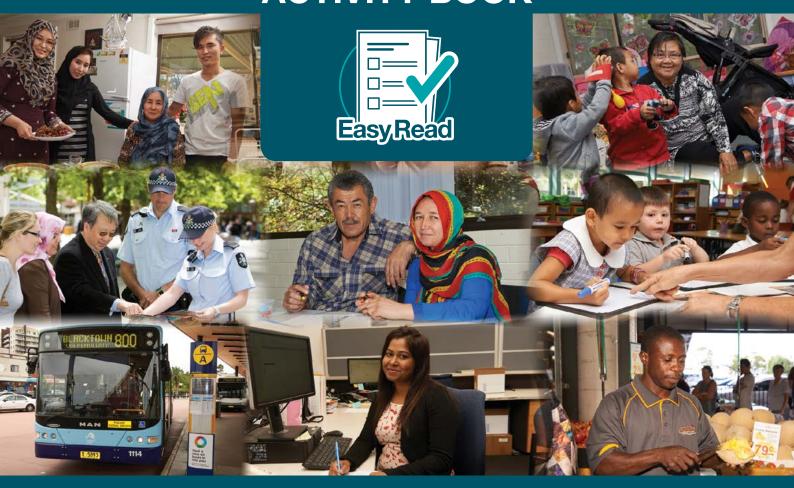


Australian Cultural Orientation Program

ACTIVITY BOOK





Delivered by International Organization for Migration on behalf of the Australian Department of Social Services



How to use the activity book



This information is written in an easy to read way. We use pictures to explain some ideas.





This information has been delivered by the International Organization for Migration (IOM) for the Australian Department of Social Services (DSS).



You can ask for help to read what is in this folder. A friend, family member or support person may be able to help you.

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Getting started



Welcome to the Australian Cultural Orientation Program (AUSCO).



The aim of AUSCO is to:

 give you information for your journey to Australia



answer your questions about Australia



Let us start by finding out what you want to know.

Write your questions in the table under the heading 'Questions'.



AUSCO will give you lots of information.

You might hear the answer to one of your questions during AUSCO.



It can be hard to remember it all.



Write your answers in the table under the heading 'Answers'.

Your questions about Australia

Questions	Answers



When AUSCO has finished:

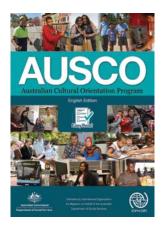
• look at your questions again



 check to see if you have all the answers you need



Some questions will be easier to answer when you are in Australia.



You should take your AUSCO folder with you to Australia.

Unit 1 Australia – an overview



Australia is a country full of:

- opportunities
- new experiences



It is a very large country – the 6th largest country in the world.



This makes each area of Australia different.



In the north the weather and conditions are tropical.

In the south the weather and conditions can be quite cool.



Even though it is a big country, Australia does not have a big population – about 23 million people.



Most people live in cities on the coast.



There are also towns and cities further inland – away from the coast.



Canberra is Australia's capital city.



As you settle into your new life in Australia you will learn more about the different parts of the country.

You will be most interested in the city or town you live in.



Comparing Australia to other countries



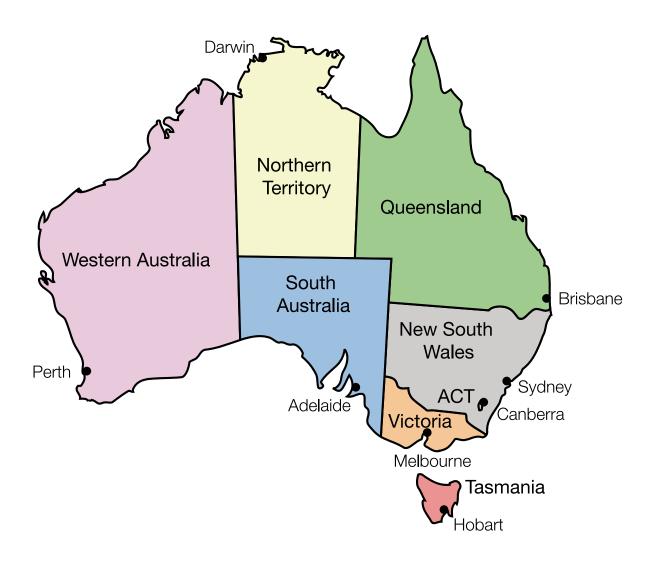
Use the map to show where you will be settled when you arrive in Australia.



How big is your home country when you compare it to Australia?



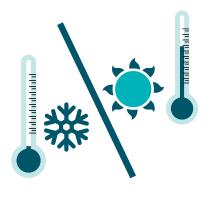
Can you draw it on the map on the next page?





What is the same or different about:

 the place you are moving to from where you live now, or where you have lived before?



the weather and conditions?



• the population – the people who live there?



 the industries – the work people do and the jobs people have?



• the landscape?



Australians come from all over the world.

Almost half of all Australians:

- were born overseas
- have a parent who was born overseas



They have brought different customs with them.



They are free to practice their customs as long as they do not break the law.



What behaviours, customs or traditions have you learnt about that are different to the ones you know?

How do you feel about those differences?

Unit 2 Settling In

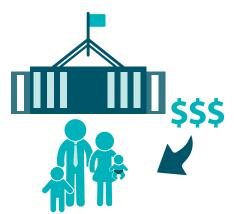


To settle easily into life in Australia you should:

- find work
- learn English



This might take some time.



You can get support from the government to help you adjust to your new life.



You can get help to access Government services from your:

- caseworker
- proposer





Complete the following table.

Write down what support you think you will get when you arrive in Australia.

Also write down where you got the information from.



At the end we will look back at what you wrote to see if you need to change anything.

I think I will get this support when I arrive in Australia	Where I got this information	Was I right?
At the airport		
Housing		
Money		
Education		
Medical care		
Household goods – furniture		
Benefits – payments from the Government		
Food		
Employment – work and jobs		
Child care		



Can you match the service with the provider?

The Settling In pamphlet can help you with this activity.

Caseworker

Centrelink

Medicare

Adult Migrant
English Program
(AMEP)

Translating and Interpreting Service (TIS National)

Special Broadcasting Service (SBS)

Public library

Payments for:

- child care
- living support

Classes for learning English

Books, newspapers and magazines in different languages to borrow

Person to help you:

- settle in
- find and use services

Helps to pay for medical bills

Interpreting information so you can hear it in your own language

Radio and television news in many languages

Unit 3 Housing



In Australia there are many different types of homes you can live in.



Housing in the cities is different from the:





regional towns



The houses are probably different from the ones you are used to.



In Australia it can cost a lot to rent or buy a home.

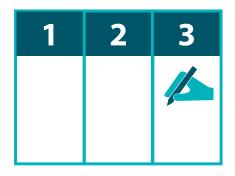


When you first arrive you will need to rent a home.





Compare where you live now with where you might live in Australia.



Fill in the third column when you get to Australia.

Now	In 2 months
How much do you think you will need to pay when you live in Australia?	How much do you pay?
How many rooms do you think you will have when you live in Australia?	How many rooms do you have?
What facilities do you think you will have where you live in Australia?	What facilities do you have?
Will your home in Australia be better, the same or worse than where you live now? In what ways?	
	How much do you think you will need to pay when you live in Australia? How many rooms do you think you will have when you live in Australia? What facilities do you think you will have where you live in Australia?





There are some important words you need to learn.



They will help you when you need to rent a home.



Translate these words into your language so you have a useful list to look at when you arrive in Australia.



The Housing pamphlet can help you with this activity.

English	Your language
Lease	
Landlord	
Tenant	
Real estate agent	
Bond	
Utilities	
Condition report	
Inspection	
Accommodation	
Rent	

Unit 4 Health



Australia has a good health care system called Medicare.



It might be different to what you are used to.



Medicare can give you health care that is:

• free



paid for in part by the Government



You still need to pay for some services, such as:

dentists



eye glasses



You will see a doctor for most of your medical treatment.

In Australia, doctors are also called General Practitioners or GPs.



If your medical problem needs special attention, your doctor might send you to a specialist.



On the next page is a flowchart that shows you what might happen when you visit a doctor.



Follow the steps.

Try and work out how they are different to your own experiences of visiting a doctor.



Your first step is to visit your doctor when you:

- feel sick
- have a health problem

- 1. Call your doctor to make an appointmenta day and time to see them.
- 4. Instructions for taking your medicine will be printed on the:
 - box
 - bottle

7. You might need to see your doctor again.

It depends on the results of your tests.









- 2. The doctor can help:
 - fix your problem
 - answer your question or concern
 - they may write you a prescription for some medicine

5. If the doctor wants to know more about your health problem, they will ask you to get some tests done.

They will:

 write a referral for you to get tests at a clinic 8. If the doctor cannot fix your medical problem, they might refer you to a specialist

They will give you a referral letter.

doctor.



3. Take your prescription to the chemist.

You might have to wait while the chemist gets your medicine ready.

It could take up to 15 minutes.



6. Take your referral to the clinic and get the tests done.

The clinic will send the results from your tests to the doctor.



9. Call the specialist and make an appointment.

Take your referral letter with you.





Write these key health terms in your language.



The Health and Staying Safe pamphlets can help you with this activity.

English	Your language
doctor	
the health care system	
specialist	
chemist	
prescription	
hospital	
emergency	
dentist	
appointment	
medicine	

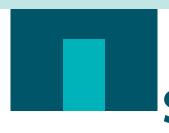
Unit 5 Money



When you first get to Australia you will need to:

open a bank account

Centrelink



register with Centrelink for support payments



You can then learn about:

 currency – the money used in Australia – dollars and cents



budgeting – managing your money





Learn a few English words about:

banking



• the money used in Australia



Write the English word for these common banking terms.



The Money pamphlet can help you with this activity.

	English
This account protects your money from being:	
stolenlost	
Password for using your bank card at:	
Automatic Teller Machines (ATMs)EFTPOS	
It is important to keep this password safe from strangers.	
A card which allows you to pay for goods and services with borrowed money.	
A machine which allows you to take money out of your bank account.	
You need to use your Personal Identification Number (PIN).	
Lets you pay for goods in most shops with the money you have in your bank account.	
You use your bank card instead of cash.	

Australian currency



Whose picture is on the front of the Australian \$5 note?



Name the animal on the Australian \$1 coin?



Your caseworker or proposer will help you settle in to life in Australia.



You will need to work out how to manage your money.



The cost of living in Australia can be high.



Living within a budget will help you:

- meet your needs
- reach your goals



What do you think you would like to buy when you first arrive in Australia?



Budgeting

Here is a way to think about budgeting.



List a few items in each section.



It might be different in 2 months.



Try again once you have settled in your new home.

Now	In 2 months
Fixed expenses – things you need to pay for.	
They must be paid so you do not cause problems for your family.	
Flexible expenses – things you can make choices about paying for.	
You need the product or service but you can decide how much you:	
buyuse the service	
Extras – things you have total freedom about paying for.	
You might like to have them but you do not need to buy them.	

Unit 6 Education



As you make plans to move to Australia you might think about:

• the type of life you will live



• the type of job you might have



 how your family will settle into a new community



How well you settle in depends on how hard you try to:

learn English



• follow opportunities to learn new things

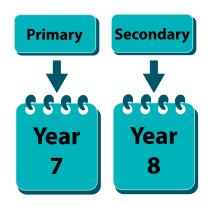




The School Education pamphlet can help you with this activity.

School in Australia

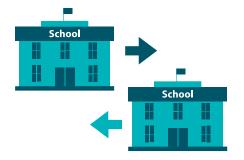
Level	Age (approximate)	Grade
Preschool	3–5	
Kindergarten	5–6	
Primary school	6–12	1–6
High school/secondary school	12–18	7–12



In some states primary school ends at Year 7 and high school starts in Year 8.



Ask your proposer or caseworker for more information.



Write down how school in Australia is the same or different from:

- where you live now
- where you have lived before



Free government education for children.



Preschool for 4 year old children.



It is the law that children between the ages of 5 and 17 have to go to school.



Girls and boys going to school together.



Parents taking part in:

- school events
- their child's education



In Australia there is a close link between:

- education
- employment opportunities work and jobs



As you get ready to live in Australia, you will need plans to meet your educational needs.



Planning for learning and working in the future



The Adult Education pamphlet can help you with this activity.



Put a tick in the column that shows how important these services are to you.

Service	Very important	A bit important	Not very important
Attending an AMEP course			
Completing a high school certificate at a Technical and Further Education (TAFE) college			
Completing a trade or skills course at TAFE			
Enrolling in an undergraduate university course			
Enrolling in a post graduate university course			
Attending a community education course			



Your caseworker or proposer will help you to find and use adult education services.

- What plans can you make that will help?
- What documents do you need to take with you?



What questions do you have about education that you want to find answers for when you arrive in Australia?

Unit 7 Employment



In Australia lots of people try and get the same job.



Jobs are given to people who have the right:

- skills
- qualifications



How well you speak English can be very important.



Many people who do skilled jobs might have to get unskilled jobs until they:

- learn English
- get their qualifications recognised or upgraded



Remember:

it takes time



- there are government services that help people
 - o learn English
 - o find work or training





The Employment pamphlet can help you with this activity.



Read the statement and mark it True or False.

Statement	True	False
1. jobactive can help me find a job	True	False
2. I will receive income support when I arrive in Australia	True	False
3. My caseworker must find me a job	True	False
4. English skills are important for getting a job	True	False
5. Volunteers get paid	True	False
6. You do not have to pay taxes in Australia	True	False
7. Men and women are treated equally in the workplace	True	False
8. Once you have a job you must tell Centrelink	True	False
9. Being on time for work is important	True	False
10. Young children can work instead of going to school	True	False



Learn some English words



These are words you should learn to help you understand what you need to know about employment in Australia.



Translate these words into your language so you have a helpful list when you arrive in Australia.

English	Your language
Tax File Number	
Bank account	
Work experience	
Interview	
Reference	
Qualifications	
Volunteer	



Planning for a job in Australia



What type of job would you like to have in Australia?

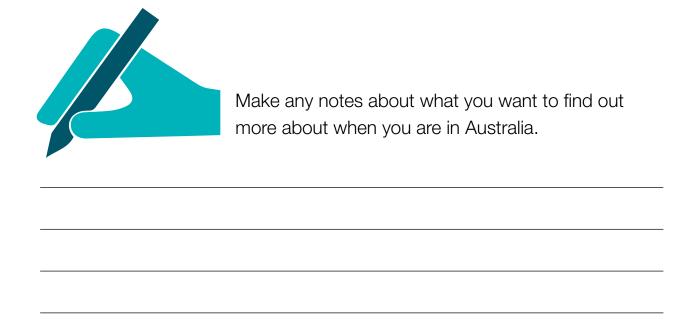


Make a plan for how you can get this job.



Tick the Yes or No column in the table below.

Do I have these?	Yes	No
English language skills		
Qualifications for this type of work		
Experience or skills doing this type of work		
References		
Resume		
Interview skills		
Ability to accept challenges and set-backs		
Information on how to get this job		



Unit 8 Law



Your beliefs and culture affect the way you see and interact with the world.



As you settle into Australia, you will be faced with different ways of living and believing.



This can be challenging, especially if the values and beliefs are different to your own.

It is important to remember that Australia has a secular legal system – a legal system that is not connected to a religion.



It means Australia is a safe society where people:

- are treated equally
- take responsibility for their actions and behaviours





Laws in Australia may be different from those in:

- your country
- other countries you have lived in



Tick the chart on the next page to show if Australian laws are the same or different.

Mark the ones that challenge your:

- culture
- beliefs



The Australian Law pamphlet can help you with this activity.

Laws about:	Same	Different	Challenging to my culture and beliefs
giving money to government officials			
the jobs police have			
 secular laws, not religious laws 			
 domestic and family violence 			
violence as a form of punishment			
 carrying knives or other weapons in public places 			
marriage			
• the age of consent			
 alcohol and smoking 			
• drugs			
equal rights for women			
driving a car			



Write down anything you would like to know more about when you arrive in Australia.



For example:

• the number to call in an emergency



• the nearest police station



• information about laws



information about driving a car



 information about how to discipline your children within Australian law

Settlement stories



Refugees have been settling in Australia since World War 2.



They have been an important part of Australia's:

society



culture



economy



Each refugee has a story to tell about their journey.





Read the story given to you by your AUSCO trainer.



Talk about the journey in the story with your class.



What challenges did the person in the story face?



What did the person in the story do to get through their challenges?



In what ways is the person in the story like you?



Write down what you think your settlement story will be.

Attainment record



This attainment record is a way to keep track of what you learn.



It will help you see:

what you have already learned



what you still need to learn



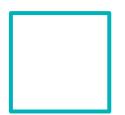
You need to think about how confident you feel when you read each learning outcome.



If you feel very confident, put a cross in the box.

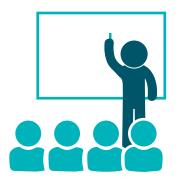


If you feel you know a bit but still need to learn more, put a slash in the box.



If you think you do not know anything about that learning outcome, leave the box empty.

We do not expect you to put a cross in every box.



AUSCO is an introductory program.



You will achieve many of the learning outcomes when you have:

• experienced life in Australia



• taken part in more orientation programs

Overview of Australia



Do you?	
 know English is the national language of Australia 	
 know Australia is a big continent with different weather and conditions in different parts 	
 understand that Australian society has many cultures 	
 understand that many of the people who live in Australia are migrants 	
 understand why the Australian Government is democratic everyone can take part in how the country is run 	
 know Aboriginal and Torres Strait Islanders have been living in Australia for around 50,000 years 	

Can you?	
ask questions about life in Australia	
name Australia'sstatesterritoriescapital cities	
 talk about the times in Australia's history when big groups of migrants arrived 	

Can you?	
name some of the different ways people in Australia might behave	
 explain the rights you have and the things you need to do as part of Australia's democracy how elections work in Australia 	
name the main Australian political parties	
name the important public holidays in Australia and explain why people celebrate on those days	

Can you do these?	
finish the citizenship test	
enrol to vote	
 find information about political parties and what their goals are 	

Settlement services



Do you?	
 understand it can take some time to settle into a new country 	
 understand that there will be challenges when you are first settling in 	
 know how important it is to ask for help when you need it 	
 know about the government and community services you can use to help you settle in 	
 understand you will have a caseworker to help you 	
know about the important things you must do when you arrive in Australia	

Can you?	
 name the important things you must do when you arrive in Australia 	
explain the work done bycaseworkersproposers	

Can you?	
 find the government and community services you can use to help you settle in 	
 find services in your community that you could use such as sports clubs social groups 	

Can you do these?	
 use translating and interpreting services 	
 write your basic information on forms you need to fill out 	
use public transport	
open a bank account	
register with Centrelink	
register with Medicare	
enrol in an English program	

Housing



Do you?	
 know there are many different types of housing 	
 know you must pay rent to live in a home owned by somebody else 	
 know the cost of renting a home can be different across Australia 	
 know how much you can afford to pay 	
 know you need to take care of the home you rent 	
 know the first place you live in when you arrive in Australia might only be your home for a short time 	
 understand single people might need to share a home 	

Can you?	
 use important words about finding and renting a home 	
name the services you need to:	
have connected	
o pay the bills for	
 name where you could get help to find a place to live 	
name the	
o rights you have as a tenant	
 things you need to take care of in the home you rent 	
name the	
 rights the landlord has 	
 things the landlord needs to take care of in the home 	
you rent	

Can you do these?	
 find homes that you could live in that would be right for 	
you	
 fill out important forms so you can rent a home 	
 get services connected to the home you rent 	

Health



Do you?	
 understand there are health checks you must have before you arrive in Australia after you arrive in Australia 	
 understand that it is better for your children if they have immunisations 	
 know that some schools need to see a record of the immunisations your child has had 	
understand Medicare can help you pay for health care	
 understand that not all health care services are free, for example dental care optometry – eye care 	
 understand that mental health is part of your health and there are free counselling services you can use for support 	
 know to bring your medical documents to Australia with you 	

Can you?	
 explain where you would go to get a health check when you arrive in Australia 	
explain what Medicare can help pay for	

Can you?	
 talk about the difference between public and private health care services how private health insurance can help you 	
 explain what different health care services do how you can find them and use them 	
talk about why it is important to do things that keep you healthy, such as immunisation	
name the mental health and counselling services you could use near where you will live	

Can you do these?	
 get all the health checks you need when you arrive in Australia 	
register for Medicare	
 do what you need to do so you and your family can be healthy 	
call emergency services if you need them	
find and use the health care services you need	
 talk to other people about your health care needs o n your own using an interpreter 	

Education



Do you?	
 understand what AMEP helps with 	
 know why speaking English is important if you want to study find work 	
 know the education system has two parts private public – government 	
 know the difference between public education and private education 	
 understand that education is free in government schools 	
 know what you need to do when it comes to your child's education 	
 understand there are ways you can keep studying when you are an adult 	
know you can have your qualifications translated into English for free	

Can you?	
 use important words about school, education and learning 	
compare what your education was like with what education is like in Australia	

Can you?	
make choices about education for your children	
 talk about ways you can keep studying when you are an adult 	
name services that can help people who want to study	

Can you do these?	
 use an interpreter to help you when you meet with your child's teacher 	
 find, choose and enrol in courses that will help you develop your skills 	
 enrol your children in a school near your home and complete any documents the school needs from you 	
 understand that if your child is away, the school needs you to send a written note telling them why 	
 know when the school holidays are and find ways to take care of your children when there is no school 	

Law



Do you?	
 understand that all people are equal under Australian law 	
 understand the freedoms people are given by Australian law 	
understand that the police are to be:respectednot feared	
 understand that the law does not allow any form of domestic or family violence sexual assault 	
 understand you cannot give money or gifts to government officials, including police officers 	
 know there are laws about owning and driving your car sexuality drinking alcohol smoking tobacco violence 	
 know that religious laws do not have as much power as Australian laws 	

Can you?	
 name things you expect could be against the law in Australia 	
 know who you could contact to get support for legal problems 	
describe what domestic violence is and what you can do about it	

Can you do these?	
 contact the police if you are in trouble 	
 contact someone who can support you when you have a legal problem 	
 contact someone who can help you if you have problems in your family 	

Employment



Do you?	
 understand that lots of people will try and get the same job as you 	
 understand your qualifications from your home country can be recognised in Australia 	
 understand learning English is important when you are trying to find a job 	
 understand why jobs are given to people who have the right skills qualifications 	
 understand the rights you have when you have been given a job the things you need to do when you have been given a job 	
know how you shouldapply for a jobspeak and act during a job interview	
know you can have your qualifications translated into English for free	

Can you?	
 know and use important words about looking for and finding a job 	
see when there is a chance you could get a job	
list the things you can do to find work in Australia	
 develop the ways you communicate so you can use them in a job interview, including verbal – what you say non-verbal – body language and gestures 	

Can you do these?	
write all your important information on documents they give you when you apply for a job	
write aresumecover letter	
use the internet to look for a job	
 do what you need to so the qualifications you already have can be recognised in Australia 	

Money



Do you?	
 understand that most people use the internet to do their banking 	
 understand it can cost a lot to live in Australia 	
 understand what credit is for 	
 know the risk you are taking by using credit cards 	
 understand what payments you might get from Centrelink and how much they are 	
know the main banks in Australia and how they work	

Can you?	
identify the money used in Australia	
 say what Australian money is worth compared to the money where you are from 	
work out ways to keep the costs low when you are taking care of your home and family	
know and use important words about money and banking	

Can you do these?	
 put money in and take money out using an ATM 	
 use EFTPOS services to pay for items 	
 put together a budget for your home and family 	

Travel



Do you?	
 understand the flight to Australia is very long and you may have to make a transit stop 	
 understand what services you will be given on the plane 	
 understand someone will meet you at the airport when you arrive in Australia 	
 know what items you can take with you to Australia 	
know what items you cannot take with you to Australia	

Can you?	
 understand the information on your travel documents 	
 describe the details of your flight, including o flight number o departure time – when the flight leaves 	
 describe the things you need to do at the airport before you get on your flight, including check-in security immigration clearance 	
 describe the things you need to do at the airport after you get off your flight, including immigration clearance collecting your check-in baggage passing through quarantine 	

Can you do these?	
fill out an Australian incoming passenger card	
 pack baggage that meets the standards of the airline you are flying with airports you are travelling through Australian customs and quarantine 	

Notes	

