



PREPARED FOR NEWCOMERS, STUDENTS AND FAMILIES

WELCOME TO AUSTRALIA

THE NEWCOMER'S SURVIVAL GUIDE

New country. New rules. New adventures.

Moving to Australia can be exciting — but also overwhelming.

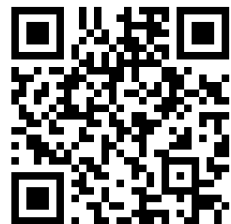
Where do you go if you are sick? What happens if you have a car accident?
Can your landlord keep your bond? What should you do if the police want to
speak with you?

This pocket guide gives you practical information to help you settle into life
in Australia, understand some of your basic rights and know where to turn
when something goes wrong.

PREPARED BY LAW LAWYERS
& ASSOCIATES

Supporting Australia's multicultural
community.

1300 168 688



Scan to make online enquiries

7 THINGS TO DO WHEN YOU ARRIVE

Welcome! Before you start exploring Brisbane, here are a few essentials to organise.

1. GET AN AUSTRALIAN SIM CARD

Having a local mobile number makes it easier to open accounts, receive verification codes and contact services.

2. OPEN A BANK ACCOUNT

Compare banks and ask about student accounts and international transaction fees.

Never allow another person to use your bank account to receive or transfer money. You could unknowingly become involved in fraud or money laundering.

3. APPLY FOR A TAX FILE NUMBER

You will generally need a Tax File Number, or TFN, if you intend to work in Australia.

Keep your TFN private.

4. GET A GO CARD

If you live in Brisbane, you can use a go card, contactless credit card, or a credit card linked to your phone on many public transport services. **Remember to tap on and tap off.**

5. SAVE YOUR IMPORTANT DOCUMENTS

Keep secure digital copies of your passport, visa, driver licence, health insurance documents, tenancy agreement, employment contract and emergency contacts.

6. KNOW YOUR ADDRESS

Save your Australian residential address in English on your phone. This can be important in an emergency.

7. SAVE THE EMERGENCY NUMBER — CALL 000

Call **000** for urgent assistance from **Police | Fire | Ambulance**.

BEFORE YOU SAY YES TO A ROOM

Finding accommodation can be stressful, particularly when you have just arrived in Australia. Take your time and be careful of rental scams.

BEFORE PAYING ANY MONEY

- Inspect the property personally where possible.
- Confirm who owns or manages the property.
- Get the agreement in writing.
- Keep copies of advertisements and messages.
- Ask for a receipt for every payment.
- Understand what is included in the rent.

RENTAL RED FLAGS

- Demands immediate payment before an inspection.
- Refuses to meet you or show you the property.
- Claims to be overseas and asks you to transfer money urgently.
- Requests payment through cryptocurrency, gift cards or unusual payment methods.
- Offers a property at a price that seems too good to be true.

TAKE PHOTOS ON DAY ONE

When moving in, take clear photos and videos of walls and floors, furniture, appliances, existing damage and the general condition of every room.

Keep the original files.

REMEMBER

These records may become important if there is later a disagreement about damage or your bond.

A message saying “**Don’t worry, I promise**” is not the same as a clear written agreement.

Get important promises in writing.

KNOW YOUR RIGHTS AT WORK

Starting your first Australian job is exciting. Whether you work in hospitality, retail, an office, a warehouse or another industry, you should keep proper records.

KEEP A RECORD OF

Your employment contract • Your roster • The hours you actually work • Your payslips • Your rate of pay • Messages from your employer • Any workplace accident or injury

BE CAREFUL WHEN AN EMPLOYER SAYS

“We only pay cash.”

“You don’t need a payslip.”

“Training is unpaid.”

“Don’t tell anyone how many hours you worked.”

“You’re an independent contractor, so employment laws don’t apply to you.”

These statements can be warning signs.

INJURED AT WORK?

- 1 Seek medical attention.
- 2 Report the injury to your employer as soon as possible.
- 3 Tell your doctor that the injury happened at work.
- 4 Keep photographs, medical records and receipts.
- 5 Get advice early if your injury is serious or affects your ability to work.

Do not assume that international students or temporary visa holders automatically have no rights.

BEFORE YOU HIT THE ROAD

Australian road rules may be very different from those in Hong Kong or other countries.

DRIVE ON THE LEFT

Always take extra care when turning at intersections, entering roundabouts, leaving car parks and driving after returning from overseas.

CHECK YOUR LICENCE

Do not assume that your overseas driver licence allows you to drive indefinitely or in every circumstance. Your rights may depend on your visa, residency status and licence conditions.

Never use your phone illegally while driving

Even briefly touching or looking at a phone while driving may result in serious consequences.

After a car accident

STOP. STAY CALM. STAY SAFE.

1

Check whether anyone is injured.

2

Call 000 if there is an emergency.

3

Exchange names, addresses and contact details.

4

Record vehicle registrations and insurance information.

5

Take photographs and videos.

6

Get the contact details of witnesses.

7

Do not admit fault at the scene. If you are injured, seek medical attention and obtain advice early.

E-SCOOTERS ARE NOT TOYS

Road and helmet rules apply. Speed limits and where you may ride can vary depending on your location and circumstances.

A few seconds of carelessness can have lifelong consequences.

WHAT IF THE POLICE WANT TO SPEAK WITH YOU?

Being approached by police can be intimidating, particularly when English is not your first language.

Stay calm and be polite.

Do not argue, run away or become aggressive.

Depending on the situation, you may be required to provide certain identifying information. However, you should not assume that you must answer every question asked of you.

BEFORE PARTICIPATING IN A FORMAL INTERVIEW

Consider getting legal advice.

Anything you say may potentially affect your case.

DO NOT SIGN SOMETHING YOU DO NOT UNDERSTAND

“What does this document mean?”

“Am I required to sign this?”

“Can I obtain legal advice first?”

ENGLISH NOT YOUR FIRST LANGUAGE?

Ask for an interpreter where appropriate. Do not pretend to understand a question when you do not.

RECEIVED A FINE OR COURT DOCUMENT?

Do not ignore it.

Missing a deadline or court date can make the situation much worse. **Get advice early.**

STOP. THINK. CHECK.

Newcomers and international students can be targeted by sophisticated scams.

COMMON SCAMS INCLUDE

Fake police or government officials • Fake immigration authorities • Fake parcel or delivery messages • Rental scams • Job scams • Investment and cryptocurrency scams • Romance scams • Fake calls claiming a family member is in trouble • Requests to receive or transfer money through your bank account

Australian authorities will not ask you to pay a fine using gift cards.

BE EXTREMELY SUSPICIOUS WHEN SOMEONE TELLS YOU

“You must act now.”

“Don’t tell anyone.”

“You will be arrested unless you pay today.”

“Transfer the money to a safe account.”

THE 10-MINUTE RULE

Before transferring a large amount of money: stop for 10 minutes.

Call someone you trust. Independently verify the person's identity. Never use the phone number or link provided by the suspicious caller or message.

IMPORTANT NUMBERS

Emergency — 000

For urgent police, fire or ambulance assistance.

PoliceLink — 131 444

For non-urgent police assistance in Queensland.

Lifeline — 13 11 14

For crisis support.

Law Lawyers & Associates — 1300 168 688

For legal assistance and guidance.

YOU ARE NOT ALONE

SOMETHING HAS GONE WRONG. WHAT NOW?

Living in a new country means learning new systems, new rules and sometimes even a new language.

You do not have to know everything.
You just need to know when to ask for help.

At **Law Lawyers & Associates**, we regularly assist people from culturally and linguistically diverse backgrounds.

WE CAN ASSIST WITH

Car Accidents & Personal Injury

Workplace Injuries

TPD & Superannuation Claims

Criminal & Traffic Matters

Domestic Violence Matters

Civil Disputes



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