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 $299.00.

2. An existing (in-place) connection (2 days) is where a service can be connected without a technician visiting your home and costs between $59.00 and $125.00.

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: 13 3937 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 (international) calls. You might find that using phone cards is cheaper for international calls.
• Shop around to find a service provider with good rates that suit your telephone usage pattern.
• Telephone bills can be paid on a 1, 2 or 3 month billing cycle. New customers are usually placed on a monthly billing cycle.
• Each bill lists 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 University Hall and University Village 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 find out about energy retailers, go to: www.archive.escosa.sa.gov.au/site/page.cfm?u=8 and click on Estimator link and answer the questions. There are many providers for the home consumers, so you may need to do some research to find the best provider for you.

There are also many online sites that allow you to search and compare different energy retailers, an example of these sites is: www.electricityproviders.com.au/electricity-providers-sa/

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 which is the best provider for you, you can call the Energy Choice Comparison Service on 1800 226 100 and ask for help. You can also do research on their website which is: www.escalosa.sa.gov.au

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 $45 a month, and as you will receive your bill each quarter, that would be $135. 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 $50–$250 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.

Once you are enrolled you will be given a student email account. In the meantime, to email family and friends you can find internet facilities at these locations:

- Arena Internet Café
  264 Rundle Street, Adelaide
- Escape Internet
  Westfield Marion
- Brighton Library
  20 Jetty Road, Brighton (Tel: 8229 9988 to book)
- Glenelg Library
  Colley Terrace, Glenelg (Tel: 8295 2580 to book)

All Flinders students are given an email account when they enrol. 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
If you have a computer with a modem, it is relatively easy to be connected to the internet. 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 MODERN POOL
Postgraduate students may be eligible to use the university’s modern pool. An application form may be downloaded by selecting ‘Application for use of University Modem Pool’ at: www.flinders.edu.au/isd/CSC/forms.htm

Students will need the approval of their supervisor before access to the modern 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: www.flinders.edu.au/network/wireless
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 hand held 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 5:00pm and before 10:00am.

WASHING CARS AND BOATS

Water can be used to wash motor vehicles or a boat provided the water is applied:
- from a bucket or watering can
- by a high pressure, low volume water cleaner
- from a hand held 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>
<td>$50</td>
</tr>
<tr>
<td>3</td>
<td>$50</td>
<td>$50</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>$50</td>
<td></td>
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</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 break up 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.

SMOKE ALARMS
Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire.

When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home.

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

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

(Source: South Australian Metropolitan Fire Service)
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. (See also: Section 3 — Emergencies).

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, 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.

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.phonecardsselector.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 the Office of Consumer and Business Affairs at this website:

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.vodafone.com.au
www.dodo.com.au
www.boost.com.au
www.crazyjohns.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 AUS$0.60 postage stamp which you affix to the envelope.

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

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:


**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:


**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](http://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.

**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:

- Onkaparinga: [www.onkaparingacity.com](http://www.onkaparingacity.com)

**Other activities**

Check the following websites for entertainments/attractions:

- [www.adelaidecitycouncil.com](http://www.adelaidecitycouncil.com)
- [www.adelaidecitycouncil.com/community.html](http://www.adelaidecitycouncil.com/community.html)
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 Passenger Transport Infoline on 1300 311 108 (open seven days a week between 7:00am and 8:00pm) For hearing impaired, call (TTY) on 8303 0844. Lines open 7:00am–8:00pm 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 $180.

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

TICKETS

You must use a Metroticket to travel on any bus, train or tram.

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

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

A 10 trip multi trip ticket is good value for money. Buy your multi trip tickets before you travel.

PEAK AND INTERPEAK PERIODS

Peak: before 9:00am and after 3:00pm Monday–Friday and all day on weekends and public holidays. Interpeak: from 9:01am–3:00pm weekdays only and not on public holidays.

Ticket Prices as at July 2010.

<table>
<thead>
<tr>
<th>Ticket Prices Effective from 4 July 2010, includes GST</th>
<th>Adult</th>
<th>Tertiary Student</th>
<th>Secondary and Primary School Students</th>
<th>Children under 5 years</th>
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</thead>
<tbody>
<tr>
<td>MULTITRIP TICKET</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All times</td>
<td>$30.00</td>
<td>$14.90</td>
<td>$10.00</td>
<td>FREE</td>
</tr>
<tr>
<td>Interpeak</td>
<td>$16.40</td>
<td>$7.90</td>
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<tr>
<td>SINGLE TRIP TICKET</td>
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<tr>
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<td>$4.30</td>
<td>FREE</td>
</tr>
</tbody>
</table>

Spouses of students cannot use student or concession tickets.
You can use peak tickets during interpeak times but you cannot use interpeak tickets in peak times.
VALIDATING YOUR TICKET

1. You will find a validating or stamping machine located near the boarding door of all buses, trains and trams. It looks like a grey box.

2. Insert your ticket into the slot in the box with the arrows facing up and pointing forward (towards the box).

3. Release the ticket and the machine will read and print details of the journey onto your ticket. The machine will then push the ticket out for you to take.

4. If you need to transfer to another bus, tram or train as part of your journey you will need to validate your ticket in the stamping machine each time you board.

5. If the red ‘X’ lights up and the machine beeps after you have inserted your ticket check to see if you have inserted it the right way. Ask the driver for assistance.

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 pick up 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 ticket.
- 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–3:00pm and 6:00pm to last service and all day Saturdays, Sundays and public holidays. Outside of these hours (during peak periods) you must validate a separate concession ticket for your bike. You cannot take a bike on a Bus or Tram. Please read the information about Public Transport Safety in Section 5.

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 6:00am and 12:00am 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?

MARION SHOPPING CENTRE
To/From Registry Steps/Sturt
Bus G10, 300, 600, 601, J7, 600M
To/From Flinders Medical Centre
Bus 733, 600, 601, 600U

CITY
To/From Registry Steps/Sturt
Bus G10, G40, 719
To/From Flinders Medical Centre
Bus G10, G20, G21, 719, 720, 720H, 721, 722F, 723, 723F

GLENELG BEACH
To/From Registry Steps/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 1 December 2010 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/Car) in minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aberfoyle Park</td>
<td>G20H, G21H, G22H, 320#</td>
<td>30/15</td>
</tr>
<tr>
<td>Adelaide</td>
<td>197, 199, G10, G40, 722F</td>
<td>40/30</td>
</tr>
<tr>
<td>Bedford Park</td>
<td>Walk</td>
<td>5–10/5</td>
</tr>
<tr>
<td>Bellevue Heights</td>
<td>Walk</td>
<td>6–12/5</td>
</tr>
<tr>
<td>Black Forest</td>
<td>719*, 721F, 720H, 722F</td>
<td>20/20</td>
</tr>
<tr>
<td>Blackwood</td>
<td>600, 601</td>
<td>17/15</td>
</tr>
<tr>
<td>Clarence Gardens</td>
<td>719*, G10'H</td>
<td>20/10</td>
</tr>
<tr>
<td>Clarence Park</td>
<td>G10'H, G40, 719*</td>
<td>18/15</td>
</tr>
<tr>
<td>Clovelly Park</td>
<td>Walk, 719*, G10'H, G20H, G21H, G40*</td>
<td>10/5</td>
</tr>
<tr>
<td>Colonel Light Gardens</td>
<td>G10'H, G20H, G21H, G40*, 200H, 719*</td>
<td>17/10</td>
</tr>
<tr>
<td>Cumberland Park</td>
<td>G10'H, G20H, G21H, G40*</td>
<td>20/10</td>
</tr>
<tr>
<td>Darlington</td>
<td>Walk G10 'H, 620#</td>
<td>15/5</td>
</tr>
<tr>
<td>Daw Park</td>
<td>G10'H, G20H, G21H, G40*, 719*</td>
<td>16/10</td>
</tr>
<tr>
<td>Eden Hills</td>
<td>Walk, 600*, 601*</td>
<td>20/5</td>
</tr>
<tr>
<td>Edwardstown</td>
<td>719*, 721F#, 722#, 722F#</td>
<td>20/25</td>
</tr>
<tr>
<td>Flagstaff Hill</td>
<td>G20H, G21H, 620#</td>
<td>17/15</td>
</tr>
<tr>
<td>Forestville</td>
<td>719*, 721F#, 722#</td>
<td>35/25</td>
</tr>
<tr>
<td>Glenelg</td>
<td>300*, 300G*, 300U*</td>
<td>30/20</td>
</tr>
<tr>
<td>Goodwood</td>
<td>G10'H, G40*</td>
<td>25/20</td>
</tr>
<tr>
<td>Kings Park</td>
<td>G10'H, G20H, G21H, G40*, 719*</td>
<td>20/15</td>
</tr>
<tr>
<td>Marion</td>
<td>G10'H, 300*, 300C*, 600*, 601*, 77', 600M</td>
<td>15/10</td>
</tr>
<tr>
<td>Melrose Park</td>
<td>719*, G10'H</td>
<td>15/10</td>
</tr>
<tr>
<td>Millswood</td>
<td>G10'H, G40*</td>
<td>30/20</td>
</tr>
<tr>
<td>Mitchell Park</td>
<td>G10'H, 240*, 600*, 601*</td>
<td>15/10</td>
</tr>
<tr>
<td>Morphett Vale</td>
<td>721F#, 721F#, 725F#, 725F#</td>
<td>35/30</td>
</tr>
<tr>
<td>Oaklands Park</td>
<td>G10'H, 600*, 601*</td>
<td>15/10</td>
</tr>
<tr>
<td>O’Halloran Hill</td>
<td>600*, 721F#, 721F#, 722#</td>
<td>40/15</td>
</tr>
<tr>
<td>Panorama</td>
<td>200H, G10'H, G20H, G21H, G40*</td>
<td>12/10</td>
</tr>
<tr>
<td>Pasadena</td>
<td>200H, G10'H, G20H, G21H, G40*</td>
<td>15/10</td>
</tr>
<tr>
<td>Seacombe Gardens</td>
<td>G10'H, 300*, 600*, 601*, 720H</td>
<td>20/10</td>
</tr>
<tr>
<td>St Marys</td>
<td>G10'H, G20H, 719*, 720H</td>
<td>10/5</td>
</tr>
<tr>
<td>Sturt</td>
<td>G10'H, 300*, 300C*, 600*, 601*, 77', 600M</td>
<td>7/5</td>
</tr>
<tr>
<td>Unley/Unley Park</td>
<td>G10'H</td>
<td>40/30</td>
</tr>
<tr>
<td>Warradale</td>
<td>300*, 300G*, 300U*</td>
<td>12/10</td>
</tr>
<tr>
<td>Wayville</td>
<td>G10'H, G20H, G40*</td>
<td>35/20</td>
</tr>
<tr>
<td>Westbourne Park</td>
<td>G10'H, G40*</td>
<td>25/20</td>
</tr>
</tbody>
</table>

* Bus travels via Flinders Medical Centre

**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+motoring/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 Sport, Leisure and Recreation section; and don’t forget to select SA as your state.

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

- Do wear a helmet
- Do have a bell and 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 bicycle 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 4 years. If the foreign licence expires, you are required to obtain a South Australian driver’s licence.

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

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


**THE FOLLOWING ARE SOME KEY POINTS FOR 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 South Australian licence 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. See:

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 motorbikes 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 that there is no debt attached to the bike. For information about obtaining a Motor Bike license in South Australia please see:


Please note: Motorcyclists must wear a helmet when riding their motorbike and any pillion passenger must also 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 2011 is $130 per year or $72 per semester for cars and $36 per year or $24 per semester for motorcycles. Day parking permits cost $4.00 and short-term car parks cost $1.10 an hour. Car pool permit is $65 per year or $36 per semester.
Where can I buy food?

FOOD ON CAMPUS

Union Building:
- Blue Duck Café
- Spicy Wok
- Tavern
- Sage Restaurant
- Cooper’s Bar and Green House
- Red Vines Café
- Subway

Near Physical Sciences Building:
- McHugh’s Cafeteria

Law and Commerce Building:
- Coffee Cart

Sturt Building:
- De Café

The Mall:
- Wholefood Shop (vegetarian and vegan pies and pasties, snacks and bulk foods)

Flinders Medical Centre:
- Theo’s Café, FMC Cafeteria

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
- Kwik Stix Restaurant,
  8 Rupert Ave, Bedford Park
- McDonalds Restaurant,
  1481 Main South Road, Darlington

AROUND THE CITY

- Hawkers Corner
  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 0466
- Pizza Hut
  1300 749 924
- Pizza Haven
  13 1241
- 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?

<table>
<thead>
<tr>
<th>Foods sold</th>
<th>Shop locations and names</th>
<th>Trading Days</th>
<th>Trading Hours</th>
<th>Bus number</th>
<th>Bus Stop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selection of fresh and dried foods from Western and Asian regional countries</td>
<td>Castle Plaza Foodland Coles</td>
<td>Mon–Fri Sat Sun</td>
<td>7:30am–9:00pm</td>
<td>719*# 722F# 721F#</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Westfield Marion Coles Woolworths</td>
<td>Mon–Fri Sat Sun</td>
<td>6:00am–9:00pm</td>
<td>G10*# 600*#</td>
<td>Zone A, Marion Interchange</td>
</tr>
<tr>
<td></td>
<td>Pasadena Foodland</td>
<td>Mon–Fri Sat Sun</td>
<td>8:00am–9:00pm</td>
<td>G10# G20 G21# G40 G40M*</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>Darlington Foodland 60 Seacombe Rd</td>
<td>Mon–Sun</td>
<td>7:00am–10:00pm</td>
<td>721F# 722F#</td>
<td>Stop 30, Main South Road, then walk</td>
</tr>
<tr>
<td>Wider range of all fresh foods</td>
<td>Central Market Coles</td>
<td>Mon–Fri Sat Sun</td>
<td>12:00am–9:00pm</td>
<td>719*# 721F# 722F# G10* G20 G40 G40M*</td>
<td>D2 Grote St</td>
</tr>
<tr>
<td></td>
<td>Central Market Stalls Note: Wednesday is an optional day. Some stalls may be closed.</td>
<td>Tue Wed Thur Fri Sat</td>
<td>7:00am–5:30pm</td>
<td>6:00am–5:30pm</td>
<td>7:00am–9:00pm</td>
</tr>
<tr>
<td>Fresh, dried and canned Asian groceries (All near Central Market)</td>
<td>Thuan Phat 75 Grote St</td>
<td>Every day</td>
<td>9:00am–6:00pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Seoul Asian Grocery 68 Grote St</td>
<td>Mon–Thur Fri Sat Sun/Public Hol.</td>
<td>9:00am–8:00pm</td>
<td>9:00am–8:00pm</td>
<td>9:00am–8:00pm</td>
</tr>
<tr>
<td></td>
<td>Kim Wang Asian Supermarket 61–63 Grote St</td>
<td>Mon–Thur Fri Sat</td>
<td>8:00am–6:00pm</td>
<td>8:00am–9:00pm</td>
<td>8:00am–5:00pm</td>
</tr>
<tr>
<td></td>
<td>Hong Kong Asian Grocery Store 93 Grote St</td>
<td>Mon–Tue, Thur, Sat Wed, Sun Fri</td>
<td>9:00am–8:00pm</td>
<td>9:00am–8:00pm</td>
<td>10:00am–8:00pm</td>
</tr>
<tr>
<td></td>
<td>Kuo Chi Oriental Supermarket 88 Gouger St</td>
<td>Mon–Thur, Sat Fri Sun</td>
<td>8:30am–6:00pm</td>
<td>8:30am–9:00pm</td>
<td>8:30am–5:30pm</td>
</tr>
<tr>
<td></td>
<td>Lien Heng Asian Groceries Shop 7, Western Mall Central Market</td>
<td>Mon–Thur Fri Sun</td>
<td>7:30am–5:30pm</td>
<td>7:30am–9:00pm</td>
<td>7:30am–3:00pm</td>
</tr>
<tr>
<td>Halal meat</td>
<td>Halal meat Stall 43, Central Market</td>
<td>Mon–Thur Fri Sat</td>
<td>7:00am–5:00pm</td>
<td>7:00am–9:00pm</td>
<td>7:00am–3:00pm</td>
</tr>
<tr>
<td></td>
<td>Afghan Supermarket 376 Prospect Road, Kilburn</td>
<td>Mon–Sun</td>
<td>9:00am–8:00pm</td>
<td>G10*#</td>
<td>19 (North of city centre)</td>
</tr>
<tr>
<td></td>
<td>Adelaide Grocery Solutions 654 South Road, Glendale</td>
<td>Mon–Wed Thur–Sun</td>
<td>10:00am–7:00pm</td>
<td>10:00am–8:00pm</td>
<td>719*# 721F# 722F#</td>
</tr>
<tr>
<td>Indian foods and spices</td>
<td>Indian Spices &amp; Bollywood Entertainment 14 Market Street</td>
<td>Mon–Thur Fri Sat–Sun</td>
<td>10:00am–8:00pm</td>
<td>10:00am–9:00pm</td>
<td>10:00am–6:00pm</td>
</tr>
<tr>
<td></td>
<td>Indian Spice Centre 592 Goodwood Rd, Daw Park</td>
<td>Mon–Wed, Fri Thur Sat Sun</td>
<td>9:00am–6:00pm</td>
<td>9:00am–9:00pm</td>
<td>9:30am–5:00pm</td>
</tr>
<tr>
<td></td>
<td>New India Market 1500 South Road, Sturt</td>
<td>Mon–Wed, Fri Thur Sat–Sun</td>
<td>10:00am–6:00pm</td>
<td>10:00am–8:00pm</td>
<td>10:30am–5:00pm</td>
</tr>
<tr>
<td>Kosher Grocer</td>
<td>Adelaide Hebrew Congregation 13 Flemington St, Glenelg</td>
<td>Mon–Fri</td>
<td>9:00am–1:00pm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

# Bus travels via Flinders Medical Centre
* Bus departs from Registry Steps
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) for 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, secondhand 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 keycard 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
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 TRANSLATION
For translation service in an emergency situation dial 1300 655 010. For emergency medical, interpreting and legal assistance, please call OSHC Worldcare 24 hours, 7 days per week on EMERGENCY 1800 814 781.

Overseas Student Health Cover (OSHC)

Quick facts

• OSHC is compulsory for student visa holders including their dependants except most Norwegian and 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 are not covered by OSHC for the first 12 months (except for pregnancy when your visa is valid for more than three 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 OSHC Worldcare www.oschworldcare.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 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 a reimbursement for the specialised service.

**HOW DO I GET OSHC?**

Student Finance Services at Flinders University arranges your Overseas Student Health Cover (OSH) for you through OSHC Worldcare. You should receive an email from Student Finance Services at your Flinders email address confirming that your OSHC has been arranged. You will receive another email from OSHC Worldcare providing instructions for online registration for your OSHC card.

Follow these instructions to receive your card within a week of registering online. However, if you are a student residing on campus, you will need to collect your card from Student Finance Services in the Student Centre.

If you do not receive any email within 3 weeks of your arrival in Adelaide, please contact Student Finance Services immediately to find out the status of your OSHC card.

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

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 to arrange family OSHC for you.

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

OSH C Worldcare 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 10:00am–2:00pm and Fridays 1:00pm–4:00pm

OSH C Worldcare has a 24 hour emergency hotline (1800 814 781), which you can call for advice about medical issues.

OSH C Worldcare can arrange an interpreting service if 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/privatehealth-consumers-overseascover.htm

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

For example, single students who start a course in February 2011 and finish study in December 2012, but with a visa issued until March 2013, will pay for 26 months’ health cover at a cost of $860. Families who are paying cover for 26 months will pay $1,720 for OSHC.

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

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

**WHAT AM I COVERED FOR?**

OSH C 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.

OSH C 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?**

OSH C does not cover:

- assisted reproduction services, such as in-vitro fertilisation (IVF)
- treatment arranged before coming to Australia
- treatment needed while travelling to or from Australia
- treatment during the first 12 months of membership for pre-existing medical conditions or disabilities
- pregnancy-related services if the length of the visa is for three months or less
- transportation of a dependant or overseas student into or out of Australia in any circumstance
- treatment covered by provisions for compensation and damages.

OSH C does not pay for ancillary services (for example, dental, optical or physiotherapy).

Overseas students requiring cover for ancillary services may take out extra OSHC provided by an approved OSHC provider, or ancillary cover with any Australian health fund. Overseas students are also free to supplement OSHC with other insurance, such as international travel insurance.

**HOW DO I USE MY OSHC CARD?**

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

WHAT DO I DO IF I’M SICK?
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 Worldcare website www.oshworldcare.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 Worldcare 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 (8:00am–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 or home stay parent 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 5:00pm, Monday–Friday. 08 8201 2118.

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

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

PHARMACIES
GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

PRESCRIPTION MEDICATION
Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than *AUS33.30 you can claim the difference back from your OSHC provider. 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.

*2008 Applicable limit
Medical facilities in Adelaide

Below are lists of some medical facilities.

MEDICAL CENTRES

Blackwood Medical Practice
202 Main Road, Blackwood
Tel: 8278 1111
Female Doctor — Yes

Bedford Medical Clinic
1284 South Road, Clovelly Park
Tel: 8276 5055
Female Doctor — Yes
2nd Language spoken at Surgery by Doctor — Polish

Flinders University Health Service
Level 3 — Student Centre Sturt Road, Bedford Park
Tel: 8201 2118
Female Doctor — Yes

Marion Domain Medical and Dental Centre
453 Morphett Road, Oaklands Park
Tel: 8375 7000

Novar Gardens Family Practice
122 Morphett Road, Novar Gardens
Tel: 8294 9244
Female Doctor — Yes

Southern Clinic
1140 South Road, Clovelly Park
Tel: 8276 9855
Female Doctor — Yes
2nd Language spoken at Surgery by Doctor — Arabic, Hindi, Urdu, Punjabi and Hokkien

Woodcroft Medical Centre
1 Sir James Hardy Way, Woodcroft
Tel: 8322 2099
Female Doctor — Yes
2nd Language spoken at Surgery by Doctor — Greek

HOSPITALS

Flinders Medical Centre
Flinders Drive, Bedford Park
Tel: 8204 5511

Royal Adelaide Hospital
North Terrace, Adelaide
Tel: 8222 4000

Wakefield Hospital
300 Wakefield Street, Adelaide
Tel: 8405 3333

Women’s and Children’s Hospital
72 King William Road, Adelaide
Tel: 8161 7000

PATHOLOGY

Flinders Health, Counselling and Disability Services
Student Centre Flinders University
Health Scope Pathology
199 Sturt Road Marion, Seacombe Gardens
Tel: 8296 6066

IMVS — Pathologist
Frome Road, Adelaide
Tel: 8222 3000
Please note: You need referral from your GP for any X-ray and pathology.

OPTOMETRISTS

Specsavers
Shop 4–7, The Mall, Flinders University Sturt Road, Bedford Park
Tel: 8374 1055
Offers student discounts on frames and lenses.

USEFUL LINKS:
www.doctors-4u.com/adelaide/home.htm
Permission to work

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

Working while studying

• You are not permitted to start work until you have commenced your course of study.
• You can work a maximum of 20 hours per week during the term and unlimited hours when your course is not in session.
• The Department of Immigration and Citizenship (DIAC) considers your course to be ‘in session’:
  • for the duration of the advertised semesters (including periods when exams are being held)
  • if you have completed your studies and your Confirmation of Enrolment is still in effect
  • if you are undertaking another course during a break from your main course and the points will be credited to your main course.

(Source: Department of Immigration and Citizenship)

For a full list of mandatory and discretionary student visa conditions please visit:

www.immi.gov.au/students/index.htm

Finding work

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

There are many different ways to find a job in Australia:
• Newspapers
• University Job Boards
• Online:
  Try these online companies:
  www.seek.com.au
  www.careerone.com.au
  www.mycareer.com.au
  www.jobsearch.com.au

Earning an income

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

GETTING A TAX FILE NUMBER
You must obtain a Tax File Number to be able to work in Australia. A Tax File Number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at: www.ato.gov.au or phone 13 2861, 8:00am–6:00pm 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 FlindersOne, visit them on the plaza for more details in September each year.

SUPERANNUATION
If your monthly wage is more than AUS450, your employer must contribute an additional sum equal to 9% 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)
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: 8463 3555.

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)