# Contents

## Section 1 Welcome
- Welcome 1
- Important contacts 2
- Arrival Checklist 4

## Section 2 Settling in
- Contacting your family 6
  - Public phones 6
  - Mobile/cell Phones 7
  - Internet 7
- Off campus long term accommodation 8
  - Types of off campus accommodation 8
  - General Rental arrangements 9
  - Where to look for accommodation 10
  - Where do students live? 10
  - How do I choose accommodation? 10
  - Will I get help finding accommodation? 11
  - Important things to consider 12
  - Things to keep in mind when renting 13
  - Things to watch out for during your tenancy 14
- How do I connect to utilities? 16
  - Telephone 16
  - Electricity and gas 16
  - Internet 17
- Making connections 18
- Getting around 19
  - Public transport? 19
  - Riding a bicycle? 20
  - Driving a car? 21
  - Riding a motorcycle/bike? 21
- Shopping 22
- Health 24
  - Emergencies 25
  - OSHC 25
  - Medical Services 26
- Working in Australia 28
  - Permission to work 28
  - Working while studying 28
  - Finding work 28
  - Earning an income 28
- Laws in Australia 29
  - Obeying the law 29
  - Legal services and advice 29
  - Child protection Laws 29

## Section 3 Studying at Flinders University
- Important Academic Information 31
- Getting started 31
  - Enrolment 31
  - ID card 31
  - Orientation 31
- Flinders learning online (FLO) 31
- Study Abroad and Exchange student 31
- Sponsored student (Australia Awards) 31
- Sponsored student (non-Australia Awards) 31
- Students receiving foreign financial Aid 31
- Academic policies and procedures 32
- Complaints and grievances 32
- International student visa conditions 32
- Student administration information 32
- Student support services 32
- Some campus phone numbers 34
- Some community phone numbers 34
- Some places of worship 34
- Consulate, embassies and high commissions 34
- Quick guide to key personnel 35
- Academic expectations 36

## Section 4 Safety in Australia
- Safety considerations 38
  - Personal safety plan 38
  - Home security 39
  - Internet safety and security 39
  - Making new friends 40
  - Public transport safety 41
  - Hitchhiking 42
  - Avoiding dangerous areas and activities 42
  - Alcohol, smoking and drugs 43
  - Sexual assault 43
- Fire safety 45
  - Smoke alarms 45
  - Electricity 45
  - Heaters 46
  - Candles, oil burners and cigarettes 46
  - Cooking 46
  - Plan your escape 46
- Sun safety 47
- Beach safety 47
- Bush safety 48
- Storm safety 49
- Dangerous animals and plants 50

A Final Note 51
Welcome to Adelaide and Flinders University. The information in this Guide is designed to assist you with settling into your new environment and covers information relating to setting up your permanent accommodation; academic information and living in a new social, cultural and academic environment.

You will be well-supported during your stay at Flinders University, and my staff in the International Centre will assist you through your settling-in phase, and help you to connect with a range of on-campus support services and staff in your academic area.

We are particularly aware of how challenging it can be to adjust to a new environment, and encourage you to seek assistance early, so that you can adjust as quickly as possible to Flinders and Adelaide. We will support you through every step of your studies at Flinders and look forward to this being the beginning of a life-long association between you and Flinders University.

Good luck

Professor Nancy Cromar

Pro Vice-Chancellor (International)
## Important University and Emergency contacts

<table>
<thead>
<tr>
<th>For advice about</th>
<th>Contact</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using this Handbook</td>
<td>International Student Services (ISS)</td>
<td>Union Building Basement B10 (opposite Student Centre) Nearest Parking: Car Parks 1 and 6</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 2717</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:issu@flinders.edu.au">issu@flinders.edu.au</a></td>
</tr>
<tr>
<td>The University</td>
<td>Main Switchboard number</td>
<td>Sturt Road, Bedford Park, 5042 South Australia</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 3911</td>
</tr>
<tr>
<td>24 Hour Student Emergency</td>
<td>Flinders Security</td>
<td>Plaza (opposite Main Library entrance)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 2880 (external) or 12880 (internal)</td>
</tr>
<tr>
<td>Department of Immigration and Border Protection (DIBP)</td>
<td>DIBP</td>
<td>70 Franklin Street, Adelaide, South Australia</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 13 1881</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.immi.gov.au">www.immi.gov.au</a></td>
</tr>
<tr>
<td>Flinders Authentication Number (FAN) and Password</td>
<td>FLO Student Help Desk</td>
<td>Central Library Information Desk, Entrance Level</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 5378, 1800 200 292</td>
</tr>
<tr>
<td>Personal issues</td>
<td>International Student Services</td>
<td>Union Building Basement B 10</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 2717</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:issu@flinders.edu.au">issu@flinders.edu.au</a></td>
</tr>
<tr>
<td>Health, Counselling and Disability Services</td>
<td>Level 3, Student Centre (next to Sports Centre)</td>
<td>Tel: 8201 2118</td>
</tr>
<tr>
<td>English Language and Learning</td>
<td>Student Learning Centre (SLC)</td>
<td>Registry Annex (opposite Student Centre)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 2518</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:slc@flinders.edu.au">slc@flinders.edu.au</a></td>
</tr>
<tr>
<td></td>
<td>Writing Help</td>
<td>Learning Lounge at Central Library and Writing Help at Sturt Library</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 2518</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:slc@flinders.edu.au">slc@flinders.edu.au</a></td>
</tr>
<tr>
<td>Maths and Statistics</td>
<td>Maths Help</td>
<td>Learning Lounge at Central Library and Maths Help at Sturt Library</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 2518</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:slc@flinders.edu.au">slc@flinders.edu.au</a></td>
</tr>
<tr>
<td>Accommodation</td>
<td>Flinders Living</td>
<td>University Hall</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8291 6000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:flinders.living@flinders.edu.au">flinders.living@flinders.edu.au</a></td>
</tr>
<tr>
<td>Visa Questions</td>
<td>International Student Services Unit</td>
<td>Union Building Basement B 10</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 2717</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:issu@flinders.edu.au">issu@flinders.edu.au</a></td>
</tr>
<tr>
<td>Medical Questions</td>
<td>Health, Counselling and Disability Services</td>
<td>Level 3, Student Centre (next to Sports Centre)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 2118</td>
</tr>
<tr>
<td>Disability</td>
<td>Disability Advisors in Health, Counselling and Disability Services</td>
<td>Level 3, Student Centre (next to Sports Centre)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 2118 or <a href="mailto:disability@flinders.edu.au">disability@flinders.edu.au</a></td>
</tr>
<tr>
<td>Security</td>
<td>Flinders Security</td>
<td>Plaza (opposite Main Library entrance)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 2880 (external) or 12880 (internal)</td>
</tr>
<tr>
<td>Tuition Fees</td>
<td>Student Finance</td>
<td>Ground Floor (level 2), Student Centre</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 3143 or 1300 360 351</td>
</tr>
<tr>
<td>Enrolment</td>
<td>Enrolment Services</td>
<td>Ground Floor (level 2), Student Centre</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 3950 or 1300 360 351</td>
</tr>
<tr>
<td>Child Care</td>
<td>Flinders University Childcare Centre</td>
<td>Sturt Drive</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 2881</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:admin@flinderschildren.com.au">admin@flinderschildren.com.au</a></td>
</tr>
<tr>
<td>Student Employment</td>
<td>Flinders University Student Association (FUSA)</td>
<td>Student Hub, Plaza</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 2371</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:student.assist@flinders.edu.au">student.assist@flinders.edu.au</a></td>
</tr>
<tr>
<td>Independent Advocacy</td>
<td>Flinders University Student Association (FUSA)</td>
<td>Student Hub, Plaza</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 2371</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:student.assist@flinders.edu.au">student.assist@flinders.edu.au</a></td>
</tr>
<tr>
<td>Sport and Fitness</td>
<td>Flinders One Gym</td>
<td>Alan Mitchell Sports Centre</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 8201 2842</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:sport.fitness@flinders.edu.au">sport.fitness@flinders.edu.au</a></td>
</tr>
<tr>
<td>Don't know who to ask?</td>
<td>International Student Services</td>
<td>Tel: 8201 2717</td>
</tr>
<tr>
<td>------------------------</td>
<td>--------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:issu@flinders.edu.au">issu@flinders.edu.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency Contact for life threatening emergency</th>
<th>Police, Fire, Ambulance</th>
<th>Tel: 000 Mobile: 112</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Text call emergency — for TTY or ASCII Dial: 108</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Police Attendance</th>
<th>e.g. property damage or theft when the perpetrator has already left the scene</th>
<th>Tel: 13 1444</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Medical emergencies</th>
<th>Flinders Medical Centre 8204 5511</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BUPA – OSHC provider (03) 9937 3999</td>
</tr>
<tr>
<td></td>
<td>Health Direct 1800 022 222</td>
</tr>
<tr>
<td></td>
<td>Poisons Information Centre 13 1126</td>
</tr>
<tr>
<td></td>
<td>Royal Adelaide Hospital 8222 4000</td>
</tr>
<tr>
<td></td>
<td>Women’s and Children’s Hospital 8161 7000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other emergencies</th>
<th>Electricity emergencies and power failures 13 1366</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Gas emergencies/leaks (Origin) 1800 808 526</td>
</tr>
<tr>
<td></td>
<td>Water and Sewer service difficulties and emergencies 1300 883 121</td>
</tr>
<tr>
<td></td>
<td>State Emergency Service 13 2500</td>
</tr>
</tbody>
</table>
Arrival checklist

Have I

- Contacted my family to let them know that I have arrived safely?
- Finalised my long term accommodation?
- Opened a bank account? (see Pre departure guide for details)
- Collected my BUPA OSHC membership card?
- Explored transportation options in my area?
- Found local supermarket and shopping centre in my area?
- Made arrangements for my children? (see Pre departure guide for details)
- Booked a Flinders Arrival Briefing (FAB) session and ISS orientation?
- Finalised my enrolment?
- Familiarised myself with my campus?
- Updated my address and contact details in the Student Information System?
- Familiarised myself with emergency numbers?
Section 2
Settling in
Contacting your family

Your family and friends will be happy to know that you have arrived safely in Australia. We suggest calling them on arrival.

PUBLIC TELEPHONES

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 local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

Sundays are an excellent day to make interstate or international calls due to all day discount rates.

Pre-Paid telephone cards offer competitive calling rates to all countries 24 hours a day.

Pre-Paid Telephone Cards cost $5, $10, $20 and $50 and may be purchased at most newsagencies, post offices and convenience stores.

MAKING PHONE CALLS WITHIN AUSTRALIA

TO MAKE 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).

TO MAKE DOMESTIC PHONE CALLS:

Dial:

<table>
<thead>
<tr>
<th>Area Code</th>
<th>States</th>
</tr>
</thead>
<tbody>
<tr>
<td>(02)</td>
<td>ACT, NSW</td>
</tr>
<tr>
<td>(03)</td>
<td>VIC, TAS</td>
</tr>
<tr>
<td>(07)</td>
<td>QLD</td>
</tr>
<tr>
<td>(08)</td>
<td>SA, WA, NT</td>
</tr>
</tbody>
</table>

Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

CALLING AUSTRALIA FROM OVERSEAS

To contact Australia, first dial the 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 Adelaide would be 8 instead of 08), and then dial the required number. Example: ISS’s International access number +61 8 8201 2171

TELEPHONE CARDS

There are two main types of pre-paid telephone cards and both can be used in public telephones.

(i) Phone cards you insert into a public telephone, and

(ii) Phone cards that contain a number you dial to use a unique PIN number written on your card.

You can purchase (i) costing $5, $10, $20, $50 or $100 from any Post Office, newsagency or delicatessen. You can only use this card in a public phone that has a card slot by lifting the phone and placing the card in the slot. The telephone will ‘read’ the card and display how much ‘money’ it holds. When the call is completed, the cost will be deducted.

You can purchase (ii) from the Post Office, and the campus store on campus. You do not insert these cards into the public phone. Each card comes with easy-to-follow instructions and you can use these cards from your home phone or any public phone.

With some cards, you may get a very good deal for making calls to your home country depending on factors such as the time or length of the call. Compare the prices carefully because they can change without notice and some cards have higher connection fees. It might be best to buy a card with only $10 credit first to see how the connection works for you.

You can recharge some cards over the phone with your credit card or through internet transfers from your savings account. This way you can keep the same PIN number. There are at least two websites — www.phonecardselector.com.au and www.ephonecards.com.au — that compare costs of calls to different countries. You can also ask the friendly staff at the campus Post Office for information on phone cards.
Mobile/cell phones
If you have brought your locally connected mobile phone with you to Australia, please check that you have global roaming which can be used in Australia. Alternatively, if you have brought your mobile phone to be connected in Australia, please make sure your handset is compatible. Check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided by different companies. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see the compare mobile phone plan module at: www.mobiles.com.au/mobile-phone-plans
One option is to buy a phone and use a pre-paid account. This allows you to ‘top up’ your credit periodically. This can be easier to manage because you decide how much credit you are going to buy.

Before you buy a mobile phone or sign up for a mobile plan we strongly recommend that you read the information put out by Consumer and Business Services at this website: www.cbs.sa.gov.au/wcm/consumers/consumer-advice/buying-a-mobile-phone/

There are many different plans, most providers offer free talk to customers when they call friends on the same network. It is often a good idea to consider this when looking for a provider. Some popular mobile phone and network providers in Australia include:
www.telstra.com
www.optus.com.au
www.vodafone.com.au
www.virginmobile.com.au
www.dodo.com.au
www.boost.com.au
(Source: online search)

CALLING EMERGENCY SERVICES

DIAL 000
In Australia dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from all GSM or GSM derived mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. For students with a disability Text call emergency—for TTY or ASCII Dial: 106. We strongly recommend that you program these numbers into your telephone or mobile device for easy reference and use if required. Emergency Services operators answer this number quickly and to save time will say, “Police, Fire, or Ambulance”. If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

INTERNET

WIRELESS NETWORK ON CAMPUS
A wireless network operates on most parts of the campus, so you can use your own mobile device to view the internet. There are guidelines about the requirements for your software and virus protection, and more information on the parts of the campus that are not supported by the wireless network connection can be found at: www.flinders.edu.au/its/essentials/network-access/wireless-network/wireless-network_home.cfm

INTERNET ACCESS ON ARRIVAL

Internet cafes are located in most major cities, or you can book a computer at a community library. You can use your student email after you have activated your Flinders Authentication Name (FAN). Alternatively, to email family and friends you can find internet facilities at these locations.

Arena Internet Café
264 Rundle Street, Adelaide

Marion Cultural Centre Library
287 Diagonal Road, Oaklands Park
(Tel: 8375 6600 to book)

Glenelg Library
2 Colley Terrace, Glenelg
(Tel: 8295 2580 to book)
Off-campus long-term accommodation

Unless you already have on campus long-term accommodation at Flinders Living or the Flinders Medical Centre Flats, your first priority will be to find a place to live.

Types of off-campus accommodation

PRIVATE RENTAL
Private refers to housing owned privately by businesses or individuals who lease the accommodation to tenants. The private rental market provides a range of housing options.

The type of housing includes:
- Houses
- Flats

HOUSES
Houses usually consist of a lounge and/or dining room, bathroom, toilet, laundry, kitchen and anywhere between two and four bedrooms.

When you rent a house you are also renting the grounds and gardens and you may be expected to maintain them (check your lease for details).

The cost will depend on a number of factors such as location, size, and number of bedrooms and whether or not it is furnished. If you are looking to rent a whole house, you should be prepared to pay between $340 and $440 per week.

FLATS
Flats are smaller than houses and often have combined kitchen and dining rooms. Many flats have no separate laundry facilities. The majority of the flats in the immediate vicinity of Flinders University have two bedrooms. There are also a small number of furnished flats in this area.

As with houses, flat rentals will vary according to their location, quality and size. You should budget between $200 and $270 per week for one, two or three bedroom flats. Some of the terminology used may be confusing at first, as many of the terms are interchangeable. For example, a flat may also be called a unit, an apartment or a townhouse. The different terms point to different locations and styles.

A flat is usually located in a group that has dwellings on more than one level. Most groups have between two and five levels with up to 10 flats on a level.

A unit is a single storey flat. They are traditionally built in smaller groups of between two and eight.

A townhouse is a flat that occupies two levels, and these are located in small groups of between two and eight. As well as usually being larger than flats or units, townhouses often have a small garden or courtyard, making them suitable for small families.

Granny flats/bed-sits are self-contained one-bedroom flats. They are usually located at the rear of a house but are self-contained and have their own entrance. The owner often lives in the house. Gardens and grounds are usually maintained by the occupant of the house, but can sometimes be shared. Granny flats are not on the market very often, and vary in cost up to $280 per week.

FURNISHED/UNFURNISHED ACCOMMODATION

Furnished accommodation is relatively hard to find in Adelaide and may be slightly more expensive than unfurnished accommodation. If accommodation advertisements do not state the property is furnished, this means that the rental will only include the very basics such as carpeting/ polished wooden floors/tiles etc, light fittings, curtains/blinds and the oven/ stove and cupboards in the kitchen. If the rental accommodation has built-in wardrobes, it will usually be clearly stated in the advertisement. Therefore, it may be necessary to furnish the accommodation completely with everything from fridges to beds and wardrobes. While this may be daunting to those who arrive with limited funds, furniture can be obtained cheaply in second hand shops.
General Rental Arrangements

Most single students live in either shared or rooming accommodation. Students with family may choose to live in individual flat or house.

RENTING HOUSES AND FLATS IN THE PRIVATE SECTOR

Renting houses and flats will always involve signing a legal leasing agreement, usually for a minimum tenancy of six months. Initial expenses are high because you must pay two weeks rent in advance and a security bond, which is equal to at least four weeks rent.

Signing a lease means you agree to certain rules and responsibilities. You need to understand these rules because if you break them it could lead to legal proceedings and the loss of large sums of money.

SHARING

Sharing a house or flat with other people is the most economical, flexible and popular form of student housing. Rates for share accommodation range between $120 and $180 per week, per person, depending on the total rent and the amenities offered. Usually each person has their own bedroom and the bathroom, kitchen and living room are for everyone to share and maintain. Moving into an existing share household can be less costly initially, but you may prefer to organise a group to start a new share house yourself. Share arrangements are usually between students, but sometimes include others (e.g. employed Australians). Good cooperative arrangements are essential.

ROOMING HOUSE/ ROOM ONLY ACCOMMODATION

Room only accommodation usually provides you with a furnished room with the use of facilities. It differs from sharing as the owner usually rents out the accommodation. The proprietor may live on the property or visit regularly.

You need to ensure that the terms of your rental arrangements are clear, in writing, and are agreed to by both you and the owner. If the owner rents out at least three rooms, the section of the Act relating to Rooming House tenancies may apply. For further details, check online at: www.ocba.sa.gov.au/tenancies/rooming/index.html or ask for help by calling the Residential Tenancies on 131 882 or asking for advice at Flinders Living.

In a house where the owner rents out only one or two rooms, the South Australian Residential Tenancies Act does not apply.

Rooming houses can be a good option for students because it means you do not have to buy your own furniture. The negative aspect of this accommodation is that you do not choose your housemates.

FULL BOARD/HOME STAY

This type of accommodation consists of a furnished room in a home with two or three meals a day provided. Laundry and room cleaning may be included. It is ideal for students new to Adelaide who like Australian cooking, or those with busy study schedules. Some students choose this arrangement for the first few months to allow them to settle in. The weekly charge ranges from approximately $280 to $320 per week.

Full board does not come under the jurisdiction of the Residential Tenancies Tribunal and so the Act does not apply.

Staying with friends or family

If you know someone in Australia, this is a great way to settle into life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first. Please talk to an International Student Adviser at ISS for further information.
Where to look for accommodation?

If you are going to be looking for accommodation in the private rental market, you might also like to search the following websites so that you can have an idea of the type, cost and availability of accommodation in Adelaide.

FLINDERS WEBSITE

MULTI-AGENCY LISTINGS
www.realestate.com.au
www.homehound.com
www.domain.com.au
www.myhousing.com.au

REAL ESTATE AGENTS’ LISTINGS
www.ljhooker.com.au
www.philimcmahon.com.au
www.garyjsmith.com.au
www.linandrews.com.au
www.raineandhorne.com.au
www.toop.com.au
www.eldersrealestate.com.au

Full Board/Homestay –
www.homestaynetwork.org
www.AdelaideHomestaySearch.com

Suburbs close to Flinders University, Bedford Park campus and accessible by public transport are Bedford Park, Clovelly Park, Edwardstown, Melrose Park, St Marys, Mitchell Park, Flagstaff Hill, Panorama, Pasadena and Sturt. Some students choose to buy a car, which broadens their options. The beachside suburbs of Brighton and Glenelg are popular. Suburbs between Bedford Park and Victoria Square campus are Mile End, Plympton, Cumberland Park, Goodwood and Camden Park. Wednesday and Saturday are the best days for Rental Accommodation advertisements in The Advertiser, Adelaide’s daily newspaper. You will find rental information in the Classified Index in the Personal Notices page, near the back of the paper. You could also contact a real estate agent, or visit their websites to look for rental properties.

The landlord (usually the owner) or a real estate agent acting on the landlord’s behalf usually manages rental properties. Ring the landlord or real estate agent to arrange an inspection of the property. Some real estate agents will prefer you to take a look at the outside of the property before making an appointment to view the inside of the property. This is a wise procedure as you can decide whether you want to live in the area and you can work out how easy it will be to get transport to the University and to shops.

Where do students live?

Our students live in a range of suburbs, but the majority live close to the University or on-campus. The majority of students live in suburbs along the major transport corridors of South Road, Fiveash Drive, Goodwood Road or Sturt Road.

You can look at transport routes and locations around Adelaide using a combination of the Adelaide Metrotrip planner: www.adelaidemetro.com.au/jp/plan

You can get directions from one place to another and print out a map using this tool.

How do I choose accommodation?

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

The amount you can afford to pay is probably the biggest factor when choosing your accommodation.
Include start-up costs when you are calculating your budget. If you are planning to rent accommodation off-campus, you will need to pay between six and eight weeks’ rent in advance of which four or six weeks rent will be lodged as a security bond with the Tenancies Branch of Consumer and Business Services. For example, in private rentals, if your rent is $340 per week you may have to pay $1700 up-front, which includes two weeks’ rent in advance ($680) and a security bond equal to six weeks’ rent ($1020).

Sometimes rooms are advertised in existing share-houses, and your cost to move in will be a portion of the overall rent, plus a contribution to the bond, as the house-mate who has moved out will need to be paid back their share of the bond. For example, if you are moving into a three bedroom house in St Marys that costs $360 per week in rent, each housemate would be contributing $120 a week in rent, and you would be paying $720 towards the bond. Always make sure that you get a receipt whenever you make any payment for your accommodation.

Start-up costs may include: bond; rent in advance; connection costs for utilities such as gas (due after you move in); furniture: bed, table, chairs, etc; white goods: fridge, washing machine; kitchen utensils: cutlery, crockery, pots and pans; linen: sheets, towels, tea-towels; bedding: pillows, quilts and blankets; fans/heaters; and food.

Remember your first ‘shop’ will be quite expensive, as you will be buying everything.

- Be realistic about your requirements. Every ‘absolutely essential’ feature you list may make it harder to find a place. Looking for somewhere to live involves making a compromise between what you want and the type of housing available and what you can afford.
- Check the availability of transport, shops, school access for your children and other services.
- Don’t be surprised if a number of other people are looking at the house too. Remember, at this stage you all have an equal chance of success.

When inspecting accommodation, ask yourself the following questions.

- Are there laundry facilities?
- Is there a telephone line already connected?
- Do the light fittings work?
- Is the oven/stove, gas or electrical?
- Do the toilet and shower all work?
- Is there damp or mould on the walls?
- Is there painting required?
- Is the place furnished? What kind of furniture?
- What kind of heating/cooling is there?
- Is it close to transport, shops, and campus?
- Will the area be noisy? Is it on a busy road?
- Is there good security?
- Will the landlord carry out any repairs before you move in?

If you are interested in renting the premises, tell the owner/agent as soon as you have decided. You cannot usually bargain over the rental cost unless the advertisement mentioned that rent is negotiable. Please take time and care when choosing a place to stay. Never sign anything unless you understand it fully. If you do not understand something, ask Flinders Living.

**Will I get help finding accommodation?**

Flinders Living runs the accommodation service and you can ask the staff for information on leases, renting and finding long-term accommodation. As well as online computer listings, which are available all year round, Flinders Living runs a service where staff will help you contact real estate agents about rental vacancies. You can book transport to see vacant properties in the afternoons.

Staff in Flinders Living and the ISS will help you to:

- look through accommodation listings
- phone up real-estate agents or landlords to make bookings to view properties and
- work out how to get there.

Students can book a car and driver to view rental properties. If you have your own transport or can get to a property by bus, this is your best plan because it is more flexible.
Important things to consider

Household Contents insurance
While Adelaide is a relatively safe city to live in, it is wise to take precautions to insure your house contents. It is recommended that if you are in a rental property that you obtain contents insurance for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have house insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. As insurance policies can vary greatly from company to company, obtain quotes before deciding on a particular company and policy. You can find a list of insurance companies in the Yellow Pages under ‘Insurance’, or you can contact an insurance broker, who will check the products of a number of companies and recommend one that suits your needs.

Water conservation measures
Across Australia, water conservation is a serious business as we are the driest continent in the world and South Australia is the driest state. As a result of great domestic and industrial water savings under restrictions and a higher level of recent rainfall, South Australia is currently under Water Wise Measures. For detailed information on South Australian water restrictions, penalties and conservation efforts see: www.sawater.com.au/SAWater/Environment/WaterRestrictionsConservationMeasures/

Sharing a house

YOUR HOUSEHOLD GROUP
Compatibility is the key to a successful share situation. Just because you move in with a group of friends does not mean that your living arrangements will necessarily run smoothly. Select your housemates carefully; basing your decision on the answers to questions such as “Can this person be relied upon to pay their way?” “Will they do their fair share of the housework?” “Will I be able to study, play my music, have dinner parties, relax etc.?” “Can I tolerate their music, friends, pasttimes etc.?” You need to consider as many aspects of life together as possible before you decide to share with anyone. Please keep in mind that not everyone can be trusted. Follow your instincts and do not room with someone you do not trust.

HOUSE ORGANISATION

HOUSE KITTY
A house kitty involves each member of the household putting in an agreed amount each week, fortnight, or as often as the shopping is done. Shortfalls can be made up equally; change can be saved for the next shopping trip to reduce that week’s shopping expenses or to buy treats for the household. Another arrangement could have everyone responsible for buying their own food, yet sharing basics such as milk, bread and cleaning items. Rent, gas, electricity and telephone accounts are shared expenses. These can be paid as they are due, or anticipated by setting aside a fixed agreed amount in the kitty. When adopting a kitty system, it is a good idea to draw up a tally sheet that everyone marks off as they deposit their money. In this way the entire household will have a ready reference to who has paid what, when.

HOUSE MEETINGS
House meetings can be held on a regular basis or as required, to settle any house business. They don’t need to be formal, but they should be taken seriously as a democratic means of communicating both positive and negative aspects of living together.

HOUSE BOOK
A house book is a convenient way of communicating with other members of the household at times when it may be difficult to catch them in person. House business and telephone messages can be written in as they arise, and the book left in a predetermined prominent spot. House members simply check the book when they get home to see if there are any messages for them.

Pet Ownership
Do not buy a pet while you are in Adelaide. If you do have a pet, not only will you have the expense of feeding it, but many landlords and real estate agents have ‘no pets’ clauses in rental agreements. Further, if you plan to return home during vacations you will need to arrange for someone to look after your pet. There are laws protecting the rights of animals in Australia and if you neglect your pet, for example by thinking that leaving a small cat locked in your flat with dry food and water with a sand tray is satisfactory care while you take a week’s holiday, you can be prosecuted and charged with animal neglect and at worst, animal cruelty.
Things to keep in mind when renting

TENANCY AGREEMENTS
You should never sign a lease unless you have read, understood and agreed to it. In share situations, it is desirable that all members sign the lease.

There should be two identical copies of the lease—one for the owner and one for you.

Be aware of the length of your stay in Adelaide; do not sign a lease for 12 months if you are only going to be here for eight months. If you leave before the lease expires, you are in breach of the contract and may be penalised financially. If you need help in understanding any of the terms in a lease agreement, please ask for help from Flinders Living before you sign the lease.

Negotiate with the owner/agent over the length of the lease before you sign anything

There are two types of rental agreements (leases)—periodic and fixed term.

FIXED TERM TENANCY AGREEMENTS
Fixed term tenancy agreements are usually written tenancy agreements to rent the property for a specific period of time (normally six or twelve months). Agents and landlords usually use the standard form prescribed by the South Australian Residential Tenancies Act, but even a verbal agreement can be legally binding.

PERIODIC TENANCY AGREEMENTS
Periodic tenancy agreements are for an unspecified period of time. It continues until either the tenant gives 21 days’ written notice or the landlord gives notice of termination on the prescribed form.

SECURITY DEPOSIT/BONDS
A security deposit or bond is usually required by an owner or agent, and may not exceed the equivalent of four weeks rent for all properties under $250 per week. For properties above $250 per week, the land agent can ask for six weeks rent. The money is held in a trust fund with the Residential Tenancies Tribunal and a receipt should be issued to you within three weeks of payment. It is suggested that you offer your bond in a cheque made out to the Residential Tenancies Tribunal. Please note, for rooming house, your landlord should not charge you more than two weeks’ rent as a security bond.

The purpose of the bond is to guarantee the owner reimbursement if you leave the premises damaged or with rent in arrears. If you leave the property paid up and in good condition, your bond should be returned to you in full once you have left the property.

BOND MONEY AND RENT RECEIPTS
To avoid any disputes always ask for a receipt for your rent. If the owner refuses to write a receipt they are in breach of the Residential Tenancies Act. As long as the property is in good condition when you leave, you should get the entire bond refunded.

APPLICATION
If you find a suitable property you may need to submit an application form. Please be careful when signing this form as you may be obliged to take the property should your application be approved (these are known as binding contracts).

• Check with the landlord or real estate agent whether the application is binding or non-binding.
• Only fill out a form if you are definitely interested.
• Do not apply for more than one place at any one time, unless the agent has advised you that it is a non-binding application.

By signing a lease, the owner and tenant legally commit themselves to the rights and obligations of a rental agreement. Information about these rights is available from the Accommodation Service or from the Residential Tenancies Tribunal either online at: www.ocba.sa.gov.au or by telephoning 131 882.

SPECIAL CLAUSES/SCHEDULES ATTACHED TO LEASES
Read your tenancy agreement carefully. Some have clauses or schedules that are reasonable, whereas some do not comply with the law, and we recommend you read more information.

If you fail to meet reasonable requirements while you are renting you are most likely to receive a letter from the owner or agent asking you to comply with the requirements of the lease. If you fail to meet reasonable specifications when you leave, the owner or agent has the right to deduct from your bond the cost of hiring someone to (for example) clean the house or unit.

WATER
In a tenancy, water supply rates and charges are paid as agreed between the landlord and the tenant. In the absence of an agreement, if the water supply is separately metered, the tenant is responsible to pay for all water use and the water supply charge.
CONDITION REPORTS/INSPECTION SHEET

When you first move into your new accommodation you will be given an inspection sheet that includes a list of contents with a description of their condition. The landlord will usually fill out the form and give this to you to fill out your comments. It is wise to spend at least a week or two with this form, as it is easy to overlook faults within the property when you first move in. While you will not be responsible for normal wear and tear, tenants are responsible for damage caused to the property (even by guests). You will be required to leave the premises in a clean and undamaged state to ensure your bond is refunded in full. You should keep a copy of your inspection sheet so that you can refer to it when you are vacating your rental property.

An inspection sheet can be viewed on the Consumer and Business Services website.

REMEMBER—don’t be hasty in filling out your inspection form.

If you want to ensure your bond is refunded when you leave, you must note all damage when you move in, even if this seems petty or you are worried about disagreeing with your landlord/real estate agent. For example, a student lost a large part of her bond when she did not mention that the bathroom sink was cracked. A couple of months later, the drains blocked in the bathroom so she poured drain cleaner down the sink. When she came home, the sink was broken. The student had to pay for a new sink out of her bond because she had an agreement that it was in good condition on the inspection sheet.

Please note: that copies of all relevant forms are available from this link:

Please note: Keep all documents such as your lease and condition report in a safe place, for example with your passport and other documents, as you will require these when you leave the property.

Things to watch out for during your tenancy

- Get your tenancy agreement in writing.
- Make sure you pay your rent on time and keep your receipts.
- Do not damage the property and keep it clean and tidy.
- Do not paint or alter the premises without obtaining written permission from your landlord.
- The landlord must give you proper notice before entering the premises and must not interfere with your privacy.
- The landlord must keep the premises in good condition, for example promptly fix plumbing problems.

WHAT DO I DO IF I HAVE A PROBLEM WITH MY LEASE/LANDLORD?

If you cannot resolve the problem between yourself and your landlord, you can ask for advice from Tenants’ Information and Advocacy Service. Call them on 8305 9459.

LEGAL RIGHTS AND OBLIGATIONS WITHIN SHARE HOUSEHOLDS

Sharing a house or flat is usually more complicated than living alone. While tenants still have to abide by the rules of the Residential Tenancies Tribunal, there are occasions where the rules are not entirely clear. Some examples of this are sub-letting the property, general household rules, and unwanted members of the household and appropriate action to be taken when one or more member of the household ends their tenancy. For legal information read the Residential Tenancies Act, 1995 and if this does not answer your query, please ask for advice through Flinders Living (8291 6000), Student Assist (8201 2371) or ISS (8201 2717).

CLEANING OBLIGATIONS

One of the most important obligations of the tenant in a Residential Tenancies agreement is keeping the premises clean and tidy.

INSPECTIONS

The agent or owner will inspect your rental premises regularly. They must give you 7–14 days ’notice and arrange a time that is convenient for you. An inspection can take place once every 28 days. Below, you will find a checklist of the things you need to do before an inspection.
INSPECTION GUIDELINES
Before an inspection, you need to clean the house thoroughly. In addition to the things described above, you will need to:

• Wash the dishes and stack them neatly on the sink or put them away.
• Tidy the bedrooms and make the beds.
• Put the garbage outside.
• Put any dirty clothes in a basket or bag. Don’t leave them on the floor.
• Stack books neatly.
• Tidy the garden and ensure the lawns are mown.

These steps show the owner/agent that you are caring for their property, keeping the premises clean and tidy and that you are a responsible tenant.

GARBAGE COLLECTION
You can find out from your neighbours or local council (listed in the front of the White Pages) which day of the week you need to put out your rubbish bin. If you live in a small block of flats, there may be a shared bin which all tenants use. You will need to speak to the other tenants to find out the routine for putting the bin out for collection. Always put the bin out the night before as the garbage collectors often come very early in the morning. Most councils also run a recycling service on a fortnightly basis (every other week) and in the other week, they may run a ‘green waste’ collection service. If you rent a house and need to keep the garden tidy, you can throw away weeds and lawn clippings in your green waste. Again, you should check with your neighbours or local council to find out the procedure and dates on which this service will run.

When you are leaving the property
It is advisable to give seven working days’ notice of your departure to electrical, telephone and gas companies. Each will then advise you of any procedures that you will need to undertake, and they will then take a final reading of your meter, disconnect the service and send your final account for payment.
Please note: You need to ring and arrange new connections a few days before moving to your new home.

Ring and let each provider know the date and time you would like the connections to be made. This is particularly important with electricity (and gas if you have a gas connection) to ensure you are not left without light and heating/cooling etc.

**TELEPHONE**

There are two carriers of home telephone services in Australia: Telstra and Optus. Telstra is the company that owns the telephone infrastructure. There are two types of connection:

1. New service connection (up to 5 days). This is where there is no phone point and where a technician is required to visit your home to install one. A standard single connection costs $299.
2. An existing (in-place) connection (2 days) is where a service can be connected, possibly without a technician visiting your home and costs between $59 and $125.

You will need to meet Telstra’s credit rating to receive full access (local, interstate or overseas). Until then, you can purchase a Phone Away card (from Telstra shops, Post Offices, most newsagents) to enable you to phone overseas. This pre-paid calling card works from virtually any phone in Australia and to over 40 other countries.

Handsets are available from a Telstra shop or Post Office for rent. Handsets can be purchased at Telstra, department stores and electrical stores. Service plans, including local calls, vary in cost and depend on your level of usage, so you will need to ask your provider for information.

Contact Telstra (for connection and service) Tel: 13 2200  [www.telstra.com.au](http://www.telstra.com.au)

**CHOOSING A CARRIER AND/OR SERVICE PROVIDER**

- Once Telstra has connected your telephone, you can choose from a number of companies to carry your local, STD (interstate) and ISD (international) calls. You might find that using phone cards is cheaper for international calls.
- Shop around to find a service provider with good rates that suit your telephone usage pattern.

- Telephone bills can be paid on a 1, 2 or 3 month billing cycle. New customers are usually placed on a monthly billing cycle.
- Each bill is the total cost of local calls and details of STD and ISD calls. This helps to split the bills in a share house.

**PEAK AND OFF-PEAK TIMES**

There are peak and off-peak times for STD, ISD and mobile calls.

Calls you make during off-peak times will cost you less than calls made during peak times (for most countries). Get details of these times from your carrier and/or service provider.

**PAYMENT OF ACCOUNTS**

- The account holder is legally responsible for all payments billed to that account, even in shared accommodation.
- If someone in the house cannot or does not pay his or her part of the bill, the account holder will be required to pay the outstanding amount.

**ELECTRICITY AND GAS**

South Australia has a deregulated energy market, which means that you can choose a provider for these services. To compare energy retailers, go to:  

There are many providers for home consumers, so you may need to do some research to find the best provider for you.

There are two default providers. This means that if you or a previous tenant has not selected a provider, this company will provide your gas or electricity service.

Electricity: AGL SA, Tel: 13 1245  
Gas: Origin Energy Retail, Tel: 13 2463
When you are choosing your energy provider(s), you need to know that most providers will want you to enter into a ‘market contract’, which means that you are agreeing to use their service for a fixed period. This time is usually at least one year, and sometimes more. If you break the contract, you will be charged a penalty. The good news is that the contract for energy supply is between you and the provider, so you can move house and the contract moves with you.

Points you need to consider if signing a market contract are:

• The price you pay
• Whether you must pay a security deposit
• How and when you will be billed
• When you must pay Length of contract and penalties for ending the contract early, and other benefits such as loyalty rebates
• Ensure that your energy retailer explains to you exactly how much you have to pay and whether there are any other costs before you agree to a contract.

As noted above, Origin Energy (gas) and AGL (electricity) are ‘default providers’. Before the South Australian energy market was deregulated, they were the only providers of these services. Default providers are obliged to offer a ‘standing contract’ for their default service, which is a contract that has no fixed term, so you are not tied to them for a particular length of time.

When you change providers, the date of the transfer may be delayed until the previous energy provider for the property has taken a final reading. This means that you may receive a bill from a provider with whom you do not have a contract.

To help make a decision about the best provider for you, you can call the Australian Consumer and Competition Commission on 1300 302 502 and ask for help. You can also do research on the Australian Energy Regulator website at: www.aer.gov.au/Consumers. In both cases you will probably be asked about previous energy consumption, so you will need to explain that you are new to South Australia.

**HOW MUCH DOES ENERGY COST?**

Your electricity costs will vary for each season and your bill will depend on how many appliances you use, and for how long. Your average bill may be as low as $90 a month, and as you will receive your bill each quarter, that would be $270. You will usually use most electricity in the winter and summer quarters when you are either heating or cooling your house. For example, if your house has air-conditioning that you use in either summer or winter (if you have a reverse-cycle system), you may need to budget an additional $300–$500 per quarter for electricity consumption. If you would like some tips on saving energy please visit the website on: www.energy.sa.gov.au/be_energy_smart or contact the Energy Advisory Service on 8204 1888.

**INTERNET**

It is relatively easy to connect to the internet in Australia if your computer has a modem. Probably the hardest decision to make is deciding who to use as your internet provider. Compare a number of internet companies, considering how much you are likely to use the internet and how many downloads you are likely to make. When you have found the most suitable plan (prepaid or plan), you normally ring the internet provider and they will be able to talk you through the set up process.

If a plan is too good to be true, it usually is. Occasionally you will come across deals offering free internet access. Make sure you check the terms and conditions carefully to ensure you don’t get tied into a long-term contract that may be more expensive in the long run.

You can look in the Yellow Pages under ‘Internet Access Providers’ for broadband and dial-up service providers. A list of broadband providers is also available at: http://bc.whirlpool.net.au

Some internet providers will ask you to pay your monthly account through a credit card payment, so please check this when you are exploring potential internet service providers.
ISS arranges social activities at low cost. We send out information using student email contact lists, so make sure that you check your university email regularly. We recommend that you check your university email daily.

If you are living on-campus, the Hall and Village senior residents organise a number of activities and you will receive information about these.

Movies
Cinemas in Adelaide offer cheaper tickets on Tuesday nights so that is a good night to go to the movies. Westfield Marion, which is a large shopping centre on Sturt Road (and very close to Flinders), has a megaplex with a good range of movies on show at any one time.

To find out what movies are on and session times, here are some web addresses to check:
Marion Megaplex:
www.eventcinemas.com.au
Wallis Cinemas:
www.wallis.com.au
Palace Nova Eastend Cinemas (City):

Music
Adelaide has a number of live music venues and for further information check either the Gig Guide, which is published in the Thursday edition of The Advertiser, or your local Messenger paper (delivered free across the metropolitan area) for venues and band details. Talk to local students about Adelaide bands.

Other event guides you can look at are:

Community activities
Most local councils run a range of social activities and you can find out more information by visiting their websites. On the websites select the Community tab and look for Community Events and Community Centres. The councils near Flinders are Mitcham, Marion, Onkaparinga, Holdfast Bay and Unley. Their web addresses are:
Mitcham:
www.mitchamcouncil.sa.gov.au
Marion:
www.marion.sa.gov.au
Holdfast Bay:
www.holdfast.sa.gov.au
Onkaparinga:
www.onkaparingacity.com
Unley:
www.unley.sa.gov.au

Sports and social activities
Ask at the Alan Mitchell Sports Centre for information on sporting clubs affiliated with the University. Please see: www.onesportandfitness.com.au
You can also look on local Council websites or ask at ISS for information about sporting and social clubs in the community.

Other activities
Check the following websites for entertainments/attractions:
www.adelaidecitycouncil.com
www.adelaidecc.com.au

The Botanical Gardens:
www.environment.sa.gov.au/botanicgardens
Getting around

What public transport is there and how do I use it?

BUS, TRAIN AND TRAM
The website www.adelaidemetro.com.au gives you access to general customer information as well as timetables, new and special offers.

PUBLIC TRANSPORT INFORMATION
You can collect free timetables at the University from Registry, the Post Office, Central Library and the Sturt Bookshop.
You can find out about public transport fares and receive assistance with planning your route from:
• Passenger Transport Information Centre (corner Currie and King William Streets in the city)
• Information Office, Adelaide Railway Station.
• The Adelaide Metro Info line on 1300 311 108 (open seven days a week between 7am and 8pm)
• For hearing impaired, call (TTY) on 133 677.

www.adelaidemetro.com.au

CONCESSIONS
Once you have your Flinders University student card and full time sticker on it, you can pay the concession fare on public transport. You must pay the full price for your tickets until you have your student card. When you have a student card, do not buy a student ticket (these are for school students), but buy a concession ticket. You need to have your student card with you when you are using a concession ticket because an inspector can ask you to show it on public transport. If travelling with a concession ticket and you do not have your student ID card with you, you will be fined $220.

If your spouse or partner is not a student, they must buy a full price ticket. Accompanied children under five years old travel free at all times

METRO CARD AND METRO TICKETS
You must use a metro card or a metro ticket to travel on any bus, train or tram.
Metro Card: This is an electronic smart card and useful for frequent public transport users.
Metro Ticket: This is a paper based ticket and best for those who use public transportation very rarely.
You can buy and recharge a Metrocard from most post offices, many delicatessens, news agencies and the Passenger Transport Information Centre.
Single Metro tickets can be purchased on board buses, trains and trams.

PEAK AND INTERPEAK PERIODS
Peak: before 9am and after 3.01pm Monday –Friday and all day on weekends and public holidays.
Interpeak: from 9:01am–3pm weekdays only and not on public holidays.
Ticket prices are available from the Adelaide Metro website.

VALIDATING YOUR METROCARD
To validate, simply hold the card against the on-board validator (barrier gates of the Adelaide train station). The machine will then indicate the following:
• Green = validation success
• Green (blinking) = your balance is low
• Green and Amber (yellow) = validation and a remote recharge has been added to your card
• Red = validation unsuccessful (error, not enough balance, the card is not valid or has been cancelled)

Your metro card will recognise the time of travel and deduct the appropriate fare. The deducted fare and the balance of your metro card will also appear on the validator display.

LOST PROPERTY
If you think you have lost any personal belongings while travelling on a bus, train or tram in Adelaide, call 1300 311 108 for assistance. Once you advise them of the service you were travelling on e.g. Train, Tram or Bus and the location, they can supply you with the contact details for the local depot.

PUBLIC TRANSPORT ETIQUETTE
Buses will only pickup and drop off passengers at designated bus stops. Bus stops in Adelaide are bright yellow or red with a black number on them. This is the bus stop number.

When the bus you want to catch is approaching the stop, you need to hail it by standing on the kerb and extending your arm horizontally. The bus will then stop (unless it is an express service) and you may board.
• Give way to exiting passengers before you get on.
• Purchase a bus ticket from the bus driver unless you already have one. Please pay with change or a small note.
• You must then validate your card.
• The bus may move before you sit down, so make sure you hold onto a rail or seat handle.
• To exit the bus you must ring the bell after the stop before you wish to get off. You may wish to thank the driver.
• Never put your feet on seats.
• Never smoke or swear.
• Some buses are express and passengers cannot get off until a designated stop.

If you are travelling by train from the suburbs to the city, you can buy your ticket on the train. When you travel from Adelaide Railway Station in the city to the suburbs, you must buy your ticket before you enter the platforms.

BIKES ON TRAINS
You can take your bike on trains if you do not want to ride the whole way to university. This can reduce the time needed to travel. If there is space, bikes can be taken free of charge from Monday–Friday 9.01am–3pm and 6pm to last service and all day Saturdays, Sundays and public holidays. Outside of these hours (during peak periods) you must validate a separate concession ticket for your bike. You cannot take a bike on a Bus or Tram. Please read the information about Public Transport Safety in Safety Section of this guide.

How do I get to Flinders University by public transport?
Unless you can afford a car, you need to think about living close to public transport and how long it will take you to get to the University. You could also cycle to University if you live nearby or close to a train line.

Buses are the usual type of public transport in Adelaide and mostly operate between 6am and midnight daily. Trains and trams operate in some suburbs. There is limited accommodation within walking distance or a five-minute bus ride from Flinders. Aim for a distance of 10–30 minutes’ travelling time (by bus) to the campus, especially if you are budget conscious. Bus fares will usually be the same no matter how far you travel. Each bus ticket lasts for two hours travel so that you can use it again if you need to transfer buses on your journey to the campus.

WHAT BUS DO I CATCH TO/OR FROM FLINDERS?
You can plan your journey from the following resources:
www.adelaidemetro.com.au

What do I need to know about riding a bicycle?
You can plan a way to ride to Flinders that will use roads with either designated bike lanes or secondary roads. Bike direct maps are a good way to plan your route and these can be downloaded from: www.sa.gov.au/topics/transport-travel-and-motoring/cycling/cycling-maps

You can buy second hand bikes through the Trading Post, which has a searchable website at: www.tradingpost.com.au

Type in the keyword ‘bicycle’; select the Sport and Fun section; and don’t forget to select SA as your state.

Bike SA runs bike workshops regularly and you can find out about them by looking on the Bike SA website at: www.bikesa.asn.au/ or contacting 8168 9999.

• Do wear a helmet
• Do have a bell and a rear wheel reflector on your bicycle
• Do use bicycle lanes where they exist
• Do indicate when you are stopping and turning, especially on busy roads when there is a lot of traffic around you
• Do lock your bike when you leave it anywhere – refer to the link below for information regarding free bike shelter on campus: www.flinders.edu.au/campus/location/getting-to-flinders/cycling.cfm
• Do not ride on footpaths, unless they are specially marked
• Do not ride more than two persons abreast
• Do not ride without lights on your bike at night

Special Cautions
Make sure you invest money in a good lock and use it, even when your bike is at your house. Don’t leave your bike in an unlocked shed or garage as bikes are very easy to steal.

Be careful if you are riding home late in the evening. Make sure that your lights are clearly visible, wear lightly coloured clothing and be conscious of the traffic around you.
What do I need to know about driving a car?

DRIVING IN AUSTRALIA
A person who is the holder of a current foreign driver’s licence of a particular class may drive a vehicle of that class in South Australia on the foreign driver’s licence if:

- A licence issued in another country that is written in English or
- A licence with an English translation if necessary or
- An international driver’s license
- The person is not disqualified from driving in South Australia or elsewhere.

Temporary visas usually do not exceed four years. If the foreign licence expires, you are required to obtain a South Australian driver’s licence.

Visiting motorists are required to carry their licence (and English translation if applicable) at all times while driving and produce it to Police on request. Production of their temporary visas may also be required as evidence of their temporary residential status.

It is important that you understand the local traffic code and it would be wise to buy a Driver’s Handbook available from most newsagencies. Check Campbell’s at Westfield Marion or one of the newsagents at Castle Plaza, Edwardstown. You can also download it from the web at:


DRIVING IN SA
- Children must be restrained in approved child-seats.
- Where seatbelts are available, they must be worn.
- All children up to seven years old must use a booster seat and must not sit in the front seat.
- Driving without a licence is illegal.
- Driving an unregistered vehicle is illegal.
- Using a hand-held phone or other mobile electronic device whilst driving is illegal.
- Observe all speed limits. They vary on different roads.
- It is also illegal to drink and drive if your blood alcohol content (BAC) is over .05 (and for ‘P’ plate holders the legal BAC is zero).

LEARNING TO DRIVE
If you intend to obtain a licence in Australia, your first step will be to apply for a learner’s permit. The South Australian Government office called Service SA Customer Centre at Marion will provide further information.

You will have to:
- Sit for a written test of the road rules at the Motor Registration Department. When you pass you will receive a learner’s permit.
- You are strongly advised to take lessons from a Driving School, which can prepare you for the driving test to get your provisional licence. Driving Schools employ professional driving instructors with a wealth of knowledge and experience. They are better trained than your friends or other students to teach you to drive.

Please note: Your instructor must have had a full licence from a recognised country for two years.

Lessons can cost between $60 and $90 an hour. Driving School vehicles are covered by insurance whilst you are learning to drive. Your friends’ vehicles may not be covered.

See the Yellow Pages for listings of driving schools.
- In South Australia there are two types of test. One is a logbook system with specified hours and activities to complete. The other is called Vehicle on Road Test (VORT). Once you pass your driving test you will be issued with a provisional licence (P plate). Certain restrictions apply to P plate holders. See: www.mylicence.sa.gov.au/p1_plater

If you hold a P plate, you must have a zero blood alcohol content when you are driving.

What do I need to know about riding a motorcycle/ motorbike?
If you are licenced to drive a motorbike in your home country, you might consider riding one in South Australia. While motor bikes are usually more economical to run than a motor car you may find that they cost more to insure. Make sure that you check all of these details before you go ahead and purchase one. The same cautions should also apply about checking to see there is no debt attached to the bike.

For information about obtaining a Motor Bike license in South Australia see:


Please note: Motorcyclists must wear a helmet when riding their motorbike and any pillion passenger must wear a helmet.

PARKING ON CAMPUS
You need parking permits to park at the University. You can buy an annual permit from the Cashier’s Office in the Registry. Information about parking permit can be found at:

www.flinders.edu.au/campus/location/parking.cfm
Where can I buy food?

FOOD ON CAMPUS

Information on foods on campus can be found at: www.flindersone.edu.au/food-drink/food-drink_home.cfm

Any student with dietary restrictions because of religious, health or philosophical reasons should ask about ingredients and food preparation before buying dishes at any food outlet.

TAKEAWAY FOOD NEAR FLINDERS UNIVERSITY

- Hungry Jacks, corner South and Marion Roads, Darlington
- Rupert Ave, Bedford Park—Kwik Stix, Maru, Lucky Lupitas, Olive Tree
- McDonalds Restaurant, 1481 Main South Road, Darlington
- Food court – Marion Shopping Complex

AROUND THE CITY

- Hawkers Corner on West Terrace (City), sells Asian food
- Sushi Train, Central Market and King William Street
- Saya Coffee House (Halal food, Middle Eastern and European food, Lebanese sweets), 122 Gouger Street
- Mekong Thai Restaurant, Halal food, 68 Hindley Street
- Rundle Mall, department stores and supermarket chains
- East-end of Rundle Street, many restaurants and coffee shops
- Central Market, International Food Hall and other food outlets

PIZZA PICK-UP OR DELIVERY

- Domino’s, 1300 366 466
- Pizza Hut, 1300 749 924
- Marcellina’s, 13 1967

Where can I do my household shopping?

Selection of fresh and dried foods from Western and Asian regional countries:

- Coles – www.coles.com.au

Coles and Woolworths offer online shopping including home delivery at a reasonable price.

Wider range of all fresh foods

- Central Market stalls - www.adelaidecentralmarket.com.au

Fresh, dried and canned Asian groceries (all near central Market):

- Thuan Phat
- Seoul Asian Grocery
- Kim Wang Asian Supermarket
- Hong Kong Asian Supermarket
- Kuo Chi Oriental Supermarket

Halal Meat:

- Afghan Supermarket
  376 Prospect Rd, Kilburn SA 5084
- Go 9
  654 South Road, Glandore SA 5037
- All in one Plaza
  1/194 Prospect Road, Prospect, SA 5082,

Indian foods and Spice:

- Indian Spice and Bollywood Entertainment
  14 Market Street, Adelaide
- Indian Spice Centre
  592 Goodwood Road, Daw Park
- New India Market
  1500 South Road, Sturt

Kosher Grocer:

- Adelaide Hebrew Congregation
  13 Flemington St, Glenside
  Ring 8338 2922 for opening hours
Shopping hints

• Students are often busy with university work. Buying food products that can be stored for a long time can reduce shopping trips. Food products that can be stored for a long time are UHT milk, skim milk powder, pasta, rice, breakfast cereal, canned meat, canned fish, canned fruits and vegetables, canned soup, tomato paste, dried fruits, frozen vegetables and dried vegetables and legumes.
• Sometimes it is hard to catch a bus when carrying many groceries. Consider using ‘home delivery’ services available in most major supermarkets. Charges range from $8 upward per delivery.
• Arrange shopping trips with friends that have a car.

Budget shopping

Compare catalogues from different supermarkets for cheaper prices and specials.
• Plan your menu for the whole week and prepare a shopping list. This can avoid over-spending and food wastage.
• Buying in bulk is often cheaper. This will be a good idea if you have someone with whom to share.
• It is always cheaper to cook for two or more people than one. Alternatively, you can cook in bulk and freeze meal portions for later use.
• Buy fruits and vegetables that are in season as they are often cheaper.
• Groceries in the Central Market are often cheaper than supermarkets in suburbs.
• Appropriate food storage methods can also help you to reduce food wastage, which in turn saves your budget.

Bargaining/ haggling

When shopping in Australia, you generally don’t bargain or barter (also called haggling) over the price of an item. The displayed price for items is fixed and if Australian GST (Goods and Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include: at garage sales, community markets, second hand dealerships, or at electrical goods’ stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price.

If you are paying by cash and are buying more than one item, you may have more bargaining power. Begin the bargaining process by asking: “What’s the best price you can give me?”

Or at a garage sale, you might pick up several items whose combined total is $50 and say: “I’ll offer you $30 for all of these.”

Purchasing an item

The most common methods of purchasing items are by cash or Electronic Funds Transfer at Point Of Sale (EFTPOS). EFTPOS allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer’s discretion) from more than 103,000 merchants across Australia. Just swipe your key card through the EFTPOS card reader, select your account type and enter your PIN number. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement.

Yellow Pages

The Yellow Pages is a telephone directory or section of a directory (usually printed on yellow paper) where business products and services are listed alphabetically. They are a great time-saver and very useful when you are looking for specific products or services. These books may be provided in rental properties and are available at Post Offices around Australia.

www.yellowpages.com.au
Health

Emergencies
If you are in an emergency situation, please stay calm and use the following numbers to receive assistance.

**DIAL 000**
The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

**POLICE**
In Australia, police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police station directly on: 8207 4700 (Sturt Police Station, Bedford Park).

**FIRE**
The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire maybe.

**AMBULANCE**
Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000 to request an ambulance.

**STATE EMERGENCY SERVICE**
The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a flood or storm dial 13 2500.

**LIFELINE**
Lifeline’s 13 1114 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24 hours a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone’s right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

**POISONS INFORMATION LINE**
The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information and advice to assist in the management of poisoning and suspected poisoning. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 13 1126.

**EMERGENCY INTERPRETING**
For interpreting in an emergency situation, dial 1800 280 203. You will pay to use this service.
Overseas Student Health Cover (OSHC)

Quick facts

- Visa-length OSHC is compulsory for student visa holders including their dependants except all Belgian and Norwegian students and most Swedish students.
- OSHC is only available to student visa holders and their dependants.
- Medical conditions that you have before you come to Australia are called ‘pre-existing’ and OSHC providers may impose waiting periods for the first 12 months.
- If you buy BUPA OSHC through Flinders University, you will not have to serve waiting periods for pregnancy-related services or psychiatric services.
- If dependant family members join you, please take their passports to the Student Centre when they arrive in Australia.
- The University charges you visa-length OSHC and buys it through our preferred provider BUPA see http://corporate.bupa.com.au/students

Overseas Student Health Cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs. OSHC covers up to 100% of the Medicare Benefits Schedule (MBS) fee for most medical services outside hospitals and 100% of the MBS fee in hospitals. Private hospitals can charge more than the scheduled fee and you will pay any extra costs.

Some students choose to take additional insurance to cover expenses not covered by OSHC. Although this involves extra cost, it can cover you for dentistry and specialised services you may need during your time in Australia. There will be a waiting period from when you begin paying for extra cover to the time you can get reimbursement for the specialised service.

HOW DO I GET OSHC?
Student Finance Services at Flinders University arranges your Overseas Student Health Cover (OSHC) for you through BUPA. You can collect your OSHC card from the BUPA representative on campus.

If you have any problem with the start date of your policy, please consult Student Finance Services/BUPA representative.

FAMILY COVER
If you are not a single student, you will need to buy Couple cover (cover for you and your partner) or Family cover (covers you and your partner and one or more dependent children who are living with you). If you are here with your family, or if you are planning to bring your family at a later stage, please contact Student Finance Services. If you have arranged OSHC through another insurance provider, please contact Student Finance Services immediately with the details of your OSHC policy.

BUPA OSHC has a representative on campus. Check with ISS for information on the days, times and location of their campus visits.

BUPA has a 24 hour emergency hotline (03) 9937 3999, which you can call for advice about medical issues.

Further information on OSHC can be found at: http://corporate.bupa.com.au/students

Please note: If your family members do not come as dependants on your student visa, they are not entitled to OSHC. We strongly recommend that they take out travel insurance before they depart for Australia.

WHAT AM I COVERED FOR?
OSHC provides a safety net for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

OSHC includes cover for:
- 100% of the Medicare Benefits Schedule (MBS) fee for out-patient medical services (for example, a general practitioner)
- 100% of the MBS fee for in-patient medical services (for example, surgery)
- private patient in a public hospital shared ward accommodation
- private patient in a private hospital with private room accommodation (where available - for hospitals that have contractual arrangements with the overseas student’s health fund)
- day surgery accommodation
- some prosthetic devices as specified in the Prosthesis List under the National Health Act 1953 (for example bone screws and plates)
- limited pharmaceuticals
- emergency ambulance services.
WHAT IS NOT COVERED BY OSHC?

OSHC does not cover:

• Assisted reproduction services, such as in-vitro fertilisation (IVF)
• Treatment arranged before coming to Australia
• Treatment needed while travelling to or from Australia
• Treatment during the first 12 months of membership for pre-existing medical conditions or disabilities
• Transportation of a dependant or overseas student into or out of Australia in any circumstance
• Treatment covered by provisions for compensation and damages.

OSHC does not pay for ancillary services (for example, dental, optical or physiotherapy). Overseas students requiring cover for ancillary services may take out extras cover provided by an approved OSHC provider, or ancillary cover with any Australian health fund. Overseas students are also free to supplement OSHC with other insurance, such as international travel insurance.

HOW DO I USE MY OSHC CARD?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

Medical services

WHAT DO I DO IF I'M SICK?

Need to visit a General Practitioner (GP)? Why not see your onsite GP located at Flinders University campus? Flinders University has its own Health, Counselling and Disability Service which opens from 8:45am until 5pm, Monday–Friday. Call 8201 2118 to book an appointment. Alternatively you can simplify your claiming experience and visit a BUPA Direct Bill Doctor when booking your next appointment. Use the following link: www.bupa.com.au/health-insurance/cover/oshc/about-oshc to find a list of our BUPA Direct Bill Doctors. Simply present your BUPA membership card and photo identification at the time of your consultation and your Doctor will lodge your claim with BUPA on your behalf. Depending on the Direct Bill Doctor you see, you may on occasion experience an out-of-pocket expense that is not covered by BUPA. We encourage you to talk with your Doctor prior to your consultation to confirm if any out of pocket expenses will apply.

If you are unable to find a BUPA Direct Bill Doctor near you, simply search for a GP or medical centre in your area: www.doctors-4u.com/adelaide. Don’t forget to call the GP or medical centre directly to make an appointment.

If you are under 18, your International Student Adviser can help you find a doctor and accompany you to the appointment.

SEEING A DOCTOR

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness and may give you a prescription for some medication. If you have had or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis, she or he may refer you for further tests e.g. blood tests or x-rays, or to see a specialist doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the doctor you see, you have the right to obtain an opinion from another doctor.

GENERAL PRACTITIONER (GP)

In Australia you do not go to a hospital to see a doctor unless it is an emergency. You can see a doctor (also known as a GP—general practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

PHARMACIES

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.
PRESCRIPTION MEDICATION
Medication prescribed by your doctor is not free. You must pay the pharmacy. Your OSHC can cover selected pharmacy items up to $50 per script item, after you pay PBS co-payment fee. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is only offered if the content of the medicine is exactly the same as that prescribed by your doctor. It will, however, assist you to pay less for your medicine.

OVER-THE-COUNTER MEDICATION
Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

DENTAL AND OPTICAL
Dental and optical health services are not covered by your OSHC provider unless you take out extra cover. Initial eye check-ups are covered by OSHC. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

INTERPRETER SERVICES
We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For more information visit: www.immi.gov.au or phone 13 1450.
Working in Australia

Permission to work

Since 26 April 2008, people granted student visas automatically received permission to work with their visa grant. Most student visa holders no longer need to apply separately in Australia for permission to work. Please note that you will not be able to work in Australia until the first official day of classes when the education provider will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.

Working while studying

• You are not permitted to start work until you have commenced your course of study
• If you are doing Bachelor/graduate certificate/graduate diploma/masters by course work - you can work a maximum of 40 hours per fortnight during the term and unlimited hours when your course is not in session.
• If you are doing Masters by research or PhD, you can work unlimited any time of the year.
• The Department of Immigration and Border Protection (DIBP) considers your course to be ‘in session’:
  • For the duration of the advertised semesters (including periods when exams are being held)
  • if you have completed your studies and your Confirmation of Enrolment is still in effect
  • if you are undertaking another course during a break from your main course and the points will be credited to your main course.

(Source: DIBP website)

For a full list of mandatory and discretionary student visa conditions please visit: www.immi.gov.au/students/index.htm

Finding work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many different ways to find a job in Australia:
• Newspapers
• University Job Boards
• Flinders University Student Association: www.fusa.edu.au/jobs

Earning an income

TAXES

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

GETTING A TAX FILE NUMBER

You must obtain a Tax File Number to be able to work in Australia. A Tax File Number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week. You can apply for your TFN online at: www.ato.gov.au or phone 13 2861, 8am–6pm Monday–Friday.

TAXATION RETURNS

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.
• Lodge online using e-tax at: www.ato.gov.au
• For a registered tax agent visit: www.tpb.gov.au
• Tax returns are lodged at the end of the Australian tax year—(1 July–30 June).
• The ATO provide assistance to individuals to lodge tax returns through community organisations such as Flinders University Student Association, visit them on the Plaza for more details in September each year.

SUPERANNUATION

If your monthly wage is more than AU$450, your employer must contribute an additional sum equal to 9.50% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit: www.ato.gov.au/departaustralia

You will need to provide the details of your superannuation fund. (Source: ATO website)
Laws in Australia

Obeying the law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at:
www.australia.gov.au

Child protection laws

In Australia the rights of children are protected. Visit the following websites to find out more information.

JURISDICTION
South Australia (Families SA; Department for Families and Communities)

LEGISLATION
Principal Acts: Children’s Protection Act 1993 (SA)
Other relevant Acts/Legislation: Young Offenders Act 1993 (SA) Adoption Act 1988 (SA)
Children’s Protection Regulations 2010 (SA)
Family Law Act 1986 (Cth)
Family and Community Services Act 1972 (SA)
(Source: Australian Institute of Family Studies)

Legal services and advice

If you need to attend a court appearance you will need legal advice to negotiate Australia’s complex legal system. In the event that you require legal assistance please contact the ISS immediately on 8201 2717 or The Legal Services Commission of South Australia by telephone: 1300 366 424
Section 3
Studying at Flinders University
Getting Started

ENROLMENT

If you are a course work student, please follow the steps from the links below to complete your enrolment at Flinders:
www.flinders.edu.au/enrolling/index.cfm

Research higher degree students need to make an appointment to see staff at the faculty and faculty staff will assist you in your enrolment. For information and support, please contact ISS.

Please note, if your offer is conditional, you need to meet the conditions before you are admitted into your program. You can enrol into topics only after this has taken place. It may take up to 24 hours to enrol into topics after you are admitted to the program.

Please note all international students need to enrol full time every semester in order to complete their course on time. Full time enrolment for course work students is 18 units a semester or 36 units a year.

ID CARDS

Once you enrol, you need to collect your Student ID card from the Central Library.

ORIENTATION

It is expected that you attend:
1. A Flinders Arrival Briefing (FAB) session and ISS Orientation (international students ONLY – please note, Australia Awards scholarship holders need to attend their compulsory Introductory Academic program)
2. University wide orientation (ALL students – local and international).
3. Course specific orientation (ALL students – local and international).

For details and booking these sessions, please visit:
www.flinders.edu.au/international-students/services/orientation/

Flinders Learning Online (FLO)

FLO is an online place where you can find all information about your topics details and guidelines. Please make sure, you read the Statement of assessment methods (SAM) for all your enrolled topics. SAM include assignment due dates, percentage and other important academic information.

Study Abroad and Exchange students

Students arriving for study abroad and exchange programs should have approval from the International Centre for enrolment in a number of topics (subjects). Enrolment Services will ensure that the approved topics are added to your study plan.

As soon as you have obtained your FAN and set a secure password, you will be able to continue with your enrolment and class registration.

Full time enrolment for this group could be 18 units a semester or 13.5 units a semester depending on the agreement with the home university.

Sponsored student (Australia Awards)

For any academic or personal matters, please contact the Australia Awards team at ISS.

Sponsored student (non-Australia Awards students)

Student Finance manages administration of scholarship sponsor requirements for external sponsors including IPRS, overseas government departments, agencies, employee or other private bodies. Student finance will invoice directly to your sponsor if there is a formal sponsorship arrangement between your sponsor and university.

Students receiving foreign financial aid

Flinders University participates in the US Federal Aid program for eligible US students to receive Direct and PLUS loan funding. Flinders is also an approved institution for students to receive entitlements from the US Department of Veteran Affairs and Government
student loans and financial aid from countries such as Canada and Norway. See our financial aid page listed at www.flinders.edu.au/fees for further details. You can also contact our financial aid administrators at fees@flinders.edu.au if you have any queries about the administration of your loan.

International student visa conditions

For a full list of mandatory and discretionary student visa conditions please visit: www.immi.gov.au/students/ and follow the links to: www.immi.gov.au/students/visa-conditions.htm

CURRENT ADDRESS DETAILS

Students on an International Student Visa no longer need to keep DIBP informed of their home address in Australia, as DIBP will check these details with your education provider if required. Therefore you must maintain a current residential address on the Student System at all times as we MUST be able to inform DIBP of your current contact details. When you update your current address, please remember to update your contact number and an emergency contact number as well.

Academic policies and procedures

For details, please refer to the link below: www.flinders.edu.au/ppmanual/student.html

Complaints and grievances

The University welcomes feedback from students on all aspects of their experience at Flinders. We support students’ rights to communicate dissatisfaction with academic or administrative decisions and unfair treatment. The University’s grievance process can seem confusing especially when you are dissatisfied with a decision. A simple way of understanding the process is to consider it in four steps. These steps are: informal discussion, formal review, appeal and the final stage is external appeal. For assistance with the grievance process please contact staff from the following areas:

Student Support & Advocacy Officer
Flinders University Student Association (FUSA)
Telephone: 8201 2371 Email: student.assist@flinders.edu.au

International Student Adviser
International Student Services Unit Ground Floor, Union Basement Telephone: 8201 2717 Email: issu@flinders.edu.au

For details, please refer to the link below: www.flinders.edu.au/current-students/policies-procs/rights/student-appeals-complaints-and-grievances.cfm

Student administration information

PAYING FEES

Please note, you will not be invoiced for your fees. You need to check your FEE account from your Student information system to find out the due date and amount. For details, please refer to the link below: www.flinders.edu.au/enrolling/fee-information/fee-index.cfm

REFUND AND CANCELLATION POLICY

For details, please refer to the link below: www.flinders.edu.au/enrolling/fee-information/fee-index.cfm

IMPORTANT REMINDERS

• Enrol in a full-time load in each semester
• If commencing in semester 1, enrol for semesters 1 and 2
• If commencing in semester 2, enrol for semester 2 only
• Remember to register in all activities—lectures, tutorials, workshops, seminars and practical sessions
• Check important dates on: www.flinders.edu.au/current-students/dates/
• Find class locations
• Check your university email account regularly, as the University communicates with students by email
• Access your FLO regularly
WANT TO FIND OUT SOMETHING IN YOUR FACULTY?
For detailed information about faculty, school, department, please visit:
www.flinders.edu.au/about/org-struct/facs-and-schools/

Check the following link for contact people, their email address and telephone numbers for undergraduate and postgraduate courses:
http://stusyswww.flinders.edu.au/enrol_details.taf

WANT TO TALK TO THE TRAINING ADVOCATE?
OFFICE OF THE TRAINING ADVOCATE

The office provides a confidential advocacy service to students and other trainees about complaints they cannot resolve in their workplace or place of study. The office can investigate complaints.

The office is located at:
Ground Floor West, 55 Currie Street, Adelaide
Tel: 1800 006 488
Email: trainingadvocate@sa.gov.au
www.trainingadvocate.sa.gov.au

Student support services

UNIVERSITY AND CAMPUS SERVICES ON THE WEB
Here is a list of University and Flinders Community Campus Services. To find out how to contact these services, log on to:
www.flinders.edu.au/current-students/

• Accommodation Service
• Careers and Employer Liaison Centre
• Enrolment Services
• Flinders University Student Association
• Fee Information
• Health, Counselling and Disability Service
• International Centre
• International Student Services (ISS)
• Library
• Loop Bus
• OASIS
• Security
• Student Learning Centre
Some campus phone numbers

Campus Counsellor, Doctor and Disability Advisor
8201 2118

Careers & Employer Liaison Centre
8201 2832

Childcare Centre (FMC)
8204 5306

Childcare Centre (Sturt)
8201 2881

Flinders Living
8291 6000

Flinders University Student Association
8201 2371

Intensive English Language Institute
8201 5084

International Student Services
8201 2717

OSHC queries
8201 3143 at Student Finance

Security (24 hours/day)
8201 2880

Student Learning Centre
8201 2518

University Switchboard
8201 3911

Visa extensions
8201 3571

OSHC BUPA
1800 888 942 – Membership enquiries
(03) 9937 3999 -24/7 Advice on medical issues

Sturt Road Police Station
8207 4700

Some places of worship

Buddhist Temple
Wat Ratanapratih Vihara
45 Smith St, Thebarton 5031
8443 5856

Buddha House
1 Fisher St, Tusmore 5065
8333 2824

Ganesha Hindu Temple
3/A Dwyer Road, Oaklands Pk 5046
8298 1278

Islamic Society (Adelaide Mosque) of SA Inc
20 Little Gilbert St, Adelaide 5000
8231 6443

Islamic Society of SA Inc
(Park Holme Mosque)
658 Marion Rd, Park Holme 5043
8277 8725

Jewish Adelaide Progressive Congregation
( Beit Shalom Synagogue)
39 Hackney Rd, Hackney 5069
8362 8281

Adelaide Hebrew Congregation
13 Flemington St, Glenside 5065
8338 2922

Some community phone numbers

Bus and Train timetable
1300 311 108

DIBP
13 1881

Consumer and Business Services
13 1882

Tenancies Advice
13 1882

OSHC BUPA
1800 888 942 – Membership enquiries
(03) 9937 3999 -24/7 Advice on medical issues

Sturt Road Police Station
8207 4700

Some places of worship

Buddhist Temple
Wat Ratanapratih Vihara
45 Smith St, Thebarton 5031
8443 5856

Buddha House
1 Fisher St, Tusmore 5065
8333 2824

Ganesha Hindu Temple
3/A Dwyer Road, Oaklands Pk 5046
8298 1278

Islamic Society (Adelaide Mosque) of SA Inc
20 Little Gilbert St, Adelaide 5000
8231 6443

Islamic Society of SA Inc
(Park Holme Mosque)
658 Marion Rd, Park Holme 5043
8277 8725

Jewish Adelaide Progressive Congregation
( Beit Shalom Synagogue)
39 Hackney Rd, Hackney 5069
8362 8281

Adelaide Hebrew Congregation
13 Flemington St, Glenside 5065
8338 2922

See the Yellow Pages Churches, Mosques and Temple or Organisations—Church and Religious for further listings, or the White Pages under denominational listings, or ask the Chaplains.

Consulates, embassies and high commissions

# Quick guide to key personnel

<table>
<thead>
<tr>
<th>Who to see</th>
<th>Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Academic</strong></td>
<td></td>
</tr>
<tr>
<td>Lecturers/Tutors</td>
<td>Questions about content topics, teaching procedures, assessment</td>
</tr>
<tr>
<td>Course Coordinator</td>
<td>Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (Inform International Student Services Unit)</td>
</tr>
<tr>
<td>Academic adviser</td>
<td>Help with reading, writing, note taking, preparation for exams and assignments</td>
</tr>
<tr>
<td><strong>Administrative</strong></td>
<td></td>
</tr>
<tr>
<td>International Student Adviser</td>
<td>Visa problems, financial problems, enrolment and short-term accommodation, health care/insurance problems, academic progression, accommodation, understanding of how to utilise Institution processes effectively</td>
</tr>
<tr>
<td>Student Administration</td>
<td>Timetable, registration in topics, change of address</td>
</tr>
<tr>
<td><strong>Personal</strong></td>
<td></td>
</tr>
<tr>
<td>Student Counsellor</td>
<td>Problems with relationships, home-sickness, anxiety, gambling, depression, relationship issues, time-management, and goal-setting</td>
</tr>
<tr>
<td>Chaplain</td>
<td>Spiritual/religious issues, and personal problems</td>
</tr>
<tr>
<td>Student Equity Officer</td>
<td>Sexual harassment, discrimination issues</td>
</tr>
<tr>
<td>Disability Advisor</td>
<td>Examination/study adjustment</td>
</tr>
<tr>
<td>Flinders Living</td>
<td>Accommodation issues</td>
</tr>
</tbody>
</table>
Academic expectations

TEACHING AND LEARNING AT FLINDERS
The University:

- Will expect honest work at all levels from students, and will not accept cheating, plagiarism, and fabrication or falsification of data. The University will expect students to be aware of their individual rights and responsibilities regarding the proper use of copyright material and academic conventions.
- Will use assessment to form part of the educative process, and to determine whether the aims of a program of studies have been achieved by a student.
- Will inform students of assessment methods at the commencement of a program of studies and will provide opportunities for students to comment on the process to be used and to negotiate change. Students will be treated fairly and may question the assessment of their work if dissatisfied.
- Will provide advice to students whose results in their course indicate the risk of preclusion, will provide academic counselling and, where appropriate, will refer students to the academic support and counselling services provided by the University.
- Will provide consultation and appeal mechanisms to enable students to question informally or formally any matter relating to their enrolment in the University. The University expects students to make any complaints responsibly and the University will treat them seriously.
- Will treat in confidence all matters relating to an individual student’s admission, enrolment, assessment, progress, and course completion, and any discussions or negotiations concerning such matters.
- Will endeavour to address the reasonable needs of all its students regardless of gender, ethnicity, age, disability or background.
- Will endeavour to provide an environment for students, free from harassment and discrimination, as set out by relevant University policy and State and Commonwealth anti-discrimination legislation. Where alleged harassment or discrimination occurs, procedures will be available to students to facilitate expeditious and just resolution of grievances. The relationships that University staff develop with their students should not provide any basis for the abuse of the power that staff have over students in the University environment or of the trust that students may legitimately expect to place in staff.

Students are responsible for making themselves aware of all University statutes (www.flinders.edu.au/about/governance/university-legislation/statutes/statutes_home.cfm), policies, rules and regulations pertaining to their rights and responsibilities as students, and for abiding by them.
Section 4
Safety in Australia
Safety Considerations

Personal Safety Plan

Australia is a relatively safe and secure place to live and study. Like all major cities in the world it is important to consider your personal safety in relation to where you are, what you are doing and who you are with. As you would at home it is good practice to consider your personal safety and to develop a personal safety plan.

Having a plan is simple! It means thinking about what you will do in the event of various personal emergencies on campus and in your personal life if an emergency was to happen. Everyone’s situation is different, when considering your plan you can talk to other students, University Security Staff (opposite Library on Main Campus), your family and/or friends. An example of things to consider is your class timetable. If you have lectures or practical sessions that begin or end after normal hours, you will need to consider this when you are developing a plan because the circumstances such as lighting are different.

Below is a list of things to consider when you are thinking about your own personal safety plan:

ON CAMPUS
- Do you have the contact telephone numbers of people you can trust and contact for assistance stored in your mobile phone? (eg. friends, relatives, local police, security staff)
- Save the emergency number in your mobile phone,
- If you drive to your institution, where is the most suitable and well lit car park located to your study area?
- Where is the nearest public transport point?
- What is the safest path to use when walking to and from your study area? Is it well lit?
- Does this pathway have overhanging trees or shrubs which may provide cover for other people?
- Is there a public telephone within the vicinity? Where is it located? and
- Are you familiar with your study environment? (eg. location of toilets or nearest public telephone).

(Source: Study Australia Website)

OFF CAMPUS
- Be alert to your surroundings and the people around you, especially if you are alone or it is dark.
- Whenever possible, travel with a friend or as part of a group.
- Stay in well-lit areas as much as possible.
- Walk confidently and at a steady pace.
- Make eye contact with people when walking—let them know that you have noticed their presence.
- Do not respond to conversation from strangers on the street or in a car—continue walking.
- Be aware of your surroundings and avoid using personal stereos or radios—you might not hear trouble approaching.
- Be discrete with your cash or mobile phones.

If you are going out at night remember:
- Think ahead. Consider how you are going to get home—what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitchhike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- If you are socialising in a public place never leave your drink unattended.(See Drink Spiking in the following section titled Alcohol, Smoking and Drugs)

(Source: Australian Federal Police)
Home security
House break-ins are one of the most common crimes and it appears to be crimes of opportunity with entry gained through an open or unlocked window or door. Most intruders are looking for a house left open or unlocked where they can get what they want with ease and make a quick getaway.

SOME GENERAL TIPS
• Your house number should be clearly visible from the street in case of an emergency.
• Keep your front door locked when you are at the back of the house.
• Do not leave messages on the front door. It lets people know you are not home.
• Avoid having parcels left on the door step.
• If you have to have something delivered while you are out, have the neighbours collect it.
• When out, leave a radio or television on or a light in the evening to give the impression you are home.
• Consider taking out contents insurance for your belongings, this will enable you to replace any goods that are lost or damaged as a result of unforeseen circumstances. Look in your local telephone directory under insurance or insurance agent to arrange quotes.
• Keep cash and valuables out of sight.

Internet safety and security
The internet has now become an essential business, social, entertainment and educational resource for most Australians. The increasing level of economic transactions on the internet is making it the focus of criminal activities. It is important that internet users protect themselves from falling prey to these activities. The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.
• Instal anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly.
• Regularly download and instal the latest security patches for your computer software, including your web-browser. Use automatic software security updates where possible.
• Use a firewall and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.
• Delete suspect emails immediately. Don’t open suspicious emails.
• Don’t click on links in suspect emails. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a ‘trojan’, being downloaded to your computer. This is a commonly used and effective means of compromising your computer.
• Only open an attachment to an email where the sender and the contents of the attachment are known to you.
• Don’t download files or applications from suspect websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.
• Use long and random passwords for any application that provides access to your personal identity information, including logging onto your computer. Don’t use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.
• Use a limited permission account for browsing the web, creating documents, reading email, and playing games. If your operating system allows you to create a limited permission account, this can prevent malicious code from being installed onto your computer. A ‘limited permission’ account is an account that does not have ‘Administrator’ status.
(Source: Australian Communications and Media Authority)
Making new friends

There is no magic trick to making friends. And if you are in a foreign culture it can seem more difficult than usual to find people who you really “get along” with. Be kind to yourself—remember that making friends takes time. If you make the most of social opportunities during your life in Australia, just as you would back home, it will be quicker and easier for you to fit in, make friends and feel at home.

However, when you meet people, remember to be careful. When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don’t give them any of your personal details like your full name, your phone number or your address. With people you don’t know well; always arrange to meet them in a public place like a café or a park, instead of inviting them to your home or going to theirs, until you feel you have built a relationship with them, know more about them and feel comfortable with them.

Many international students spend time socialising with other students and people from their own country and culture while they are in Australia. These people can make you feel accepted and you may be able to communicate much more easily with them than you can with the locals, particularly when you have just arrived. When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. But remember, you need to be careful at first until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, remain cautious until you feel you know them reasonably well and can trust them. Crimes against international students are sometimes committed by people from their own culture.

If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication “norms” (widely acceptable behaviour), make an appointment to talk it over with your International Student Adviser.
Public transport safety
Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

BUSES
Waiting for a bus:
• Avoid isolated bus stops.
• Stand away from the curb until the bus arrives.
• Don’t open your purse or wallet while boarding the bus—have your money/pass already in hand.
• At night, wait in well-lit areas and near other people.
• Check timetables to avoid long waits.

Riding on the bus
• Sit as close to the bus driver as possible.
• Stay alert and be aware of the people around you.
• If someone bothers you, change seats and tell the driver.
• Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket.
• Check your purse/wallet if someone is jostling, crowding or pushing you.
• If you see any suspicious activity, inform the driver.

TRAINS
Many of the same safety tips when travelling by bus apply for trains. In addition:
• Most suburban trains have security cameras installed or emergency alarms that will activate the cameras.
• Carriages nearest the drivers are always left open and lit.
• Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.

TAXIS
Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:
• Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made.
• You are entitled to choose the taxi/ taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi.
• Sit wherever you feel most comfortable—however we recommend women sit in the back.
• Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route from the one you have specified or are familiar with.
• Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g. “Look after my friend, Mr/Ms Yellow Cab No.436”.
• Stay alert to your surroundings and limit your conversation to general topics.
• If you don’t want your home address known, stop a few houses away from your destination. If the driver harasses you when travelling in a taxi your options include:
  • Ask the driver to stop. You may choose to makeup an excuse to do so.
  • Leave the taxi when it stops at a traffic sign or lights.
  • Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop.
  • Read out the fleet number and advise the driver you will report him/ her if they don’t stop.
• (Source: Queensland Police Service)
Hitchhiking
A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a hitchhiker. Hitchhiking is illegal in Queensland and Victoria. Elsewhere in Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Some travel companies promote hitchhiking as an inexpensive means of travelling around Australia.

However, many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions. You do not know anything about the person whose car you get into.

Our advice to you is, don’t hitch hike! It simply is not worth the risk.

Avoiding dangerous areas and activities
It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have a very different impact on the way you feel when you are in them.
Alcohol, smoking and drugs

ALCOHOL
Alcohol use is legal for those aged 18 years or over. There are laws governing how alcohol may be used in each State and Territory of Australia.

STANDARD DRINKS
The use of standard drinks can help people to monitor their alcohol consumption and exercise control over the amount they drink.

Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink: a schooner of beer (285ml) = a nip (30ml) of spirits = a small glass (100ml) of wine = a small glass (60ml) of fortified wine such as sherry.

Please keep in mind:
• Some hotels don’t serve standard drinks—they might be bigger. Large wine glasses can hold two standard drinks or even more.
• Drinks served at home often contain more alcohol than a standard drink.
• Cocktails can contain as many as five or six standard drinks, depending on the recipe.
• Pre-mixed bottled drinks often contain more alcohol than a standard drink.

SMOKING
Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces.

DRUGS
Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

DANGER: Drink Spiking! Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person’s drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured. If you suspect you or your friends have had a drink spiked, call 000 immediately to report it and get help.

(Source: Australian Drug Foundation)

Sexual assault
Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain precautions may make it more difficult for a possible perpetrator.

• When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.
• Walk with confidence and purpose.
• Avoid lonely or dark places.
• Be wary of strangers, whether they are on foot, in cars or at parties.
• Be aware of the people around you.
• Respect your intuition.
• If placed in a situation where you feel uncomfortable say “no!” loudly and with conviction.

WHAT DO I DO IF I AM ASSAULTED?
It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact should be the Police or your closest Sexual Assault Service. Yarrow Place is a leading public health agency responding to adult rape and sexual assault in South Australia. The contact details are:

Yarrow Place: Level 2, Norwich Centre, 55 King William Rd, North Adelaide 5006 Tel: 8226 8777 or Toll Free in SA: 1800 817 421
1. From a public phone or mobile phone, ring the police on 000.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence. Don’t drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker.

3. Remember, you are the victim. You have nothing to feel guilty or ashamed about.

Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault. Please also contact Flinders Health, Counselling and Disability Services for counselling purposes.
Fire safety

International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Follow the fire safety tips below to help you reduce the chance of fire in your accommodation.

Smoke alarms

Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home.

Smoke alarms can be powered by disposable or long life batteries or they can be hardwired into the 240 volt power supply. Hard wired smoke alarms (mains powered) also have back-up batteries. The back-up battery can be a 9 volt disposable battery, a long-life battery or a constantly recharging battery. (Check with the manufacturer’s instructions).

ONLY WORKING SMOKE ALARMS SAVE LIVES!
• Once a month you should check the battery by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button
• Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly
• Replace the batteries yearly. Pick a public holiday or your birthday and replace the batteries each year on that day.
• When the battery is low the smoke alarm will sound a short ‘BEEP’ every minute or so. This is to alert you the battery is low and needs replacing
• Smoke alarms must never be painted
• If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm
• Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.

(Source: South Australian Metropolitan Fire Service)

Electricity

The safe use of electricity assists in preventing house fires.
• Improper use of power boards and double adaptors can lead to fires. A double adaptor or a power board plugged into another double adaptor or power board creates a danger of overloading the system. For safety, use a single extension cord rather than joining shorter cords. Leaving an extension cord coiled while in use or placing a cord under floorcoverings can cause overheating.
• Be careful to keep electrical appliances away from water. A hairdryer takes time to cool down. For safety, allow this to happen on a non-flammable surface before storing it.
• Computers, monitors and TVs can overheat and cause fires even when not in use. They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs should be turned off at the set, not only with the remote control.
• Light globes can become very hot. It is dangerous to cover a lamp with any type of fabric. To dim a lamp it is recommended that a lower wattage globe is used.
Heaters

It’s nice to keep yourself warm in the cooler weather, but remember heaters are a major cause of house fires.

- Read and follow the operating instructions for your heater.
- All clothes and curtains should be at least one metre from the heater.
- Turn off all heaters before you leave your room or go to bed.
- Before you go to bed at night or leave your home, ensure heaters are turned off at their power source and fires are extinguished.

Candles, oil burners and cigarettes

Candles, oil burners and cigarettes can all be dangerous fire hazards.

- Do not smoke in bed.
- Dampen cigarette butts before putting them in the rubbish.
- Make sure your candles are on properly designed candle holders.
- Don’t leave your room when a candle or oil burner is alight.
- Don’t go to sleep when a candle or oil burner is alight.
- Do not put candles or oil burners near windows; be careful, curtains can catch fire easily.

Cooking

Most house fires start in the kitchen.

- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.
- Hot oils and fats catch fire easily.
- Don’t use water to put out an oil fire.
- Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish, if safe to do so. These items can be purchased at a local hardware store such as Mitre10, Bunnings or Home Hardware.
- Turn off the cooking appliance before you leave the room or go to bed.

Plan your escape

In a fire:
1. Get down on the floor. Crawl to the door.
2. Get out of your room.
3. Close the door. This prevents smoke and fire from spreading.
4. Alert others.
5. When outside, stay out.
6. Call 000.

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun’s damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun’s harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun-safe behaviours.

There are six simple steps you can follow to reduce your risk of skin cancer and protect your skin:
1. Minimise your time in the sun between 10am and 3pm.
2. Seek shade.
3. Wear suitable clothing that provides good sun protection.
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears.
5. Wear UV protective sunglasses.
6. Apply SPF30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

Understanding the ocean is very important—the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe or even rescue others from danger. Recognising danger signs and awareness of surf conditions is an essential part of life saving.

Remember the FLAGS and stay safe

F Find the flags and swim between them—the red and yellow flags mark the safest place to swim at the beach.
L Look at the safety signs—they help you identify potential dangers and daily conditions at the beach.
A Ask a surf life saver for some good advice—surf conditions can change quickly so talk to a surf life saver or lifeguard before entering the water.
G Get a friend to swim with you—so you can look out for each other’s safety and get help if needed. Children should always be supervised by an adult.
S Stick your hand up for help—if you get in to trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip—don’t try and swim against it. Remember:
• Never swim at unpatrolled beaches
• Never swim at night
• Never swim under the influence of alcohol
• Never run and dive into the water
• Never swim directly after a meal
Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.

**In the bush**

Be prepared if you plan some time in our bush land. Plan your hike. Always tell someone where you are going and what time you expect to return. Let them know when you return safely.

- Check the weather forecast and be prepared for unexpected changes in weather.
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bush walks include food, warm clothing, first aid supplies, a torch and a map.
- Never walk alone. Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- Never dive into a rock-pool, creek, lake or river. Stay away from cliff edges and water falls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.

**ADVICE FOR MOTORISTS CAUGHT IN BUSH FIRES**

Bushfires are common occurrences in Australia during our often long hot summers. If you are in smoke and fire affected areas, you should stay off the roads. If you must get in the car, put your head lights on, dress in protective clothing and footwear and make sure you take food and water—you could be stuck for long periods if your journey is blocked by road closures. Turn the car radio on and keep it tuned to local stations for bush fire updates.

- If you are caught in the middle of a bushfire, park the car immediately and remain calm.
- Look for a clear area, preferably off the road. Areas clear of grass or bush are safest—they will not sustain fires of high intensity.
- Do not leave the vehicle. Many people have lost their lives by exiting the vehicle only to be trapped on foot in the open. Your vehicle will help protect you from radiant heat, the chief danger.
- Switch the ignition off. It is unlikely that a vehicle’s fuel tank will explode from the heat of a passing bush or grass fire.
- Close all windows and vents or turn vents to recycle.
- Put the head lights on so that the car is as visible as possible, especially to fire tankers.
- Every one must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket. Do not use synthetics, which may give off toxic vapours or melt.
- Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute. During this time it will be hot, noisy and frightening. It will last a short time even though it may seem longer.
- If you have water, drink it.
- Never attempt to drive through smoke or flame. Crashes can occur when drivers run off the road, striking trees or other cars.
- Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding.
- Do not proceed until you are satisfied that the fire has passed and that you are not likely to be trapped a second time.
- Falling trees and branches are a hazard during and after intense fires. Do not park or drive under trees.
- Exit the area as quickly as possible. Remember fire vehicles may be trying to enter the area and your presence may hinder fire fighting operations.

(Source: NRMA)
Storm safety

Storms can happen anywhere and at any time of the year. Storms are more common during storm season—from October to the end of April, but it is important to be aware all year round.

Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings and damage trees and power lines.

You can also be indirectly affected by storms even if your property is not damaged; such as losing power, or access roads being cut.

The State Emergency Service (SES) is responsible for managing the clean-up and assisting people during and after a storm.

During a storm, there are some things you can do to stay safe:
- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and video recorders.
- Listen to your radio for weather updates.
- Don’t use a landline telephone during an electrical storm.

If you are caught outside during a storm:
- Get inside a vehicle or building if possible.
- If no shelter is available, crouch down, with your feet close together and head tucked in.
- If in a group—spread out, keeping people several metres apart.

For storm or flood emergency, please phone 13 2500.

For life-threatening emergencies: Telephone 000 Mobile: 112 Text call emergency— for TTY or ASCII Dial: 106
Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them—they are not used to close contact with humans and may hurt you.

If you are visiting any of Australia’s beautiful parks or forests:

- Be wary of animals in their natural habitat. Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes. People have been seriously injured or killed by wild animals. Be very careful about approaching any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.
- Never feed or play with wildlife. Native animals are by nature timid, however, having been provided food from people, may become aggressive in pursuit of food. You may get bitten or scratched. In addition, human foods may be harmful to native animals.

In the warm waters of Tropical Queensland:

- Take care to avoid marine stingers.
- Do not enter water where crocodiles may live.

Bites and stings

The majority of insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them if you want to avoid being stung or bitten.

The Australia-wide Poisons Information Centres have a common telephone number: 13 1126.

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or for an ambulance on 000. Mobile: 112 Text call emergency—for TTY or ASCII Dial: 106

http://access.health.qld.gov.au/hid/AccidentsInjuriesandPoisonings/BitesAndStings/bitesAndStings_is.asp

(Source Queensland Health)

Anaphylaxis — allergic reactions

Anaphylaxis is a severe allergic reaction that can occur in sensitive individuals from exposure to any chemicals foreign to the body including bites and stings, plants, or medications. Parts of the body, for example the face or throat, swell up so much that the patient can’t breathe. In severe cases the patient may go into shock within a few minutes and the heart can stop. For any patient who shows signs of anaphylaxis, call an ambulance, and have the patient taken immediately to the emergency department of the nearest hospital. Call 000 Mobile: 112 Text call emergency—for TTY or ASCII Dial: 106

GENERAL FIRST AID FOR BITES AND STINGS

For bites or stings from the following creatures, seek first aid assistance straight away and stay as calm and immobile as possible:

- All species of Australian snakes, including sea snakes
- Funnel web spiders
- blue-ringed octopus
- cone shell stings

For all other bites and stings seek or apply basic first aid.

- Wash with soap and water and apply an antiseptic if available.
- Ensure that the patient’s tetanus vaccination is up to date.
- Apply an ice-pack to reduce local pain and swelling.
- Pain relief may be required e.g. paracetamol or an antihistamine (to reduce swelling, redness and itching). The patient should seek medical advice if they develop any other symptoms or signs of infection.

(Source Queensland Health)
A Final Word

Most international students look back on the time they spend studying and living in Australia as a challenging yet rewarding adventure. Remember, getting used to anything new or different takes a while.

Try to get involved in the new experiences available to you at Flinders and in Adelaide. Be active and participate in as much as you can. Although your studies are important, there are many opportunities to expand your horizons in non-academic areas. In hindsight, you will find your time in Australia will pass very quickly.

In particular, make a special effort to meet locals and other international students. You'll carry the good times and the friends you make with you long after you've left Flinders and Australia.

There may be times of stress, difficulty and discouragement. There may be times when you feel you are not able to cope with the demands of studies. Don’t wait until the last minute to seek advice or assistance with any difficulties, either personal or academic, as small problems can become big problems if they are not dealt with quickly. Remember that there are many people and organisations willing to help you along the way. You are about to begin a life-changing journey!

Best wishes.

The ISS Team
International Student Services Unit
B10 Union Building
Phone (618) 8201 2717
Email: issu@flinders.edu.au