




Welcome to Australia

Your practical guide to down under

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A close-up photograph of a koala sleeping peacefully on a tree branch. The koala's grey, woolly fur is the central focus, with its eyes closed and its large, dark nose visible. The background is a soft-focus green, suggesting a dense forest environment. The lighting is natural, highlighting the texture of the koala's fur and the surrounding foliage.

This booklet serves as a guide to help you understand the Australian way of life and to help make your stay in our wonderful country enjoyable and safe. In this booklet you will find basic, useful information related to keeping in contact, transport, communication, banking, health safety, wildlife encounters and other things to consider while working and travelling in Australia.

This information focuses on safe and practical ways to ensure you get the most out of your experience as you work, and live here.

Area
7,692,024 sq km

Population
25.69 million

Capital
Canberra

Interesting facts about life in Australia

Government: Australia is a Constitutional monarchy.

Head of State: HM King Charles III, represented locally by the Governor-General.

Head of Government: A Prime Minister governs the country. Individual states and territories have their own autonomous legislative, executive and judicial systems under the jurisdiction of the federal government.

Traditional owners of the land: In Australia we refer to them as Aboriginal and Torres Strait Islander. They are connected to the Country of their ancestors and most consider themselves the custodians or caretakers of their land.

Australia is the land of no worries. You'll hear Aussies say "no worries" multiple times a day.

There are no deadly animals and insects waiting around the corner to kill you. They are only found in the Outback.

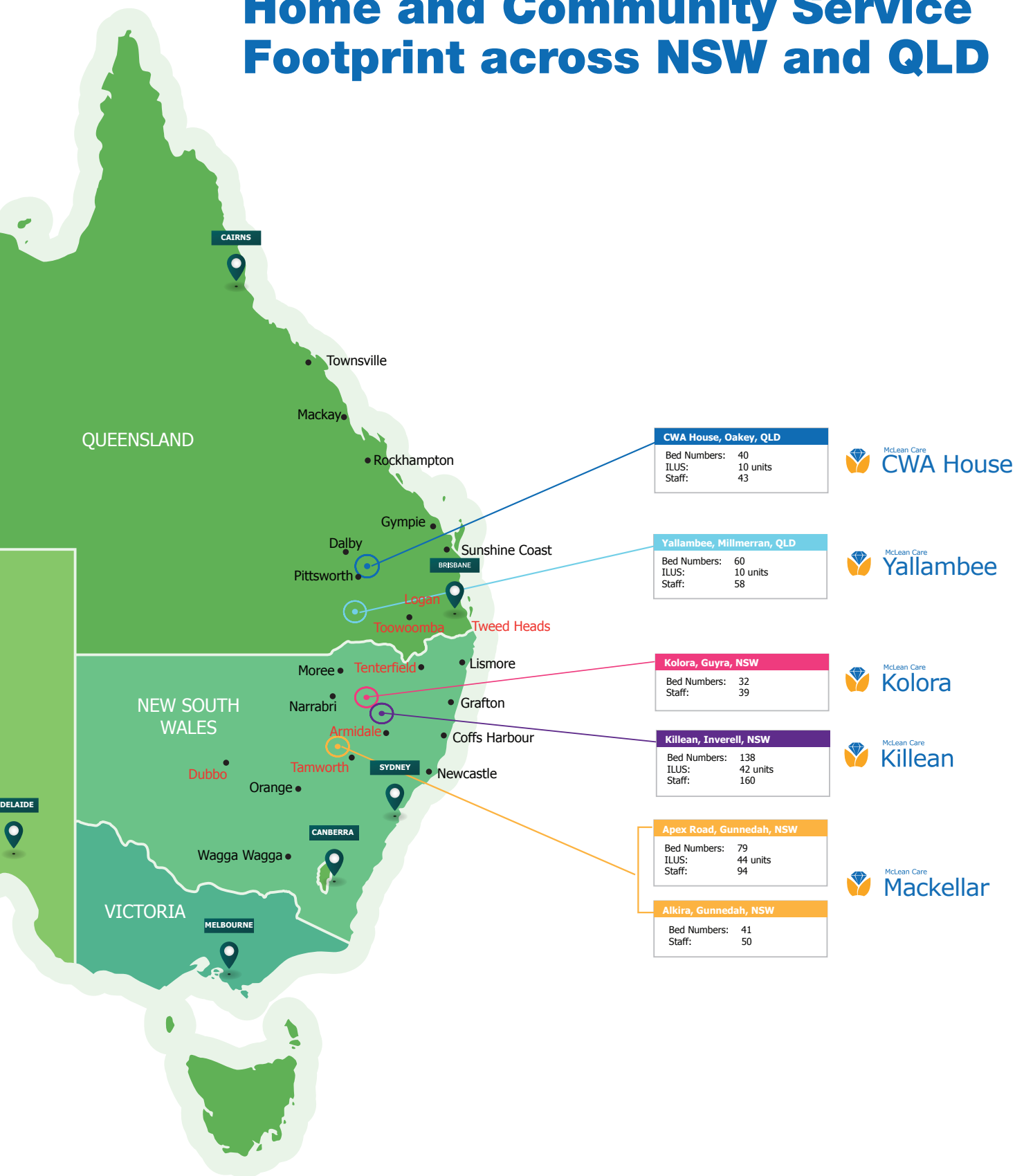
If you have food allergies or intolerances, restaurants will cater to your needs.

Aussies eat outside on a regular basis. They also participate in sports and recreational activities more than people in other developed countries.

Aussies don't tip all the time; they only tip to reward genuinely outstanding service.



McLean Care's Residential and Home and Community Service Footprint across NSW and QLD



Useful information for working in Australia

While working in Australia it is essential to set up the following:

- Australian Address
- Pay As You Go (PAYG) TAX
- Tax File Number (TFN)
- Bank Account
- Driver's Licence
- Travel Insurance

To complete these requirements a traveller must have a fixed mailing address for the entire stay in Australia. For only a monthly cost there are agencies that will hold your mail for you to collect or will forward it to you as you travel.

How it works. If you don't have a physical address where you will be residing, you can register online with an agency of your choice. Once registered, you can give your mail number and address to family, friends, the bank, tax office, employer and superannuation company etc. When mail arrives the agency will advise you by email. This service allows you to check your mail, and make the necessary address changes as you travel and work throughout Australia.

Australian Currency

Australia's national currency is the Australian dollar which comes in denominations of \$5, \$10, \$20, \$50 and \$100 notes. Coins come in 5c, 10c, 20c, 50c, \$1 and \$2 denominations. There are currency exchange facilities in all banks and independent agencies.

Opening an Australian Bank Account

It is useful to open an Australian bank account to avoid expensive international bank charges when withdrawing money. There is no charge to open an account. You will need a valid passport, your visa grant number and an Australian address. At the end of your stay, you can easily close your Australian bank account at the bank.

Credit cards

Major credit cards are accepted. Usage may be restricted in small towns and Australian outback areas.

ATM: (Automatic Teller machines)

Found in all major towns and cities. However you may have limited or no access to ATMs in smaller towns and Australian outback areas.

Banking hours

Mon-Thurs 9:30am-4:00pm; Fri 9:30am-5:00pm. These hours may vary slightly across the country.

Electricity

220/240 volts AC, 50Hz. Three-pin plugs are in use throughout Australia. Adapters may be found in all major stores.

How to transfer money back home (Australia Post)

Don't try to transfer your money internationally with a bank. It may seem convenient, but banks have unfavourable exchange rates and high, numerous fees. Send and receive money conveniently and securely within Australia or overseas is simple, fast and reliable with Western Union at Australia Post. Transfer funds at your local participating Post Office or online 24/7 - the choice is yours.

To learn more visit www.auspost.com.au/money-insurance/money-transfer/international-money-transfer-with-western-union



Keeping in contact

Telephone carriers/providers are located in all major shopping centres. Telephone shops will have most of these available, find out about promotions and tariff plans and compare them to suit your needs - before buying. Telstra service provides the coverage you will need to connect reliably to the rest of Australia.

If you want a pre-paid card, you will need to have your passport and current address. However, if you choose to go on a plan it will be necessary to have a current Australian Bank account, passport and current address.

Australia Overseas calling code +61
Internet .au

To make domestic phone calls

Dial the area code (see below) and then the phone number

Area code for each states

ACT (Australian Capital Territory)	02
NSW (New South Wales)	02
VIC (Victoria)	03
TAS (Tasmania)	03
QLD (Queensland)	07
SA (South Australia)	08
WA (Western Australia)	08
NT (Northern Territory)	08

Receiving a phone call

Your family and friends can contact you on a landline or a mobile phone. They will need to enter Australia's country code first (61) and then the 2nd digit of the area code. (remove the 0 from the area code) and then your phone number.

Emergency Services

In Australia the only number for emergencies is 000. This number can connect you with police, firemen and ambulance. The call to 000 is FREE but you must be sure that what is happening is a real emergency.

Calling 000 without a real emergency is a violation. These emergency services can track your number and often may call back if you hang up without speaking to an operator.

When you call the number, they will ask you which service you need. Give an immediate, calm answer of either: "Police; Fire; Ambulance" (or a combination of what is required). Calmly explain where you are located and what has happened.

The operator will only speak English but, if you're not able to hold a conversation, just inform the operator which language you need. They will hand your call over to an interpreter service.

Other important hotlines:

Poisons Information Hotline 13 11 26

<https://www.healthdirect.gov.au/poisoning>

Beyond Blue Hotline 1300 22 4636

<https://www.beyondblue.org.au/>



Public transport

Public transport services are managed by individual state and territory governments. All of Australia's major cities have reliable and affordable public bus, train and ferry networks.

www.transport.nsw.gov.au/ (NSW)
www.adelaidemetro.com.au/ (SOUTH AUSTRALIA)
www.ptv.vic.gov.au/ (VICTORIA)
www.transperth.wa.gov.au/ (WESTERN AUSTRALIA)
www.jp.translink.com.au/ (QUEENSLAND)
www.transport.nt.gov.au/public (NT)
www.metrotas.com.au/ (TASMANIA)

Bus/Coach

Coach and bus travel in Australia is comfortable, easy and economical. Coaches generally have air conditioning, reading lights, adjustable seats and videos. Services are frequent, affordable and efficient. Australia's national coach operator, Greyhound, offer coach passes to fit every budget.

Rail

Train travel is a convenient, affordable and scenic way to explore Australia. Interstate and intra-state rail services connect our cities and regional centres, while cross-country train trips offer a unique insight into Australia's size and diversity.

For travel on NSW TrainLink please visit www.transportnsw.info/travel-nsw-trainlink

Air

Australia's domestic airlines are Qantas, Jetstar, Virgin Australia, Tiger Air and their subsidiaries - serve all state capital cities and regional cities. Competition amongst domestic airlines means that great fares are available.



Driver Safety

Australian Driving Laws

Australians drive on the left-hand side of the road, with the steering wheel on the right-hand side of the car. The maximum speed limit in cities and towns is 60km/h and 50km/h in suburban areas. On country roads and highways, the maximum speed is usually 100km/h. On freeways is 110km/h.

If you're planning to live in Australia, you can drive with your overseas license for three months (six in Victoria) before you'll need to have a local license. If you're in Australia temporarily, but longer than 3 months, some states ask you to apply for a temporary drivers license.

To drive in Australia you must have an International Driver's Licence.

For more information visit the following websites:
<https://austroads.com.au/drivers-and-vehicles/overseas-drivers/visiting-drivers>
<https://www.australia.com/en>

Motor bikes and cyclists

All must wear helmets.

An international visitor may drive in Australia on a valid overseas driver's licence for the same class of vehicle. You should carry both your countries licence and international licence when driving.

Be prepared if driving long distances

Driving through remote and outback parts of Australia requires some preparation. Below are some general considerations and precautions you should take into account if you are planning on doing any travel to these types of areas:

- Seek advice on the terrain, conditions and safety requirements. Contact the State or Territory motoring association or relevant visitor information centres for this information.

- Before leaving the nearest major town, check the conditions of outback roads
- Carry an extra 2 spare tyres, oil, fuel and tools
- Carry extra supplies of water and food
- Have a good quality medical kit
- Mobile phones have limited coverage in remote areas, so check your phone provider for coverage
- Check with State or Territory motoring associations for emergency services and facilities available in the remote areas
- Plan your route carefully and notify a family member, friend or third party of your expected itinerary and approximate time of arrival
- Be aware of extreme heat conditions in some areas
- Do not drive through flooded areas, as waters can rise rapidly
- Take frequent rest breaks and change drivers regularly
- Be aware of train crossings
- Keep an eye out for wildlife and livestock that can often wander onto the road. This occurs a lot more at sunrise and sunset, so it is best to avoid driving at these times
- Dust from dirt roads can obscure your vision. Slow down or stop until the dust settles
- Obey road closure signs and stick to the main roads
- If you encounter gates, they should always be left as they were found. Open gates should be left open and closed gates should be closed after passing through them
- Stay with your vehicle if it breaks down or in an emergency.

The emergency contact for Police/Ambulance/Fire in Australia is 000.



Health Services

Australia has a universal medical coverage system called Medicare. The publicly funded initiative provides primary healthcare to Australian citizens and permanent residents. People with the medical cover pay their medical charges upfront then get reimbursed by the government. To find a healthcare provider visit www.healthengine.com.au/

If you decide to get private healthcare insurance, McLean Care partners with Hunter Health Insurance. More details can be provided once you commence employment. www.hunterhi.com.au

Telehealth

Telehealth is the utilisation of telecommunication techniques for the purpose of providing telemedicine, medical education, and health education over a distance, to bridge the gap across geographic, time,

social and cultural barriers.

Telehealth services use information and communications technologies (ICTs) to deliver health services and transmit health information over both long and short distances. It is about transmitting voice, data, images and information rather than moving care recipients, health professionals or educators. It can encompass diagnosis, treatment, educational and curative aspects of healthcare services.

Video-conferencing is one of the main ways we use telehealth to improve access to healthcare services for our clients who live in regional, rural and remote areas.



Staying Safe

Beach Safety - always swim between the flags

Surf lifesavers and lifeguards use flags to indicate the safest swimming areas for the beach going public. To stay safe, remember the 'FLAGS.' Some dangers you may face outside these 'flagged' areas are submerged rocks, rips and currents which are strong enough to drag and submerge an unwary swimmer.

The red and yellow flags represent the area patrolled by lifesavers and lifeguards. They mark the safest place to swim at the beach. If there are no red and yellow flags it means there is no supervision.

Visit www.sls.com.au to learn more about Australian beaches.

Be sun safe

The Australian sun is powerful and can burn skin in a very short period of time. The worst time for sunburn is between 11:30am and 2:30pm. Slip on a shirt. Slop on sunscreen. Slap on a hat. Wear sunglasses.

Be shark safe

Shark attacks occur rarely, however, do not swim, dive or surf in waterways that connect to the oceans. Some dangerous sharks are known to congregate up stream. Be aware of the safety signs. Visit www.sls.com.au to learn more.

Poisonous Fish

Jellyfish (stingers) are prevalent in Australia with the highest concentration occurring between October to May, especially in North Queensland.

Australia has a number of poisonous fish, stone fish, puffer fish, red snapper and a blue-ringed octopus are deadly and should not be handled.

Australian weather

Australia experiences a variety of climatic conditions, primarily due to the vast size of the continent. Our seasons are at opposite times to those in the northern hemisphere. December to February is summer; March to May is autumn; June to August is winter; and September to November is spring.



Bushwalking Safety

The Australian bush is a memorable setting for hikers and campers but it is very easy to become disoriented and lost. Your telephone may not work in isolated areas.

- Walk in groups of three or more – in an emergency one might need to wait with the injured person while the other gets help
- Research the area before planning a bushwalk
- Wear or take appropriate clothing and closed-toe footwear and always take a windproof and waterproof jacket
- Check with the park office about fire and firewood-gathering restrictions and remember fires are not allowed during a total fire ban
- For longer walks take more water and snacks and a first aid kit.

To learn more please visit www.nationalparks.nsw.gov.au/safety/bushwalking-safety.

Personal Safety

Australia is regarded as one of the safest places to travel in the world. However, some basic precautions should always be taken such as:

- Avoid walking alone after dark especially through parks and isolated areas
- Don't leave valuables unattended and visible in cars when they are unattended
- Do not leave bags unattended in internet cafes, pubs or clubs
- Be alert when you are withdrawing cash from ATM machines. Check that a card-reading device has not been attached, and ensure that no one can see you enter your PIN number.



Wildlife Encounters

Australia has some amazing animals that you will not see in any other country.

Here are a few found in the outback:

Emus:

Australia is the only country in the world where you will find an Emu in the wild.

Emus are generally peace-loving animals, though it's recommended that you keep your distance as the bird can unleash a powerful kick or pecks when threatened.

Koalas:

They live in forests and open woodlands, typically dominated by eucalyptus tree species are mostly active at night (nocturnal) and around dawn and dusk. However, they can be seen moving during the day if they are disturbed, get too hot or cold, or need to find a new tree. Koalas have poor vision and rely heavily on their other senses so be aware of them if they are cross a road.

Kangaroos and wallabies:

These are one of our national icons and are found in the wild across Australia. They are mostly docile but can be unpredictable when they feel threatened. If you are approached by a kangaroo that has been fighting, moving around females or heard growling, do not run away, walk towards it, stand up tall, stare at it, wave your arms about.

Echidna:

To see an echidna in the wild is pretty lucky. They are spikey, mysterious and stout. Their body is covered in thin spines and fur, of which there is more in cooler habitats. If you see one do not try and approach them or pat them. They are very shy

Lizards:

Lizards are the most commonly seen reptiles in backyards across Australia. If you have a warm spot in your backyard, you probably have a lizard buddy! They are shy and will most likely avoid you.

Snakes:

There are over 140 species of snakes in Australia and some are extremely venomous. The Eastern and Western brown snakes are very fast, bad tempered and aggressive and are responsible for more deaths every year than any other snake bites. If bitten by a snake, try to remember the appearance and get to medical assistance immediately.

Spiders:

Australia has some of the most venomous spiders but there have been no deaths from spider bites since 1981. Red backed spiders, funnel web spiders are amongst some of the most prevalent. If bitten, seek medical assistance.

It's important to note that most insects and wildlife are shy and won't attack you unless provoked or threatened.



How to protect yourself from scams

If it sounds too good to be true, it probably is.

For further information and to report scams visit www.scamwatch.gov.au

or phone 1300 302 502.

THREE WAYS TO AVOID SCAMS

STOP

Don't give money or personal information to anyone if unsure

 →X

THINK

Don't click on links or respond to callers before you know it's real

X

PROTECT

Act quick. Call your bank to secure your accounts. Seek help and report scams

 →

Before you act, check who you're dealing with.
Call the organisation using a number you've searched online.
Never use a number given to you.

Scamwatch
www.scamwatch.gov.au

IDCARE
1800 595 160
www.idcare.org

ReportCyber
www.cyber.gov.au



Scams aim to take your money—watch out for:

- unsolicited offers arriving by email, SMS (short message service) or MMS (multimedia message service)
- enticing subjects with promises of lottery wins, wealth or weight loss
- emails using lots of capital letters, bad spelling, different fonts, unusual subject headings or with text appearing in images
- work-at-home schemes offering easy ways to make money
- incredible health claims for difficult-to-cure conditions and illnesses
- 'phishing' emails pretending to be from a bank or other legitimate company asking for your account details (usually by providing a link to a fake login page)
- lottery, sweepstakes, or other prize wins—asking you to send money or personal details to claim your winnings
- 'Nigerian scams' asking for money or assistance to release a small fortune from a distant country and promising a share of the fortune in return
- modem jacking—make sure 'free' adult sites don't download internet diallers, as you may end up with a big phone bill.

How to protect yourself

- If you are unsure about the sender, delete the message—don't reply or try to unsubscribe to the email or SMS as it will confirm your address and you may receive more spam.
- Never send your personal, credit card or online account details out in an email.
- Don't access banking and other online accounts from an email link—use a bookmarked link or type in the address.
- Always check the website address carefully, scammers often set up fake websites with very similar addresses.
- Always read the terms and conditions carefully, 'free offers' often have hidden costs.
- Check the business name at www.asic.gov.au (Australian businesses only). You can also search for the business name or scheme through a search engine.
- Install software that protects your computer from viruses and unwanted programs and keep it up-to-date.

Australian workplace laws

Working in Aged Care has requirement for high standards with regards to hygiene as you will be working closely with elderly and vulnerable people who are more susceptible to disease and illness.

Here are some general hygiene tips:

- cover your coughs and sneezes with your elbow or a clean tissue (and no spitting)
- avoid touching their face, eyes, nose and mouth
- dispose of tissues and cigarette butts hygienically, e.g. in closed bins
- wash and dry your hands completely before and after smoking a cigarette
- clean and disinfect shared equipment and plant after use
- wash body, hair (including facial hair) and clothes thoroughly every day, and have no intentional physical contact, for example, shaking hands and patting backs.

Drugs & Alcohol Prohibited from the Workplace

If you are a worker, under health and safety legislation, you are responsible for your own physical health.

You need to:

- be fit enough to do your job
- be well enough to do your job
- not be under the influence of alcohol (including kava) or drugs or use alcohol or illegal drugs while at work.

This includes the misuse of medicines prescribed by a doctor or available from a pharmacy.

Smoking in the Workplace

Smoking and the use of e-cigarettes is illegal in a number of enclosed public places including workplaces and other business premises such as professional, trade, commercial and other business premises, shopping centres, theatres and public transport such as trains, planes and buses. It is also illegal to smoke in cars with children under 18 in many states. Non-smoking areas are often, but not always, shown by a sign.

Community/Social Laws & Etiquette

Australia is a multicultural society with migrants coming from many different cultural and religious backgrounds. Australians have many common values and principles that unite them. They live by the same laws. Different religions and cultural practices co-exist with the secular legal system of the country.

All Australians have the right to express their culture and beliefs. At the same time everyone is expected to uphold the principles and shared values and freedoms that support Australia's way of life.

These shared values include:

- freedom of speech
- freedom of association
- freedom of assembly
- freedom of religion
- freedom of movement
- respect for the freedom and dignity of the individual
- commitment to the rule of law
- parliamentary democracy
- equality of opportunity for all individuals, regardless of gender, country of origin, religion or ethnic background
- acceptance of cultural diversity
- a spirit of equality that embraces mutual respect, fair play and compassion for those in need.



Absconding

Your Australian visa is linked to your employee listed in your Offer Of Employment.

An employee may not leave (abscond) from his/her work for any reasons, such as better career opportunities, personal reasons, and job dissatisfaction. If you leave your job and do not intend to return you are breaking the conditions of your visa and this is a very serious matter.

Consequences of absconding

- Your visa will be cancelled
- Any additional support provided will be revoked. For example: health insurance, accommodation etc
- You may not be able to work in Australia again. This may include other family and community members which may bring shame to your family's reputation
- You may damage the relationship between your country and the employer, which could impact future opportunities for other people.



Privacy

Australia has laws to protect the privacy of individuals photos/videos of other people are not allowed without consent. Specifically, in Australia it is very important to recognise the protection of children. You cannot take photos, videos or speak to children without the consent of the parent.

To learn more please visit www.esafety.gov.au/young-people/consent-sharing-photos-videos

Seek help

If you are having problems at work or home, or have questions you are unsure of it's important to ask for help.

Speak to your team leader or liaison officer. You can also contact the Australian Fair Work Ombudsman on 13 13 94 between 8:00am - 5:30pm Monday to Friday to speak with a helpful adviser.

They will provide you with tailored advice and information. You can also make an anonymous report (and not get involved directly).

Visit www.fairwork.gov.au for more information.



Multiculturalism: diverse food, festivals and faith

Australia has a rich cultural diversity that is reflected in the many cultural groups that have made Australia their home. Migrants from many countries have made positive and wonderful contributions to the Australian way of life and Australians pride themselves on promoting and celebrating cultural diversity as a valuable community resource. Many colourful festivals and events are staged that reflect the richness of our multicultural country and these can be found online.

Local Markets

Most capital city councils have websites that highlight the various farmers and craft markets that run regularly in their region. These are economical places to buy fresh fruit and vegetables as well as craft and hand made products. Visit your local City Council website for more information.

Festivals

Australia stages many different cultural festivals that bring together the myriad cultures present in this country and allow residents and visitors to experience Australia's multicultural identity. Numerous websites highlight these community events which are either free or have low admission cost.

Churches and places of worship

Australia has no official or state religion and all Australians are free to practice any religion they choose. Religions practised in Australia include Christianity, Buddhism, Islam, Judaism, Hinduism and many others. People can practice religious customs and rituals as long as they are not in conflict with Australian laws.

Australia has many churches and community groups to choose from. Most towns offer a comprehensive list of churches and religious organisations to ensure you connect with your faith.

Australian sport

Sport is an important part of Australia and has shaped the Australian national identity through events such as the Melbourne Cup. Sport is an important part of life in Australia. It improves our physical and mental health, benefits the economy, and helps to strengthen our national pride and international relationships for both participation and spectation. Rugby league and rugby union football, AFL, cricket and tennis are among many organised sports enjoyed. As a nation, Australia competes in many international events, including the Olympics and Paralympics.

Helpful Apps for living in Australia

myGovID: A quick way to prove your identity in Australia

Australian banking apps: Allows you to manage your money anytime, anywhere. Also a secure way to transfer money to friends or family members

Gumtree: The most popular website for buying and selling goods and services in Australia

Triplify Australia: Traveller's what's on guide to Australia

Surflife: Provides up-to-the-minute information about coastal conditions, live surf reports and surf forecasts

Pocket Weather: Ideal if you a brief summary or detailed breakdown of Australia's weather

Petrol Spy: Compare today's cheapest local fuel prices by map. Check closest petrol station near me

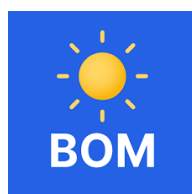
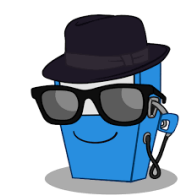
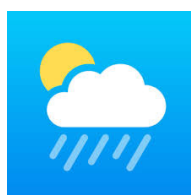
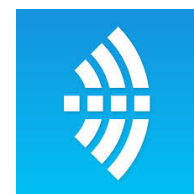
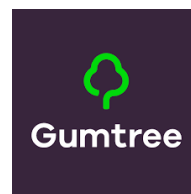
Australian Slang: Helps you do just that. It has a comprehensive listing of phrases and words unique to Australia

Service NSW & QLD: Manage your drivers license, vehicle registrations and other registrations in the one place

BOM: Weather radar

Emergency Plus: Help you call Triple Zero (000) quickly, and allow you to accurately communicate your location to emergency call-takers

Hazards Near Me: shows information provided from emergency services.



**Loving
your
working
life with us.**

www.mcleancare.org.au



OUR DIVERSITY AND INCLUSION STATEMENT

McLean Care is passionate about creating an inclusive workplace that promotes the right to feel safe, be valued and heard. Creating a culture that celebrates the diverse voices of our people which connects us closer to our residents, clients and the communities we serve, because we believe change starts with us.

