

# Communication

## Phones

- In an emergency, dial 000 from any phone for fire, police or ambulance services. Dialling 112 will override key locks on mobile phones and therefore save time. If you are unsure of what emergency service, you need tell the operator:
  - who what the emergency is
  - where you are for example the state, location, and address of the nearest street intersection
  - what has happened
  - who is involved, and if there is someone injured, what their condition is.
- Australia has an extensive network of public phones throughout the country. They are easily recognised by the orange and blue Telstra emblem. The cost of a local call is displayed in (AUD) in the phone booth with most phones accepting coins and prepaid telephone cards.
- Pre-paid telephone cards offer competitive calling rates to all countries 24 hours per day. These cards cost \$5, \$10, \$20 and \$50 and may be purchased at most news agencies, post offices and convenience stores.
- International phone calls – dial: international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled).
- White pages and Yellow pages are directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls [www.whitepages.com.au](http://www.whitepages.com.au) and [www.yellowpages.com.au](http://www.yellowpages.com.au).
- Calling Australia from overseas - To contact Australia from overseas, first dial:
  - International access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Perth would be 8 instead of 0), and then dial the required number.
  - Example: International access number +61 8 9360 1700.
- Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) to make sure it can operate here. If not, you can buy your mobile phone in Australia. You should understand what deal you are accepting before signing a contract with a provider.

## **Internet Services**

- You may be familiar with social networking such as Facebook and Instagram. Social networking sites like QQ that you use in your home country are also accessible here in Australia. These can be useful and fun when gathering information and connecting with friends and family. When using these sites be careful when signing up and using personal information that can be identified by others.

## **Australian Post Services**

- Australia Post - is one of Australia's largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.
- Small Letters - Please go to your nearest Australia post to purchase a postage stamp which you affix to the envelope.
- Larger items - Please contact your local post office for pricing.