



**Orientation Guide  
&  
Student Handbook  
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 Schools

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 are friendly and here to help you, so don't be shy... if you need help please ask for it. Our Director of Studies, Associate 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.

**Rima Ibrahim**  
Director of Studies

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# OUR STAFF

<b>Campus Manager</b>	Naveen Vashist
<b>Director of Studies</b>	Rima Ibrahim
<b>Student Services Officers</b>	Melisa Valdez
<b>CozyStay Homestay/2 Stay Accomodation</b>	Thaio Fabio
<b>Student Engagement Officer</b>	Melisa Valdez

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

### REQUEST LEAVE

- Student Services

### ACADEMIC

- Director of Studies (DoS)
- Academic Manager
- Coordinators

### WELFARE AND PERSONAL

- Director of Studies (DoS)
- Academic Manager
- Coordinators
- 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](http://www.oso.gov.au)

Ph: 1300 362 072

ELSIS Student Services Officers are the official point of contact for students to gain access to ELSIS student support services.



# 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 coordinator.

**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 a coordinator.

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

## To talk about further education

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

**Action: Student Services for an appointment ⇒ SEO**

## To talk about your Homestay accommodation

Coszy Stay and 2Stay accommodation are our trusted partners. They can help you find a suitable place for you. They know the Homestay families so are the best people 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.

**To make a booking to speak with one of their representatives call: 1300852254 or see our student services for help.**

## Any personal problem that you would like to discuss

Please see the counsellors, Welfare Officer, the Associate Director of Studies or the 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 ⇒ ADoS or DoS**

## To extend your visa

Please see the Marketing Department to arrange for further study, and Student Services to organise any certificates or other documentation necessary for you to submit to the Department of Home Affairs (DHA). If you have an agent they will be able to help and advise you about this process.

**Action: Student Services ⇒ DHA or your agent**

## To request Holidays (Non-student Visa)

Please ask Student Services on level 2 to request a holiday. They will check your enrolment and decide if you are permitted to take a holiday.

**Action: Student Services**

## Problems with College rules

Please see the Director of Studies or Associate 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 ⇒ DoS, ADoS**

## Reporting a Critical Incident

A critical incident is a traumatic event or situation that can cause physical or mental health harm to yourself and others around you. A critical incident may include: Death; Risk of death; Abuse, neglect or exploitation; Risk of abuse, Serious harm or injury; Serious risk of harm or injury;

### Or other incidents, for example:

- Alleged criminal activity;
- Inappropriate sexual behaviour;
- Property damage resulting in the closure of a service, such as destruction of premises by fire;
- Emergency situation, e.g. bomb threats, hostage situations, natural disaster.

If you experience or witness a critical incident, report it directly to Student Services staff and state:

**"I have to report a critical incident"**

EL SIS management and staff will respond with appropriate measures to ensure students and staff are kept safe.



# MENTAL HEALTH AND WELLBEING

## ELSIS Student Welfare and Counselling Services:

ELSIS provides free counselling services for students who are experiencing personal difficulties or need help to settle with their new life in Australia. To ensure our students are supported and happy, our counselling service is available 24 hours, 7 days a week.

Depending on your circumstances, you may request a face to face meeting, an urgent telephone call, a video call or a zoom meeting.

You can arrange a meeting by calling 1300 687 327 or visiting the following website:

<https://www.convergeinternational.com.au/> and click on 'Contact Us' to access the live chat service.

If you would like help booking, please speak to one of our helpful student services officers.

You can download Converge International's 'EAP Connect' App through the Apple and Google Play store to your phone/laptop, so that you have easy access to these services, whenever you want. This App can be used to make bookings, change appointments and to access mindfulness activities.

**Counselling services are confidential and free of charge for all ELSIS students.**





# STUDENT VISA REQUIREMENTS

## Student Attendance and Course Progress

ELSIS is required to monitor your attendance and course progress while you are studying. This is to ensure that you can complete your course within the expected time stated on your CoE, and to meet the conditions of your student visa.

### Requirements for Course Attendance:

Your classes run from Monday to Friday and you are required to attend 4 hours a day, 20 hours a week. To be able to continue your studies, receive a graduation certificate and keep your visa, you must maintain a minimum attendance of 80%. All absences are marked hourly, with 4 hours absent considered as one session (class day) absent.

If you are sick and cannot come to school, you should visit a doctor to get a medical certificate that covers the time you were absent. You must give the certificate to your teacher on the first day that you come back to school. This is important to show on your student record.

Please note that on a Student Visa, your first priority must be to attend school. You are permitted to work 40 hours per fortnight (2 weeks), however, we must remind you that the reason the Australian government has given you a student visa is so you can study English.

### Requirements for Course Progress:

To graduate from your course and receive a certificate you are required to be an active learner. This means you need to participate and engage in class activities, complete tasks and homework, submit assessments, and sit for tests.

You will be considered at risk of not meeting course progress if:

- Your teachers identify you as having ongoing difficulty with coursework
- You fail to do your homework on a regular basis
- Your attendance is poor, and you have missed over 80% of your classes
- You have missed tests and failed to submit assessments

## Intervention Strategy

If during your time at ELSIS your attendance or progress is low, we will activate an intervention strategy to give you every opportunity to be successful in your studies. ELSIS will provide you with support services that may include but not limited to:

- One on one tutoring and dedicated extracurricular support
- Specific in class/homework.
- Work tasks focusing on areas of the student's needs
- Class change.
- Welfare support

\* For more information on ELSIS Attendance Policy and Procedures and Monitoring Student Progress and Course Duration Policy and Procedures, visit:

<https://www.elsis.edu.au/form-library/>

## Progression Between Courses

ELSIS provides you with the opportunity to progress from one course to another. To learn more about progression between courses request an appointment with the coordinator at the Student Services desk. Our coordinators will advise and will help you achieve your learning goals.

ELSIS Admissions Policy and ELSIS Monitoring Student Progress and Course Duration Policy and Procedures will provide you with more information on progression between ELSIS courses. To access our policies, visit:

<https://www.elsis.edu.au/form-library/>

## Private study

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.

## 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.

## Student Contact Details

For immigration purposes, English Language School in Sydney (ELSIS) needs to have your accurate and current address and telephone number in Australia. You must update your RTO profile page if your contact details change within 7 days as per your visa condition. Information about you may be made available to Commonwealth and State agencies.

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# 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

## How to Find “EL SIS BRISBANE” FACEBOOK

Go to [www.elsis.edu.au](http://www.elsis.edu.au) and click on the “Join us on Facebook” link OR Search on Facebook for “Elsis” OR Follow this link

<http://www.facebook.com/EnglishForLife.Brisbane>



- 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!

## Working in Australia

International students, have the same workplace rights as all other workers in Australia. The Fairwork Ombudsman provides free advice and assistance to all workers to help you understand your rights.

Find out what you need to know about working in Australia.

- Your Visa
- Pay and conditions
- Help with workplace issues

To contact the Fair Work Ombudsman, visit their website:  
<https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>

Phone: 13 13 94

# 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. This is purely for students, and therefore is your responsibility to keep everything clean and tidy.

## Computer 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 on the ELSIS Website. Choose "enrol" then "Free Workshops" then choose "workshop" and register.

## 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
<b>TUITION FEE (LATE PAYMENT)</b>	
Less than 14 days	\$50.00
14 days to less than 28 days	\$100.00
28 days or more	\$200.00
<b>SERVICE FEES</b>	
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
Re-admission Fee	\$50.00
Scan	\$0.20 (per copy)
Change of Campus Fee	\$0.00

## 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

## 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 Student Request 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.  
DEPENDENT 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

[www.workshop.eca.edu.au/Registration](http://www.workshop.eca.edu.au/Registration)

WORKSHOPS ARE  
**FREE**  
AND OPERATE  
WEEKLY.





# OVERSEAS STUDENT

## Health Care

If you entered Australia on a student visa and arranged your OSHC policy through ELSIS, the cost of your insurance will have been included in your initial fees. The policy gives you insurance cover with Allianz, and includes basic medical and hospital fees Australia wide. Your OSHC policy number can be found in your COE in the comments section.

Once your OSHC policy is active you will be sent an email instructing you on how to access your E-OSHC card. It may take up to 4 weeks from the date that you commence your course to receive your E-OSHC card.

If within this period you need to visit the doctor, pay the bill and keep the receipt. Apply online ([https://www.oshcallianzassistance.com.au/member\\_student/login.aspx](https://www.oshcallianzassistance.com.au/member_student/login.aspx)) for a refund of the standard doctor's fee set by the Government.

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](http://www.oshcallianzassistance.com.au/app)

**For more information please contact Student Services**

**Electricity Emergencies  
Energex 13 19 62**

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

## 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 Margaret Street and go to 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
- Wait for further instructions from your teacher

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



**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**

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

**Police - Ambulance - Fire  
000**

**Home doctor service  
(after hours)  
1300 466 337**

**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 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:

<b>Cycling</b>	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.
<b>Swimming</b>	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
<b>Tennis</b>	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
<b>Golf</b>	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
<b>Exercise</b>	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	<a href="https://www.brisbane.qld.gov.au/traffic-transport/public-transport/buses/city-centre-free-loops">https://www.brisbane.qld.gov.au/traffic-transport/public-transport/buses/city-centre-free-loops</a>
Translink public transport information	<a href="https://translink.com.au/">https://translink.com.au/</a>
Translink real time app	<a href="https://translink.com.au/about-translink/projects-and-initiatives/real-time">https://translink.com.au/about-translink/projects-and-initiatives/real-time</a>
Cycling Brisbane	<a href="http://cyclingbrisbane.com.au/">http://cyclingbrisbane.com.au/</a>
City Cycle Service	<a href="http://www.citycycle.com.au/">http://www.citycycle.com.au/</a>

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



## 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 such as at Fraser Island, visit the Outback, or go to the Whitsunday Islands.

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

## 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.

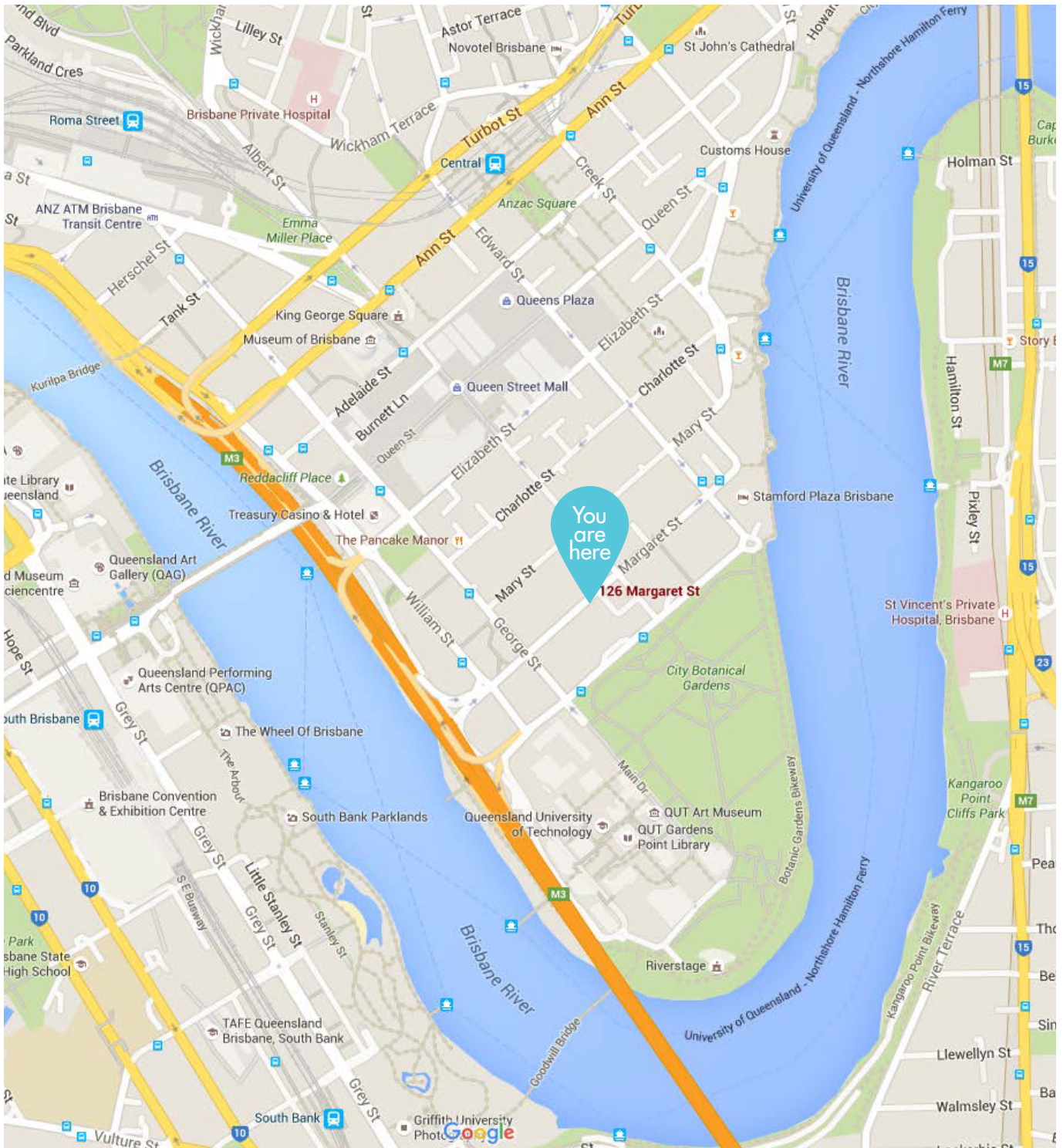
A  
State Library of Queensland  
(Lending library)  
Brisbane Square, 266 George St,  
Brisbane QLD 4000  
Open until 8:00 pm

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, Fire or Police'.
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 (DHA)	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
EL SIS	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](http://www.elsis.edu.au)**





[www.elsis.edu.au](http://www.elsis.edu.au)

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

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

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