



INTERNATIONAL STUDENT SUPPORT GUIDE

YOUR FIRST STEP TOWARDS A CAREER IN GOLF
EDUCATION BY THE GOLF INDUSTRY FOR THE GOLF INDUSTRY



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PGA of Australia Institute

RTO No: 31270 CRICOS No: 02754G

CAMPUS LOCATION



PGA Learning Hub
600 Thompsons Road, Sandhurst, VIC 3977

Suzanne Burns
Senior Manager

03 8320 1914

STUDENT SERVICES

Student Services Staff are available to assist you should you have any problems or queries.



Phone
+613 83201977



Mobile/ WhatsApp
+61 499 990 951



pgaigi.com



PGAInstitute@pga.org.au



WELCOME

TO THE PGA INSTITUTE

Dear Student

On behalf of all our staff, welcome to the PGA Institute. Well regarded internationally, the PGA Institute has established new standards of excellence in education and we are proud to be associated with the PGA of Australia. We trust you will enjoy being a part of our community and we look forward to being a part of your journey to a successful career in golf.

This support guide will provide you with additional information useful throughout the duration of your study. We understand that new study and training experiences can be daunting so we have compiled a list of important areas that will be particularly relevant to you – especially as a new student coming to Australia for study purposes.

As a student, you will encounter high quality services that will help you in reaching your career goals and aspirations. By the end of your course of study, we want you to be well informed of your career opportunities and direction. PGA Institute staff members are always willing to help, so feel free to call or email us with any questions you may have.

Welcome to the PGA Institute family!

Suzanne Burns
Senior Manager - RTO
PGA Institute

WHY STUDY IN AUSTRALIA

STUDY IN AUSTRALIA

Australia offers a safe and supportive environment to live.

Victoria's diverse and inclusive society, high quality of living and vibrant cultural calendar of events attracts around 200,000 international students each year.

Melbourne is consistently ranked as one of the world's most livable cities by EIU and it's easy to see why. The city offers world-leading stability, healthcare, culture, environment, education and infrastructure.

Study Melbourne provides additional support and information to international students, helping you to have the best possible time while studying in Victoria.

studymelbourne.vic.gov.au

YOUR AUSTRALIAN QUALIFICATION CAN OPEN UP GLOBAL CAREER OPPORTUNITIES.

Graduates of Australian courses are in demand. Employers in Australia and worldwide know that Australian qualifications are current, industry-relevant and of a world-class standard.

Australia has officially joined the new UNESCO Global Convention on the Recognition of Qualifications concerning Higher Education 2019.

The Global Convention is the world's first international treaty in higher education. It will give individuals the right to a fair assessment of their qualifications in another country and will enhance international cooperation in qualifications recognition.

Australia's participation has made it easier for the PGA Institute and their students to be more globally mobile. To read more and see the participating countries: unesco.org/en/higher-education/global-convention



QUALITY EDUCATION STANDARDS

Australia's international education system is strictly regulated to protect your rights and care for your welfare.

In Australia, there is a system of quality control and government accreditation to ensure you have the best study experience. This system has been specially designed for international students.

The Australian Qualifications Framework (AQF) regulates courses delivered by Australian education and training providers. It also enables different countries to recognise your qualification and issue a comparable qualification.

Every course offered to international students by an Australian higher education provider, vocational education and training provider, Foundation college, ELICOS provider or school must meet the Australian Government's strict quality standards.

The PGA Institute has completed a demanding accreditation process to deliver the highest standard of teaching and learning. The PGA Institute also go through regular, formal reviews to ensure we continue to meet these standards.

Australia also has a set of laws to protect our international students' rights called The Education Services for Overseas Students Act 2000 (ESOS Act).



PREPARING TO STUDY IN AUSTRALIA

PRE-DEPARTURE CHECKLIST

This pre-departure checklist will help you prepare for your travels to Australia.

1 PASSPORT	Check that your passport is valid for at least six months prior to your arrival in Australia. It is also a good idea to make a copy of your passport and leave it with a family member in case of an emergency.
2 VISA	Make sure you have a valid visa for entering and studying in Australia well before your departure date and that you have all your visa documentation (including Confirmation of Enrolment, or eCoE) with you on your flight.
3 FLIGHTS	Be sure to book your flight to arrive in Australia with plenty of time to settle into your new city and campus before your course starts. Only book your flight once you have been granted a student visa.
4 TRAVEL INSURANCE	In addition to your Overseas Student Health Cover (OSHC), you should also consider travel insurance, which covers things such as cancelled flights and some medical costs. Talk to your education or travel agent for more information and for advice on the best travel insurance policy for you.
5 MONEY	<p>It is recommended that you have some Australian currency with you when you land in Australia. There are money exchange counters in most international airports and cities.</p> <p>Ask your bank if you can withdraw money from ATMs (cash withdrawal machines) in Australia. If so, find out whether you need to pay a fee each time, and how much, so that you can plan your withdrawals.</p> <p>You may wish to open an account with an Australian bank to save on fees. Some banks will let you apply to open an account even before you arrive.</p>
6 ACCOMMODATION	<p>You will be required to provide your accommodation address on your incoming passenger card when you arrive in Australia. This means you need to arrange accommodation for your first night(s) before you travel.</p> <p>Please note: If you are under 18 years of age, it is a student visa requirement that you have adequate welfare arrangements in place prior to your arrival.</p>
7 ARRANGE TRANSPORT TO ACCOMMODATION	Before you travel to Australia, find out how to get to your accommodation from your arrival airport or train/bus station, and how to check into your accommodation – including outside of usual business hours in case you arrive late at night or early in the morning.
8 PACKING YOUR BAG	<p>Research the average temperatures of your location in Australia so you will know whether to pack clothes that suit hot or cold weather. It's also a good idea to pack a travel adaptor that connects to Australian power points.</p> <p>Make sure you check your airline's luggage allowance. Some airlines have the option to buy additional baggage online, which is cheaper than paying for an overweight or additional bag at airport check-in.</p>
9 HAND LUGGAGE	<p>It's a good idea to pack a change of clothes, a toothbrush, toothpaste, and deodorant to freshen up or in case of any delays with your main luggage.</p> <p>Remember that liquid, aerosol, and gel items must be in containers of 100 milliliters or less.</p> <p>Other things to pack in your hand luggage include:</p> <ul style="list-style-type: none"> • Your passport and visa documentation • The address of your accommodation • A pen to fill out the incoming passenger card • Any prescription medication, and • A list of emergency contact details including a family member, your education provider and education agent (if you have one).
10 WHAT TO EXPECT ON ARRIVAL	<p>When you arrive at an Australian airport, you will first need to go through immigration & customs. You will need to complete an incoming passenger card which is usually given to you on board your flight.</p> <p>Further information on what to expect at border clearance can be found on the Australian Border Force website, abf.gov.au/entering-and-leaving-australia/crossing-the-border/at-the-border</p>

11 CHECK TRAVEL AND BORDER REQUIREMENTS	<p>You are not required to:</p> <ul style="list-style-type: none"> • show proof of your COVID-19 vaccination for travel to Australia, or • have a COVID-19 test before travel. <p>However, you should check the requirements of your airline and any countries that you are transiting through as they may have vaccination or COVID-19 pre-testing requirements.</p> <p>You can stay up to date with latest travel requirements by visiting the Department of Home Affairs website. homeaffairs.gov.au/portfolio-functions/travel-and-crossing-the-border/covid-19-and-the-border</p>
12 WHAT YOU CAN (& CAN'T) BRING INTO AUSTRALIA	<p>Australia has strict border controls so you need to be aware of what you can and cannot bring into Australia.</p> <p>Australia's biosecurity laws have been strengthened and penalties will apply if you fail to truthfully declare biosecurity goods at the Australian border. Find out what you can and can't bring on the Australian Border Force website. abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in</p>
13 HAVE FUN!	<p>After you've arrived and have finished settling into your new home and surrounds, your Study Australia adventure begins.</p>



YOUR FIRST WEEK

AT THE PGA INSTITUTE

These handy tips will help you get set up and settled into our new life as a student at the PGA Institute

YOUR FIRST WEEK AT THE PGA INSTITUTE SET UP YOUR UNIQUE STUDENT IDENTIFIER

If you plan to study at a university in Australia, attend TAFE or do any other nationally recognised training, you will need a Unique Student Identifier (USI). With a USI, you can get your qualification or statement of attainment.

You can only create a USI after you have arrived in Australia and cleared customs using your non-Australian passport and Australian visa as forms of ID. Once you have both documents, you can create your USI online by following the step-by-step instructions on the website.

You should obtain your USI as soon as possible after arriving in Australia so that you can provide it to your education or training provider. For more information, visit

www.usi.gov.au/students/international-offshore

YOUR FIRST WEEK AT THE PGA INSTITUTE SET UP YOUR PHONE

If you bring an unlocked phone to Australia, you can choose between a pre-paid service or a SIM-only plan. Pre-paid SIM cards are sold in many shops and supermarkets as well as mobile phone provider stores. You can top up your prepaid service online or at various retail outlets.

If your phone is locked to your home provider, you may need to buy a new phone in Australia. Most providers will allow you to pay off your phone as part of your monthly contract. Your contract will also include a set allowance for calls, text messages and data.

YOUR FIRST WEEK AT THE PGA INSTITUTE OPEN A BANK ACCOUNT

To open a bank account, visit bank branch in Australia and tell them you are an international student wanting to open an account.

YOUR FIRST WEEK AT THE PGA INSTITUTE OPEN A BANK ACCOUNT

To open a bank account, visit bank branch in Australia and tell them you are an international student wanting to open an account. **To open an account, you will need:**

- ◆ Electronic Confirmation of Enrolment (eCoE)
- ◆ Passport, and
- ◆ Proof of your address in Australia (such as a phone bill or lease agreement).
- ◆ You should get a Tax File Number (TFN) and submit it to the bank. You don't need it to open your account, but without one, you will be taxed at a higher rate. You can find information about getting a TFN at the Australian Tax Office website.

YOUR FIRST WEEK AT THE PGA INSTITUTE INFORM YOUR EDUCATION PROVIDER OF YOUR ADDRESS

As per visa condition 8533, you must inform your education provider of your residential address within seven (7) days of arriving in Australia. Find out more about accommodation in Australia.

YOUR FIRST WEEK AT THE PGA INSTITUTE GET FAMILIAR WITH YOUR CAMPUS

You should visit your new campus before you start classes to get to know your best travel route and navigate the campus. Come and see one of our team at the PGA Institute before your classes start. Out student admin will advise you of the time for your course induction which will be prior to your starting your course.



LIVING IN AUSTRALIA

TRANSPORT & BUDGETING

LIVING IN AUSTRALIA GETTING AROUND



PUBLIC TRANSPORT

Each state or territory in Australia has a transport network. It's a good idea to visit the transport network website for your location and research ticketing systems, pricing, timetables and how to plan your journey from one location to another.

Melbourne: ptv.vic.gov.au/

Most of these sites also have helpful apps you can download to your phone.



TAXI

You can usually hail a cab or find a taxi rank in busy areas of major cities. Otherwise, you can search online for a local taxi company and book over the phone.

You can also use ride-sharing services like Uber and DiDi by downloading the app to your phone.

Ride-shares are usually cheaper than taxis.



BICYCLE

Getting around by bicycle (bike) is a great way to save money and stay fit!

You can buy a new bike at a store or a second-hand one online through websites and apps such as Facebook Marketplace. Make sure you research the cycling rules for your state or territory to avoid any accidents or fines.



DRIVING

Most Australian states and territories (the exception being the Northern Territory) allow student visa holders to drive with their overseas licence as long as it is current. When driving, you must carry your overseas licence with you at all times, with either an international driving permit or an accredited English translation if your licence is not in English. It's a good idea to check the licensing rules in your state or territory to avoid a fine.

It's also important to familiarise yourself with Australian road rules to keep yourself and your passengers safe. Use this link to find more.
vicroads.vic.gov.au/licences/new-to-victoria

LIVING IN AUSTRALIA EXPLORE YOUR NEW HOME

Finally, have fun exploring and getting to know your new location in Australia. There are so many adventures to be had in your new home!



LIVING IN AUSTRALIA COST OF LIVING

Australia boasts one of the highest standards of living in the world. Voted the world's most liveable city 6 years in a row, Melbourne provides affordable, superior living and is considered far less expensive than many other major cities.

Use the following link on the Study Australia website to calculate your living costs while studying at the PGA Institute.

costofliving.studyaustralia.gov.au/

WEEKLY

\$460 AUD

per week on accommodation, food, clothing, entertainment, transport, and other incidental costs

ANNUALLY

\$26,200 AUD

Per year (excluding tuition) to cover living expenses (varies according to your accommodation choice).

LIVING IN AUSTRALIA

ACCOMMODATION

The PGA Institute does not provide accommodation as part of its services, please see some information to assist you in choosing your accommodation whilst studying with us:

ACCOMMODATION SHORT-TERM

Many international students stay in short-term accommodation while they become familiar with their new city and meet potential housemates, including hotels, hostels and other temporary options. Your education provider in Australia for help may be able to offer advice and support in finding appropriate accommodation.

ACCOMMODATION RENTING A HOUSE OR APARTMENT

You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately (renting directly from a landlord/owner).

It is common for international students to live with other students in order to make living costs more affordable. There are often rental and share house options posted on boards at your education institution or at share-house websites such as Flatmate Finders or Flatmates.com.au.

If you rent a house or apartment, you will need to pay a security deposit or 'bond' (which is usually equivalent to four weeks' rent). You will also need to pay some rent in advance (usually to cover the first four weeks of your tenancy). This money is held by the relevant state government department in every Australian state or territory.

It is important for you to know your rights before you start looking for a rental or share-house. For more information on renting, visit our blog post:

www.studyaustralia.gov.au/en/tools-and-resources/tips-and-advice-for-students/accommodation-tips-find-the-right-house-and-housemates

ACCOMMODATION HOMESTAY

Homestay involves living with a local family in their home. This can be a good option for younger students who can enjoy all the comforts of a family home, while getting to spend time with their host family, often with meals and cleaning provided.

Education agents can help to make these arrangements, or you can contact homestay providers directly. Some independent businesses in Australia support homestay arrangements, but you will need to conduct your own research into these services and make your own arrangements. Some examples include:

- ◆ [Global Experience](#)
- ◆ [Homestay Australia](#)
- ◆ [Homestay Network](#)
- ◆ [International Homestay Agency](#) (Melbourne only)
- ◆ [Student Accommodation Services](#)
- ◆ [Study Vision](#)

ACCOMMODATION IMPORTANT CONSIDERATIONS

Here are some factors to take into consideration when finding the right accommodation for you:

Costs will vary depending on your chosen state, city, and type of accommodation.

Always confirm the total cost and any other **expenses** you may be required to pay, such as a bond as well as regular gas, water and electricity bills.

Consider the **distance** of your accommodation from your campus and whether it is easily accessible by public transport.

Find out what shopping centres and **amenities**, as well as health, hospital and emergency services are located nearby.

SAFETY IN AUSTRALIA

SERVICES & THINGS TO REMEMBER

Australia is generally a very safe and welcoming place to live and study, consistently ranking among the safest countries in the world. No matter where you are in the world, it is important to look after yourself and be aware of any risks. This is particularly important for when you first arrive and are adjusting to your new surroundings.

SAFETY IN AUSTRALIA DOWNLOADING SAFETY APPS



EMERGENCY PLUS

uses GPS data to communicate your exact location to the correct emergency service in your area.

SONDER

contains safety advice and communication tools for students, including GPS tracking of your route, alerts for fires or automobile crashes and a "check on me" function.

ST. JOHN AMBULANCE

contains step-by-step instructions on how to treat a patient in medical emergency scenarios, including how to perform CPR and manage allergic reactions, choking or diabetic episodes.

SAFETY IN AUSTRALIA GOING OUT

When you go out with friends, it's important to be aware of your surroundings and take precautions to stay safe.

Keep these tips in mind, especially when drinking alcohol:



- ◆ Keep your belongings close to you, and don't carry large amounts of money.
- ◆ Make sure you have enough money to get home.
- ◆ Try to travel home with a friend or in a group.
- ◆ Do not walk home alone at nighttime.
- ◆ Never hitchhike.
- ◆ Use pedestrian walkways and cross the street at pedestrian crossings or lights where available.

SAFETY IN AUSTRALIA USING THE INTERNET

When using the internet, like anywhere in the world, you should protect yourself against online scams like 'phishing', online bullying and identity theft. There are many government resources to help you protect yourself online and report abuse, including:

Stay Smart Online

The Australian Government's online safety and security website.

ATO Scam Advice

Information on recognising and avoiding tax scams and fraud.

ReportCyber

An online system to securely report cybercrime.

Attorney-General's Department

Advice on protecting your identity and recovering from identity crime.



SAFETY IN AUSTRALIA EMERGENCIES

The assistance and emergency networks in Australia are widespread and well-equipped for emergencies. Knowing how to access these is important.



PHONE 000

Triple Zero (000) emergency number.

Wherever you are in Australia, if there's a life-threatening emergency, call 000 (zero zero zero). It's a free call, even from your mobile. An operator will answer and will ask which of the following services you need:

- ◆ Police
- ◆ Fire
- ◆ Ambulance (which is covered by your Overseas Student Health Cover).

If you're not sure which one you need just tell the operator what you are calling about and they will help guide you. If you don't speak English, tell the operator your language and you will be connected to a translator who will be able to assist.

Triple zero (000) should only be used if:

1. Someone is in urgent need of medical help.
2. Your life or property is being threatened, or
3. You have just witnessed a serious accident or crime.

SAFETY IN AUSTRALIA NON-LIFE-THREATENING SITUATION

If you aren't in immediate danger, but you have experienced a non-life-threatening crime, such as theft (robbery) from your home or car, call the Police Assistance Line on 131 444.

If you need help when you're on campus, most education providers have a security team that you can call. Their contact details should be in your enrolment information or on your education provider's website.

SAFETY IN AUSTRALIA SEVERE INJURIES OR ILLNESS

If you or a friend has a severe injury or illness, you should go to the nearest hospital emergency department. Find out more about when to visit the emergency department on the Health Direct website.

SAFETY IN AUSTRALIA OTHER IMPORTANT NUMBERS

Below is a list of other important numbers that you should save into your phone.

State Emergency Services (SES)	132 500	For emergency support during dangerous weather including floods, cyclones and storms.
Poisons Line	13 11 26	For up-to-date poisons information related to bites and stings, plants and mushrooms, or medicine and drug use.
Health Direct	1800 022 222	For 24/7 expert health information and advice.



HEALTH & WELLBEING

TIPS TO KEEP WELL

When you move to a new country, away from your friends and family, it's common to feel homesick (missing your home), especially while you're settling in. To overcome this, try to find a balance between staying connected to your support network back home and building a new support network here in Australia. **Here's seven great ways to feel more settled in your new location:**

CONTACT PEOPLE AT HOME EVERY FEW DAYS

Building a new network in Australia will take time. So, it's important to stay connected to your friends and family back home. Even short, regular messages can help you to feel supported in your new adventure.

Tip: Create a group chat on WhatsApp with your friends or family back home. It's an easy way to stay in regular contact by sending updates, photos and videos of what you're up to. It will also help you feel connected with the day to day activities of everyone at home.

FOLLOW THE NEWS

Another way of staying connected to your home country is to follow your usual news channels, comments and social feeds. This allows you to stay up to date with what's happening back home and also gives you plenty to talk about with your family and friends.

In addition to your home country news, make sure you follow a reliable news source in Australia. The publicly-owned Australian Broadcasting Corporation (ABC) has national and local news services, with online, app-based, radio and TV news services to keep you informed about what's happening here.

CHOOSE STUDENT ACCOMMODATION

The kind of accommodation you live in can impact your experience. If you can, living in student accommodation on or near campus can be a great way to meet people and make new friends.

Student accommodation can give you access to activities, events and facilities designed to encourage socialising with students from a diverse range of cultures – you might even meet someone from your country who speaks your language!

ACTIVELY PARTICIPATE IN YOUR CLASSES

On-campus tutorials and workshops are one of the best ways to meet people who share your interests and experiences. Be friendly, smile and make eye contact. Take the initiative and chat to people before and after the class starts – you never know who might become a new friend.

The more you participate in discussions during class as well, the more chances you'll have to build connections and form friendships.

JOIN A CLUB OR THE STUDENT UNION

Beginning your studies overseas is often a time of major personal growth. It forces you to get out of your comfort zone, try new things and meet new people.

Your education provider will probably offer a range of clubs and societies organised around different interests, such as sports, special interests and hobbies, and there is often a student union or association you can join. This provides a wonderful opportunity to meet like-minded people and make new friends based on shared interests.

TRY VOLUNTEERING

Volunteering is another fantastic way to meet people outside the classroom. You can volunteer in person or online to contribute to society and network with people from all walks of life.

Volunteering can also give you relevant work experience, to add to your resume, and teach you important communication and teamwork skills. It might also give you the chance to apply the theory you're learning in class to real world situations.

USE A SUPPORT PROGRAM

If you're having a hard time or struggling with homesickness, there are many support services to help you.

Start by looking up what support services for students are provided by local, state, territory and federal governments. You can also visit your campus student centre or association to ask for help or directions to relevant services. They'll even be able to tell you how to access a wide range of mental health support services.

Most importantly, remember that you're not alone. You have so much to look forward to on your international study adventure, and you have loads of support available to help you have an incredible time.

HEALTH & WELLBEING PGA INSTITUTE STUDENT SUPPORT

The support services we offer are student focused. The PGA Institute has a range of services including formal and informal counselling services, academic assistance, and Student Services Staff.

If it is necessary to refer a student to an external support service e.g. medical practitioner, the PGA Institute does not charge for the referral, but the external support service may charge and students should ask for an outline of their fees prior to attending an appointment. Students are provided with a list of phone numbers for a number of external service providers, ranging from phone counselling to alcohol and drug services (found at the back of this handbook).

The student services staff can help you to adjust to life and study with the PGA Institute, especially if you have moved from interstate or overseas for your study. Sometimes problems such as homesickness, unfamiliar food, personal safety, money safety, transport, medical incidents and cultural expectations arise that may impede the successful completion of your study program.

Student Services staff is available for support and counselling to help you to resolve any such issues. Student Services staff and the Senior Manager are also available for guidance and counselling in other areas such as academic progress, options for further study and/or career pathways. Please see the contact details at the end of the handbook.

WE LOOK FORWARD TO SEEING YOU IN AUSTRALIA

The information in this booklet is compiled from a number of references which you can visit for more information:



studyaustralia.gov.au



studymelbourne.vic.gov.au

You're now part of a cohort that make an immense contribution to Australian society. Australia is now home to incredible citizens who started out as international students.

Welcome to our community and the PGA Institute.
We are glad you can join us.



STUDENT SUPPORT

IMPORTANT SUPPORT SERVICES

ABORTION AND GRIEF COUNSELLING

Pregnancy Help Australia

pregnancyhelpaustralia.org.au/

1300 139 313

ALCOHOL AND DRUG COUNSELLING

Alcohol and Drug Information (ADIS)

health.vic.gov.au/alcohol-other-drugs

1300 650 172

CRISIS CARE / CHILD SAFETY

Child Protective Services

services.dffh.vic.gov.au/child-protection-contacts

1300 555 526

DEPRESSION, ANXIETY AND MENTAL HEALTH

Beyond Blue

beyondblue.org.au

1300 224 636

DOMESTIC VIOLENCE

Domestic and Sexual Abuse

vic.gov.au/family-violence-statewide-support-services

1800 015 188

INTERPRETING SERVICES

Within Australia

tisonational.gov.au

13 14 50

LEGAL ADVICE

Victorian Legal Aid

legalaids.vic.gov.au

1300 792 387

LOCAL EMBASIES

Department of Foreign Affairs and Trade

dfat.gov.au

1300 555 135

PREGNANCY

Crisis Pregnancy

pregnancycrisis.com.au

1300 777 777

POISON INFORMATION**Austin Health**austin.org.au/poisons**131 126****SUICIDE HELP****Lifeline Australia**lifeline.org.au**13 11 14****MEDICAL PROVIDERS****Find your nearest bulk billing provider**
(domestic students only)1800bulkbill.com.au**1800 285 524****HEALTH****NURSE ON CALL** (confidential phone service
for all Victorians. 24/7)[health.vic.gov.au/primary-
care/nurse-on-call](http://health.vic.gov.au/primary-care/nurse-on-call)**1300 60 60 24****COMMUNITY EVENTS****What's On Melbourne**whatson.melbourne.vic.gov.au/

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