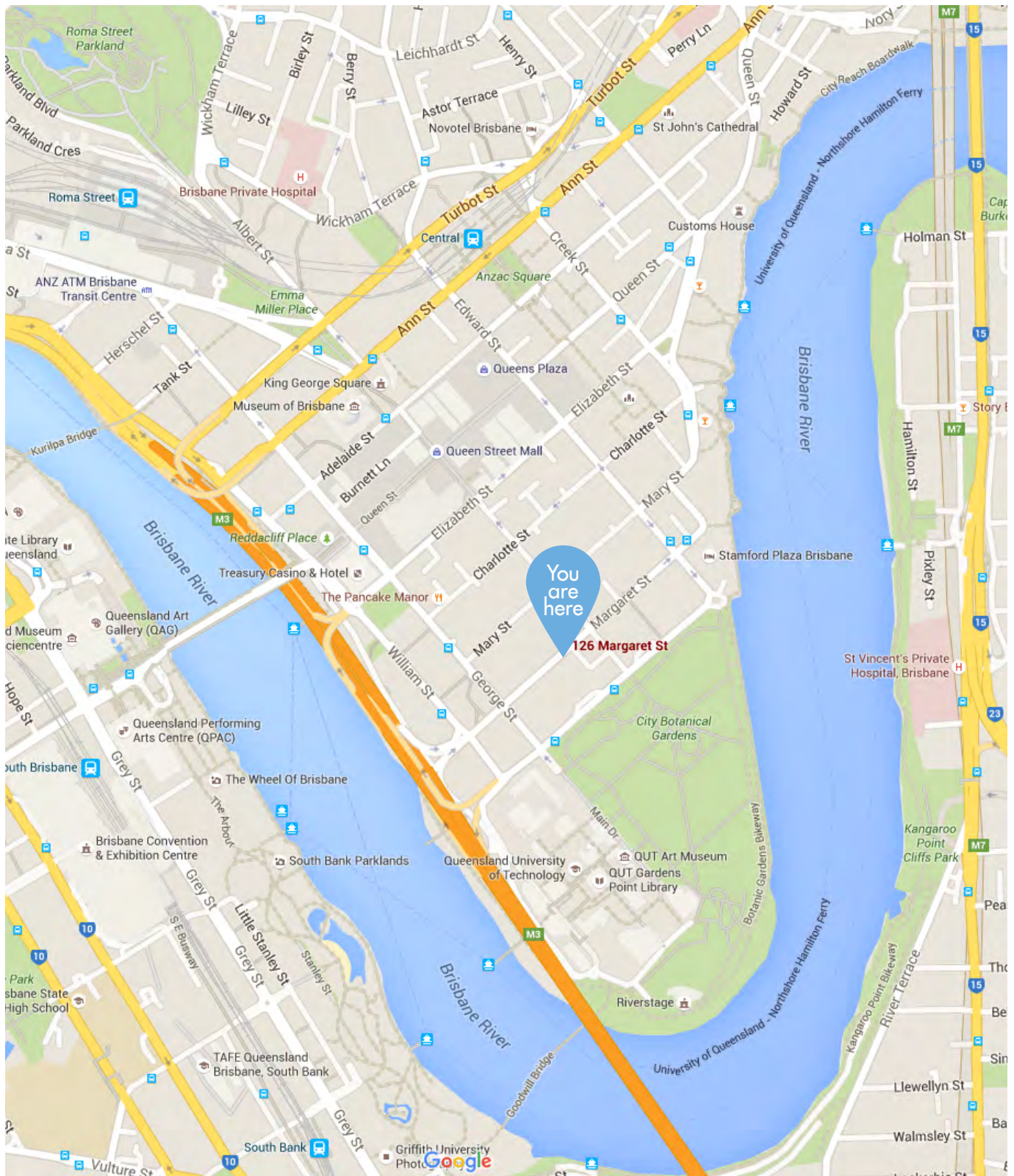
A
State Library of Queensland
(Lending library)
Brisbane Square, 266 George St,
Brisbane QLD 4000
Open until 8:00 pm

B
The Edge, SLQ
State Library of Queensland
(research only library)
Stanley Pl, South Brisbane QLD 4101
Open until 8:00 pm

Useful Telephone Numbers

Name	Address	Phone Number
Ambulance/Fire/Police		In an emergency, call Triple Zero (000) and ask for 'ambulance'.
Royal Brisbane and Women's Hospital	Cnr Butterfield St and Bowen Bridge Rd Herston, Queensland Australia 4029	(07) 3646 8111
Medical Services (24 hour)		13 55 66
Dental Emergency Service (24 hour)		1300 78 38 47
Poison Information Services		13 11 26
Translation and Interpreting Services		131 450
RACQ (24 hour road side assistance)	03 Adelaide St, Brisbane QLD 4000	(07) 3872 8612
Yellow cabs		13 19 24
Black & White cabs		133 222
Immigration Department and Border protection (DIBP)	299 Adelaide St, Brisbane QLD 4000	13 18 81
Ombudsman	Level 18, 53 Albert Street, Brisbane QLD 4000 GPO Box 3314, Brisbane QLD 4001	07 3005 7000
ELSIS	Level 1, 126 Margaret Street, Brisbane 4000.	07 3210 7474
2 Stay (Emergency Accommodation Hotline)		1300 852 254

BRISBANE CBD MAP



EL SIS (Brisbane Campus)
Level 1, 126 Margaret St, Brisbane, QLD 4000
61 7 3210 7474 | www.elsis.edu.au

ENGLISH FOR LIFE



www.elsis.edu.au



EDUCATION CENTRE OF AUSTRALIA

'More than a great education'

Brisbane Campus

Level 1, 126 Margaret St,
Brisbane, QLD 4000
Ph: + (61 7) 3210 7474
info@elsis.edu.au

Melbourne Campus

Level 7, 399 Lonsdale St,
Melbourne, VIC 3000
Ph: + (61 3) 9603 5333
info@elsis.edu.au

Sydney Campus

Level 1, 160 Sussex St,
Sydney, NSW 2000
Ph: + (61 2) 8265 3200
info@elsis.edu.au