

JANE



Welcome to JANE

A guide for International
students and families



Welcome from the Principal

Dear Students and Families,

It is my great pleasure to welcome you to JANE, your home away from home while you are studying in lutruwita/Tasmania.

Choosing to live and study far from home is a bold and exciting step. At JANE, we understand how significant this journey is for both students and their families. That's why we work hard to create not just a safe and supportive environment, but a true community – one where you'll feel known, valued, and connected.

JANE is a residential college with a difference. We combine the independence of university life with the care and structure that helps young people thrive, particularly those coming to Australia for the first time. From daily meals in our dining hall to academic and wellbeing support, cultural celebrations, and life-long friendships, our goal is to help every student feel a strong sense of belonging.

This guide has been designed to help you understand what life at Jane is like, what to expect, and how we will support you along the way. Whether you're a student or a family member reading this, I want you to know that we see this as a partnership – one where your voice matters, and your experience is at the heart of all we do.

We look forward to welcoming you to JANE, and to sharing in the adventure ahead.

Warmest regards,

A handwritten signature in black ink, appearing to read "Joanna Rosewell".

Ms Joanna Rosewell
Principal and CEO

1. About JANE

JANE — formally known as JANE Franklin Hall - is a residential college affiliated with the University of Tasmania, located in beautiful South Hobart. JANE is a close-knit and welcoming community where you'll be supported to grow academically, socially, and personally. We offer fully catered accommodation, academic and wellbeing support, social and cultural activities, and strong friendships that often last a lifetime.

JANE is your home while you study, a place that supports your academic journey but also offers much more. We're here to help you settle into life in Australia, find your independence, and feel like you belong. Whether you're joining in on formal dinners, chatting over breakfast, or relaxing with friends in the common rooms, JANE is where your university experience comes to life outside the classroom.

At JANE, you'll be known by name and supported by a team of staff and students who genuinely care about your experience. Whether you're joining us from across Australia or the other side of the world, we are here to help you settle in, feel at home, and thrive.

2. About Hobart and Tasmania

JANE is located in Hobart, the capital city of Tasmania, Australia's southernmost state. Known for its natural beauty, friendly communities, and relaxed lifestyle, Hobart offers a safe and supportive environment for students. You'll be just minutes from the waterfront, markets, galleries, shops, and some of the cleanest air in the world.

Tasmania is famous for its wilderness, wildlife, and world-class food. Whether you're exploring mountains, beaches, or bushland — or enjoying the vibrant cultural life of Hobart — there's always something to discover. It's a wonderful place to study, live, and grow.

The local indigenous people were known as the muwinina. Sadly, the muwinina did not survive colonization and there are no living descendants of the tribe. Nonetheless we honour them as the original custodians of the land.

Hobart is also called *nipaluna* in *palawa kani*, the language of Tasmanian Aborigines. Nipaluna/Hobart also includes surrounding features such as *kunanyi* / Mount Wellington and *timumili minanya*/ the River Derwent.

The indigenous word for Tasmania is *lutruwita* and our indigenous people refer to themselves as *palawa*. You might like to explore the language and culture of *palawa* more thoroughly at: <https://tacinc.com.au/>

3. How a Residential College Differs from other Student Accommodation options

Residential colleges like JANE offer a distinctive experience compared to purpose-built student accommodation (PBSA). While PBSAs typically provide a room and shared facilities, a residential college provides a holistic and immersive environment focused on student development. This includes academic support, well-being services, organised events, shared meals in a dining hall, and a built-in community with strong values.

We're not a school, and we're not the University. We're also not a hotel. We're the place where you'll sleep, eat, make friends, and have a say in your community. In some countries, what we offer at JANE might be called a *dormitory*, a place where students live while studying. But JANE is a little different, even from those. We are a residential college, which means we focus not just on providing you with a room, but on creating a community. We offer meals, academic mentoring, wellbeing support, and a calendar of events that help you make friends, grow as a person, and feel truly at home.

You might think of us as a bit like an Oxford or Cambridge-style college where students live, study, and share traditions together. It's a close-knit, caring environment, where you're known by name and encouraged to participate in every part of college life. Some students even describe us as being a little like Hogwarts!

4. Traditions and Community at JANE

Australians enjoy sport, music, outdoor activities, and social events. There are many opportunities at JANE to get involved, from Student Club events to volunteering and sports competitions. Making friends might take time, but being open and participating in activities will help you connect.

Remember, it's okay to ask for help if you're unsure about something. Staff and Senior Residents at JANE are always happy to assist.

One of the most distinctive features of JANE is our strong community and cherished traditions. Students at JANE automatically become members of the JANE Student Club, a vibrant student-run organisation that coordinates social, sporting, cultural, and charitable events. Membership provides opportunities to get involved, take on leadership roles, and shape student life.

A key tradition at JANE is our formal dinners, held every three weeks. Wearing your academic gowns, you'll see that these special occasions bring the whole college together to dine as a community. It is a valued part of college life that strengthens bonds and fosters a sense of belonging.

Other traditions include our annual Ball, welcome and farewell events, inter-college competitions, and academic and wellbeing programs designed to help students

thrive. At JANE, these traditions are more than just events — they're experiences that create lasting memories and connections.

JANE has offered student accommodation since 1950 and is the only collegiate-style residence associated with UTAS. This means we provide more than just housing — we offer a holistic student experience with academic support, wellbeing services, meals, events, and opportunities to build lifelong friendships

5. Make the Most of Your JANE Experience

Your experience at JANE will be what you make it. The more you get involved, the more you'll gain. Join in with events, say hello to people, ask questions, and don't wait for an invitation — just dive in! This is your home, your community, and your opportunity to grow. Every activity, conversation, and tradition is a chance to learn, connect, and belong. We're here to support you, but the best experiences come when you take that first step.

6. Understanding Australian Culture and Young People

Living in Australia may feel different from what you're used to — and that's okay! Australians are generally friendly, informal, and enjoy having a good sense of humour. It's common to call people by their first names, including teachers and staff. At JANE, you'll call all staff, even the Principal, by their first names.

Young Australians value independence, fairness, and open conversation. You may find they are very relaxed in how they dress and interact, but they also respect personal boundaries. At JANE, our students are encouraged to speak up, ask questions, and take initiative.

Australians enjoy sport, music, outdoor activities, and social events. Often those events involve alcohol, but there is no pressure on you to drink. At JANE we have a clear Alcohol Statement which outlines our approach to drinking. You can find it on the JANE website.

7. Living and Studying in English

Living and studying in a second language can feel daunting. That's completely normal. It's okay to feel nervous or unsure sometimes. At JANE, we understand how challenging this can be, and we are here to help you build confidence and feel supported.

Many of our senior students have experience supporting international students, and some may speak your first language. You may even find that some Australian students are learning your language too! We encourage you to just give it a go. You'll be shy at

first but when you see how understanding we are, you'll be speaking like an Australian in no time!

We also work closely with University of Tasmania support services, including academic and language support. If you're finding assignments or lectures difficult, you can talk to our Dean of Academic Studies, who can help connect you with extra English tuition or study help.

And if you speak Vietnamese, you're especially welcome to chat with our Accountant, Trammie, or two of our catering team members, Gin or June.

Remember: your English doesn't need to be perfect to succeed here. You are already incredibly brave for studying in another language and you have our respect.

8. Tips for Improving Your English

Improving your English takes time, and the best way to get better is by using it every day. Here are some tips that can help:

- Speak English as much as possible. Try not to worry about mistakes — people will understand and appreciate your effort.
- Join JANE events and Student Club activities. These are great ways to practise conversation in a relaxed setting.
- Watch movies or shows in English with subtitles to help you learn vocabulary and pronunciation.
- Read books, news articles, or websites in English — start with simple texts and build up.
- Write a little every day. Keep a journal or write short reflections about your experiences.
- Ask questions. Staff, Senior Residents, and other students are always happy to help explain things or suggest words.
- Use University of Tasmania support services. There are workshops, peer support programs, and online tools for improving your academic English.

The more you immerse yourself in English, the more natural it will become.

9. Academic Life at JANE

At JANE, we want you to succeed in your studies — and we understand that academic life in Australia may be different from what you're used to. University here encourages independent thinking, critical analysis, and open discussion. You may find that you're expected to manage your own time and take responsibility for completing tasks with less day-to-day instruction than you might be used to.

An important feature of the JANE academic program is our Academic Mentor sessions. These sessions are led by trained Academic Mentors and provide a friendly, structured environment where you can:

- Discuss how your studies are going
- Ask questions about assignments
- Receive help with time management, referencing, and understanding expectations
- Set goals and stay on track with your progress

Our Dean of Academic Studies is available to meet with you for extra guidance. You can also access the University of Tasmania's support services, including English language assistance and tutoring

For under-18 students: All JANE students who are under 18 must attend a weekly academic mentoring session.

10. Our Relationship with the University of Tasmania

JANE works in close partnership with the University of Tasmania to ensure the wellbeing, academic success, and personal development of our students. While JANE is an independent residential college, we are recognised by the University as an approved accommodation provider, particularly for international students who are under 18 years of age.

As a JANE student, you will have access to all the facilities and services of UTAS, while enjoying the added benefit of being part of a smaller, close-knit and supportive college community.

For under-18 Students: The University of Tasmania formally delegates responsibility for care and welfare to JANE through the Confirmation of Appropriate Accommodation and Welfare (CAAW) process. This means we are responsible for your safety and support from the time you arrive at Hobart Airport until you turn 18, or until the end of your contract. JANE is accountable to the University and the University itself is accountable under Australian Federal law for your welfare. That's why we have stricter rules in place for under-18 students. It might seem a little unfair as you're living with young adults who are already over 18, but we – and you – have to follow government requirements until you turn 18.

11. Before You Arrive

11.1 Acceptance Process

Once we've made you an offer for a place at JANE, you'll need to submit the following documents to our Registrar, Libby Hopkins at libby.hopkins@jane.edu.au:

- Residential Contract (signed)

- Student Code of Conduct (signed)
- Confirmation of Enrolment (from the University)
- Payment of JANE Franklin Hall Fees for international student's form

Please note, these documents are for JANE not for the University of Tasmania which will have its own document requests.

JANE will issue an invoice to your bill payer, and payment is required as part of accepting the offer.

For Under-18 students: Once we receive all forms and payments, JANE will notify the University of Tasmania and the University will issue a Confirmation of Appropriate Accommodation and Welfare (CAAW). This is needed for you to obtain your visa.

a. While You Are Travelling to JANE

Getting to JANE means travelling to Lutriwita/Tasmania, which is an island state of Australia.

There are currently no direct international flights to Hobart, so you will first arrive at one of Australia's major international airports — such as Sydney or Melbourne — and then take a domestic flight to Hobart.

When making your airline reservations, please allow enough time between flights for customs, immigration, and transfers.

For under-18 students: You must complete an “Underage International Student Arrival” form and return it to JANE before you travel.

If you are an underage international student travelling without a parent or guardian, you must:

- Carry a mobile phone that works in Australia — either with an Australian SIM card or another reliable way to make calls or send messages within Australia.
- Always have JANE's **telephone number** with you during your travel (see page 21).
- If your flight is delayed or your arrival time changes for any reason, you (or your parents, guardian, or education agent) must telephone JANE immediately to let us know. It's very important that we know when to expect you so that we can ensure someone is there to meet you and that you are safe.
- Failure to let us know is serious and could activate a missing person investigation involving the police and the University of Tasmania.

12. Arrival in nipaluna/Hobart

Hobart airport is approximately a 30-minute car journey to JANE. Taxis or ubers can easily be found at the airport and will cost between AUD\$50 and \$65 to travel to JANE.

For under-18 students: All underage international students must complete the "Underage International Student Arrival" form before travelling to Australia. Students must select one of the following:

Option 1: Travel with a parent/guardian.

Option 2: Travel alone and use Hobart Limousine Hire (mandatory, \$100 charged to JANE account).

Option 3: Travel alone and be collected by an approved family friend/relative (requires parental approval form).

13. Arrival at JANE

13.1 Arriving during Business Hours

If you arrive at JANE between 9:00am and 5:30pm, Monday to Friday, please come directly to the College Office. You'll be welcomed by one of our staff members, who will:

- Check you in
- Show you to your room
- Give you a short tour of the College so you can find your way around

It's a great opportunity to ask questions and start settling in. If you're arriving outside of these hours, don't worry — a Senior Resident (SR) will be ready to welcome you instead.

13.2 Arriving Outside Business Hours

If you arrive after hours (after 5:30pm or on weekends), please come to the main front door of the College. To the right of the door, you'll see an intercom.

Please press the button and a Senior Resident (SR) will come to welcome you. Don't worry if it's late — we're expecting you and we'll make sure you feel at home.

For Under-18 students: As soon as possible after you arrive, you'll have a face-to-face meeting with the Dean of Students and/or the Registrar. This is an important welcome meeting where we'll explain the rules, responsibilities, and supports available to you. It's also your chance to ask questions and get to know the key staff who will be helping you settle in.

14. Check-In and Nightly Sign-In (for Under-18 students only)

As part of our care for students under 18, you must check in each evening with a Senior Resident (SR) between 6:00pm and 8:00pm. This is our way of making sure you're safe and well — and it's also a good opportunity to ask questions or get help if you need it.

You can check in:

- In person (look out for the SR in the Dining Hall or common areas)
- By replying to the check-in message sent by the SR on your phone.

If you forget to check in, or miss the check-in time without explanation, you'll be required to meet with the Principal to discuss what happened. Repeated failure to check in may result in a review of your place at JANE.

We know it might take a little time to get used to this but it's an important part of how we keep you safe while you're still under our care.

15. Room and Facilities

15.1 Your room

At JANE, every student is allocated a private single bedroom — a comfortable space that is yours alone. Your room includes:

- A single bed with mattress and mattress protector
- A desk and chair
- A wardrobe and shelving
- A heater for warmth in the colder months
- A pinboard or space to display photos, posters, or decorations
- A smoke detector is fitted to all rooms

You are encouraged to make your room feel like home. Bring things that reflect who you are, such as a favourite blanket, decorations, or small comforts from home. Just remember not to use anything that might damage the walls or furniture.

JANE offers a Linen Pack (sheets, pillow, doona, towels) that you can purchase before arrival for \$250. If you prefer, you can also bring your own or buy items from local stores once you arrive in Hobart.

Your room is your responsibility to keep clean. While our staff clean shared bathrooms and common areas, your room will not be cleaned for you. We recommend tidying up, emptying your bin, keeping food stored properly and using the shared vacuum cleaners regularly.

Heating in Tasmania is different from what some international students may be used to. Winters can be cold and while your room has a heater, it's important to use it sensibly:

- Avoid turning it to the maximum setting, which can overload circuits and waste electricity.
- Instead, dress warmly and use extra blankets or thermals if needed.
- Once a week, please open your windows for an hour or so to allow fresh air to circulate. This helps prevent mould and keeps your room healthy.

No cooking is permitted in your room. Shared kitchenettes and dining facilities are available. We take fire safety very seriously at JANE and will take strong action against those who breach this rule.

15.2 Bathrooms

At JANE, bathrooms are shared, and we do our best to ensure they are clean, safe, and accessible. Under-18 students are allocated a room near a single-gender bathroom.

Each bathroom includes:

- Private toilet cubicles
- Individual shower cubicles with changing space
- Sinks with mirrors and shelving

Bathrooms are cleaned regularly by our housekeeping team, but it's also important that you do your part to keep them tidy for others. Please bring your own toiletries, towel, and any sponge bag or storage container you need to carry your items in and out.

If you ever feel uncomfortable or notice a problem with a bathroom, please speak to a SR, the Dean of Students or the Registrar.

16. Dining at JANE

At JANE, you'll receive 21 meals per week — breakfast, lunch, and dinner every day — with fresh ingredients provided and prepared by our in-house catering team.

During the Semester 1 and Semester 2 exam periods, we also provide afternoon tea and supper, Monday to Friday, to help you stay nourished and focused while you study.

All meals are served in the Dining Hall, which is more than just a place to eat. It's a space where you can relax, connect with others, and be part of the College community. Meals must be eaten in the Dining Hall and take-away options are not provided.

One of our special traditions is the Formal Dinner, held every three weeks. These are held during semester and bring the whole College together for a shared meal and often a guest speaker. Formal Dinner is compulsory, and you'll need to wear an academic gown – just like at traditional colleges in Oxford or Cambridge! If you don't already own one, you can purchase or hire one from JANE.

At formal dinners, you'll also need to dress a little more formally than you might for other meals. For women, this usually means a smart dress or pants/skirt and blouse with dress shoes. For men, this means smart trousers, a collared shirt and tie, and dress shoes. If you're unsure what to wear, feel free to speak with the Dean of Students.

If you have medically diagnosed or religious dietary requirements, please let us know before you arrive, and speak to our kitchen team once you're here. We'll do our best to accommodate your needs.

17. Food at JANE and Eating in Australia

Food in Australia might be a little different from what you're used to. That's part of the experience! Australian cuisine is influenced by many cultures, so you'll see a mix of dishes: pasta, curries, roast meals, salads, stir-fries, and more. You may also notice that Australians often eat dinner earlier than in some countries, usually between 6pm and 7pm.

Meals are served in our Dining Hall, and we offer a rotating menu that caters to a variety of tastes. There is always a vegetarian option and fresh fruit.

We can't always prepare food exactly like home, but we try to offer comforting, balanced, and tasty meals. If you're missing certain flavours, Hobart has a variety of grocery stores and restaurants. You're welcome to store light snacks in your room or use the shared kitchenette areas.

18. Safety and Security

Your safety is extremely important to us at JANE. We have systems in place to ensure you feel safe and supported at all times. We also expect you to take some

responsibility for your own security. Being aware, respectful of rules, and looking out for yourself and others helps keep our community safe.

For security, JANE's front gates close at 6:00pm each evening and reopen at 6:00am. When you arrive, you'll be issued with:

- A room key for your private bedroom
- A "red dot" key that provides access to external building doors
- A gate fob to enter and exit through the College gates outside of opening hours

Please help by:

- Locking your room when you're not in it
- Keeping your door locked from the inside at night
- Carrying your keys and fob with you at all times
- Not lending your keys or fob to anyone else
- Reporting anything suspicious or unsafe to a staff member or SR
- Following check-in rules and parental consent requirements.

If you have any issues after hours, for example, if you're locked out, feel unwell, or something doesn't feel right, contact the Senior Resident on call.

Please note: You are responsible for your personal belongings while at JANE. Keep valuables locked in your room or speak to the office about storing them in the College safe.

19. Visitors

We understand that staying connected with friends and family is important, and visitors are welcome at JANE with a few guidelines to keep everyone safe and comfortable.

- Family visits are encouraged, and we offer up to six free meals per family (parents, siblings or grandparents) per semester. If more meals are needed, vouchers can be purchased at the office.
- Visitors during the day (friends, other relatives, etc.) are welcome, but:
 - You must accompany them at all times while they are at JANE

- If they wish to stay for a meal, please purchase a meal voucher from the College Office in advance.

For under-18 students: If you wish to stay away from JANE you are required to submit an "Under 18 Away from Approved Accommodation" form at least 7 days in advance. This must be approved by your parents/guardians and the College.

If you would like a guest to stay overnight in your room, you must also seek written parental and College permission 7 days in advance.

20. Health and Emergencies

20.1 What to Do in an Emergency

If you ever feel unsafe, unwell, or are involved in a serious situation, it's important to know where to get help quickly.

If you are in immediate danger, or need urgent medical assistance, telephone **000**.

This will connect you to Police, Fire, or Ambulance services anywhere in Australia.

20.2 For non-urgent help

During office hours (9:00am–5:30pm, Monday to Friday), contact the JANE Office at +61 3 6210 0100 or email the Dean of Students at sarah.hopkins@jane.edu.au.

After hours, call the SR on call on +61 3 6210 0200.

All JANE staff including our Senior Residents are trained to respond to emergencies and wellbeing issues. Whether it's a medical problem, emotional distress, or a practical concern, your safety and wellbeing are our top priorities.

20.3 Medical Needs

Please inform JANE of any medical conditions or medically diagnosed dietary needs before arrival.

20.4 Communication with parents/guardians

In case of a serious health or wellbeing emergency, JANE will contact your parent or guardian.

20.5 Understanding Healthcare in Australia

Australia's medical system may be different from what you're used to. In Australia, hospitals are only for emergencies — if you have a serious accident, injury, or illness

that needs immediate attention. For most other health concerns (such as a cold, sore throat, or minor injury), you should see a local doctor, known as a General Practitioner (GP).

At JANE, we'll help you find and book appointments with a nearby GP. You'll usually need to call ahead or book online to make an appointment.

As an international student in Australia, you must have health insurance, known as Overseas Student Health Cover (OSHC). This is separate from your travel insurance. It is important that you read the details of your OSHC cover and know what you can claim.

If you need medical help urgently but it's not a life-threatening emergency, you can go to a Medicare Urgent Care Clinic. These clinics are open longer hours, are free to access for people with OSHC, and are useful when you need care outside regular clinic hours but don't need to go to the hospital.

If you're not sure what to do, speak to a JANE staff member or call the After-Hours number. We'll help you decide where to go and how to get there.

21. Wellbeing Support

At JANE, your wellbeing is one of our top priorities. We want you to feel supported, connected, and confident, not just in your studies, but in all areas of your life.

We have a dedicated wellbeing team, including our Dean of Students, Sarah Hopkins, and a team of live-in Senior Residents (SRs), who are available after hours and on weekends. They're here to check in, offer guidance, and support you through the ups and downs of college life.

You'll also benefit from:

- Compulsory one-on-one check-ins with the Dean of Students (DoS) to talk about how things are going and make sure you're settling in well
- After hours wellbeing support through our SR team, who are trained to help with emotional, practical, and emergency situations
- Referrals to external counselling services or the University of Tasmania's student wellbeing services for more specialised support

Each semester, we also run Wellness Week — a week of fun, relaxing, and wellbeing-focused activities, like yoga, craft, free massages, and sessions on stress management. It's a great way to take a break, recharge, and connect with others.

We also know that moving to a new country can be exciting but also challenging. It's normal to feel homesick or overwhelmed at times. To help you settle in:

- Attend College and University orientation events
- Get involved in Student Club activities and sports
- Reach out to our Dean of Students or a SR or staff if you're struggling
- Remember, you're not alone — and we are here to help you thrive.

22. Raising Concerns or Providing Feedback

If something isn't going well, or if you have a suggestion, question, or concern, we want to hear from you. At JANE, speaking up doesn't get you into trouble. In fact, it helps us make the College better, safer, and more welcoming for everyone.

We understand that for some people, making a complaint can feel risky. But at JANE, we take every concern seriously and handle all feedback with care and respect. You won't be punished for raising a problem, we will support you.

Here's how you can raise a concern or give feedback:

- Talk privately to the Registrar, Principal, Dean of Students, or a Senior Resident — they are here to listen and help.
- Submit anonymous written feedback through [RespectX](#), our confidential reporting tool.
- Check our Complaints Policy and Procedure on the College website or noticeboards to understand how we respond.

Raising concerns helps us look after you and your fellow students. No issue is too small, and there's no "wrong" way to speak up.

23. Child Safety at JANE

JANE is a child safe organisation, committed to safeguarding all students and especially those under 18. You can learn more about our policies and commitments by visiting our website.

JANE is committed to providing a safe, respectful and inclusive environment for all students, especially those under 18. We operate under a robust Child Safe Framework, which includes:

- A dedicated Child Safe Policy, Code of Conduct, and Procedures
- Mandatory Working with Vulnerable People registration and National Police Checks for staff
- Staff and Senior Residents trained in child safety and emergency response
- Regular welfare check-ins

Our approach is informed by Tasmanian and Australian child safety legislation, including the Child and Youth Safe Organisations Act 2023 (Tasmania) and national standards for the care of international students under 18.

For under-18 Students: Some of our rules – such as check-ins, the prohibition of alcohol and smoking, room checks, and overnight leave protocols – exist to ensure we meet our legal obligations and duty of care to students under 18. We understand that these may differ from what you may be used to, but they are designed to keep you safe while supporting your growth and independence.

If you ever feel unsafe or unsure, please speak to the Dean of Students, or a SR.

As an underage international student, you must:

- Stay at JANE accommodation until the end of the semester in which you turn 18.
- Update the College of any changes to contact information.
- Not consume alcohol (it is illegal for those under 18 in Australia).
- Attend all required meetings and orientations.
- Follow leave request requirements.
- Abide by JANE's College Obligations and Terms of Residence (COTR), Code of Conduct and College Policies and Procedures.

24. After You Turn 18 (for under-18 students only)

JANE will issue "Change in College Obligations" letter to confirm you are no longer bound by underage care policies. We will also notify the University.

You may choose to continue living at JANE or seek independent accommodation at the end of the semester in which you turn 18. Your Residential Contract will show the date at which you can choose to move out.

If you break contract there are heavy penalties. These are outlined in the Fees Schedule on page eight and include a requirement for eight week's notice (or pay the equivalent fees) and a withdrawal fee of \$2, 400.

25. Fees and Payments

JANE provides excellent value for money with fees covering not only accommodation but also meals, academic support, wellbeing programs, and access to college events. For underage international students, all fees must be paid upfront prior to arrival.

Key fee components include:

- Weekly accommodation fee (e.g. \$576 per week for a single room in 2026)

- One-off charges such as:
 - Application Fee (\$100)
 - Acceptance Fee (\$150)
 - Room Bond (\$500, mostly refundable)
 - Building Levy (\$400)
 - Student Club Membership (\$318)
 - Optional Linen Pack (\$250)
 - Academic Gown (purchase or hire)

Fees are quoted in Australian dollars and do not include university tuition, books, or personal expenses.

All semester fees must be paid in full before arrival. Please ensure payments include any associated bank or international transfer fees.

For questions about payments or to request a quote for a specific contract duration, please contact our Accountant, Trammie Cai, at accounts@jane.edu.au or call +61 3 6210 0100.

26. Your Responsibilities

26. 1 Follow the rules

This handbook gives you a clear overview of how life at JANE works, but it is also supported by other important documents that explain your rights and responsibilities in more detail. These include:

- The College Obligations and Terms of Residence (COTR)
- The Student Code of Conduct
- JANE's Policies and Procedures, such as our Child Safe Policy and Complaints Policy

You can find all of these documents on our website at www.JANE.edu.au/policies. We encourage you to take the time to read and understand them.

For under-18 students: At JANE, we do our best to balance our legal responsibilities under Australian and Tasmanian law — especially when it comes to supporting under-18 students — with the fact that we are a college designed for young adults. We know that many of you come from countries where you may have already experienced greater freedom, and we respect that.

Some of our rules may feel unfamiliar or strict at first, but they exist to keep you safe, help you settle in well, and ensure we are meeting our duty of care. Things like check-ins, alcohol restrictions, and the need for approvals when leaving the College

overnight are not about control, they are about creating a safe and supportive environment during your time here.

You can help by joining us in that shared responsibility. By following the rules, you make it possible for us to support you while still treating you like the emerging adult you are. If something doesn't feel right or makes you uncomfortable, you can always speak to a staff member and we'll listen.

26.2 Get to know the JANE team

One of the most important things you can do as an international student at JANE is to get to know the people who are here to support you.

Start by introducing yourself to key staff members, especially:

- Sarah Hopkins, the Dean of Students, who will be your main point of contact for wellbeing, support, and general guidance. She's someone you can always go to for help or just a chat.
- Nick Brodie, the Dean of Academic Studies, who will support you on your academic journey, from assistance with assignments through to supporting your enrolments and subject choices at University.
- The Senior Residents, known as SRs, who live on site and are available every evening and weekend. They'll check in with you regularly and are there for both practical help and emotional support.
- Libby Hopkins, the Registrar, who helps manage your enrolment, accommodation, including communication with your family and the University.
- The Student Club Committee, a group of elected students who organise events, sports, and activities. They can help you get involved, make friends, and feel part of the community.

Getting to know these people will help you feel more confident, safe, and connected. Don't wait to be asked: say hello, ask questions and take the time to build relationships.

You can find the College organisational chart on our website.

26.3 Respectful and timely Communication

Good communication is a big part of living successfully in a community like JANE, especially when you're far from home. We ask all students, and especially our international students, to communicate openly, respectfully, and on time.

That means:

- Responding to messages or emails from staff, even if it's just a quick reply to let us know you've received the information or to ask for help.
- Letting us know if you're feeling unwell, going to be late, or if something's wrong.
- We can only support you if we know what's going on.
- Talking to us early if you're having trouble with anything — your room, your studies, your wellbeing, or anything else.
- Working cooperatively with other students and being open to cultural differences, especially in shared spaces like the dining hall or bathroom areas.
- Asking questions if you don't understand something — whether it's a college rule, a cultural custom, or a word in English.

26.4 Join in

One of the most important things you can do at JANE is to take part.

We know that living and studying in a new country — especially in a second language — can be overwhelming at times. It's natural to feel shy, homesick, or unsure at first. But the best way to feel at home, make friends, and get the most out of your time here is to get involved.

We encourage you to:

- Attend events and activities, even if you're not sure what to expect
- Say yes to invitations, or invite someone to join you
- Join a club, sports team, or volunteering group
- Eat your meals in the Dining Hall, where many great conversations happen
- Go to formal dinners, participate in traditions, and wear your academic gown proudly
- Share your culture and language as we love learning from each other

At JANE, you don't have to wait for someone to invite you — just **join in**. Everyone here was new once, and most people are keen to welcome new faces. We'll do everything we can to support you, but some of your success and happiness will come from your willingness to show up, join in, and give things a go.

So be brave. Be curious. Be part of the community. Your JANE experience will be what **you** make it — and we know it can be something truly special.

27. A Note for Parents

At JANE, we are deeply committed to the care and success of your child. We understand that sending them to live and study in another country is a big step, for them and for you. Please know that we are here to guide, support, and encourage them every step of the way.

That said, studying in a foreign country is a team effort. While we do everything we can to help your child settle in and thrive, their success also depends on their willingness to participate, connect with others, and embrace new experiences.

We know you are supporting them from afar — and your encouragement makes a big difference. Please help us by reminding your child that joining in, learning about Australian culture, and asking for help when they need it are key parts of the journey. With your support and our care, they'll gain confidence, independence, and a rich and rewarding experience at JANE.

28. Checklist for Arrival

1. Before travelling, ensure that you return all required forms, including:
 - Underage Student Arrival Form (for under-18 students only)
 - Signed Residential Contract
 - Signed Code of Conduct
 - Signed Payment of Fees for International Students Form
2. Check that your accommodation dates are correct and that any dietary or medical needs are noted.
3. Carry a mobile phone that works in Australia (with an Australian SIM card or reliable alternative).
4. Make sure you have JANE's contact details with you.
5. Send us your mobile number and your personal email address so we can stay in contact.
6. Make sure you pack appropriately for Hobart's weather and for college life. Refer to the 'What to Bring to JANE' guide for tips.
7. Consider purchasing the Linen Pack from JANE for \$250 or plan to bring your own/buy upon arrival.
8. Bring things to make your room feel like home, such as a favourite blanket, decorations, or small comforts.
9. When you arrive at JANE, go to the office. If you arrive out of office hours, use the intercom on the right hand side of the front entrance to call a Senior Resident.

**We look forward to welcoming you to your
JANE community!**



Please make sure you have this information saved in your phone or you carry it with you while travelling.

Important Contact Information for JANE

Phone number from outside Australia: **+61 3 62 100 100**

Phone number from outside Tasmania: **03 62 100 100**

Phone number inside Tasmania: **62 100 100**

Address: **6 Elboden Street, South Hobart, 7004.**

EMERGENCY NUMBER IN AUSTRALIA (POLICE, AMBULANCE, FIRE)

Triple Zero: 000