Section 3
Settling in
How do I connect to utilities?

Please note: You need to ring and arrange new connections a few days before moving to your new home.

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

**TELEPHONE**

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

There are two types of connection:

1. **New service connection** (up to 5 days). This is where there is no phone point and where a technician is required to visit your home to install one. A standard single connection costs $299.

2. **An existing (in-place) connection** (2 days) is where a service can be connected, possibly without a technician visiting your home and costs between $59 and $125.

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

Handsets are available from a Telstra shop or Post Office for rent ($3 per month plus a one-off fee of $20). Handsets can be purchased at Telstra, department stores and electrical stores. Service plans, including local calls, vary in cost and depend on your level of usage, so you will need to ask your provider for information.

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

Contact Optus (for carrier service) Tel: 1800 780 219
www.optus.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 (internete.it) calls. You might find that using phone cards is cheaper for international calls.
- Shop around to find a service provider with good rates that suit your telephone usage pattern.
- Telephone bills can be paid on a 1, 2 or 3 month billing cycle. New customers are usually placed on a monthly billing cycle.
- Each bill is the total cost of local calls and details of STD and ISD calls. This helps to split the bills in a share house.

Please note: Residents at Flinders Living have Optus pre-selected as their service provider.

**PEAK AND OFF-PEAK TIMES**

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

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

**PAYMENT OF ACCOUNTS**

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

**ELECTRICITY AND GAS**

South Australia has a deregulated energy market, which means that you can choose a provider for these services. To compare energy retailers, go to:
www.energymadeeasy.gov.au/ or www.electricityproviders.com.au/electricity-providers-sa/. There are many providers for home consumers, so you may need to do some research to find the best provider for you.

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

Electricity: AGL SA, Tel: 13 1245
Gas: Origin Energy Retail, Tel: 13 2463

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

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

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

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

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

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

www.dtei.sa.gov.au/ECC/links is also a good website for information about making a choice of provider and understanding more about our energy market.

HOW MUCH DOES ENERGY COST?
Your electricity costs will vary for each season and your bill will depend on how many appliances you use, and for how long. Your average bill may be as low as $90 a month, and as you will receive your bill each quarter, that would be $270. You will usually use most electricity in the winter and summer quarters when you are either heating or cooling your house. For example, if your house has air-conditioning that you use in either summer or winter (if you have a reverse-cycle system), you may need to budget an additional $300–$500 per quarter for electricity consumption.

If you would like some tips on saving energy please visit the website on: www.energy.sa.gov.au/be_energy_smart or contact the Energy Advisory Service on 8204 1888.

For further details, please refer to the Basic Tips section on the ISSU website.

INTERNET
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. You can use Wi-Fi at Cibo Espresso, Westfield Marion.

Arena Internet Café
264 Rundle Street, Adelaide
Brighton Library
20 Jetty Road, Brighton
(Tel: 8229 9988 to book)
Glencoll Library
2 Colley Terrace, Glencoll
(Tel: 8295 2580 to book)

All Flinders students have a University email. Check your university email account at least once a week, as the University frequently communicates with students by email.

HOW TO CONNECT TO THE INTERNET
It is relatively easy to connect to the internet in Australia if your computer has a modem. Probably the hardest decision to make is deciding who to use as your internet provider. Compare a number of internet companies, considering how much you are likely to use the internet and how many downloads you are likely to make.

When you have found the most suitable plan (prepaid or plan), you normally ring the internet provider and they will be able to talk you through the set up process.

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

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

Some internet providers will ask you to pay your monthly account through a credit card payment, so please check this when you are exploring potential internet service providers.

ACCESS TO THE UNIVERSITY MODEM POOL
Postgraduate students may be eligible to use the university’s modem pool. An application form may be downloaded by selecting ‘Application for use of University Modern Pool’ at: www.flinders.edu.au/its/essentials/network-access/flinders-modem-pool/flinders-modem-pool_home.cfm

Students will need the approval of their supervisor before access to the modem pool is granted. Policies for access to the pool vary between faculties so please check with your supervisor, course coordinator or director of studies about your eligibility.

WIRELESS NETWORK ON CAMPUS
A wireless network operates on most parts of the campus, so you can use your own laptop 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: http://www.flinders.edu.au/its/essentials/network-access/wireless-networsk/wireless-network_home.cfm
Important things to consider

Water conservation measures

Across Australia, water conservation is a serious business as we are the driest continent in the world and South Australia is the driest state. As a result of great domestic and industrial water savings under restrictions and a higher level of recent rainfall, South Australia is currently under Water Wise Measures. For students living in the community these measures have the following impact:

DOMESTIC GARDENS AND LAWNS
Watering is permitted at any time by hand (through a handheld hose fitted with a trigger nozzle, from a watering can or bucket) or through a drip feed irrigation system. Sprinklers can be used on any day after 5pm and before 10am.

WASHING CARS AND BOATS
Water can be used to wash motor vehicles or boats if the water is applied:
• from a bucket or watering can
• by a high pressure, low volume water cleaner
• from a handheld hose fitted with a trigger nozzle
• at a commercial car wash

DRIVEWAYS, PATHS, VERANDAS AND ENTERTAINING AREAS
The hosing down of external paved areas with water is permitted with a hose fitted with a trigger nozzle only to:
• protect public health
• ensure the safety of people using the area
• ensure the health and welfare of animals using the area
• deal with fire, accident or other emergency

DRIP-FEED IRRIGATION SYSTEM
This is an irrigation system (including a micro-spray system) that delivers water to plants in drops or other small quantities by means of underground or surface pipes or tubes.

TRIGGER NOZZLE
This is a device that automatically shuts off the flow of water through a hose or other item to which it is attached (or of which it forms a part) unless pressure is maintained by hand on a trigger or other mechanism forming part of the device.

Source, and for more detailed information on South Australian water restrictions, penalties and conservation efforts see:

Household insurance

While Adelaide is a relatively safe city to live in, it is wise to take precautions to insure your house contents. As insurance policies can vary greatly from company to company, obtain quotes before deciding on a particular company and policy. You can find a list of insurance companies in the Yellow Pages under ‘Insurance’, or you can contact an insurance broker, who will check the products of a number of companies and recommend one that suits your needs.

Contents insurance

It is recommended that if you are in a rental property that you obtain contents insurance for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have house insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to $300 per year depending on the value of your belongings.
Sharing a house

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

Please keep in mind that not everyone can be trusted. Follow your instincts and do not room with someone you do not trust.

HOUSEHOLD ORGANISATION

HOUSE KITTY
A house kitty involves each member of the household putting in an agreed amount each week, fortnight, or as often as the shopping is done. Shortfalls can be made up equally; change can be saved for the next shopping trip to reduce that week’s shopping expenses or to buy treats for the household.

Another arrangement could have everyone responsible for buying their own food, yet sharing basics such as milk, bread and cleaning items.

Rent, gas, electricity and telephone accounts are shared expenses.

These can be paid as they are due, or anticipated by setting aside a fixed agreed amount in the kitty. When adopting a kitty system, it is a good idea to draw up a tally sheet that everyone marks off as they deposit their money. In this way the entire household will have a ready reference to who has paid what, when.

<table>
<thead>
<tr>
<th>Week</th>
<th>Minoru</th>
<th>Andrew</th>
<th>Kim</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$50</td>
<td>$50</td>
<td>$50</td>
</tr>
<tr>
<td>2</td>
<td>$50</td>
<td>$50</td>
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<tr>
<td>3</td>
<td>$50</td>
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<tr>
<td>4</td>
<td>$50</td>
<td>$50</td>
<td>$50</td>
</tr>
</tbody>
</table>

HOUSE MEETINGS
House meetings can be held on a regular basis or as required, to settle any house business. They don’t need to be formal, but they should be taken seriously as a democratic means of communicating both positive and negative aspects of living together. If used sensibly, they can ease tension that otherwise might lead to a breakup of the household. They can contribute to a feeling of community and shared interests.

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

PET OWNERSHIP
Do not buy a pet while you are in Adelaide. If you do have a pet, not only will you have the expense of feeding it, but many landlords and real estate agents have “no pets” clauses in rental agreements so you will either limit your housing opportunities or risk breaching your lease. 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. Responsible pet ownership is a significant commitment and as most students will return home for extended periods during their stay in Australia, they are not usually in a good position to care for animals.

WHEN YOU ARE LEAVING THE PROPERTY
It is advisable to give seven working days’ notice of your departure to electrical, telephone and gas companies. Each will then advise you of any procedures that you will need to undertake, and they will then take a final reading of your meter, disconnect the service and send your final account for payment.
Services

Telephones

CALLING EMERGENCY SERVICES

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

PUBLIC TELEPHONES
Australia has an extensive network of Public Phones throughout the country. They are easily recognised by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.
Sundays are an excellent day to make interstate or international calls due to all day discount rates.
Pre-Paid telephone cards offer competitive calling rates to all countries 24 hours a day.
Pre-Paid Telephone Cards cost $5, $10, $20 and $50 and may be purchased at most newsagencies, post offices and convenience stores.

MAKING PHONE CALLS WITHIN AUSTRALIA

TO MAKE INTERNATIONAL PHONE CALLS:
Dial: International access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is not dialled).

TO MAKE DOMESTIC PHONE CALLS:
Dial: The area code + phone number

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

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

CALLING AUSTRALIA FROM OVERSEAS
To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia’s country code prefix (61) followed by the area code without the first zero (for instance Adelaide would be 8 instead of 08), and then dial the required number.
Example: International access number +61 8 8201 2171

TELEPHONE CARDS
There are two main types of pre-paid telephone cards and both can be used in public telephones.
(i) Phone cards you insert into a public telephone, and
(ii) Phone cards that contain a number you dial to use a unique PIN number written on your card.

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

You can purchase (ii) from the Post Office, and the Retail One shop on campus. You do not insert these cards into the public phone. Each card comes with easy-to-follow instructions and you can use these cards from your home phone or any public phone.
With some cards, you may get a very good deal for making calls to your home country depending on factors such as the time or length of the call. Compare the prices carefully because they can change without notice and some cards have higher connection fees.

It might be best to buy a card with only $10 credit first to see how the connection works for you. A card from a slightly more expensive company might make it easier to make a phone call when it is convenient for you.

You can recharge some cards over the phone with your credit card or through internet transfers from your savings account. This way you can keep the same PIN number. There are at least two websites — www.phonecardselector.com.au and www.ephonecards.com.au — that compare costs of calls to different countries. You can also ask the friendly staff at the campus Post Office for information on phone cards.

Mobile/cell phones
Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided by different companies. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see the compare mobile phone plan module at: www.mobiles.com.au/mobile-phone-plans

One option is to buy a phone and use a pre-paid account. This allows you to ‘top up’ your credit periodically. This can be easier to manage because you decide how much credit you are going to buy.

Before you buy a mobile phone or sign up for a mobile plan we strongly recommend that you read the information put out by Consumer and Business Services at this website: www.ocba.sa.gov.au/consumer_advice/mobilephones/index.htm

There are many different plans, most providers offer free talk to customers when they call friends on the same network. It is often a good idea to consider this when looking for a provider. Some popular mobile phone and network providers in Australia include:

- www.telstra.com
- www.optus.com.au
- www.three.com.au
- www.vodafone.com.au
- www.virginmobile.com.au
- www.dodo.com.au
- www.boost.com.au

(Source: online search)

Australia Post
Australia Post is one of our nation’s largest communications, logistics and distribution businesses and is committed to providing high quality mail and parcel services to all people within Australia.

SMALL LETTERS
The cost of posting a small letter for distribution in Australia is an AUD $0.60 postage stamp which you affix to the envelope.

A small letter has the following characteristics:
- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.

ENVELOPE LAYOUT
Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly.

www.auspost.com.au

(Source: Australia Post)
ISSU arranges social activities at low cost. We send out information using student email contact lists, so make sure that you check your university email regularly. We recommend that you check your university email at least once a week.

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

**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
- www.dbmagazine.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 ISSU for information about sporting and social clubs in the community.

**Other activities**

Check the following websites for entertainments/attractions:

- www.sa.gov.au
Getting around

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

BUS, TRAIN AND TRAM

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

PUBLIC TRANSPORT INFORMATION

You can collect free timetables at the University from Registry, the Post Office, Central Library and the Sturt Bookshop.

You can find out about public transport fares and receive assistance with planning your route from:

• Passenger Transport Information Centre (corner Currie and King William Streets in the city)
• Information Office, Adelaide Railway Station.
• The Adelaide Metro Info line on 1300 311 108 (open seven days a week between 7am and 8pm)
• For hearing impaired, call (TTY) on 133 677. Lines open 7am–8 pm daily.

www.adelaidemetro.com.au

CONCESSIONS

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

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

Metro Card and Metro Tickets

You must use a metro card or a metro ticket to travel on any bus, train or tram.

Metro Card: This is an electronic smart card and useful for frequent public transport users.

Metro Ticket: This is a paper based ticket and best for those who use public transportation very rarely.

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

Single Metro tickets can be purchased on board buses, trains and trams.

PEAK AND INTERPEAK PERIODS

Peak: before 9am and after 3.01pm Monday –Friday and all day on weekends and public holidays.

Interpeak: from 9:01am–3pm weekdays only and not on public holidays.

Ticket prices Effective from 7 July 2013

<table>
<thead>
<tr>
<th></th>
<th>Peak</th>
<th>Interpeak</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Price</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metrocard</td>
<td>$3.29</td>
<td>$1.80</td>
</tr>
<tr>
<td>Single trip Metro ticket</td>
<td>$5.00</td>
<td>$3.10</td>
</tr>
<tr>
<td>2 Section Metrocard</td>
<td>$1.78</td>
<td>$1.38</td>
</tr>
<tr>
<td>2 Section Metro ticket</td>
<td>$3.00</td>
<td>$2.20</td>
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<tr>
<td>Day trip Metro ticket</td>
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<td></td>
</tr>
<tr>
<td>Concession Price</td>
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<tr>
<td>Metrocard</td>
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<td>$0.87</td>
</tr>
<tr>
<td>Single trip metro ticket</td>
<td>$2.60</td>
<td>$1.30</td>
</tr>
<tr>
<td>Day trip metro ticket</td>
<td>$4.70</td>
<td></td>
</tr>
</tbody>
</table>

Spouses of students cannot use student or concession tickets.

Accompanied children under five years old travel free at all times
VALIDATING YOUR Metrocard

To validate, simply hold the card against the on-board validator (barrier gates of the Adelaide train station). The machine will then indicate the following:

- Green = validation success
- Green (blinking) = your balance is low
- Green and Amber (yellow) = validation and a remote recharge has been added to your card
- Red = validation unsuccessful (error, not enough balance, the card is not valid or has been cancelled)

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

LOST PROPERTY

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

PUBLIC TRANSPORT ETIQUETTE

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

When the bus you want to catch is approaching the stop, you need to hail it by standing on the kerb and extending your arm horizontally. The bus will then stop (unless it is an express service) and you may board.

- Give way to exiting passengers before you get on.
- Purchase a bus ticket from the bus driver unless you already have one. Please pay with change or a small note.

You must then validate your card.
- The bus may move before you sit down, so make sure you hold onto a rail or seat handle.
- To exit the bus you must ring the bell after the stop before you wish to get off. You may wish to thank the driver.
- Never put your feet on seats.
- Never smoke or swear.
- Some buses are express and passengers cannot get off until a designated stop.

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

BIKES ON TRAINS

You can take your bike on trains if you do not want to ride the whole way to university. This can reduce the time needed to travel. If there is space, bikes can be taken free of charge from Monday–Friday 9:01am–3pm and 6pm to last service and all day Saturdays, Sundays and public holidays. Outside of these hours (during peak periods) you must validate a separate concession ticket for your bike. You cannot take a bike on a Bus or Tram.

How do I get to Flinders University by public transport?

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

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

WHAT BUS DO I CATCH TO OR FROM FLINDERS?

We’ve listed the most commonly-used bus services

MARION SHOPPING CENTRE
To/From Registry Road/Sturt
Bus G10, 300, 600, 601
To/From Flinders Medical Centre
Bus G10, 200, 200B, 320, 600, 601

CITY
To/From Registry Road/Sturt
Bus G10, G40, 719
To/From Flinders Medical Centre
Bus G10, G20, G21, 719, 720, 720H, 721, 722F

GLENELG BEACH
To/From Registry Road/Sturt
Bus 300, 300G or 600, 601 to Marion and change to 265, 300
To/From Flinders Medical Centre
Bus 300, 300G, or 600, 601 to Marion and change to 265, 300

SUBURBAN CONNECTOR

Arndale Shopping Centre to Flinders University via Findon Road, Holbrooks Road and Marion Road
Bus 101
Arndale, Klemzig, Glen Osmond, Flinders Medical Centre, Flinders University, Marion Shopping Centre, Glenelg, Harbour Town, Henley Beach Road and Queen Elizabeth Hospital
Bus 300
More detailed suburb List and bus Routes

This list shows current routes from July 1 2013 and is intended as a guide only. You can find a detailed list of all suburbs in Adelaide in a street directory and check bus timetables with Adelaide metro at: www.adelaidemetro.com.au

<table>
<thead>
<tr>
<th>Suburb</th>
<th>Route</th>
<th>To Uni (Bus) in minutes</th>
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<tbody>
<tr>
<td>Aberfoyle Park</td>
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<td>Adelaide</td>
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<tr>
<td>Bedford Park</td>
<td>Walk</td>
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<td>Walk</td>
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<tr>
<td>Clearance Park</td>
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<td>Clovelly Park</td>
<td>Walk, G10, G20#, G21#, G40*</td>
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<td>Cumberland Park</td>
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<td>Walk, G20#</td>
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<td>Daw Park</td>
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<td>Edwardstown</td>
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<td>G20#, G21#</td>
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<td>Glenelg</td>
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<td>Goodwood</td>
<td>G10, G40*</td>
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<tr>
<td>Kings Park</td>
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<td>Sturt</td>
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<td>Unley/Unley Park</td>
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<td>Warradale</td>
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<td>Wayville</td>
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</tbody>
</table>

*Bus departs from Flinders Medical Centre and does not go to Registry Road

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/subject/Transport%2C+travel+and+motorring/Cycling/Cycling+maps

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

Type in the key word ‘bicycle'; select the Sportand Fun section; and don’t forget to select SA as your state.

Bike SA runs bike workshops regularly and you can find out about them by looking on the Bike SA website at: www.bikesa.asn.au/ or contacting 8068 9999.

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

Special Cautions

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

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

DRIVING IN AUSTRALIA

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

- they also hold a current International Driving Permit; or
- the foreign licence is written in English or is accompanied by a certified English translation of the details on the foreign licence; and
- the person has not held a current permanent visa under the Commonwealth Migration Act 1958 for more than three months and is not disqualified from driving in South Australia or elsewhere.

Students, tourists and persons who are working in South Australia on current temporary visas are permitted to drive on their foreign licences as above only while the foreign licence is current.

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

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

It is important that you understand the local traffic code and it would be wise to obtain a Driver’s Handbook available from most newsagencies. Check Campbell’s at Westfield Marion or one of the newsagents at Castle Plaza, Edwardstown. You can also download it from the web at: www.transport.sa.gov.au/personal_transport/driving/index.asp

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. If you have an accident and have no insurance for ‘property damage’, it can cost you thousands of dollars and may interrupt your study program because of financial and emotional stress.

See the Yellow Pages for listings of driving schools.

- In South Australia there are two types of test. One is a logbook system with specified hours and activities to complete. The other is called Vehicle on Road Test (VORT). Once you pass your driving test you will be issued with a provisional licence (P plate). Certain restrictions apply to P plate holders.


If you hold a P plate, you must have a zero blood alcohol content when you are driving. Further information about buying a car can be found in the basic tips section at the ISSU website. www.flinders.edu.au/international-students/services/

What do I need to know about riding a motorcycle/motorbike?

If you are licenced to drive a motorbike in your home country, you might consider riding one in South Australia. While motor bikes are usually more economical to run than a motor car you may find that they cost more to insure. Make sure that you check all of these details before you go ahead and purchase one. The same cautions should also apply about checking to see there is no debt attached to the bike. For information about obtaining a Motor Bike license in South Australia see: www.mylicence.sa.gov.au/plater

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

PARKING ON CAMPUS

You need parking permits to park at the University. You can buy an annual permit from the Cashier’s Office in the Registry. The fee in 2014 is $145 per year or $82 per semester for cars and $42 per year or $26 per semester for motorcycles. Day parking permits cost $4.50 and short-term car parks cost $1.50 an hour. Carpool permits are $72 per year or $41 per semester.

Shopping

Where can I buy food?

FOOD ON CAMPUS
- Blue Duck Café, Spicy Wok, Tavern/Scholars Bar, Sage Café and Restaurant, Cooper's Bar and Green House, Red Vines Café, Subway, Union Building.
- McHugh's Cafeteria, near Physical Sciences Building
- Coffee Cart, Law and Commerce Building
- DeCafé, Sturt Buildings
- Whole food Shop (vegetarian and vegan pies and pasties, snacks and bulk foods), The Mall
- Theo's Café, FMC Cafeteria Flinders Medical Centre

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.

Please note: All food served on the Plaza level, Union Building is Halal (except Subway).

TAKEAWAY FOOD NEAR FLINDERS UNIVERSITY
- Hungry Jacks, corner South and Marion Roads, Darlington
- Rupert Ave, Bedford Park—Kwik Stix, Marni, Lucky Lupitas, Olive Tree and Mumbai
- McDonalds Restaurant, 1481 Main South Road, Darlington

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

PIZZA PICK-UP OR DELIVERY
- Domino's, 1300 366 466
- Pizza Hut, 1300 749 924
- Marcellina's, 13 1967

FURTHER INFORMATION
See listings under 'Restaurants' in the Yellow Pages for a complete guide to food outlets in Adelaide.
### Where can I do my household shopping?

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<th>Bus Stop</th>
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<td>Castle Plaza Foodland Coles</td>
<td>Mo–Fr Sa Su Mo–Fr Sa Su</td>
<td>7:30am–9pm 7:30am–5pm 11am–5pm 7:00am–9pm 7:00am–5pm 11am–5pm</td>
<td>719 722F# 721F#</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Westfield Marion Coles Woolworths</td>
<td>Mo–Fr Sa Su</td>
<td>6am–9pm 6am–5pm 11am–5pm</td>
<td>G10 600 300 300G 681</td>
<td>Marion Interchange</td>
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<tr>
<td></td>
<td>Pasadena Foodland</td>
<td>Mo–Fr Sa Su</td>
<td>7am–9pm 7am–5pm 11am–5pm</td>
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<td></td>
<td>Darlington Foodland 60 Seacombe Rd Central Market Coles</td>
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<td>Tu We Th Fr Sa</td>
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<td>D2 Grote St</td>
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<td></td>
<td>Fresh, dried and canned Asian groceries (All near Central Market)</td>
<td>Thuan Phat 75 Grote St</td>
<td>Mo–Th; Sa–Su Fr</td>
<td>9am–6pm 9am–9pm</td>
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<tr>
<td></td>
<td>Seoul Asian Grocery 66 Grote Street</td>
<td>Mo–Th; Sat Fr Sun; Hola</td>
<td>9am–8pm 9am–9pm 11am–6pm</td>
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<td>Adelaide Supermarket 376 Prospect Road, Kilburn</td>
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<td>Indian foods and spices</td>
<td>Indian Spices &amp; Bollywood Entertainment 14 Market Street</td>
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<td>10am–7:00pm 10am–9pm 10am–6pm</td>
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<td>Kosher Grocer (Limited supplies)</td>
<td>Adelaide Hebrew Congregation 13 Flemington St, Glenside</td>
<td>Mo, We, Fr</td>
<td>10am–1pm</td>
<td>300</td>
<td>12 (Portrush Rd western side then walk)</td>
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Bus departs from Registry Road and does not go to Flinders Medical Centre

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Further information about “Eating to stay fit and healthy” can be found on the Basic tips section at the ISSU website.

Shopping hints

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

Budget shopping

Compare catalogues from different supermarkets for cheaper prices and specials.

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

Bargaining/haggling

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

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

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

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

**Yellow Pages**

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

www.yellowpages.com.au
Health

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

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

POLICE
In Australia, police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police station directly on: 8204 4700 (Sturt Police Station, Bedford Park).

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

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

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

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

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

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

EMERGENCY INTERPRETING
For interpreting in an emergency situation, dial 8226 1990. You will pay to use this service.

If you are an OSHC Allianz member, you can request free emergency medical, interpreting and legal assistance 24 hours, 7 days per week on 1800 814 781.

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 impose waiting periods for the first 12 months.
- If dependant family members join you, please take their passports to the Student Centre when they arrive in Australia.
- The University charges you visa-length OSHC and buys it through our preferred provider Allianz Global Assistance see https://www.oshcallianzassistanc e.com.au/

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. It covers up to OSHC includes cover for: 85% of most medical services outside hospitals and 100% of scheduled fees 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 are reimbursement for the specialised
service.

**HOW DO I GET OSHC?**

Student Finance Services at Flinders University arranges your Overseas Student Health Cover (OSHC) for you through OSHC Allianz. You will receive an email from OSHC Allianz providing instructions for online registration for your OSHC card.

Follow these instructions to receive your card within a week of registering online.

If you do not receive any email within 3 weeks of your arrival in Adelaide, please visit the OSHC Allianz representative on campus or Student Finance Services.

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

**FAMILY COVER**

If you are not a single student, you will need to buy Dual Family or Multi Family cover. Dual Family policies cover one student visa holder plus either one adult spouse or recognised de-facto partner or one or more dependent children. Multi Family policies cover one student visa holder plus one adult spouse or recognised de-facto partner and one or more dependent children. Please note, there is only Standard family cover available for Dual and Multi family cover. Standard cover has 12 months waiting for any pre-existing conditions and pregnancy related services.

An example of the cost for standard Family OSHC is as follows:

<table>
<thead>
<tr>
<th>Duration</th>
<th>Dual Family</th>
<th>Multi Family</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 month</td>
<td>$1658</td>
<td>$3858</td>
</tr>
<tr>
<td>24 month</td>
<td>$3843</td>
<td>$9174</td>
</tr>
<tr>
<td>36 month</td>
<td>$6292</td>
<td>$15015</td>
</tr>
</tbody>
</table>

If you are here with your family, or if you are planning to bring your family at a later stage, please contact Student Finance Services.

If you have arranged OSHC through another insurance provider, please contact Student Finance Services immediately with the details of your OSHC policy.

OSHC Allianz Global Assistance has a representative on campus twice a week. Check with ISSU for information on the days, times and location of their campus visits. Currently the days and times are: Wednesdays and Fridays 10am–4pm.

OSHC Allianz Global Assistance has a 24 hour emergency hotline (1800 814 781), which you can call for advice about medical issues.

OSHC Allianz Global Assistance can arrange an interpreting service as required, and is able to provide some basic legal advice. The number is 13 OSHC (13 6742).

Further information on OSHC can be found at: www.health.gov.au/internet/main/Publishing.nsf/Content/OverseasStudentHealthCover+FAQ-1

Flinders University organises Visa Length Health Cover (VLC) for international students.

For example, single students starting a course in February 2014 and finishing in December 2015 with a visa until March 2016, will pay for 26 months’ essential health cover costing $1244. For 26 months, standard Dual Family holders will pay $4251 and standard Multi Family holders will pay $10148.

You pay your premium as part of your fees. To find out more about OSHC, go to: https://www.oshcallianzassistance.com.au/

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 DOES IT COVER?**

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:

- 85 per cent of the Medicare Benefits Schedule (MBS) fee for out-patient medical services (for example, a general practitioner)
- 100 per cent of the MBS fee for in-patient medical services (for example, surgery)
- public hospital shared ward accommodation
- private hospital shared ward accommodation (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’ membership for pre-existing conditions
- pregnancy-related services if the length of the visa is for three months or less (please note, 12 months waiting period for standard cover)
- 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). If you require cover for ancillary services you can buy ancillary cover with any Australian health fund. Overseas students are also free to supplement OSHC with other insurance, such as international travel insurance.
Medical services

WHAT DO I DO IF I'M SICK?
Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the General Practitioner (GP) surgery or medical centre to make an appointment. Alternatively you can visit the OSHC Allianz Global Assistance website https://www.oshcallianzassistance.com.au/ and go to the find a Doctor tab which will provide you with a list of Doctors welcoming of international students and who have a partnership with OSHC Allianz for direct billing. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8am–8.30am) for an appointment. Please note that it may not be possible to get an appointment on the same day—you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).

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

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

GENERAL PRACTITIONER (GP)
In Australia you do not go to a hospital to see a doctor unless it is an emergency. You can see a doctor (also known as a GP—general practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries do not have medications known as a GP—general practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries do not have medications known as a GP—general practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries do not have medications known as a GP—general practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries do not have medications known as a GP—general practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries do not have medications known as a GP—general practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries do not have medications known as a GP—general practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries do not have medications known as a GP—general practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries do not have medications known as a GP—general practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries do not have medications known as a GP—general practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries do not have medications known as a GP—general practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries do not have medications 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 a

PRESCRIPTION MEDICATION
Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than $36.90, you can claim the difference up to $50 per item. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is only offered if the content of the medicine is exactly the same as that prescribed by your doctor. It will, however, assist you to pay less for your medicine.

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

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

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

Below are lists of some medical facilities.

#### MEDICAL CENTRES

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Female Doctor</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blackwood Medical Practice</td>
<td>202 Main Road, Blackwood</td>
<td>8278 1111</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Bedford Medical Clinic</td>
<td>1284 South Road, Clovelly Park</td>
<td>8276 5055</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Flinders University Health Service</td>
<td>Level 3—Student Centre Sturt Road, Bedford Park</td>
<td>8201 2118</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Marion Domain Medical and Dental Centre</td>
<td>453 Morphett Road, Oaklands Park</td>
<td>8375 7000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Novar Gardens Family Practice</td>
<td>122 Morphett Road, Novar Gardens</td>
<td>8294 9244</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Riverside Family Medical Practice</td>
<td>1455 Main South Road, Bedford Park</td>
<td>8277 4399</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Southern Clinic</td>
<td>1140 South Road, Clovelly Park</td>
<td>8276 9855</td>
<td>Yes</td>
<td>2nd Language spoken at Surgery by Doctor—Arabic, Hindi, Urdu, Punjabi and Hokkien.</td>
</tr>
</tbody>
</table>

#### HOSPITALS

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flinders Medical Centre</td>
<td>Flinders Drive, Bedford Park</td>
<td>8204 5511</td>
</tr>
<tr>
<td>Royal Adelaide Hospital</td>
<td>North Terrace, Adelaide</td>
<td>8222 4000</td>
</tr>
<tr>
<td>Wakefield Hospital</td>
<td>300 Wakefield Street, Adelaide</td>
<td>8405 3333</td>
</tr>
<tr>
<td>Women's and Children's Hospital</td>
<td>72 King William Road, Adelaide</td>
<td>8161 7000</td>
</tr>
</tbody>
</table>

#### PATHOLOGY

<table>
<thead>
<tr>
<th>Pathology</th>
<th>Address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flinders Health, Counselling and Disability Services</td>
<td>Student Centre Flinders University</td>
<td></td>
</tr>
<tr>
<td>IMVS — Pathologist</td>
<td>Frome Road, Adelaide</td>
<td>8222 3000</td>
</tr>
</tbody>
</table>

Please note: You need referral from your GP for any X-ray and pathology.

#### USEFUL LINKS:

Working in Australia

Permission to work

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

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/
  Employment/
  Online: Try these online companies:
  www.seek.com.au
  www.careerone.com.au
  www.mycareer.com.au
  www.jobsearch.com.au

You can apply for your TFN online at: www.ato.gov.au or phone 13 2861, 8am–6pm Monday–Friday. For the National Translating and Interpreter Service to assist you to communicate with the ATO phone: 13 1450.

TAXATION RETURNS

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

• Lodge online using e-tax at:
  www.ato.gov.au
• For a registered tax agent visit:
  www.tpb.gov.au
• Tax returns are lodged at the end of the Australian tax year—(1 July–30 June).
• The ATO provide assistance to individuals to lodge tax returns through community organisations such as Flinders University Student Association, visit them on the plaza for more details in September each year.

SUPERANNUATION

If your monthly wage is more than AU$450, your employer must contribute an additional sum equal to 9.25% 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: Australian Taxation Office)

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.

(Source: Department of Immigration and Border Protection)
Laws in Australia

Obeying the law

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

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

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

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 ISSU 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)