Disclaimer
While we have made every effort to provide accurate information in this handbook, the ISSU is not responsible for changes made by other areas in the university or outside organisations after the final draft was collated in November 2012.

Written by
International Student Services Unit

Design layout
International Office

Printed by
Flinders Press, December 2012
Contents

Welcome .................................................................................. 2
International Student Services Unit (ISSU) ......................... 3
The first 72 hours ..................................................................... 5
Internet and email ................................................................... 6
Phone calls ............................................................................... 8
Important numbers ............................................................... 13
Where can I change money? .................................................. 14
Bank locations ........................................................................ 15
Opening a bank account ...................................................... 16
Where can I buy food? ............................................................ 17
Public transport ....................................................................... 21
Driving a car ........................................................................... 26
Medical services ..................................................................... 28
Accommodation services ..................................................... 29
Settling in Australia ............................................................... 31
Student life ............................................................................. 36
University phone numbers ................................................. 37
Welcome to Flinders

We hope you and your baggage arrived safely in Adelaide. If you are being met, a member of our arrival team (A team) will give you this guide.

We hope you:

➢ contact friends and family to let them know you arrived safely
➢ change money
➢ buy groceries
➢ find the bus stop or train station to get to Flinders
➢ work out your transport timetable
➢ read your appointment letter

We look forward to meeting you at Flinders to help you finalise your enrolment, activate your health cover and settle in to your new life.
This Quick Guide is designed to help you with things you need to do now. You can read the *International Student Handbook 2013 (ISH 2013)* online at www.flinders.edu.au/international-students/services/international-student-services-unit/ later.

**ISSU – Where to find us**

Basement (B 10), Union Building
[Map ref 25, see back of *ISH 2013*]
(Opposite Student Centre)

Nearest Parking: Car Parks 1 and 6

**Postal address:**
Flinders University
GPO Box 2100
Adelaide SA 5001

**Street address:**
Sturt Road
Bedford Park SA 5042
Telephone: 8201 2717*◊

Email: issu@flinders.edu.au

*Interstate? Dial 08 8201 2717
◊ Overseas? Dial +618 8201 2717
The International Student Services Unit (ISSU) is here to support you throughout your stay in Australia and your studies at Flinders.

Here is a list of our team members:

**Advisory Team**
Ms Jane Horgan  
Ms Elaine Kane  
Ms Mahin Mahjabeen  
Mr Anthony Siew

**Administrative Team**
Mrs Maxine Bald  
Mr Klaus Koefer  
Mr George Markopoulos
The first 72 hours

- The first important thing to do, is to look after yourself when you arrive
- Drink plenty of water
- Take time to recover from your journey – be aware of jet lag
- You may feel disoriented or short-tempered due to lack of sleep
- It takes time to adjust to your new time zone and environment
- You are not ALONE! If you feel homesick or stressed, please call ISSU on 8201 2717 (work hours) or contact Security on 8201 2880 (after hours) and an ISSU staff member will contact you
Internet and email

Internet access on arrival

Adelaide Airport has free wireless internet and there are also 10 self-service (coin or credit card operated) internet kiosks next to Hungry Jack’s (Level 2, Shop 17).

Cibo Espresso cafés have free wi-fi.

If you enrolled before you arrived, you can use the internet at University, visit: www.flinders.edu.au/library/info/hours/ for opening hours.

You can also go to:

> Arena Internet, Café 264, Rundle Street, Adelaide

> Brighton Library, 20 Jetty Road, Brighton (Tel: 8229 9988 to book)

> Glenelg Library, Colley Terrace, Glenelg (Tel: 8295 2580 to book)

> Marion Library, Marion Cultural Centre (Tel: 8375 6600 to book)
Wireless Network on Campus

A wireless network operates on most parts of the campus, so you can use your laptop to access 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 at: www.flinders.edu.au/its/essentials/network-access/

For more information see section 3, ISH 2013

Selecting an internet provider

When you are look for long-term internet plans and providers, there’s more information on section 3, ISH 2013.

Students living on-campus have Optus pre-selected as their provider, and our International Office has arranged free of charge access for your first month.
Phone Calls

Calling Emergency Services

➢ Dial 000 from any phone for fire, police or ambulance services
➢ Dial 112 from mobile phones
➢ Text call emergency – for TTY or ASCII dial 106
➢ Emergency Services operators will say, “Police, Fire, or Ambulance”
➢ If you are not sure, explain to the operator what the emergency is
➢ Tell them where you are (note street names and the closest intersection); what has happened and to whom; what is their condition
➢ Stay on the phone until told to hang up

Do not worry about your English as the operators are very experienced.
Public telephones

Australia has a network of public phones throughout the country. They usually have the orange and blue Telstra emblem.

Local calls cost 50 cents, with most phones accepting coins and prepaid telephone cards.

Long distance call charges vary depending on time of day and distance.

Making phone calls

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)
Telephone cards

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

(i) Phone cards you insert into a public telephone

> You can purchase this card costing $5, $10, $20, $50 or $100 from any Post Office, news agency or delicatessen

> You can only use this card in a public phone that has a card slot by lifting the phone and placing the card in the slot

> The telephone will ‘read’ the card and display how much ‘money’ it holds

> When the call is completed, the cost will be deducted

(ii) Phone cards containing a number you dial to use the unique PIN number on the card

> You can purchase this card from any Post Office, news agency or delicatessen
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

**Mobile/Cell Phones**

Before you buy a mobile phone, or sign up for a mobile plan, we strongly recommend you read the information put out by Consumer and Business Services at this website: [www.ocba.sa.gov.au/consumeradvice/mobilephones/index.html](http://www.ocba.sa.gov.au/consumeradvice/mobilephones/index.html)

There are many differences in the services provided by different companies. You need to understand the deal you are accepting before signing a contract. For a comparison of mobile phone plans in Australia see: [www.mobiles.com.au/mobile-phone-plans/](http://www.mobiles.com.au/mobile-phone-plans/)
> Another option is to buy a phone and use a pre-paid account. You ‘top up’ your credit as you need.

> Talk to your provider about a plan with discounted call times, or capped interstate or international calls to determine the cheapest time to call family and friends.

*For more information, see section 3, ISH 2013*
Important Numbers

Flinders University
Main switchboard number: 8201 3911

ISSU
Phone: 8201 2717

International Student 24 Hour Emergency Contact

Flinders Security: 8201 2880 (external)
or 12880 (internal)

Department of Immigration and Citizenship (DIAC)
Phone: 13 1881
55 Currie Street, Adelaide, South Australia

For more helpful numbers, see section 1 and section 4, ISH 2013
Where can I change money?

After you show photo ID, you can change money at these places:

**American Express**
Shop 32, Citi Centre Arcade,  
Rundle Mall, Adelaide  
Mon-Fri 9.00am-5.00pm; Sat 10am-2pm

**Harvey World Travel**
Level 2, Marion Shopping Complex  
(close to Flinders University)  
Mon- Wed, Fri 9am-5.30pm  
Thur 9am-8pm; Sat 9am-4pm; Sun 11am-4pm

**Travelex**
Shop 4, Beehive Corner (cnr Rundle Mall & King William St)  
Mon-Thu 9am-5.30pm; Fri 9am-6pm; Sat 9am-5pm;  
Sun 11am-3pm
Bank & ATM locations near Flinders

Already have international access on your home-country ATM card (check for the Cirrus Logo)?

You can use ATMs anywhere. Here are some locations

- Sturt Buildings, ANZ & NAB ATMs
- Registry Building, NAB ATM
- Union Building near Blue Duck Café, NAB ATM
- Central Library, Bank of Queensland ATM
- Flinders Private Hospital, RediATM
- Flinders Medical Centre, Bank SA ATM
- Australia Post, Agency for most Banks
- Westfield Marion has ATMs for most major banks and credit unions
- National Australia Bank (NAB) has a branch on Flinders Mall
Opening a bank account

Didn’t pre-open a bank account?

You can open an account at any Bank, Credit Union or Building Society.

You will need:

➢ passport (with arrival date stamped by Australian immigration)

➢ money to deposit into the account (this can be as little as $10)

➢ you will need to show them your student ID card later, so you don’t pay tax on any interest you receive

For more information see section 2, ISH 2013
Where can I buy food?

**Food on campus**

- Blue Duck Café, Spicy Wok, Sage Café & Restaurant, Cooper’s Bar, Red Vines, Subway, Union Building.
- McHugh’s Cafeteria, near Physical Sciences Building
- Coffee Cart, Law & Commerce Building
- De Café, Sturt Buildings
- Wholefood Shop, The Mall
- Theo’s Café, FMC Cafeteria, Flinders Medical Centre

Students with dietary restrictions should ask about ingredients and food preparation before buying at any food outlet. Except for Subway, all food served on the Plaza level of the Union Building is halal.
Takeaway food near Flinders University

➤ Hungry Jacks: corner South & Marion Roads, Darlington

➤ McDonalds Restaurant: 1481 Main South Road, Darlington

➤ Kwik Stix, Maru, Lucky Lupitas, Olive Tree, Mumbai: corner of South Road and Flinders Drive

➤ Yum Sing Express: 1379 South Road Bedford Park.

➤ Theo’s Café, Flinders Medical Centre

Around the City

➤ Hawkers Corner, West Terrace

➤ Mekong Thai Restaurant—Halal Food, 68 Hindley Street

➤ Jetty Road, Glenelg—many restaurants and coffee shops

➤ Rundle Mall—Department stores and supermarket chains
East-end of Rundle Street—many restaurants and coffee shops

Westfield Marion—Food Court and other food outlets

Central Market—International Food Hall and other food outlets

**Pizza pick-up or delivery**

Where can I do my household shopping?

Near Flinders University:

<table>
<thead>
<tr>
<th>Store</th>
<th>Location</th>
<th>Operating Hours (Monday-Friday)</th>
<th>Operating Hours (Saturday)</th>
<th>Operating Hours (Sunday)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Foodland</strong></td>
<td>Castle Plaza South Road, Edwardstown</td>
<td>Monday-Friday 7:30am-9pm</td>
<td>Saturday 7:30am-5pm</td>
<td>Sunday 11am-5pm</td>
</tr>
<tr>
<td><strong>Coles</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Woolworths</strong></td>
<td>Westfield Marion Sturt Road, Oaklands Park</td>
<td>Monday-Friday 6am-9pm</td>
<td>Saturday 6am-5pm</td>
<td>Sunday 11am-5pm</td>
</tr>
<tr>
<td><strong>Foodland</strong></td>
<td>Fiveash Drive, Pasadena</td>
<td>Monday-Friday 8am-9pm</td>
<td>Saturday 8am-5pm</td>
<td>Sunday 11am-5pm</td>
</tr>
<tr>
<td><strong>Foodland</strong></td>
<td>Seacombe Road, Darlington</td>
<td>Monday-Sunday 7am-10pm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For more information and other shopping locations, see section 3, ISH 2013
Public Transportation

How do I get to Flinders University by public transport?

Buses are the most common public transport in Adelaide, and run between 6am and 12am. Trains and trams operate in some suburbs.

What bus do I catch?

| Marion Shopping Centre | To/From Registry Road/Sturt
|                        | To/From Flinders Medical Centre (FMC) |
|                        | 300, 300G, 600, 601                  |
| City                   | To/From Registry Road/Sturt          |
|                        | G10, G40                             |
|                        | To/From FMC                           |
|                        | G10, G20, G21, 719, 720, 720H, 721, 722F |
| Glenelg                | To/From Registry Road/FMC            |
|                        | 300, 300G                            |
How do I use it?

Bus, train and tram
The website www.adelaidemetro.com.au gives you general customer information as well as all timetables, route planner, what’s new and special offers.

Public transport information
You can collect free timetables from Registry Building, Campus Post Office, Central Library and the Sturt Bookshop.

You can receive assistance at the:

› Passenger Transport Information Centre, corner Currie & King William Streets

› Information Office, Adelaide Railway Station

› The Passenger Transport InfoLine on: 1300 311 108, open seven days a week, between 7am and 8pm
Concessions

Once you have your Flinders University student card you can buy a concession fare on public transport.

You must pay the full price for your tickets until you have your student card.

If your spouse or partner is not a full time student, they must buy a full price ticket.
Tickets

You use a Metrocard (electric smart card) on any bus, train or tram.

You can buy a Metrocard from most post offices, many delicatessens, news agencies and the Passenger Transport Information Centre (PTIC).

Single Metrotickets (paper based ticket) can be purchased on board buses, trains and trams.

For multiple travel a Metrocard is good value for money.

Buy your Metrocard before you travel.

Peak and inter-peak periods

Peak Travel: Monday–Friday before 9am, after 3pm, all weekends and public holidays.

Inter-peak: from 9.01am–3pm weekdays only and not on public holidays.
Validating your ticket/Metro card

1. Simply touch your card on a validator as you board your bus, train or tram and when you enter or exit Adelaide Railway Station. The appropriate fare will be deducted.

2. A beep and green light indicates a successful validation. The fare deducted will be displayed along with any remaining balance.

3. If your card doesn’t validate speak with the bus driver or an Adelaide Metro staff member.

4. If your card balance is below the fare required you must buy a ticket.

It is against the law to smoke on public transport.
Driving a car


For further information, visit this link: http://sa.gov.au/subject/Transport%2C+travel+and+motoring/Road+safety/Australian+road+rules

Licences

If you are a holder of a current foreign driver’s licence of a particular class, you may drive a vehicle of that class in South Australia on the foreign driver’s licence if:

> you have an international driving permit OR

> your licence is written in English or accompanied by an English translation AND
Do you haven’t been disqualified from driving in any country.

You must carry your licence and translation or international driving permit at all times while driving.

It is illegal to drive if your Blood Alcohol Content (BAC) is over .05.

Observe all speed limits.

Children must be restrained in an approved child-seat.

Parking on campus

Visit the following web for information about parking on campus:
www.flinders.edu.au/campus/location/parking.cfm
Medical services

What do I do if I’m sick?

> You see a doctor (GP – General Practitioner) in their private practice or medical centre

> You must make an appointment to see a GP

> Flinders University has a Health, Service in the Student Centre, open 8:45 am –5pm, Monday - Friday, phone: 8201 2118

> OSHC Allianz Global Assistance has a list of participating doctors at www.oshcallianzassistance.com.au/member_student/medical_providers.aspx

In Australia you only go to hospital in an emergency situation (accidents, suspected heart attack) not for coughs, colds and mild fevers.

For more information see section 3, ISH 2013
Flinders Living has an Accommodation Service to help you.

Phone: 8291 6000
www.flinders.edu.au/living

Find accommodation listings at:
http://rent.flinders.edu.au/living

You can also search the following web sites for private market rentals:
www.domain.com.au
www.homehound.com.au
www.realestate.com.au

Before signing any leasing contract please read and make sure you understand the conditions of the contract.
If you are renting a room only (usually defined as a rooming house), there are some protections under law and for further information see: www.ocba.sa.gov.au/tenancies/rooming/index.html

Things to remember

> Landlords should give you a receipt if rent is paid in cash

> Clarify the conditions regarding utilities (electricity, gas, telephone) before signing any contract.

*For more information see section 2, ISH 2013*

**Electricity**

The electricity current to Australia is 240/250 volts (AC 50 Hz). The Australian three-pin plug is different from the plugs in most countries so you will need to buy an adaptor plug if you have brought electric appliances with you.
Cultural Adjustment

Culture Shock is the feeling of being out of place in an unfamiliar environment. Some common symptoms of culture shock are:

- Misunderstood, feeling lonely, homesick
- Loss of appetite, lack of sleep
- Trouble focusing, stressed.
- Once you realise that you are going through culture shock, getting over it and moving to better adjustment with the host culture will depend on you.

Some important tips:

- Stay positive
- Listen and observe
- Become involved in activities
- Keep contact with family
- Ask for HELP

For more information see section 5, ISH 2013
Lifestyle

› Australians dress casually.

› Australians usually address people casually, which might surprise you. For example, your lecturers might prefer to be called by their first name rather than Sir, Professor or Madam.

› Humour is treated as a sense of friendliness or mateship. It is a good way to “break the ice”.

› Sports and the weather are always good conversation starters.

› Be open to cultural differences and be respectful of other people.

› Say Hi to people and smile!

› It is good manners to queue at the bus stop, shops and other public places.

› Say “Please” when you ask for something and always say “Thanks” or “Thank You” at the end.
Weather

We mainly have mild weather in South Australia. In summer temperatures occasionally reach above 40 degree Celsius/104 degrees Fahrenheit.

Protect your exposed skin by applying Sunscreen (SPF) 30+ when outdoors regardless of the season.

In Summer:

- Slip, Slop, Slap, Seek, Slide
- Drink plenty of water

In Winter:

- Keep yourself warm
- Smooth skin – apply moisturizer
- Eat well – lots of fresh fruit and vegetables

To view the Adelaide weather forecast go to: www.bom.gov.au/sa
Laws in Australia

- You need to respect Australian Values and obey the laws of Australia during your stay in Australia.
- For comprehensive outline of Australian laws and legal system, see www.australia.gov.au

Child protection laws

In Australia the rights of children are protected.

*For more information see section 3, ISH 2013*

Watch the following short video clips to learn more about common Australian legal issues (accommodation, driving, car accident, Police...)

www.flinders.edu.au/international-students/services/international-student-services-unit/whats-the-law.cfm
Safety in Australia

Personal safety:
Australia is a relatively safe and secure place to live and study. Like all major cities of the world, it is important to consider your own personal safety plan.

› At home
› On campus
› On public transport and in cars
› At parties

For more information see section 5, ISH 2013

Scams/alerts
› Be aware of scam email/phone calls about winning a fortune!
› Be careful when providing your details and never transfer money
› If something sounds ‘too good to be true’ is probably is, so if you face SCAMS remember to PRESS DELETE, THROW IT OUT, SAY ‘NO THANKS’, SHUT THE DOOR OR JUST HANG UP!
Student Life

Enrolment

It is your responsibility to enrol correctly.

For detailed information about enrolment, visit www.flinders.edu.au/enrolling/index.cfm

Full time enrolment means 18 units a semester

Policies and Procedures

For detailed information about student related policies and procedures, please see www.flinders.edu.au/ppmanual/
Faculty Contacts

› Education, Humanities and Law 8201 3908
› Health Sciences 8201 2986
› Science and Engineering 8201 3692
› Social and Behavioural Sciences 8201 2128

Support Services Contacts

Enrolment 8201 3950
ISSU 8201 2717
Student Association 8201 2371
Health, Counselling & Disability 8201 2118
OASIS: Faith Spirit & Community 8201 3530
My notes
Emergency telephone numbers

**Police, Fire, Ambulance – 000**
Mobile phone: call 112
Text call emergency TTY or ASCII Dial: 106

Police Attendance 13 1444
(when the offender has left the scene)

**International Students**
**24 Hour Emergency Contact**
Flinders Security: 8201 2880 (external) or 12880 (internal)

**OSHC Allianz Global Assistance Card Holders**
24/7 Emergency Helpline 1800 814 781

**Medical Emergencies**
Flinders Medical Centre 8204 5511
Royal Adelaide Hospital 8222 4000
Women’s and Children’s Hospital 8161 7000
Poisons Information Centre 13 1126