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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, helping 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><strong>Using this Handbook</strong></td>
<td>International Student Services (ISS)</td>
<td>International Student Services (Building 25) Nearest Parking: Car Parks 1 and 6 Tel: 8201 2717 Email: <a href="mailto:iss@flinders.edu.au">iss@flinders.edu.au</a></td>
</tr>
<tr>
<td><strong>The University</strong></td>
<td>Main Switchboard number</td>
<td>Sturt Road, Bedford Park, SA 5042 <a href="http://www.flinders.edu.au">www.flinders.edu.au</a> Tel: 8201 3911</td>
</tr>
<tr>
<td><strong>24 Hour Student Emergency</strong></td>
<td>Flinders Security</td>
<td>Plaza, opposite Main Library entrance (Building 27) Tel: 8201 2880 (external) or 12880 (internal)</td>
</tr>
<tr>
<td><strong>Department of Immigration and Border Protection (DIBP)</strong></td>
<td>DIBP</td>
<td>70 Franklin Street, Adelaide, South Australia Tel: 13 1881 <a href="http://www.border.gov.au">www.border.gov.au</a></td>
</tr>
<tr>
<td><strong>Flinders Authentication Number (FAN) and Password</strong></td>
<td>FLO Student Help Desk</td>
<td>Flinders Connect, Level 0, Central Library (Building 26) Tel: 1300 3546 3377</td>
</tr>
<tr>
<td><strong>Personal Issues</strong></td>
<td>International Student Services</td>
<td>International Student Services (Building 25) Tel: 8201 2717 Email: <a href="mailto:iss@flinders.edu.au">iss@flinders.edu.au</a></td>
</tr>
<tr>
<td></td>
<td>Health, Counselling and Disability Services</td>
<td>Level 3, Yunggorendi Mande (Building 24) Tel: 8201 2118</td>
</tr>
<tr>
<td><strong>English Language and Learning</strong></td>
<td>Student Learning Centre (SLC)</td>
<td>Registry Annexe (between Buildings 23 and 25) Tel: 8201 2518 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 (Building 27) and Writing Help at Sturt Library (Building 4) Tel: 8201 2518 Email: <a href="mailto:slc@flinders.edu.au">slc@flinders.edu.au</a></td>
</tr>
<tr>
<td><strong>Maths and Statistics</strong></td>
<td>Maths Help</td>
<td>Learning Lounge at Central Library (Building 27) and Maths Help at Sturt Library (Building 4) Tel: 8201 2518 Email: <a href="mailto:slc@flinders.edu.au">slc@flinders.edu.au</a></td>
</tr>
<tr>
<td><strong>For Advice About</strong></td>
<td><strong>Contact</strong></td>
<td><strong>Details</strong></td>
</tr>
<tr>
<td><strong>Accommodation</strong></td>
<td>Flinders Living</td>
<td>University Hall (Building 18) Tel: 8291 6000 Email: <a href="mailto:flinders.living@flinders.edu.au">flinders.living@flinders.edu.au</a></td>
</tr>
<tr>
<td><strong>Visa Questions</strong></td>
<td>International Student Services</td>
<td>International Student Services (Building 25) Tel: 8201 2717 Email: <a href="mailto:iss@flinders.edu.au">iss@flinders.edu.au</a></td>
</tr>
<tr>
<td><strong>Medical Questions</strong></td>
<td>Health, Counselling and Disability Services</td>
<td>Level 3, Yunggorendi Mande (Building 24) Tel: 8201 2118</td>
</tr>
<tr>
<td><strong>Disability</strong></td>
<td>Disability Advisors in Health, Counselling and Disability Services</td>
<td>Level 3, Yunggorendi Mande (Building 24) Tel: 8201 2118 Email: <a href="mailto:disability@flinders.edu.au">disability@flinders.edu.au</a></td>
</tr>
<tr>
<td><strong>Security</strong></td>
<td>Flinders Security</td>
<td>Plaza, opposite Main Library entrance (Building 27) Tel: 8201 2880 (external) or 12880 (internal)</td>
</tr>
<tr>
<td><strong>Tuition Fees</strong></td>
<td>Student Finance</td>
<td>Flinders Connect, Level 0, Central Library (Building 26) Tel: 1300 3546 3377</td>
</tr>
<tr>
<td><strong>Enrolment</strong></td>
<td>Enrolment Services</td>
<td>Flinders Connect, Level 0, Central Library (Building 26) Tel: 1300 3546 3377</td>
</tr>
<tr>
<td><strong>Child Care</strong></td>
<td>Flinders University Childcare Centre</td>
<td>Sturt Drive (Building 9) Tel: 8201 2881 Email: <a href="mailto:admin@flinderschildren.com.au">admin@flinderschildren.com.au</a></td>
</tr>
<tr>
<td><strong>Student Employment</strong></td>
<td>Flinders University Student Association (FUSA)</td>
<td>Plaza and Student Hub (Building 26) Tel: 8201 2371 Email: <a href="mailto:student.assist@flinders.edu.au">student.assist@flinders.edu.au</a></td>
</tr>
<tr>
<td><strong>Independent Advocacy</strong></td>
<td>Flinders University Student Association (FUSA)</td>
<td>Plaza and Student Hub (Building 26) Tel: 8201 2371 Email: <a href="mailto:student.assist@flinders.edu.au">student.assist@flinders.edu.au</a></td>
</tr>
<tr>
<td><strong>Sport and Fitness</strong></td>
<td>Flinders One Gym</td>
<td>Alan Mitchell Sports Centre (Building 21) Tel: 8201 2842 Email: <a href="mailto:sport.fitness@flinders.edu.au">sport.fitness@flinders.edu.au</a></td>
</tr>
<tr>
<td><strong>Don’t know who to ask?</strong></td>
<td>International Student Services</td>
<td>Tel: 8201 2717 Email: <a href="mailto:iss@flinders.edu.au">iss@flinders.edu.au</a></td>
</tr>
<tr>
<td><strong>Emergency Contact for life threatening emergency</strong></td>
<td>Police, Fire, Ambulance</td>
<td>Tel: 000 Mobile: 112 Text call emergency — for TTY or ASCII Dial: 106</td>
</tr>
<tr>
<td><strong>Police Attendance</strong></td>
<td></td>
<td>e.g. property damage or theft when the perpetrator has already left the scene Tel: 13 1444</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)
☐ Received an email confirmation for my compulsory Flinders International Student Orientation (FISO)?
☐ Finalised my enrolment?
☐ Familiarised myself with my campus?
☐ Updated my address and contact details in the Student Information System?
☐ Familiarised myself with emergency numbers?

FOR ADVICE ABOUT

<table>
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<tr>
<th>CONTACT</th>
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<tr>
<td>Medical emergencies</td>
<td></td>
</tr>
<tr>
<td>Flinders Medical Centre</td>
<td>8204 5511</td>
</tr>
<tr>
<td>Bupa – OSHC provider</td>
<td>(03) 9937 3999</td>
</tr>
<tr>
<td>Health Direct</td>
<td>1800 022 222</td>
</tr>
<tr>
<td>Poisons Information Centre</td>
<td>13 1126</td>
</tr>
<tr>
<td>Parents Helpline</td>
<td>1300 364 100</td>
</tr>
<tr>
<td>Royal Adelaide Hospital</td>
<td>8222 4000</td>
</tr>
<tr>
<td>Women’s and Children’s Hospital</td>
<td>8161 7000</td>
</tr>
<tr>
<td>Other emergencies</td>
<td></td>
</tr>
<tr>
<td>Electricity emergencies</td>
<td>13 1366</td>
</tr>
<tr>
<td>and power failures</td>
<td></td>
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<tr>
<td>Gas emergencies/leaks (Origin)</td>
<td>1800 808 526</td>
</tr>
<tr>
<td>Water and Sewer service</td>
<td>1300 883 121</td>
</tr>
<tr>
<td>difficulties and emergencies</td>
<td></td>
</tr>
<tr>
<td>State Emergency Service</td>
<td>13 2500</td>
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</table>
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. 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

There are 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)

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 pre-paid telephone cards. Long distance call charges vary depending on time of day and distance.

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).

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 2717

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.

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.

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.
Free telecommunications APPS
There are a number of free telecommunications applications (APPS) available for smart phones. The popular APPS are VIBER, What’s App, We Chat, Skype, IMO, etc.

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. Emergency Services operators answer this number quickly and will say, “Police, Fire, or Ambulance”. If you are unsure, tell the operator what the emergency is. 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. Stay calm and follow the operator’s instructions.

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](http://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)

McDonald’s and CIBO stores have free Wi-Fi. For more information on Adelaide city and suburban free Wi-Fi Hotspot coverage, visit: [https://hotspot.internode.on.net/coverage/index.php](https://hotspot.internode.on.net/coverage/index.php)
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
The private rental market provides a range of housing options and the most common are:
- Houses
- Flats

Houses
Houses usually consist of a lounge and/or dining room, bathroom, toilet, laundry, kitchen and anyplace between two and four bedrooms. The cost will depend on a number of factors such as location, size, and number of bedrooms and whether or not it is furnished.

Flats
Flats are smaller than houses and often have combined kitchen and dining rooms. Some terms are used interchangeably, so you will hear people talk about flats, units, townhouses and granny flats.

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. 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 and have their own entrance.

Furnished/unfurnished accommodation
Furnished accommodation is relatively hard to find in Adelaide and may be slightly more expensive than unfurnished accommodation. Furniture can be obtained cheaply in second hand shops (see shopping section for further information).

GENERAL RENTAL ARRANGEMENTS

Most single students live in either shared or rooming accommodation. Students with family may choose to live in an 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. For landlord’s and tenants’ rights and responsibilities, visit: www.sa.gov.au/topics/housing-property-and-land/housing/renting-and-lettingfinding-a-place-to-rent/lease-agreement-responsibilities

Sharing
Sharing a house or flat with other people is the most economical, flexible and popular form of student housing. 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 house can be less costly initially, but you may prefer to organise a group to start a new share house yourself. Good co-operative arrangements are essential.

Rooming house/room only accommodation
A rooming house is a residential property where rooms are available for rent to three or more people. Rooming houses include boarding and lodging houses. 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.sa.gov.au/__data/assets/pdf_file/0012/160302/Rooming-House-Factsheet.pdf or ask for help by calling the Consumer and Business Services Tenancies on 131 882.

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.

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 Advisor at ISS for further information.
WHERE TO LOOK FOR ACCOMMODATION?
The following websites will provide you 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

Real estate agents’ listings
www.ljhooker.com.au
www.philmcmahon.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

Wednesday and Saturday are the best days for Rental Accommodation advertisements in The Advertiser, Adelaide’s daily newspaper.
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.

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.
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.

HOW DO I CHOOSE ACCOMMODATION?
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. 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.
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 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?
**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 real-estate agents or landlords to make bookings to view properties and work out how to get there.

**IMPORTANT THINGS TO CONSIDER**

**Household Contents Insurance**
If you are in a rental property you may consider contents insurance for your belongings. 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. Obtain quotes before deciding on a particular insurance 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.

**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. 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.

**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 Consumer and Business Services Tenancies 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 Consumer and Business Services Tenancies. Please note, for a 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.

**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 Consumer and Business Services Tenancies either online at: www.ocba.sa.gov.au or by telephoning 131 882.

**SPECIAL CLAUSES/SCHEDULES ATTACHED TO LEASES**
Read your tenancy agreement carefully and make sure you understand if your landlord/agent add any special clause.

**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. You should keep a copy of your inspection sheet so that you can refer to it when you are vacating your rental property.

*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.*
**HOW DO I CONNECT TO UTILITIES?**

Ring and let each provider know the date and time you would like the connections to be made. Arrange new connections a few days before moving to your new home. 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.

**LAND PHONE**

There are two carriers of home telephone services in Australia: Telstra and Optus:

1. New service connection (up to 5 days). This is where there is no phone point and where a technician visits 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, costs between $59 and $125.

Service plans vary in cost and depend on your level of usage.

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.

**ELECTRICITY AND GAS**

You may need to do some research to find the best provider for you.


When choosing energy provider(s), you need to know that most providers prefer ‘market contract’, which means that you are agreeing to use their service for a fixed period (usually a year) if you break the contract, you will be charged a penalty. As the contract for energy supply is between you and the provider, so you can move house and the contract moves with you.
MAKING CONNECTIONS

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.

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

Origin Energy (gas) and AGL (electricity) are ‘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

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.

In order to avoid delays with your energy connections and future disputes about your bill, ask your landlord or real estate agent which energy provider the previous tenant used. You need to make sure the previous bills have been finalised before you start as a new account holder.

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. 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
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.

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:
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:

www.ripitup.com.au

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 and for their Event Guide (free and low-cost), see
www.adelaidecitycouncil.com/whats-on
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 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
• 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.

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, newsagents 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 Saturday.
**Interpeak:** from 9:01am–3pm weekdays, all day Sunday and 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).

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. 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.
- 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. 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 you must validate a separate concession ticket for your bike. You cannot take a bike on a Bus or Tram.

**How do I get to Flinders University by public transport?**
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:

**WHAT DO I NEED TO KNOW ABOUT RIDING A TAXI?**
Taxis are easy to identify. Usually they are “white” and have a logo on the body of the taxi. Drivers must display an identity card at all times.

**Fees and surcharge**
In general, taxi meters are clearly visible so you can keep check of your fare. All taxis must charge standard fare.

**Hailing a taxi**
You can hail a taxi from a designated taxi rank or phone one of the major taxi companies.

**Major Taxi Companies:**
- Adelaide Independent Taxis ....... 132 211
- Suburban Taxis .......................... 8400 6298
- Yellow Cabs ...................................... 132 227

**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](http://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](http://www.tradingpost.com.au)

Type in the key word ‘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](http://www.bikesa.asn.au) or contacting 8168 9999.

- Wear a helmet
- Have a bell and a rear wheel reflector on your bicycle
- Use bicycle lanes where they exist
- Indicate when you are stopping and turning, especially on busy roads when there is a lot of traffic around you
- Lock your bike when you leave it anywhere – refer to the link below for information regarding free bike shelters on campus: [www.flinders.edu.au/campus/location/getting-to-flinders/cycling.cfm](http://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

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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 using the foreign driver's licence if:
• The licence issued in another country is written in English or
• there is an English translation of this licence or
• they hold an international driver's licence, and
• the person is not disqualified from driving in South Australia or elsewhere.
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 newsagents. 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 tests. 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.myllicence.sa.gov.au/p1_plater

Buying a car
Some students decide to buy their own car when they come to Australia. New cars are quite expensive in Australia. Students generally purchase a second-hand car from a car yard or a private sale. A 4-cylinder car of $4,000–$8,000 should be reasonably reliable.

Before you make the decision to purchase a car, for a comprehensive checklist, read the information on the Consumer and Business Services (CBS) website on buying a used car: www.cbs.sa.gov.au/wcm/consumers/consumer-advice/buying-a-car/

Before you agree to buy a car, whether from a car dealer or through a private sale, always check the Vehicle Securities Register to make sure that the car is clear of debts from previous owners, as you can be held responsible for these debts.

Insurance
Some of the money you pay for vehicle registration goes into the compulsory ‘third party person’ insurance fund. This means that if you hurt anyone (not yourself) in a vehicle accident, you are covered for the injured person’s medical bills. All students should buy ‘third party property damage’ insurance and consider ‘fire and theft’ insurance. ‘Comprehensive’ insurance provides the most cover, but may be too expensive for your budget.

The cost of any insurance policy will vary depending on your gender, age, driving record and also the size, make and age of the vehicle you are insuring. Contact a number of companies to compare prices.

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...
Shopping

Where can I buy food?
Food on campus
Information on foods on campus can be found at:
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
• McDonald’s 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, Adelaide 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
• Adelaide 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, 13 1967

Where can I do my household shopping?
Selection of fresh and dried foods from Western and Asian regional countries, from major supermarkets:
• Coles – www.coles.com.au
• Foodland – www.foodlandsa.com.au
• Woolworths – www.woolworths.com.au
Coles and Woolworths offer online shopping including home delivery at a reasonable price.

Wider range of all fresh foods
• Adelaide Central Market stalls - www.adelaidecentralmarket.com.au
Fresh, dried and canned Asian groceries (all near central Market):
• Thuan Phat
• Seoul Asian Grocery

Parking on campus
You need a parking permit to park at the University. You can buy an annual permit from Flinders Connect. Information about parking permits can be found at:
www.flinders.edu.au/campus/location/parking.cfm

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

For information about obtaining a Motor Bike licence 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 a parking permit to park at the University. You can buy an annual permit from Flinders Connect. Information about parking permits can be found at:
www.flinders.edu.au/campus/location/parking.cfm
Kmart, Target, Big W, Reject Shop and Cheap as Chips. Myer and David Jones are more expensive department stores.

SECOND-HAND PRODUCTS
Second-hand stores, sometimes referred to as opportunity shops or “op-shops”, offer a cheaper alternative for students on tight budget. These shops offer donated clothes, furniture and household goods at a cheaper price. You may like to try Blackwood Lions on Shepherds Hill Road (Saturday morning) and shops such as Salvation Army, Vinnies Family Centres and Goodwill Industries – Find the locations of these shops on “White Pages”.
Second hand items can also be found online through Trading Post (www.tradingpost.com.au) at a very reasonable price. However, you will need to organise a pickup if the seller cannot assist you with delivery. You can also look for second-hand furniture and domestic goods on:
www.gumtree.com.au
or
www.ebay.com.au
Notice boards around campus are a good resource to use too.

FURNITURE
When you are moving into unfurnished accommodation, you will need to arrange your own bedding, utensils, seating, etc. Some larger trading stores (e.g. IKEA, Harvey Norman, Forty Winks, Fantastic Furniture) have cheap new furniture and they provide delivery service.

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. However, there are exceptions to this rule. You can bargain 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.

PURCHASING AN ITEM
The most common methods of purchasing items are:
• cash
• Electronic Funds Transfer at Point Of Sale (EFTPOS). EFTPOS is an electronic processing system for credit cards and debit cards. EFTPOS is available at most supermarkets, petrol stations and retail outlets.
• Credit cards/debit cards
• Lay-by (For white goods, furniture and clothing, this is a good way to buy when you cannot pay in full immediately. You are required to pay a small deposit and service fee, followed by regular payments until you have paid off the total price. The shop will hold the item until the final payment. Interest is not charged on a lay by.)

RETURNING GOODS
Some stores allow you to return items if you change your mind as long as you hold the receipts and meet the shop’s return policy. Check with the shop at the time of buying products regarding their return policy.
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.

Waiting time in public hospitals
The reason we recommend that you see a doctor, rather than attend the Emergency Department at a public hospital is because the waiting times are very long. Patients are seen on the basis of the severity of their condition (example, heart attack), and those with a more life-threatening condition will receive priority treatment and people with minor conditions (example, cold), will be required to wait to receive treatment and we have heard of students waiting for up to six hours to receive treatment.

Emergency home visiting doctors
If you have an out of hours medical condition, that is not life threatening, you can contact the National Home Doctor Service on 13 7425 to arrange for a doctor to see you at home. The service operates after 4pm weekdays (Monday to Friday), after 10am on Saturdays, all day Sunday and all day on Public Holidays.

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. 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 OSHC Representative in Flinders Connect when they arrive in Australia.
- The University charges you visa-length OSHC and buys it through our preferred provider Bupa see www.bupa.com.au/health-insurance/cover/oshc

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?
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 your OSHC 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 Flinders Connect.

If you have arranged OSHC through another insurance provider, please contact Flinders Connect immediately with the details of your OSHC policy or lodge a request through Ask Flinders and make sure you include a scanned copy of your OSHC policy. www.supportcenteronline.com/ics/support/default.asp?deptID=825

Bupa OSHC has a representative on campus. Check with Flinders Connect 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:

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 in hospitals (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/directbill 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 Advisor 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. Some GP surgeries 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. Please note we have on-campus pharmacy.

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 of $37.70. Many pharmacists will offer you the option of having a “generic” brand of medicine. 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.border.gov.au or phone 13 1450.
WORKING IN AUSTRALIA

WORKING WHILE STUDYING
All students are expected to complete their degree within the time specified on their CoE. Therefore, please remember to balance work and study.

• 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 hours 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: http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students

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

Online: Try these online companies:
www.seek.com.au
www.careerone.com.au
www.adzuna.com.au
www.jobsearch.com.au
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 provides assistance to individuals to lodge tax returns through community organisations such as Flinders University Student Association, visit them at the Student Hub 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
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.
You can find a comprehensive outline of Australian law and the legal system at:
www.australia.gov.au

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.

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)
Please note, it may take up to 24 hours after activating your FAN before you can log into FLO. Students will usually gain access to their FLO topics one week prior to the start of teaching time. If you enrol after this date it may take up to 2 hours for your new topics to appear in FLO.

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 STUDENTS (AUSTRALIA AWARDS)
For any academic or personal matters, please contact the Australia Awards team at ISS.

SPONSORED STUDENTS
(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 Flinders.

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 askflinders@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.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students

Current address details
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 provide an emergency contact number as well.

ACADEMIC POLICIES AND PROCEDURES
For details, please refer to the link below:
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 Advisor
International Student Services
Telephone: 8201 2717
Email: iss@flinders.edu.au

For details, please refer to the link below:

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 contacting people in regards to 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 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 Connect
• 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
International Student Services......................................................8201 2717
OSHC queries.................................................1300 3546 1300 at Flinders Connect
Security (24 hours/day)..................................................................8201 2880
Student Learning Centre..................................................................8201 2518
University Switchboard.........................................................................8201 3911
Visa extensions.....................................................................................8201 3571
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.

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 Ratanaprathib Vihara
45 Smith St, Thebarton 5031......................................................... 8443 5856

Buddha House
1 Fisher St, Tusmore 5065............................................................ 8333 2824

Ganesh 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

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.

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

**On campus**

- Save emergency numbers in your mobile phone,
- Where is the most suitable and well-lit car park near 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?
- Are you familiar with your study environment? (e.g., 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.
- Stay in well-lit areas as much as possible.
- Walk confidently and at a steady pace.
- Do not respond to conversation from strangers on the street or in a car—continue walking.
- Avoid using personal stereos or radios—you might not hear trouble approaching.
- Be discreet with your cash or mobile phone.

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?
- 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.
- Never hitchhike.

(Source: Australian Federal Police)

HITCHHIKING

A person who waves at unknown drivers from the side of the road to request a ride is called a hitchhiker.

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 hitchhike!

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.

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.
- Avoid having parcels left on the door step.
- When out, leave a radio 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.
- 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 following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

- Install anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly.
- Regularly download and install 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.
- 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

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.

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.

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.
- 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.
- 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:
- Carriages nearest the drivers are always left open and lit.

**Taxis**

Tips for safe taxi travel:
- 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.
- 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.
- Take note of the Taxi Company and fleet number.
- 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 make up 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)

**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
After hours and Emergency: 8226 8778 Fax: 8226 8778

1. From a public phone or mobile phone, ring the police on 000.
2. Do not wash, shower, change clothes or clean up in anyway 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 advisor 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.
• Be careful to keep electrical appliances away from water.
• Computers, monitors and TVs can overheat and cause fires even when not in use. They should be turned off after each session.
• 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
Some safety tips:
• 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.

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.
• Turn off the cooking appliance before you leave the room or go to bed.

PLAN YOUR ESCAPE
In a fire:

6. CALL 000.
**BEACH SAFETY**

RECOGNISING DANGER SIGNS AND AWARENESS OF SURF CONDITIONS IS AN ESSENTIAL PART OF LIFE SAVING.

**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 into 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

**SUN SAFETY**

AUSTRALIA HAS THE HIGHEST RATE OF SKIN CANCER IN THE WORLD. 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**

There are six simple steps you can follow to reduce your risk of skin cancer and protect your skin:

01 Minimise your time in the sun between 10am and 3pm.

02 Wear suitable clothing that provides good sun protection.

03 Seek shade.

04 Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears.

05 Apply SPF30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

06 Wear UV protective sunglasses.

BY MINIMISING YOUR EXPOSURE TO THE SUN’S DAMAGING ULTRAVIOLET RADIATION (UVR), YOU CAN PROTECT YOUR SKIN AND PREVENT THE DEVELOPMENT OF SKIN CANCER.
**Bush Safety**

*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.
- When walking or exploring outdoors drink plenty of water. 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.
- Never dive into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. 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.
- Switch the ignition off.
- Close all windows and vents or turn vents to recycle.

- Put the headlights on so that the car is as visible as possible, especially to fire tankers.
- Everyone must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket.
- Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute.
- If you have water, drink it.
- Never attempt to drive through smoke or flame.
- Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding.
- Do not park or drive under trees.
- Exit the area as quickly as possible.

(Source: NRMA)

**Storm Safety**

Storms can happen anywhere and at any time of the year. Severe storms can cause major damage. They may be accompanied by torrential rain and strong winds. Storms can cause flash flooding, damage trees and power lines.

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.

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
DANGEROUS ANIMALS AND PLANTS

If you are visiting any of Australia’s beautiful parks or forests:
• Be wary of animals in their natural habitat. Be very careful about approaching any injured animals, such as koalas, 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 timid by nature, however, having been provided food from people, they may become aggressive in pursuit of food. You may get bitten or scratched.

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. The Australia-wide Poisons Information Centres have a common telephone number: 13 11 26.
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

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)
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 will last 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
B10 Union Building
Phone (618) 8201 2717
Email: iss@flinders.edu.au