



USEFUL TIPS

Prepare for your Australian trip with our practical tips. Learn about our currency, how to call home, keep safe, shop responsibly and travel with a disability. Then you're ready to go.

MONEY

Australia's currency is Australian Dollars (AUD) and currency exchange is available at banks, hotels and international airports. The most commonly accepted credit cards are American Express, Bankcard, Diners Club, MasterCard, Visa, JCB and their affiliates.

GOODS AND SERVICES TAX

Australia has a Goods and Services Tax (GST) of 10 per cent. You may be able to claim a refund of the GST paid on goods bought here if you have spent AUD\$300 or more in one store, no more than 30 days before departing Australia. Tourist Refund Scheme facilities are located in the departure area of international terminals. For more detailed information see Australian government information on the Tourist Refund Scheme. (see useful links below)

SHOPPING

You'll find large department stores, arcades, malls, gift and souvenir shops across Australia. Trading hours vary across the country but shops in tourist and city areas are generally open until 6pm, with the exception of late night shopping on either Thursdays or Fridays in different states. In Australia you are covered by Australia's consumer protection laws which require businesses to treat you fairly.

TIPPING AND BARGAINING

Hotels and restaurants do not add service charges to your bill. In up market restaurants, it is usual to tip waiters may

to ten per cent of the bill for good service. However, tipping is always your choice. It is not custom to bargain in Australia.

EMERGENCY ASSISTANCE

The emergency number for police, ambulance and or fire brigade is 000.

SURF AND WATER SAFETY

Australia's popular beaches are usually patrolled by volunteer lifesavers from October to April and red and yellow flags mark the safest area for swimming. For information about marine stingers and crocodile safety read the Queensland Government website. (see useful links below)

LANGUAGE

Australia's official language is English. However, being a multicultural nation with a significant migrant population, we also enjoy a tremendous diversity of languages and cultures.

ELECTRICAL POWER POINTS

Our electrical current is 220 – 240 volts, AC 50Hz. The Australian three-pin power outlet is different from some other countries, so you may need an adaptor.

COMMUNICATION

Australia's country code is 61. Local calls from public pay phones are untimed and charged at AUD\$.050. Mobile, long distance and overseas calls are usually timed. Mobile phone network coverage is available across Australia, however coverage may

be limited in some remote areas. Internet access is widely available at internet cafes, accommodation and libraries.

POSTAL SERVICES

Post offices are usually open 9am – 5pm, Monday to Friday, with some city post offices open on Saturday morning. Travellers can arrange to collect mail at post offices throughout Australia.

ACCESSIBLE TRAVEL

If you have a disability and are planning to explore Australia, there is a host of services and special deals to meet your needs. Thorough preparation is essential to a successful trip, so speak to your travel agent about your specific requirements. For more information on accessible tourism in Australia go to NICAN or the AustraliaForAll websites.

USEFUL LINKS

Currency Converter
www.xe.com

Souvenirs
www.australia.com/en/articles/shopping/australian-souvenirs.html

Tourist Refund Scheme
www.customs.gov.au/site/page4643.asp

Accessible Tourism – NICAN
www.nican.com.au/ or [AustraliaForAll](http://www.australiaforall.com/)
<http://www.australiaforall.com/>

Marine Stingers and Crocodile Safety
www.qld.gov.au/emergency/safety/dangerous-marine.html

