ARRIVAL INFORMATION
FOR AUSAID STUDENTS

AIRPORT RECEPTION

The AusAID office in your home country will advise the University of Melbourne of your flight details. The University offers a free airport pickup service for new students at the University of Melbourne. You must inform the AusAID office if you require airport reception and/or temporary accommodation on or before the deadline as set by the AusAID office.

Important information regarding airport reception:
- Staff from TOGOTO Australia will be waiting in the Arrivals Hall after you exit customs
- Staff will hold a yellow sign reading ‘TOGOTO AUSTRALIA OVERSEAS STUDENTS’
- If you are unable to find TOGOTO staff, please contact the Information Desk in the Arrivals hall
- This is a free service from the airport to the Central Business District and the University Parkville Campus
- Students travelling to further regions of Melbourne will be asked to pay a service fee to TOGOTO- you will be advised of this in advance

Email arrival-services@unimelb.edu.au at least 72 hours prior to arrival if you wish to alter your destination.

FLIGHT CHANGES

If you wish to change your arrival details, you must inform arrival services via email at arrival-services@unimelb.edu.au at least 72 hours prior to your arrival.

If you are unable to provide 72 hours notice due to delays or changes, notify TOGOTO staff immediately using the contact details provided.

You must provide your new flight number and arrival date and time. TOGOTO will not provide pickup without the correct flight number and arrival date.

EXTRA PASSENGERS

You must inform Arrival Services if you will be accompanied. A fee of AUD$40 will apply for each additional passenger and this must be paid to the TOGOTO driver upon arrival at your destination.

If travelling with children notify Arrival Services of their age. Safety restraints may need to be arranged to comply with Victorian Road laws.

LUGGAGE

- TOGOTO can only transport a limited amount of luggage
- Up to 40 kg is allowed
- Large items such as bicycles, large musical instruments or similarly-sized items will NOT be accepted
- People travelling with excessive luggage may be refused the airport pickup service
- TOGOTO will not wait if you have baggage arriving by freight.
- For health and safety reasons TOGOTO are not required to carry your belongings. You are responsible for your own belongings and must be able to carry them on your own.

TOGOTO CONTACT DETAILS

Office
In Australia: (03) 9337 2593
International: +61 3 9337 2593

Ellen
In Australia: 0409 503 646
International: +61 409 503 646

Heather
In Australia: 0419 433 922
International: +61 419 433 922
UNIVERSITY-ARRANGED TEMPORARY ACCOMMODATION

The University will arrange temporary accommodation for up to 7 days at an available venue selected by Arrival Services staff.

You can extend your stay directly with the provider once you arrive in Melbourne (vacancy permitting).

Trinity and Queen’s College, located near the University’s main campus, are the first preference for temporary accommodation; however accommodation at other locations will be arranged if the colleges have no availability.

Note: You are responsible for all accommodation costs.

University of Melbourne student rates at the colleges are approximately $70 - $75 per person, per night. Discount rates may apply for longer bookings.

Twin rooms cost an additional $30 per night

If you wish to change your temporary accommodation requirements, inform arrival services at least 72 hours prior to your arrival at arrival-services@unimelb.edu.au.

AIRPORT RECEPTION TO TEMPORARY ACCOMMODATION

If you requested airport reception, you will be dropped at your temporary accommodation free of charge.

If you have booked airport reception but no longer require temporary accommodation, email arrival-services@unimelb.edu.au of your new destination address. If you do not, you may not be able to make use of the airport reception service.

If you need any help or have questions prior to your arrival in Melbourne, contact an AusAID Student Contact Officer:

Ms Lucia Wong
Tel:   +61 3 8344 9173
Email: luciaw@unimelb.edu.au

Mr Sam Taylor
Tel: +61 3 8344 9316
Email: samuel.taylor@unimelb.edu.au

Have a safe trip and see you soon.

OTHER TEMPORARY ACCOMMODATION OPTIONS

Melbourne is an expensive city so temporary accommodation costs can be more than expected. The University works with some temporary accommodation providers to negotiate rates only available to our students.

Approximate prices for temporary accommodation:
- Single Room: $70 - $100
- Twin Rooms: $90 - $110
- Double Rooms: $90-$120
- Family Rooms: $130- $170

LONGER STAY TEMPORARY ACCOMMODATION

If you have not pre-arranged long-term housing, you may require temporary accommodation for a longer period.

Le Student 8 provides longer-term accommodation and is a good option if you need accommodation for two weeks or more. They run a shuttle bus service to and from the University and are close to public transport.

www.lestudent8.com

Keep in mind that it may take some time to secure long-term housing as there is a high demand for affordable housing in Melbourne, especially before each semester.

ARRANGING YOUR OWN ACCOMMODATION

If you wish to arrange your own temporary accommodation, the University’s Student Housing Services has a list of short-term and long-term accommodation.

www.services.unimelb.edu.au/housing/publications

For long-term accommodation, you can use the online housing database:

www.services.unimelb.edu.au/housing/accomnet