



THE UNIVERSITY
of ADELAIDE

2012 Life in Adelaide

International Student Centre | Manual



University Quick Guide

FOR HELP	CONTACT	DETAILS
Enrolling online	www.adelaide.edu.au/enrol	Enrolment hotline: 8313 3833 E: enrol.help@adelaide.edu.au
Using online services such as student email, Access Adelaide and MyUni	Hub Central Level 3/4, Barr Smith South Building	T: 8313 5208 W: www.adelaide.edu.au/studentcentre/enquiries
Using your username and password to log on to computers and services	Hub Central Level 3/4, Barr Smith South Building	T: 8313 5208 W: www.adelaide.edu.au/studentcentre/enquiries
Student Card: Card Services	Ground floor, Wills building	T: 8313 5208 W: www.adelaide.edu.au/unicard E: card.services@adelaide.edu.au
Personal problems or issues	International Student Centre Ground floor, Old Classics Wing Counselling Service Ground floor, Horace Lamb building	T: 8313 4828 E: isc@adelaide.edu.au T: 8313 5663 E: counselling.centre@adelaide.edu.au
Accommodation	Accommodation Service Level 4, Union building	T: 8313 5220 E: accommodation@adelaide.edu.au
Language and learning issues	Centre for Learning and Professional Development (CLPD) Level 3, East, Hub Central	T: 8313 5771 E: clpd@adelaide.edu.au
Maths or statistics problems	Mathematics Learning Service Level 3, East, Hub Central	T: 8313 5862 E: clpd@adelaide.edu.au
Visa queries	International Student Centre Ground Floor, Old Classics Wing	T: 8313 4828 E: isc@adelaide.edu.au
Disability	Disability Services Ground Floor, Horace Lamb Building	T: 8313 5962 E: dlo@adelaide.edu.au
Medical issues	University Health Ground Floor, Horace Lamb Building	T: 8313 5050
Child care	University Child Care Services Observatory (map ref C4)	T: 8313 4404 E: childcare@adelaide.edu.au
Safety and security issues	Security Services Next to Wills Building	T: 8313 5990 E: security_office@adelaide.edu.au
Tuition fees	Student Centre Ground Floor, Wills Building	T: 8313 5208 W: www.adelaide.edu.au/studentcentre/enquiries
Independant advocacy	Student Care Lady Symon Building	T: 8313 5430 E: studentcare@adelaide.edu.au
Not sure who to ask?	International Student Centre Ground Floor, Old Classics Wing	T: 8313 4828 E: isc@adelaide.edu.au

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WELCOME

Moving to a new city can offer wonderful opportunities and new learning experiences. The first days and weeks in Adelaide, and at the University of Adelaide, are ones of adjustment for all new international students.

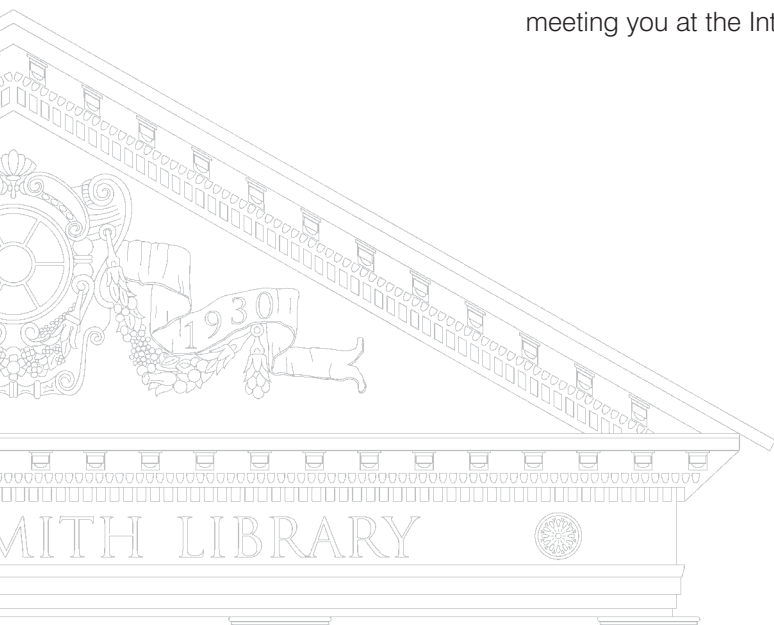
Leaving your home country and coming to Australia can be both exciting and challenging at the same time.

With this in mind, the University has designed this manual to include information that will assist you to be a successful student at the University and to help you to make the necessary adjustments for your new life in Adelaide.

In your first few weeks:

- Ask questions if there are points that the manual does not cover. International Student Centre staff and Peer Mentors are available to help. They understand that you may be feeling overwhelmed and can provide essential support and guidance.
- Read all the information given to you carefully. It has been given to you for a purpose: it is based on experience and input from students and staff.

We hope you enjoy your stay in Adelaide and look forward to meeting you at the International Student Centre!



University Quick Guide

Welcome

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SECTION 1

THINGS YOU NEED TO KNOW ON ARRIVAL

The International Student Centre (ISC)

The team at the International Student Centre includes friendly and knowledgeable staff and International Student Advisors who provide individual one-on-one support to international students. Advisors also visit the Waite and Roseworthy campuses on a regular basis.

Our aim

The ISC aims to assist and enhance the academic progress and the quality of the university experience of all international students by providing a range of appropriate professional services, workshops and programs.

What we do

The International Student Centre provides numerous support services. Staff can:

- advise/counsel
- provide accurate information on visa regulations for student visa holders
- provide information concerning life in Adelaide
- help manage financial problems
- provide one-on-one support to individual students in crisis
- assist with academic progress matters and the provision of necessary support and referral
- provide pre-arrival information
- act as a liaison for sponsors and other institutions with whom we have agreements
- facilitate interaction between international and local students
- provide request letters, sign official University documents and perform other administrative tasks
- ensure that the institution's obligations under the ESOS Act and other legal structures are fulfilled
- research key issues that relate to the experience of international students and their interactions with the University and outside community.

If you have any questions regarding university issues, visas, health cover, life in Adelaide, or require one-on-one support, please come and talk to us.

The ISC email

During teaching weeks, the ISC sends a weekly email to all international students. It is important that you read the email as it provides information about:

- workshops and seminars
- issues of importance concerning your home country when necessary
- any relevant changes to University policies and procedures
- changes to policies and procedures of the Department of Immigration and Citizenship (DIAC)
- updates and reminders about Overseas Student Health Cover (OSHC), university events and visa compliance matters.

It also includes a link to the International Student online newsletter.

International student newsletter

The online student newsletter has been developed to supplement the weekly student email. It contains information about what's on in Adelaide and at the University. You will also find links and information about other opportunities for international students at the University. To stay informed please bookmark the webpage: www.international.adelaide.edu.au/newsletter

Morning tea at the ISC

The International Student Centre hosts a morning tea every Friday morning from 10.30–11.30 am during teaching weeks. It is a great place to meet other students, and make new friends. It's also a safe environment to practise your English. We provide coffee, biscuits, tea and cakes... join in any time!



Nicholas Nyanjom Kwenda
Kenya | Master of Engineering
(Electrical and Electronic)



“The University of Adelaide has a vibrant student atmosphere with a diversity of cultures from all over the globe. The learning environment is superb, the lecturers always at hand to assist in everyone's personal academic development. The facilities on campus cater for every aspect of student life, from sports to health and research. Activities featured almost weekly and participation in them made every day lively and something to look forward to.”



LOCATION

Ground Floor, Old Classics Wing
North Terrace Campus
(above the waterfall) Map Ref L9
T: +61 8 8313 4828
F: +61 8 8313 4352
E: isc@adelaide.edu.au

OFFICE HOURS

Monday, 10.00 am – 5.00 pm
Tuesday to Friday, 9.00 am – 5.00 pm
Closed on Saturday, Sunday and
Public Holidays

Banking

Financial institutions in Australia that offer banking and financial services include banks, credit unions and building societies.

When choosing a bank or financial institution find out if they have a branch or ATMs (Automatic Teller Machines; also known as ABMs or Automatic Banking Machines, cash machines or Cashpoints) located near to where you live and study. Do they have branches overseas? What are their account keeping fees and service charges?

Most importantly, ask about their student accounts—you may earn less interest with a student account, but the account keeping fees will be less.

One example of a student banking package is the National Australia Bank's account for international students called 'NAB Classic Banking'. It offers:

- facilities to open the account before you come to Australia
- transfer of funds from your overseas account
- access to internet banking, telephone banking, ATMs and EFTPOS (Electronic Funds Transfer at Point of Sale).

For further details call 13 22 65 or visit www.nab.com.au and follow the links from the home page to: Personal > Accounts > Moving to Australia > International Student Banking.

We have provided a list of the major banks located near the University, in the Adelaide CBD (Central Business District). Most major banks also have branches and ATMs throughout metropolitan Adelaide.

For information about Credit Unions and Building Societies search under those headings in the telephone directory: www.whitepages.com.au

ATMs on campus

Located on Ground Floor, Union House (next to UniBooks):

- BankSA
- ANZ Bank

Please note: Most banks will charge a fee if you withdraw money from an ATM that isn't from your own institution (i.e. you may be charged if you have a Commonwealth ATM card, but withdraw money from a BankSA ATM).

Opening a bank account

To open a bank account, you will need to complete the Australian Government's 100-point identity check. To do this you will need to provide identification, such as your passport, student card and/or driver's license, credit card, telephone or electricity bill. Once you have opened a bank account in Adelaide, you can arrange for other funds to be transferred from overseas by International Money Transfer or Bank Draft.

Every bank offers a keycard account, which is suitable for your day-to-day needs. These accounts allow you to deposit, withdraw, and transfer money from ATMs or use EFTPOS. Other methods of banking available to you include Internet and phone banking. Ask your bank for more information.

Banks in the Adelaide CBD

National Australia Bank

22–28 King William St
13 22 65
www.nab.com.au
Mon–Thurs: 9.30am – 4.00pm
Fri: 9.30am – 5.00pm
Sat: 9.00am – 12.30pm*

Westpac

2 Grenfell Street
13 20 32
Branch phone: 8290 9066
www.westpac.com.au
Mon–Thurs: 9.30 am – 4.00 pm
Fri: 9.30 am – 5.00 pm

HSBC

55 Grenfell Street
1300 308 008 / 1300 309 388**
www.hsbc.com.au
Mon–Thurs: 9.30 am – 4.00 pm
Fri: 9.30 am – 5.00 pm

Bendigo & Adelaide Bank

90 King William Street
1300 366 666
www.bendigobank.com.au
Mon–Fri: 9.00 am – 5.00 pm

ANZ Bank

112 Rundle Mall
13 13 14
www.anz.com.au
Mon–Thurs: 9.30 am – 4.00 pm
Fri: 9.30 am – 5.00 pm
Sat: 10.00 am – 2.00 pm*

BankSA

49 Rundle Mall
13 13 76
www.banksa.com.au
Mon–Thurs: 9.30 am – 4.00 pm
Fri: 9.30 am – 5.00 pm

Commonwealth Bank

Corner Rundle Mall & Pulteney St
13 22 21
www.commbank.com.au
Mon–Thurs: 9.30 am – 4.00 pm
Fri: 9.30 am – 5.00 pm
Sat: 9.30 am – 1.00 pm

*some branches only

**Cantonese and Mandarin

Personal safety

Adelaide is generally a safe city to live in but there are some precautions you should keep in mind. The following information is sourced from University Security Services: www.adelaide.edu.au/security/students

Everyone has the right to be safe and live without fear. This information provides the basis for you to be safe and encourages you and your friends to think about your own 'personal safety plan'. Your plan should include simple practical steps that can prevent a threat to your safety or at least help you prepare if your safety is threatened.

There are no hard and fast rules to protect yourself—use commonsense and don't put yourself in situations where you could be at risk. Please note that it is an offence under Australian law to carry any object or weapon for self-defence.

University Security Services

General enquiries: 8313 5990

Emergency: 8313 5444

We recommend all students to pre-program emergency and security contact numbers into their mobile phone.

Out walking

- Keep alert; walk confidently—if you feel unsafe, head for the nearest well-lit or populated area.
- Always walk against the flow of traffic—this will allow you to see cars approaching.
- When possible, walk with friends.
- If you are concerned about people following you or approaching you, don't stop to have a conversation with them—try to keep moving and remain confident even if you feel nervous.
- At night, avoid walking in areas where the lighting is poor, such as parks and laneways.
- Handbags should be carried either in front of you or under your arm with the strap secured—never let the bag or strap hang loosely.

- If you carry a mobile phone, you should dial 112 in case of an emergency—this works even if your keypad is locked.
- Avoid wearing headphones so that you can hear what is happening around you.
- If you do walk alone, consider varying your route and carry a personal duress alarm.

Safety on public transport

- When using public transport, check timetables to ensure you are not waiting long periods at transport stops—if you do have to wait, stand in a well-lit area and near other people if possible.
- Do not isolate yourself when travelling—sit or stand near others or near the driver.
- Be aware of who gets off at your stop—if you feel you are being followed and feel nervous, take action according to your personal safety plan.
- Carry coins, a telephone card or a mobile phone to call someone if the need arises.
- If you are catching a taxi, try to book one ahead of time rather than hailing one on the street.

Safety and your car

When driving:

- keep doors locked and your handbag, briefcase and other valuables out of sight
- don't respond to aggressive actions from other drivers—stay calm, avoid eye contact and make note of the description of the car and driver. Drive to a safe place and if necessary contact police
- if you think you are being followed by another car, make a u-turn and drive to a safe place
- be careful when you stop to assist motorists with broken down vehicles or after an accident—it is not necessary to get out of your vehicle. If in doubt, talk and exchange details through a partly open window with doors locked.

When parking:

- always park your car in a well-lit and highly visible area and think ahead about safely returning in the dark
- be aware of other people about the area when entering or leaving your car. If you are concerned, consider taking some action—this may be to report the suspicious person to police or tell Security if you are at a shopping area
- never leave any valuables like wallets and mobile phones so they can be seen from outside your vehicle—lock them in the glove box or boot of the car
- lock your vehicle when it is left unattended, even if you are only planning to make a short stop such as paying for petrol—it's easy to get distracted
- always return to your car with your keys in your hand ready to unlock it
- always keep an eye on your handbag or wallet when you are loading your car.

Safer ATM banking

Always trust your instinct regarding personal safety. If you feel unsafe about using a particular ATM—for example, if it's in an isolated or dark location—consider using another one or a terminal in a supermarket or service station.

- Be aware of people around you who may be watching you while you use an ATM.
- Make sure no one can see you enter your Personal Identification Number (PIN).
- Develop your own way of remembering your PIN—never keep it written down.
- Never count your cash in sight of other people.
- Consider placing limits on your daily withdrawals.
- Always report concerns or problems associated with the location of the ATM to the bank.

Stopping mobile phone theft

- Mobile phones are stolen every day—follow these easy steps to protect your mobile phone.
- Be careful not to leave your mobile phone behind anywhere.
- Keep your PIN and security codes active on your phone—this will render the phone useless if it is stolen or lost.
- All SIM cards are supplied with an activated network PIN code. This code should remain activated so that every time your phone is switched on it will ask for this code. You should change the code to an easily remembered personal number.
- An Equipment Security Code is also supplied with your phone. It creates a second level of security. If a SIM card other than your own is inserted, the phone will ask for this code.
- Refer to your mobile phone instruction book for detailed instructions on how to improve the security of your phone.

Safety on the social scene

Many people enjoy socialising at nightclubs, bars and other venues. When planning a night out, especially involving alcohol, here are a number of suggestions that can help to make the night enjoyable and safer for all.

- Plan how you are going to get home, e.g. taxi, friends etc. Help friends stay safe—consider designating a trusted person to stay sober and keep an eye on the rest of the group.
- Think about eating before and during the night—this will fill up your stomach and help decrease the amount you feel like drinking.
- Avoid shouts/rounds—it is important to drink at your own pace, not others'.
- Finish each drink and avoid topping up your glass or mixing different types of alcoholic drinks.
- Have a soft drink or water between alcoholic drinks.
- You can reduce the amount you drink by getting involved with other activities at parties or clubs—get up and dance or play pool etc.
- Avoid leaving your drink unattended in case someone 'spikes' (adds drugs) to it.

- Do not accept an unsealed drink from anyone that you do not know and trust.
- Always remember to look after bags and personal possessions—don't leave them unattended.
- Don't give out your home address, mobile telephone number or email address to strangers. If you want to make contact in the future ask for ways you can make contact with them.

Reporting crime to Police

'Timely reporting catches criminals.'

It is important to report all crime as soon as it happens—this allows Police to respond to patterns of crime as early as possible.

- Report to Police any happenings or incidents that arouse your suspicion—this action may prevent something happening to others.
- Report all crime as soon as possible to the nearest Police station. The closest Police station to the University is at 26 Hindley Street, Adelaide, phone: 8303 0525, the station is open 24 hours a day.
- Try to remember as much detail about what happened as you can. Location, details of the offender(s), weapons used, witnesses, injuries—give all relevant details to Police.

Security Service on campus

The University of Adelaide Security Service provides a variety of assistance to staff and students. Naturally, the protection of students, staff, academics and visitors is their prime concern.

Security bus service

During term a free, air-conditioned 21-seat shuttle bus service leaves from the Security office in Western Drive, North Terrace commencing at 5.15 pm until 11.00 pm. The shuttle bus takes students and staff up to 2.5 km from the University—a map of the area is located in the Security office.

If the shuttle bus is not operating, or you have to walk to a location not serviced by the shuttle bus, Security staff will provide either a personal foot escort or an escort in the security patrol car up to 2.5 km from the University.

A timetable is available for this service at www.adelaide.edu.au/security/students/bus.html

Bike locks

If you have forgotten your bike lock you can borrow one from the Security office for the day. You simply need to go to the Security office with your student/staff ID card.

Students wishing to secure their bike on campus can make use of the locked bicycle storage enclosures—for details about access to these please visit Card Services in the Student Centre or call 8313 5208.

Lost property

If you have lost/misplaced any of your property check with the Security office and see if it has been handed in. Lost property is kept for up to one month. Found property should also be taken to the Security office, next to the Wills building.

If you have private property stolen on the University's premises you should immediately check with the Security office, complete an Incident/Stolen Property Report, and report the theft to Police as soon as possible.

Self-defence

All students are invited to attend one free self-defence course. These courses are between one and three hours duration and are usually held between 5.00 pm and 8.00 pm on the University's North Terrace campus.

The course is informative, great fun and really teaches you how to look after yourself! To book for the next available course, please contact the Security office on 8313 5990. To secure your booking they will ask for a \$5.00 deposit (refundable on the day of the course).

For more information on personal safety visit www.adelaide.edu.au/security/students

IMPORTANT NUMBERS

In an **EMERGENCY** dial **000** to contact Police, Fire or Ambulance Services or dial 112 from your mobile phone.

106 is the TEXT-BASED Emergency Call Service for people who are deaf or have a hearing or speech impairment. This service operates using a TTY (teletypewriter) and does not accept voice calls or SMS messages.

For police **ASSISTANCE** call **131 444**

We recommend all students to pre-program emergency and security contact numbers into their mobile phone.



Accommodation

Being comfortable with your living arrangements will often assist you to be successful in your studies. Until you are settled, finding good accommodation should be one of your main concerns.

Use the time you are in temporary accommodation to recover from jet lag, have a look around the campus and the city, and ultimately find longer term accommodation.

Ask yourself:

- do you want to be close to public transport?
- do you want to live somewhere quiet for study?
- do you want to live alone, or with other students?
- do you want to live in a college, a hostel, a house, or in an apartment?
- how much can you afford to spend on rent each week?

Get to know the suburbs near the city, so that you have more choice when finding a place to live.

Next, visit the Accommodation Service on Level 4 of the Union building, North Terrace campus, or online at www.adelaide.edu.au/accommodation

The University Accommodation Service (reference F7 on the North Terrace campus map) staff can assist you in your search for accommodation. They have a database that lists different types of accommodation available to rent.

They can also answer any questions you have about accommodation, such as:

- how do I apply for accommodation?
- where is this suburb?
- what are the legal requirements of a lease?
- what is a bond and how do I lodge one?

It is important that you think carefully about what accommodation you want before you sign any documents. Decisions are reversible, but can take a lot of time and money to change. For example, if you leave your accommodation before the lease expires, you may lose all of your bond money, or may have to pay rent

until another tenant can be found to replace you. It is also important to understand the lease before you sign it. The Accommodation Service can assist with checking that the lease is in order, and you can also visit the following website for more information on leasing accommodation: www.ocba.sa.gov.au/tenancies/res/index.html

There are two types of residential tenancy agreements: fixed-term and periodic. If the one you are given by the landlord is different to these, we strongly encourage you to seek advice from the Accommodation Service, or use the free legal service for students through the Adelaide University Union (phone 8313 5401 for appointments), before you sign the agreement.

Household contents insurance

When you rent accommodation in Australia, contents insurance is not usually included in the rental agreement. 'Contents insurance' is insurance against the damage or loss of items in your household. It is standard practice in Australia to buy contents insurance. Like most cities around the world, Adelaide experiences crime and theft. Therefore it is important to insure your valuable items (e.g. laptop computers, cameras, mobile telephones, jewellery, clothing, white goods).

Things to consider:

- Insurance companies do not normally issue separate policies for different individuals living in one house.
- The cost of your contents insurance policy depends on the value of your contents. The more your contents are worth, the more insurance you will have to pay—talk to several different insurance companies and compare their costs and coverage before you settle on one. Quotes can be given online or over the phone.
- Keep a list of your valuable items. Write down, photograph or film the serial and model numbers of your goods. Record

how much you paid for them. This will be needed if they are damaged or stolen. Try to list as much as possible—not just the stereo but CDs too—for example, how many and how much they cost. A handy way to do this is to walk through each room of your house and record everything. If you do not remember the cost of an item, check at a local shop or in a catalogue to find out its replacement cost.

- If you are living in a suburb the insurance company classes as 'high-risk', you may be required to make sure your house is secure by installing extra deadlocks or key locks on windows etc. You should talk to your landlord about this if your insurance company raises the issue.
- Some companies have policies designed specifically for people in rental accommodation. It is often low cost insurance that ensures that you are not paying for features you don't need.
- Check if policies have 'away from home' cover for items such as jewellery, mobile devices and laptop computers. Ask lots of questions; check for details such as minimum timeframes, fees, excess amounts and if there are loading fees charged if you pay monthly rather than annually. Remember to inform the insurance company when people move in or out of your accommodation.

Insurance companies in Adelaide

An expanded list of insurance providers in South Australia is available online at: www.sa.gov.au/business/links/Banking&Finance/Insurance



ACCOMMODATION HINTS

- Check Adelaide's *The Advertiser* newspaper on Wednesday and Saturday as these are the issues that have the classified advertisement sections featuring accommodation.
- There are plenty of websites that advertise accommodation—refer the following sites to start:
www.realestate.com.au
www.domain.com.au
www.myhome.com.au
- You may also find information about rental opportunities on the notice boards around the campus.

INSURANCE COMPANIES & POLICIES

Insurer	Contact	Minimum Policy	Unrelated People Allowed*	Offer Option to Pay by the Month?
AAMI	13 22 44 www.aami.com.au	Not specified	Unlimited	Yes.
Allianz	13 10 00 www.allianz.com.au	\$25,000	3	Yes
Suncorp	13 11 55 www.suncorp.com.au	Not Specified	2 bedrooms; unlimited people	Yes (+ 15% admin fee)
Mutual Community	13 12 43 www.mutualcommunity.com.au	Not Specified	2	Yes (-10% discount for direct debit)
RAA	8202 4567 www.raa.net	\$20,000	3	Yes
SGIC	13 32 33 www.sgic.com.au	\$30,000	Unlimited	Yes.

This information was correct as at October 2011

**Please note any unrelated people on your policy such as a housemate must be listed on the policy to be covered.*

Public Transport



AdelaideMetro is the city's transport system, servicing the greater metropolitan region with trains, buses and the tram. If you travel on public transport, you will need to buy a ticket. Holders of a student card are entitled to a concession fare on public transport in Adelaide. However, you must pay full fare until you receive your student ID card, which you will get during orientation.

There are three types of tickets: Daytrips, Singletrips and Multitrips. You can use these tickets on all buses, trains and trams with the Metroticket sign.

- **Daytrips** can be used as many times as you like, all day, but for only one day.
- **Single trips** last for up to two hours after you validate them.
- **Multitrips** contain 10 single trips and there are two types:
 - Interpeak: used between 9.00 am – 3.00 pm
 - All Times: can use 24 hours.

You can purchase Metrotickets from newsagents, post offices, some cafés/delicatessens, or when you board the transport—from the bus driver or tram conductor, or the ticket vending machine on the train (vending machines only accept coins). When you board, you must validate (stamp) your ticket and keep it until your journey has ended.

Information on the cost of Daytrip, Single Trip and Multitrip tickets can be found at www.adelaidemetro.com.au/ticketing/fares

MetroCard

A new ticketing system will be introduced to the Adelaide Public Transport network in 2012-2013. The system is called Metrocard. You will be able to top up the credit on your card at retail outlets that sell AdelaideMetro tickets. Even if your card is lost or stolen you will be able to report it lost and have the card cancelled and be issued with a new card. Any credit from your old card will be added to the replacement card. For more information refer to: www.adelaidemetro.com.au/ticketing/metocard

Please note: Multitrips cannot be purchased onboard the transport.

More information

For more information about tickets, route maps and timetables you can visit the AdelaideMetro InfoCentre, located on the corner of King William Street and Currie Street, Adelaide.

Opening hours

8.00 am – 6.00 pm Mon to Fri
9.00 am – 5.00 pm Sat
11.00 am – 4.00 pm Sun

Call the Adelaide Metro InfoLine 1300 311 108 (TTY 8303 0844) from 7.00 am – 8.00 pm daily, or visit the Adelaide Metro website www.adelaidemetro.com.au for more information.

Free city transport

99C City Loop

Catch this bus in front of the State Library (just west of the University) on North Terrace seven days a week. It will take you on a loop around the City to Rundle Street and East Terrace, Hindmarsh Square, the Central Market, Hindley Street and back to North Terrace passing the universities on its way.

South Terrace to Entertainment Centre tram service

The tram line extension offers free travel from South Terrace to the Entertainment Centre. Trams arrive, on average:

- **weekdays**
every 7.5 mins; 8.00 am to 6.00 pm
- **weekends and public holidays**
every 15 mins; 9.00 am to 6.00 pm
- **night services**
every 20 mins; 6.00 pm to midnight.

Jetty Road, Glenelg

Travel along Jetty Road Glenelg on the Tram is free from Mosely Square to Brighton Road. See the Glenelg Tram timetable on the AdelaideMetro web.

For more information about AdelaideMetro's Free services refer to: www.adelaidemetro.com.au/routes/free-city-services

Adelaide Connector bus

Linking North Adelaide and the city area, it runs:

8.00 am – 6.00 pm Mon to Thurs
8.00 am – 9.30 pm Fri
10.00 am – 5.00 pm Sat and Sun.

A timetable can be obtained from the Adelaide City Council Customer Centre, 25 Pirie Street, Adelaide. From the AdelaideMetro InfoCentre or visit www.cityofadelaide.com.au/get-around/adelaide-connector-bus.html



SECTION 2

THINGS YOU NEED TO KNOW TO HELP YOU SETTLE IN



Arrival

Arrival and new experiences

Arriving in a new country and experiencing a different culture is an exciting and often life changing experience. Changes in food, language and physical surroundings offer many new learning opportunities, not to mention the new people you will meet along the way!

In general, people at university and in the community will be friendly. Many will be interested to learn international ways of life and customs from you. These interactions will be crucial to assist you to build relationships and support networks. You will meet other students through classes, at your accommodation and through student organisations and clubs. New friends can help you and make you feel welcome. They may even be able to tell you where you can get the ingredients to make a meal that reminds you of home. Many international students feel a lot of pressure in their first few weeks with some finding that their feelings of exhilaration change to anxiety or distress. This is because there are often a lot of decisions to make.

At university, the expectation is that you are totally responsible for organising your life, study and other commitments. For example, you might have to find accommodation or find a school for your children. You will be trying to cope with a new and unfamiliar environment: learning where to buy food, how to travel, and speak English in daily life.

You might have to make important decisions while you are still jet lagged. Then there are also the demands of study. Even the most independent person can find it daunting. Try to relax, take your time, and don't be pressured into making hasty decisions.

Culture fatigue/shock

"Culture shock might be called an occupational disease of people who have been suddenly transplanted abroad."

(Oberg, 1960: p.185)

'Culture fatigue' is the stress a person experiences when living in a foreign culture. More than just the recognition of cultural difference, it refers to the stress that builds from the daily experience of many differences when living in a new environment. Culture fatigue has symptoms that range from feelings of not caring, to extreme anxiety. Common symptoms include difficulty in sleeping, headaches, stomach aches, irritability, and feelings of impatience, anger and sadness.

Everyone experiences some degree of culture fatigue when they arrive in a new country. The good news is over time you will adapt, your feelings and moods will level out, and things will become easier. If you find yourself feeling disorientated or confronted, you are probably experiencing culture fatigue. The diagram on the following page shows the stages of cultural adaptation.

During your first weeks here you might notice that people have different values and communication patterns than those you are used to; the food might be different, shops may have shorter opening hours and sell different products. You may witness behaviour that is difficult for you to understand.

Adelaide may be small, or large, compared to your home city. You might find the public transport expensive or infrequent. You might hear words that you have never heard before. Australia may be different from your perceptions of what it 'should be'. All of these things can leave you feeling tired and homesick. Remember that it is okay to feel this way: other people experience it too.

What to expect and methods to help you adjust

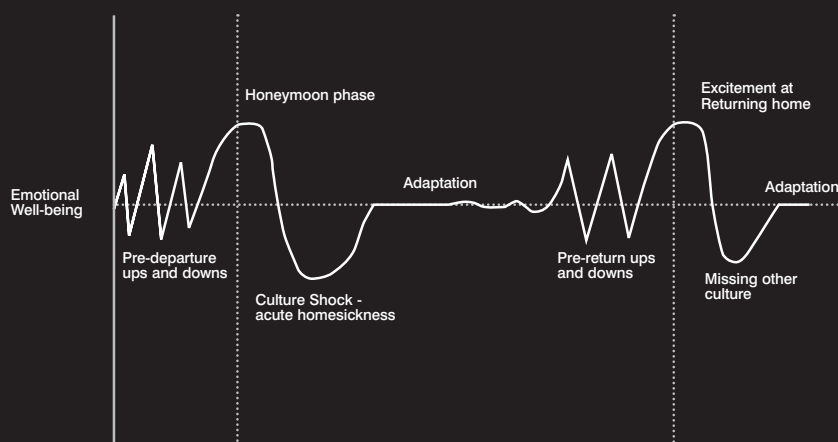
The first step to overcoming culture fatigue is to recognise the symptoms for what they are. Taking active measures to make yourself feel

better is the second step. Each person will require a different amount of time to adjust to a new environment. It may take one month—or ten—for you to begin to feel at home.

Below are some useful tips to assist you while you are making the transition to your new environment. Using these ideas to create new routines will be very helpful to you during your time at the University and in Australia.

- Make sure you are eating healthy food and getting enough exercise and rest.
- Maintain a balance in your study and personal life.
- Set yourself specific and achievable goals and plan how you can achieve these goals.
- Recognise that different people adapt in different ways, and be prepared to experiment with different learning styles.
- Practise your English skills and meet new people at the International Student Centre's weekly morning tea.
- Seek help from an International Student Advisor, School staff or friends.
- One of the best ways to help you feel more at home is to set up a comfortable 'space' in your new accommodation. Try and make it similar to one you had back home. This creates a little haven for you.
- Try and find as many positive aspects about Adelaide and university as possible.
- Talk to other international students about how you feel and ask their advice about how they cope.
- Join student organisations, clubs and societies and make friends.
- Volunteer your time and skills—you'll keep busy, meet new people, gain new skills and a reference for your resume!
- Check your home newspapers online at the Barr Smith Library.
- Learn about the new culture you are in.
- Go on tours or catch trains, trams or buses to places you haven't been to before.
- Call or email a friend at home.
- If you hear new words or expressions, ask what they mean and try using them.

Stages of Cultural Adaption



- Avoid sitting at home and brooding.
- Try new foods.
- Think about what you have accomplished in Australia that you could not do before.
- Be patient.
- Be aware of the different stages of culture fatigue and expect to go through them.
- Don't try to 'become Australian'; be yourself.
- Speak up in class. Even if your English isn't perfect, your thoughts will be valued.
- Be direct with people. Ask for assistance.

Most importantly, give yourself time to adjust. Adjustment doesn't occur immediately, but with time you will come to view your new surroundings more objectively and will not feel threatened by its differences.

References

Hofstede, Geert (1997) *Cultures and Organisations: Software of the Mind*. New York: McGraw-Hill.

Oberg, Kalvero (1960) 'Culture Shock and the Problem of Adjustment in New Cultural Environments'. In: Weaver, Gary R. (ed.) (1998) *Culture, Communication and Conflict. Readings in Intercultural Relations*. Needham Heights, MA: Simon & Schuster Publishing.

The rest of this chapter provides some ideas with examples that may help you to adjust to your new environment.

Examine your expectations

If you find that you are disappointed or confused when you arrive, it is helpful to ask yourself: Why? What did you expect? Are your expectations unreasonable? If, after considering these questions, you find that your expectations do not match what is happening for you now, there are many things you can do to limit your feelings of dissatisfaction or confusion. To really make the most of this process it is important to test, rethink and modify the expectations that you arrived with to reflect your new experiences.

Watch and listen

You are not likely to be familiar with Australian social rules or customs. People's attitudes, habits and non-verbal signals will be different to those you know from home. Spend some time watching people's body language when they are talking to each other or to you, and listen carefully to what they are saying to you.

Spending time observing people's body language, and listening to what they are saying, will help you to understand non-verbal and verbal communication in context.

Ask questions

After watching people communicate with you, and each other, you may not always be clear about what they are saying to you or the importance of what is being said or done. For this reason it is important to ask questions and be sure that you have understood what has been said or done. Remember, other people will not know that you need an explanation unless you ask them!

Keep an open mind

Australian values may be different to your own. You are likely to see people do or say things that may not be acceptable at home. It is important to consider that the way Australians behave is shaped by values that may be different to your own. As a result you may find yourself making inaccurate judgments about people because you do not have all of the information required to understand what you have experienced.

Even if someone's behaviour seems very strange, or even wrong, according to your own culture, before making a judgment ask yourself—does it make sense in the context of Australian culture? If you are still unsure about what you see and hear you can visit the International Student Centre and ask one of our Student Advisors.

Sense of humour

Everybody makes mistakes when they are doing something for the first time! Laughing about mistakes that you make while adjusting to a new culture will help you to learn more and gain confidence quickly. Many Australians will appreciate your sense of humour and you will find them to be friendlier.

Anxiety and frustration

Everyday activities in a new culture can be stressful. Sometimes you might not know what to expect from other people, or what they expect from you. You may feel anxious and frustrated by these situations. It is helpful to understand that your feelings of unhappiness or frustration are a natural result of cross-cultural situations.

As you spend more time with other people over the next few weeks and months you will begin to feel more comfortable as your experience and understanding of Australian culture develops.

Get involved!

You will meet many new people, both local and international, during your time in Adelaide. These experiences are very valuable because you will learn a lot about other cultures and people, and at the same time you may discover things about your own culture that you were unaware of.

By making an effort to meet people during orientation, through your studies, and through involvement with the many sporting and social clubs available through the Adelaide University Union, you will be rewarded with new friendships and a greater understanding of yourself and others.

New friends

Making friends takes time, and for this to happen someone needs to take the first step! While making new friends can be enjoyable and rewarding, you will also have experiences that are disappointing. But, don't allow a few bad experiences discourage you.

Australians are well known for smiling a lot, making jokes with people and are often eager to talk to new people. This can be confusing because while someone new is relaxed and friendly around you they may not want to become your close friend. People may seem friendly even if they do not expect to develop a close friendship with you.

In the next few days and weeks there will be many opportunities to meet people and make friends on campus. These include lectures, tutorials and practicals, and participating in activities hosted by the various clubs and societies supported by the Adelaide University Union. Contact the Adelaide

University Union on 8313 5401 or visit www.aau.org.au for details of these groups—you will find more information about the AUU's activities later in this manual.

Finally, remember that while making friends is important it is also vital that you relax and take time for yourself. Do things you enjoy; things that support your good view of yourself and your abilities. Know that stress and conflict can be signs of challenge, growth and change. The more positive you are, the easier it will be to adjust.

Managing unexpected events

For many of you this will be the first time you have lived away from your families. This will also be the first time you have had to deal with problems and issues without support from family and friends.

Most of these experiences are fun: deciding what to eat, who to spend time with, where to go, etc. But if problems arise, they might feel overwhelming—especially new problems that you don't know how to solve. If something does not go to plan, it might feel upsetting at first. It is unlikely that you will experience a crisis, but read the following information to help you think about how you might deal with one ahead of time.

Stressful situations

Stressful situations include:

- accommodation (it's not what you wanted; you misunderstood the lease and other legal issues; you have problems with neighbours; or a burglary)



Hyojin Kim
Student Exchange
Korea Univeristy



“I don't think I could find any better place to study than Adelaide. Everything is so well connected in terms of transport and accommodation. The academic environment is fantastic and very different from Korea. I really enjoy the tutorials—they're a chance to talk and share ideas, which is really important to me as a politics student.”

ASSISTANCE

International Student Centre

T: 8313 4828

University Counselling Service

T: 8313 5663

Education and Welfare Officers

T: 8313 5430

In an emergency: Police, Ambulance, Fire Brigade

T: 000 (or 112 from a mobile phone)

- a crisis in your home country (conflict, war, political instability, natural disaster)
- accidents—particularly on the roads
- things that are different about your new environment (strange food, illness, different emotions, feelings of no control)
- change in your financial support or a financial crisis
- an illness or death of a loved one.

In these events you might experience some or all of the following emotional responses: panic, shock, fear, denial, guilt, anger, depression, feeling alone, isolated, hopeless, desperate, or difficulty concentrating, sleeping and/or eating.

Physical symptoms may also appear such as extreme tiredness, stomach aches, headaches, diarrhoea, fast heart rate, or stiffness of joints (i.e. neck or back pain).

Your academic work might be affected. You may need to take some time off from your university work or even withdraw completely from your courses.

You may be concerned about how to pay for a flight home at short notice or other issues requiring immediate attention.

Where to get help

It is important to know that there are staff in the ISC who are here to assist you. It is a good idea to think and talk about your problems and get some advice.

It is helpful to think about how you may have dealt with difficult situations in the past and to remember that these events offer you an opportunity to develop new skills.

It also might be beneficial to let friends and other significant people in Australia know how they can best assist you in certain circumstances (e.g. who to contact if you were in an accident).

It may be important for others here to know how your customs and ways of handling problems may differ from the way things are done in Australia. It is important to try and communicate this to others.

Common characteristics of Australians

As you get to know more local people you will begin to notice and understand the differences between Australian culture and your own. Below are some examples of Australian values that will help you to understand them in the context of Australian culture.

Individuality

Australians generally prefer to be treated as individuals. Many people do not represent themselves as a member of a specific class, religion, profession or group.

Equality

Australians are encouraged from an early age through schooling and socialisation that all people should have equal social, legal and political rights. You may have heard the phrase 'a fair go'. These rights are protected through the Australian Constitution and by Commonwealth and State Anti-discrimination laws. These laws prevent individuals in Australia being discriminated against on the grounds of gender, race, and sexuality, political, religious or physical and intellectual disability.

A practical example of this is that most Australians consider themselves to be equal regardless of their education, employment, social and political beliefs or financial position. In your day-to-day life you will see this clearly represented by the participation of both women and men in the workforce. Generally both men and women expect the same rights, opportunities and status. Depending upon your own cultural background you may consider that Australian women are more independent than women of other cultures.

This idea of equality generally results in both men and women working even after they are married to support their families. You will also note that many men and women choose not to formalise their relationship through marriage.

Equality also allows for informal social relationships between men and women, you will find that many of your new classmates live

in shared accommodation both on their own and with friends of either sex.

'Easy going'

The ideals of individuality and equality allow for open discussion between people about ideas, issues and events. This is considered normal and encouraged within our culture.

Your first exposure to this practice may come from attending a tutorial, or someone may start talking to you on the bus, train or tram about a specific political or social event. If you are approached about an issue that you consider to be sensitive, rude or challenging, try to view the approach within its cultural context.

While it is important to think about these issues in context, as in any country it is also important to be mindful that not everyone who approaches you has your best interests at heart. With this in mind it is also acceptable to politely say to somebody who approaches you that you would prefer not to talk or comment about an issue that you are uncomfortable with.

Culture and customs

Greetings

Australian men and women often shake hands the first time they meet.

Examples of formal greetings that you will hear are "How do you do?" / "Good morning" / "Good afternoon". Alternatively, in informal situations, such as talking with friends, people will say 'Hello', 'G'day' (short for 'good day'), "Hi", or even "How ya goin'?" (short for "How are you going?"). In these situations most people simply respond with "Fine thanks" or "Okay", and in some cases they will keep walking past you.

Guide to using names

In Australia first names are most commonly used to address someone. If you know a person's first name it is usually appropriate to use it when speaking to them.

Similarly, when you meet someone for the first time it is a good idea to tell him/her your preferred name.

Mr, Mrs, Miss: It is polite to address men or women that are older than you as Mr, Mrs or Miss and then their family name (for example, Mr Smith or Mrs Jones). Often they will ask you to call them by their first name once they get to know you better.

Ms: Many women in Australia prefer to be addressed as Ms (pronounced 'mizz') followed by their family name. This term is used both for single or married women in place of the term Mrs or Miss. If you are unsure it is acceptable to ask the person what they prefer to be called.

Nicknames: many Australians also use what is known as a 'nickname'. This is often not their real name, but a name given to them by friends because of a physical or social characteristic that is individual to them.

It may also be a shortened version of their real name. For instance someone called "Matthew" may be called "Matt" or "Christine" (female) or "Christopher" (male) may also both be called "Chris". It is not considered offensive when friends use nicknames to address each other; in fact it is often a sign of acceptance or belonging to a social group or network.

Social invitations

If you receive a formal written invitation or an informal invite from a new friend by phone or text, they will expect you to reply quickly.

Many written invitations have the letters 'RSVP' and a date on them. In this case it is expected that you will need to advise them if you are able to attend or not by the date; 'RSVP' simply means 'Please reply'.

If you have a formal appointment with a Doctor, Tutor, Lecturer or Student Advisor you are expected to be present at the arranged time. If you arrive late it is unlikely that you will be able to attend the appointment because you have missed the agreed time and other people may be booked in after you.

Appointments for social activities are more flexible, but it is important to arrive as close to the appointed time as you possibly can, especially for dinner invitations.

If you are delayed it is considered good manners to phone the person before the agreed time and inform them when you expect to arrive. It is also often customary to pay for your share of the cost when you are invited to a restaurant, movie or theatre.

BYO (Bring Your Own)

Unlike many cultures, if you are invited to a party it is often BYO—Bring Your Own. This means that you are expected to bring your own drinks such as soft drinks or alcohol. If you are invited to a party and you are unsure if it is BYO, ask the person who invited you to clarify this.

Many restaurants are also BYO and it is acceptable to bring your own alcohol, such as wine or beer. If you BYO to a restaurant you will have to pay a service fee called 'corkage'.

Non-alcoholic drinks, such as juice or soft drink, are usually available. If you have young children it is often acceptable to bring drinks for them in a small container.

Tipping

Tipping is not a usual custom in Australia but a 10% tip in expensive restaurants or hotels is normal if you have received good service.

You may also tip taxi drivers or someone who delivers goods to your home. It is not expected, but often people will 'round up' payment to the nearest dollar if someone has been helpful.

Bargaining

Bargaining is generally only practiced on expensive items such as motor vehicles, white goods (such as a fridge or washing machine) or large electrical appliances such as televisions. In these cases bargaining usually occurs when you shop around and compare prices at different shops, and are paying cash.

For everyday items, such as fresh food or clothing, bargaining is not practised. There are a few examples in Adelaide where bargaining is practiced on these items, these include street and weekend markets, and the Central Market in the city on a Saturday afternoon.

Queuing

In situations such as paying for groceries at the supermarket, waiting for the bus, or visiting your School, Faculty Office or the ISC you are expected to wait in line (queue) so that the people in front of you can be served first. It is considered extremely rude and impolite to walk or push past other people who are waiting; this is referred to as 'jumping the queue'.

You will find formal waiting lines in banks or government offices and again, you are expected to join the back of the line and wait to be served. In places like coffee shops or food outlets queues are less formal. In situations like this the person working behind the counter may ask: "Who is next please?" You are expected to have noticed who was waiting before you, and wait for your turn.

Alcohol

The minimum legal drinking age is 18. Therefore, you are required to carry identification at venues that serve alcohol. You may be refused entry if you do not have ID. It is also illegal to purchase alcoholic drinks for people under the age of 18.

Though it is not illegal to drink alcohol and then drive a car, the limits for blood alcohol concentration (BAC) while operating a vehicle vary across Australian states and territories and for different licence and vehicle types. BAC limits range between zero to a maximum of 0.05g/100mL. It is not worth taking risks with drinking alcohol and driving, because aside from the legal penalties for doing so over the prescribed limits, you are also putting yourself and others in potentially life-threatening danger.

When drinking in a hotel or bar, it is expected that you will pay for each drink as you receive it. The custom of 'shouting' or 'rounds' in Australia means that if a friend or a stranger buys you a drink they will expect you to shout them in return and buy the next 'round' of drinks.

Smoking

Australia has very tight anti-smoking laws. However, they vary across the States and Territories.

It is illegal to smoke on public transport, in shopping centres, hotels, government or private office buildings and aeroplanes. Some pubs, clubs, restaurants and cafés may have a designated smoking section (usually outdoors). It is also important to remember that it is against the law in South Australia and many other states to smoke in a private motor

vehicle if there are children under the age of 16 in the vehicle.

In July 2010, the University of Adelaide became the first university in South Australia to establish an entirely smoke-free campus. Smoking is not permitted in university buildings or facilities, or outdoor areas, including gardens, sporting grounds and carparks.

Gambling

Australia has been known to have a reputation as a 'nation of gamblers'. Legal forms of gambling include bingo, lotteries, poker machines and sports betting. In South Australia we even have a public holiday to celebrate a horse race—the Adelaide Cup.

However, as is true in all countries where gambling is acceptable, it is much easier to lose money than it is to win. Gambling more money than you can afford can negatively affect your health, finances, relationships and study.

Rubbish and litter—keep Australia beautiful!

Littering or dropping rubbish in the street, a car park, shopping centre or the beach is an offence and you can be fined. Bins are provided at most council areas, shopping centres, in the street or at the entrance to buildings.

Local councils are responsible for keeping the streets clean and collecting domestic or household rubbish. For example household rubbish is removed from bins that people place on the footpath or kerb in front of their home each week. Some council areas even provide separate bins for different types of rubbish. You may find that you have many different bins:

- one bin for recyclable material, such as paper, glass and metals
- one for green or garden waste, such as tree clippings
- one for non-recyclable domestic waste.

If you are unsure about these systems of collection please check with your local Council office for details about collection times for each type.

Mothers, fathers and babies

It is generally encouraged and acceptable for babies to be breast-fed in public. You will also notice parent's rooms (or baby change rooms) in major shopping centres, and also in or next to the toilets of government and public buildings. These areas provide facilities

for changing nappies and they also provide a space for feeding babies; it is commonly accepted that both mothers and fathers will use these facilities.

Domestic work

In Australia people do not usually have domestic servants or live-in help. Often you will see companies that advertise domestic services such as cleaning, gardening, child minding, or trade work such as plumbing and electrical. The people working in these businesses are generally self-employed and carry out these jobs as a part of their business. If you use these services remember that they do not consider that they are your employees.

Language and dialect

Many new students worry about their English language skills. Spending time with Australians, and their friends and family, is an excellent way to improve both your English language proficiency and your understanding of Australian culture.

Spoken language

While you will have studied English for some time at home, and you may have even lived in Australia or another English speaking environment before, you may find it difficult to understand others and communicate at first. Please remember that while this can be upsetting and create difficulties, it is normal.

In this section some of the reasons for these difficulties are identified.

People speak too quickly

If you find that someone you are talking to talks too fast, simply ask them to slow down or repeat what they have said.

Vocabulary

A lot of words used commonly in Australia and at the University will be new to you. The Australian Macquarie Dictionary is an excellent source of information to assist you to understand words used in your new environment.

Australian accent

Australians may pronounce words that you are familiar with from your past studies very differently from the way you have been taught or from what you are used to. Again, take some time to listen to what people are saying and try to understand the context in which words are being used. Ask questions and seek clarification if you are unsure.



Slang

Almost every Australian you encounter will use 'slang'; a popular and easy example of slang is the shortening of words. As you will have seen in the previous 'Greetings' section, the word 'arvo', for example, is used by many people to signify the afternoon.

Abbreviations

As above, it is very common for words to be shortened or abbreviated. For example, information technology is referred to as 'IT'. At university tutorials and practicals are referred to as 'tutes' and 'pracs'. Many places or things are also shortened; an example of this that you will have seen in this book already and you will become familiar with very quickly is the 'ISC'—short for International Student Centre.

Body language

Different cultures use movement and gestures to communicate in different ways. The way people stand, nod their head or use their hands may be very different to what you are used to at home.

When talking to new people it is important to listen to what is being said and watch their movements closely. While the movements may be unfamiliar, you can get a clearer picture of what is being said if you think about the context that it is being said or done in.

Someone in a shop may offer you goods and services or change with their right and left hand. While this may be considered rude at home it is not considered rude here to offer things with a specific hand.

Another example is eye contact. In Australia it is considered rude if you do not maintain eye contact with people when you are talking to them. They may think that you are not listening to them or you do not want to talk to them.

When watching other people talk you will also notice that people don't stand too close to each other when they are talking and physical contact is kept to a minimum. If you are used to embracing your friends when you meet them at home and you do this to a new friend you have made at university they may find this uncomfortable or embarrassing.

As with the use of language, the more time you spend getting to know people and experiencing the differences, the more comfortable you will become.

Relationships

Friendship and relationships

Relationships between males and females can be very different from one culture to the next. These differences can often create misunderstanding and lead to different expectations because of the different individual expectations and values of the people in each culture.

In Australia men and women socialise and develop friendships with members of the opposite gender without any expectation of romantic involvement. For this reason it is important to remember that if someone of the opposite gender invites you to a social event or for a coffee, they may not have any intention of developing a romantic attachment.

Often young women and men who know each other well rely on informal activities for their companionship; this can include socialising in groups or in pairs.

Relationships may form between men and women or between people of the same sex. In Australia the law respects the right of people to form same sex relationships.

It is common in Australia for both men and women to initiate social invitations to go on a date. When this happens it is not usually customary to be chaperoned or accompanied by an older person when a couple go somewhere together.

While not customary, it is often common for couples that are dating for the first time to be accompanied by friends or to meet at a location where their friends will be, such as a coffee shop, hotel or club. If someone asks you to go out it is common to ask them if any of their friends will be there or if your friends are welcome.

Other common practices are for couples to share the cost of a meal or activity when dating. It is also common for your date to invite you into their home at the end of the evening for a drink. Although this is common, you are not obliged to accept this invitation if you are not comfortable or you consider it inappropriate. If you do not wish to accept this invitation and you do wish to continue dating the person, this is an excellent opportunity to politely decline the offer and arrange a time in the future to meet with them again.

Relationships vary from a casual friendship to a romantic attachment that may include deep emotional and/or sexual involvement.

In each of these relationships in Australia it is expected and assumed that an individual has the right to decide if they wish to have sexual involvement or not.

Finally, it is important to understand that there are no set customs or rules in Australia about intimate relationships. Because Australia is a diverse country with people from very different backgrounds the majority of people draw upon their own social, religious, cultural and individual beliefs and values. As a result of this diversity it is commonly accepted that couples living together may be married or unmarried. Because of this diversity it is advisable to be clear about your own expectations when dating and to be open and honest about them with yourself and the other person.



Communications

Internet access

Internet access from home by dialling the University

You are able to access the University's online resources by configuring your computer and modem to dialup 8124 8124. Refer to 'University Communications' in Section 3 for more information.

Laptops on campus

You can bring your laptop on campus and go online by using the University of Adelaide Wireless Network. This network offers a number of access points for wireless Internet connection around the North Terrace campus. This service is free, but all downloads will be counted towards your Internet download quota.

For more information on the University of Adelaide Wireless Network visit www.wireless.adelaide.edu.au

Internet Service Providers (ISPs)

Before you sign up with an ISP, consider all of the charges that may apply. They may include:

- set up or registration fees
- membership fees
- monthly fees
- hours included
- excess hourly costs
- download limits
- bandwidth limits
- time limits to use hours
- any other special conditions.

Once you have chosen a provider and a plan, you will need to ring the provider. The provider will usually talk you through the set up process. Broadband access provides a faster service. While there are some issues around broadband use in Australia, the Consumers' Association of Australia recently conducted a survey of broadband users, so if you're considering signing up for a broadband Internet service, look at the tips based on the survey responses from Computer CHOICE readers who already use the technology: www.choice.com.au

A list of the Internet service providers in Adelaide is listed on the Australian ISP Directory at: www.australianispdirectory.com or the Broadband Guide at: www.broadbandguide.com.au

Mobile phones

Mobile phone charges

Costs to be aware of when considering purchasing a phone are:

- connection fees
- monthly access fees
- number of calls included in the access fee
- flag fall (per call connection)
- call charges
- effective charges (fees increase over time).

Finally: use your phone responsibly. Remember that each time you phone a friend it's costing you money! Dialling overseas regularly on a mobile phone is going to cost you a lot of money. Don't get caught with a bill you cannot afford to pay—think before you use your phone.

Mobile phone options

There are two options when joining a mobile network:

1. Sign a contract (monthly plan)
2. Purchase a pre-paid package

Contracts

Contracts or monthly plans offer more competitive call charges, but charge a monthly service fee. Also, you will be tied to a contract for the time period stated in the contract (usually 24 months/two years).

- Make sure you find out about the length of the contract: it could be longer than the time you plan to spend in Australia.
- Be wary of special mobile phone deals that offer 'free' or 'cheap' phones. The actual cost of the handset is probably included in the monthly price of the service contract, but call charges can be higher.
- Be aware that many mobile phone deals may involve two separate contracts—one with the service provider for mobile services

and the other with a dealer for the supply of the handset. Make sure you know the names of both companies.

- Remember, payment terms of contracts usually include a minimum monthly charge plus call costs. If you don't pay the monthly charge, the service provider may have the right to suspend the service whilst continuing to charge the monthly fee.

Pre-paid

- Pre-paid plans have higher call charges, but no monthly service fee.
- Buying a phone may be a better option for you because you will own the phone and can then buy a pre-paid mobile phone card to a certain value, for example, \$25, \$30 or \$50 (cards are available at delicatessens, supermarkets, petrol stations and post offices).
- If you need a cheaper option, or only need your phone for emergencies, consider buying a second hand phone.
- The advantage of a prepaid plan is that you can keep track of your account balance—but be aware of the call charges (usually so many cents per minute).

To work out which option—contract or prepaid—is the best for you:

- visit the phone stores in Rundle Mall near the University or near your home (refer to the stores listed). Also, look in the telephone directory and you will find an extensive list of stores in metropolitan Adelaide.
- talk to other students with mobile phones about the type of deal they have.

INTERNET PROVIDERS

Adam Internet

8423 4030 • www.adam.com.au

Dodo Internet

131 602 / 13 24 73 • www.dodo.com.au

iiNet

13 19 17 • www.iinet.net.au

Telstra BigPond

13 76 63 • <http://go.bigpond.com>

iPrimus

13 17 89 • www.iprimus.com.au

MOBILE PHONE STORES

Allphones

155 Rundle Mall, T: 8232 2669

Optus

Shop 6, Rundle Mall, T: 8410 7380

3 & Vodafone

Shop 69, Rundle Street, T: 13 33 20

Telstra T (life)

Cnr Rundle Mall & Pulteney Street
T: 8223 4488

What to consider before purchasing a mobile phone

It is also recommended you read the following information before you purchase a phone. It was compiled from information sheets supplied by the Office of Fair Trading & Business Affairs and the Department of Justice (Victoria), and the Office of Consumer & Business Affairs (South Australia).

- Think of the expense: mobile phones are convenient, but they have hidden costs.
- Will you be able to pay your monthly phone bill?
- Ask yourself: do you understand your contract conditions?
- Think carefully about the financial and contractual obligations. By following some simple tips you can help avoid some of the more common consumer pitfalls associated with buying a mobile phone.

Tips for buying a mobile phone

Cost

Shop around—the marketplace is full of mobile phone dealers offering all sorts of deals on different types of phones.

Contract

Don't buy on impulse or sign the first contract you are given—take your time and check things out carefully. If you rush into a deal, you may regret it later!

Remember, once you have signed the contract, you are the person responsible for paying the bills, so make sure you understand all of the conditions (term of the agreement, cost of calls etc).

Coverage

Consider the type of coverage you want for your phone. In certain areas, some types of phones work better than others. Consider whether you want to use your phone mainly in the metropolitan area or whether you need to be able to access country and remote rural areas as well. Interstate and overseas considerations may also be important. Don't just rely on the dealer to tell you about coverage—ask family or friends who already have a phone.

Phonecards

International phonecards

International phonecards can be a great budgeting tool. These cards (which are different to local call cards) offer cheap-rate overseas calls. You can buy them from local newsagents, post offices, hostels and some delicatessens. Usually, they do not require a contract. Calls can be made from most telephones and on average the cost can be about a third of the usual charge. There are different rates for different countries, so shop around for the best deal. However, there can be hidden costs and it is important to read the small print on brochures to find the cheapest rate for your country.

One of the main providers is CardCall who offer several different cards including Say G'day cards, and the Ozcall cards available from Australia Post or online at www.cardcall.com.au

Phone Card Point is a website that compares the rates of phone cards. It is free to use, and it will help you work out the best deal for calling other countries. Check it out at www.phonecardpoint.com.au

Other helpful websites

www.aussiebackpacker.com.au/useful/info/keepintouch.html

www.phonecardchoice.com.au

Local phone cards

Telstra is the main telecommunications company in Australia, and their public phones are recognisable by their bright orange and blue logo.

You can use a phone card to make local and interstate calls from a public phone. Local phone cards are available at retail outlets such as newsagents, corner shops and chemists where the 'Telstra Phonecard Sold Here' sign is displayed.

International call cards can be used to make local and interstate calls but this can be expensive.

Some public telephones only accept phone cards, and others only accept coins (20c, 50c, \$1, \$2). Some accept both.

Local phone calls

You can use a landline or mobile phone to call local numbers in Adelaide, South Australia and other Australian states and territories or international numbers. For information on dialling codes for your home or other countries you can check your telephone directory, or check the White Pages online at www.whitepages.com.au—most directories contain a section on International Telephone Codes.

Most telephone numbers in Australia are 10 digits for both mobile telephones and fixed lines. Both mobile and fixed line numbers begin with a '0'. Fixed line numbers are followed by the single digit area code as shown in the table. The area code does not need to be included when you are dialling the number of another fixed line in your local area. For example, if you are dialling the ISC on a mobile or fixed line from within the Adelaide Metropolitan area you would dial 8313 4828. If you were in Melbourne, and you wanted to telephone the ISC, you would need to dial 08 8313 4828.

AUSTRALIAN AREA CODES

02	New South Wales (NSW) Sydney, NSW central regional, coastal areas
02	Australian Capital Territory (ACT) Canberra, ACT Regional areas
03	Victoria (VIC) Melbourne, VIC Regional areas
03	Tasmania (TAS) Hobart, TAS Regional areas
07	Queensland (QLD) Brisbane, QLD Regional areas
08	South Australia (SA) Adelaide, SA Regional areas
08	Northern Territory (NT) Darwin, NT Regional areas
08	Western Australia (WA) Perth, WA Regional areas

Newspapers online

Reading online newspapers from your home country is one way to keep up with what's happening there. It is also an easy way to have access to something from home.

Sometimes an event overseas (such as a flood, earthquake or political event) gets little coverage in the Australian media. Reading an online newspaper from your home country will give you more detailed information about the event, and will give you a more accurate account of what's happening there.

For a list of newspapers that are available online, please visit www.onlinenewspapers.com

Barr Smith Library

The Barr Smith Library offers more than just books! The student lounge is a great place for students to relax, read, work in groups or grab a snack. The newspaper collection features papers from all around the world and there are more online news options featured on the Library website at www.adelaide.edu.au/library/guide/gen/newspapers.html#nbsl



Medical services and health insurance

It is a condition of your student visa that you hold and maintain health insurance for the entire length of your stay in Australia. This insurance is called Overseas Student Health Cover (OSHC).

OSHC helps you to pay for medical care you may need when you are studying in Australia. If you have an accident or get sick, OSHC will cover many of your expenses. There are special arrangements regarding OSHC for AusAID students, and students from Norway and Sweden. For full details, visit www.international.adelaide.edu.au/costs/insurance.html

There are several providers of OSHC in Australia. The University of Adelaide currently facilitates OSHC with OSHC Worldcare. If you or your agent has chosen to use another provider, you must contact them directly to find out what is covered on your policy and how to make claims. Details are provided later in this chapter.

OTHER COMPANIES WITH OSHC

OSHC providers change from time to time. For accurate information on insurance companies providing OSHC, check the Australian Department of Health and Ageing website www.health.gov.au and type 'overseas cover' in the keywords search field.

Australian Health Management Group

Visit www.ahm.com.au and select the 'Products' tab and choose 'Overseas Students' from the navigation menu.

BUPA

www.overseasstudenthealth.com

Medibank Private

Go to www.medibank.com.au and select the 'Overseas Students' tab then choose from the options on the navigation menu.

NIB

Go to www.nib.com.au and select the Overseas Student tab.

Visa-length cover

From 1 July 2010 the Department of Immigration and Citizenship (DIAC) changed the student visa requirements.

Under condition 8501, students will have to obtain OSHC for the proposed duration of their student visa. For students who will be undertaking a packaged course, there cannot be a gap in the OSHC coverage.

Already have OSHC cover?

Students who already have OSHC cover must still prove visa-length cover. There cannot be a gap in the OSHC coverage.

Policy types

From 1 January 2012 all new OSHC Worldcare policies arranged by the University of Adelaide will provide the OSHC Worldcare Essentials package, which includes the following benefits:

- no waiting period for both in-hospital and out-of-hospital treatment for psychiatric pre-existing conditions
- no waiting periods for cover in relation to pregnancy services.

Another important change that will come into effect with all new OSHC Worldcare policies from 1 January 2012 relates to the types of OSHC policies available. Instead of the two policies currently available, Single and Family, there will be three policies available—Single, Dual Family and Multi-family. These policies are outlined in the following table.

Policy Type	People covered
Single Policy	Covers only the valid student visa holder
Dual-family policy	Covers one valid student visa holder plus either one adult spouse or recognised de facto partner, or one or more dependant children
Multi-family policy	Covers one student visa holder plus more than one dependant—this can only include one adult spouse or recognised de facto partner, and one or more dependant children

Costs

Medical services in Australia can be very expensive. You can claim the cost of some medical services with your health insurance.

OSHC covers most or all of the scheduled fees for medical treatment. Scheduled fees are those recommended by the Australian Government. OSHC policies cover up to 100% of the 'scheduled' fee for most medical services, and 100% of the scheduled fees in public hospitals.

Many doctors and hospitals may charge more than the scheduled fee. If they do, there will be a 'gap' between how much your insurance will cover and the amount the medical service has charged. You will need to pay this gap amount.

When possible, check with the doctor or hospital and find out if a gap payment is required, and how much excess you will need to pay over the refund you will receive from your medical insurer.

Always check your benefit entitlement with the insurer before going to a private hospital; you may be required to pay for the private hospital treatment upon discharge depending on the hospital and their payment policies.

Direct Billing is an arrangement between a health insurance provider and a medical service. The doctor sends bills for services directly to your health insurance company. This means you don't have to submit a claim form. You may still have to pay a gap on the day.

Claims

You can submit a claim form to your health insurer if you have:

- received a bill after visiting a doctor
- received a bill for tests or X-rays a doctor has ordered
- paid a bill after visiting a doctor or for tests or X-rays
- paid for prescription medication (over the value of \$34.20 per item) to a maximum of \$50.00 per prescribed item.

If you have paid the bill you will need to submit a claim form and the original receipts to your OSHC provider. If you have not paid the bill you must send the invoice(s) to OSHC Worldcare together with a claim form and they will assess the claim and pay where applicable. We recommend that you keep a photocopy of the original invoices and receipts. Cash claims are available on campus for claims less than \$105.00.

During semester, an OSHC Worldcare representative will be available at the International Student Centre to help with enquiries at the following times:

Tuesday 10.30 am – 1.00 pm

Wednesday 10.00 am – 2.00 pm

Friday 9.30 am – 12 noon

OSHC Worldcare claims can also be submitted online at www.oshcworldcare.com.au

Remember to send the receipts to OSHC Worldcare in the pre-paid envelopes provided.

Claims can also be submitted by filling out a form and posting it with your receipts to OSHC Worldcare. There is a self-service area in the ISC where you can pick up claim forms, fact sheets, pre-paid envelopes and other OSHC Worldcare information. For more information please ask the staff in the ISC.

OHSC WORLD CARE COVERS

- 24-hour telephone access to emergency medical advice and assistance
- 24-hour telephone access to legal advice
- 24-hour telephone access to an interpreting service
- emergency hospitalisation or medical treatment
- out-of-hospital medical services for doctors, pathology and X-rays (100% of scheduled fee)
- in-hospital medical services for doctors, pathology and X-rays (100% of scheduled fee)
- hospital in-patient shared ward accommodation (private or public hospital) (100% of scheduled fee)
- prescription medicines, excluding the co-payment required (\$34.20) up to a maximum benefit of \$50 per prescribed item. There is a maximum amount per calendar year for Single cover of \$300 per person; maximum amount per calendar year for Family cover of \$600
- ambulance transport for emergencies only

OHSC WORLD CARE DOES NOT COVER

- Treatment for medical conditions, or disabilities, in existence before you came to Australia during your first 12 months of membership
- dentists' charges
- opticians' charges (eye test payable once every 24 months; cost of glasses or contact lenses are not covered)
- charges from physiotherapists, osteopaths, chiropractors and naturopaths
- medicine when it is not prescribed by a doctor.

There will be other items it does not cover. Check your policy and make sure what these are.

A basic dental, optical, chiropractic and physio treatment policy can be purchased at an additional cost by visiting www.peoplecare.com.au

Co-payment rates and prices effective as at 5 October 2011.

Extension of OSHC for leave of absence (holiday credit)

To obtain an extension of OSHC for leave of absence, or 'holiday credit', you must:

- have a current financial OSHC Worldcare policy
- be leaving Australia for 30 days or greater
- submit your application for extension within 30 days upon your return to Australia.

What you need to do

- Take your passport or boarding passes or travel ticket to the ISC.
- The ISC will confirm your departure and arrival dates from your information.
- The ISC will submit your information to OSHC Worldcare administration. Your policy will be extended for the period of time that you were outside of Australia.

A new card with a new expiry date will be issued and sent to your residential address.

Please note: you must inform your OSHC provider of your residential address each time you move house. Updating your details on Access Adelaide does not change your address with your OSHC provider.

OSCH WORLD CARE

To access these 24-hour services simply call 1800 814 781 any time! For general enquiries call 13 67 42.

Doctors and hospitals

If you are feeling unwell visit a doctor first. Only visit a hospital if it is an emergency!

An emergency is when people need immediate medical help; if you accidentally cut off your finger, you should go to the hospital, but if you have a sore throat, you should go to the doctor. Alternatively you can ring The SA Health Direct number on 1800 022 222 where a Registered Nurse will assist you with medical advice.

Going to the doctor is a lot cheaper than going to the hospital. It can also be a lot quicker. If you go to hospital for a medical issue that is not an emergency you may have to wait many hours for assistance.

If you have cover with OSHC Worldcare and are unwell, but not sure whether to go to hospital or to see a doctor, you can call OSHC Worldcare's medical advice number on 1800 814 781. This service is available 24 hours a day, 7 days a week, for current policy holders.

You may wish to visit a doctor near where you live. In Australia, a doctor is often referred to as a GP (General Practitioner) or MP (Medical Practitioner). A list of doctors' names, locations and phone numbers can be found in your telephone directory, under Medical Practitioners—most directories have a Locality Guide for the nearest medical centre in your suburb.

Some doctor's practices or medical clinics are open 7 days a week. However, they do not provide a 24-hour service. Check your telephone directory for details of an after hours service near you.

For a list of doctors within the Adelaide metropolitan region who speak a second language, please contact the International Student Centre on 8313 4828. Alternatively you can check on the OSHC website www.oshcworldcare.com.au/member_student/medical_providers.aspx then type in your postcode, select South Australia in the drop list, and click 'Continue'.

For some medical services, you are required to see a GP/MP before going to a specialist doctor. For example, if you have a skin disorder, you will need to see a GP/MP who will write out a referral for you to go and see a dermatologist.

Doctors

The University Health Practice, located on the Ground Floor of the Horace Lamb Building, North Terrace campus (map ref H11) offer confidential health care to all students. They usually bulk-bill, which means that you will not have to pay for your consultation.

The practice is open Monday to Friday 8.45 am – 5.00 pm (excluding public holidays). To make an appointment call 8313 5050.

To view a current list of the doctors and medical services that direct bill the University's preferred provider of health insurance, OSHC Worldcare visit: www.oshcworldcare.com.au/member_student/medical_providers.aspx

Hospital

There are several public hospitals in Adelaide you can go to in an emergency. Each hospital has a 24-hour Emergency and Casualty department where you may seek help. In an emergency, dial 000 and you will be put through to an ambulance service. OSHC Worldcare will pay for an ambulance for emergency medical treatment.

You can expect to wait a long time to see a doctor at a public hospital unless it is an emergency. We have provided a list of the major public and private hospitals in Adelaide. Some of them direct bill OSHC Worldcare. In an emergency, if you do not have your OSHC membership card, call OSHC Worldcare 24-hour assistance number: 1800 814 781.

Your OSHC does not cover the total cost of private hospitals with an emergency department such as Wakefield Hospital.

Most emergency charges will be in excess of \$200.00 depending on the length of time of your consultation, who you are seen by and the treatment required.

As an example you could be charged for an item 23 (standard consultation) at \$300–350 and your reimbursement cost would only be \$34.90. There is also a \$115.00 administration fee charged for first time patients (prices effective 5 October 2011).

Pharmaceuticals/ prescriptions

Pharmaceuticals prescribed by a doctor are not free or available directly from the doctor—they must be purchased at a chemist (pharmacy).

With standard OSHC, if the medicine you buy has been prescribed by a doctor and is listed on the Pharmaceutical Benefits Scheme (PBS), you may be able to claim back some of the cost—but not all of it. You will get a refund for prescriptions that cost more than \$34.20 per item. You will only be paid the amount over \$34.20 (i.e. If your prescription costs \$48.00, you will receive a refund of \$13.80).

OSHC Worldcare will give you a refund on individual prescriptions up to \$50.00 per item (i.e. if your prescription costs \$90.00, you will only receive a maximum refund of \$50.00 per prescribed item up to \$300.00 per year for a single policy and \$600.00 per year for a family policy).

Dentists

Standard OSHC does not cover any dental services. You will need to pay for dental treatment. It will usually cost you around AUD\$50.00 for the first visit with a dentist.

Ask for an estimate of the cost of the work to be done after your first visit. If in doubt seek a second opinion. Some dentists are more expensive than others.

Appointments are necessary to visit a dentist, and payment at the time of service is always expected.

An option for students of the University is the Colgate Dental Clinic, the dental practice attached to the University dental research centre. Students can get a 10% discount off

HOSPITALS

Flinders Medical Centre (Public)

Flinders Drive, Bedford Park
T: 8204 5511

Direct bills OSHC Worldcare

Modbury Medical Centre (Public)

Smart Road, Modbury
T: 8161 2000

Queen Elizabeth Hospital (Public)

Woodville Road, Woodville
T: 8222 6000

Direct bills OSHC Worldcare

Wakefield Hospital (Private)

300 Wakefield Street, Adelaide
T: 8405 3333

Lyell McEwin Health Service (Public)

Haydown Road, Elizabeth Vale
T: 8182 9208

Women's and Children's Hospital (Public)

72 King William Road, North Adelaide
T: 8161 7000

Royal Adelaide Hospital (Public)

North Terrace, Adelaide
T: 8222 4000

Direct bills OSHC Worldcare

of the full fee. The Clinic is on the second floor of the University dental hospital on Frome Road, Adelaide; phone: 8313 3437 to make an appointment.

Other dentists are listed in your telephone directory.

Optometry

OSHC covers the cost of one eye test every 12 months, but it does not cover the cost of glasses or contact lenses.

Optometrist services are located throughout Adelaide and suburbs. Please consult the telephone directory, under 'Optometrists'—most directories have a Locality Guide for more information.

Allied Health Services

- Counselling
- Physiotherapy
- Podiatry
- Sexual health and family planning
- Women's health
- Sexuality services.

Information on these Allied Health Services in Adelaide is available on the University website at: www.international.adelaide.edu.au/support/health/allied.html

Your health and wellbeing

The Australian Health Care System promotes preventative health care. This means you do not have to be unwell to visit a doctor. You can visit a doctor if you want to improve your general health or you want some advice or information about your health.

Physical, mental, sexual and social well-being are all important elements that are linked to your overall health and the outcome of your studies here in Adelaide. The majority of students are very capable of maintaining physical and social elements, but many are less experienced with maintaining their mental health, or women's/ men's health.

Mental wellness

Naturally everyone experiences times when they feel unhappy or sad. Depression is a serious and very common medical illness that affects 1 in 5 people living in Australia at one time or another during their life. Chances are that if it does not affect you directly you will know someone who is affected.

You can access online checklists from websites, such as [beyondblue](http://beyondblue.org.au), to help determine if you or a friend need some help.

Online help

www.beyondblue.org.au

[beyondblue](http://beyondblue.org.au) provides excellent information on depression, anxiety and bipolar disorders.

www.reachout.com

[Reachout](http://www.reachout.com) is a web based resource to inspire young people to help themselves through difficult times.

www.sane.org

[SANE](http://www.sane.org) provides general information on mental wellness issues.

Telephone help

beyondblue 1300 22 4636

8.30 am – 9.30 pm, Mon to Fri;
10.00 am – 4.30 pm, Sat and Sun

SANE 1800 18 SANE (7263)

9.00 am – 5.00 pm, Mon to Fri

Womens Healthline 1300 882 880

1.00 pm – 4.30 pm, Mon to Fri

Confidential, face-to-face help

Contact your local General/Medical Practitioner (GP/MP) or doctor, or try:

University Health 8313 5050

Mon to Fri 8.30 am – 5.00 pm

University Counselling Service

Mon to Fri 9.00 am – 5.00 pm

No appointment needed for their free drop-in service 1.00 pm – 4.00 pm weekdays.

Women's and men's health

Whether you plan to be sexually active or not, it is important that you can access up to date, confidential and reliable information about your sexual health and relationship issues.

The following resources can help you to answer these questions and more:

- What is safe sex?
- What contraceptives are available in Australia?
- Are hormonal or barrier contraceptives better for me?
- Will the contraceptive pill affect my future fertility?
- What are sexually transmitted infections (STIs)?
- Is there a way to eliminate the chance of contracting STIs?
- Do I need a pap smear?

Resources

www.shinesa.org.au

Shine SA provides a range of sexual and reproductive health services including contraception advice, and referral services.

Shine SA Clinic Services: To find a clinic near you visit the aforementioned website and use the navigation menu to find 'Our Services', then 'clinics'.

Shine Health Line 1300 883 793

Mon to Fri 9.00 am – 1.00 pm

Clinic 275

This free service is run by the Royal Adelaide Hospital and is located at 275 North Terrace, just across the road from the Hospital. Medical consultation, laboratory tests and sexual health advice are all free of charge at Clinic 275. You do not even need to bring your OSHC Card, Medicare card or sign any billing forms! No appointment is necessary at Clinic 275.

Telephone: +61 (8) 8222 5075

Email: STD.Services@health.sa.gov.au

www.yoursexhealth.org

Your Sex Health is a relationships and sexual health website. It explores real-life dilemmas with true stories.

www.likeitis.org.au

Like It Is offers straightforward information to address sexual health issues.

University Health

Mon to Fri 8.30 am – 5.00 pm

Telephone: 8313 5050

Local General/Medical Practitioner or doctor

Check your local telephone directory

Youth Health Line

24 hours/7 days a week

Telephone: 1300 131 719

MensLine Australia

24 hours/7 days a week

Telephone: 1300 789 978



Student visas

Visa conditions for family

Family members aged 18 years or over who are in Australia as a dependant on a student visa may only study for up to three months. If they wish to undertake a course of study that exceeds three months, they must apply for a student visa in their own right.

School age children of student visa holders who join their parent(s) in Australia for more than three months must attend school; you must pay any education or tuition costs.

Holders of an Australian Commonwealth Government Scholarship (e.g. AusAID, Defence and IPRS Scholarship) or Home Government Scholarships for Research Degrees are exempt from tuition fees for their dependent children at Government Schools. For information on how to arrange an exemption, please contact the ISC.

Breaching visa conditions

You need to be aware that there are serious consequences to breaching your visa conditions. The University is legally required to report changes to enrolment status and failure to meet academic program requirements.

If DIAC discovers that you are breaching your visa conditions it will take action. DIAC will

investigate the circumstances of the breach and may decide to cancel your visa. If your student visa is cancelled you will usually need to depart Australia soon after, as will any other people granted visas on the basis of their relationship with you. In some cases you may also be prevented from holding another student visa to Australia for another three years.

Work rights and student visas

You cannot work in Australia until you have received permission from DIAC. If you are here on a Student Visa you will most likely have work rights already as part of the standard student visa grant. Please check your visa label or visa confirmation email.

If you are unsure please bring your passport into the ISC.

Students who do not have work rights

You can only apply for permission to work after you have commenced your study program.

If you wish to apply for work rights on your student visa, please visit the ISC.

The Department of Immigration and Citizenship (DIAC) defines work as 'an activity that, in Australia, normally attracts remuneration'.

An example is:

- A student living with a home-stay family helps out in the family business, a fruit and vegetable shop. As shop assistants normally receive pay, this is considered work, even if the student does not get paid. Therefore, the student needs to have work rights on his/her visa.

Voluntary, unpaid work, is not defined as work, or included in the maximum hours able to be worked each week if it is:

- of benefit to the community
- for a non-profit organisation
- a designated volunteer position and would not be undertaken in return for wages by an Australian resident
- genuinely voluntary (that is, no remuneration, either in cash or kind is received—board and lodging is acceptable).

If you are unsure, please check with DIAC: www.immi.gov.au

As the holder of a student visa you should:

- read your visa label carefully and be sure when your visa ceases
- read your grant letter issued by the Department of Immigration and Citizenship (DIAC)
- understand your visa conditions, if you are in any doubt please contact DIAC to seek clarification
- ensure that your enrolment will allow you to complete within the duration of your Confirmation of Enrolment (CoE)
- attend classes and other academic commitments
- achieve satisfactory course progress.

You must tell the University if you are:

- having time off during semester for medical or personal reasons and will not be attending classes
- cancelling your enrolment
- changing address
- leaving the University to study somewhere else
- taking a Leave of Absence from studies.



Sukhmani Khorana

India, Bachelor of Media



“Coming to Adelaide was my first overseas experience, so it took some getting used to but now it’s like a second home. You bump into people you know all the time, you feel welcome and there’s a sense of familiarity that builds up after a few months.”

Frequently asked questions

A Leave of Absence due to compelling medical or compassionate reasons must be supported by relevant documentation, e.g. a letter of support from the treating doctor. If the leave request is for compelling circumstances and the duration of leave is six (6) months or less then DIAC may allow your student visa to remain valid. Please note that in this circumstance you are expected to return home (unless unfit to travel) during the period of approved leave.

For further details on visa conditions check www.immi.gov.au—the DIAC website. You can use the search function on this website—simply type the word 'obligations' and your visa subclass number. For example, '573' if you are a coursework student, or '574' if you are undertaking a Higher Degree by Research.

Additional information on visa conditions can be found at www.international.adelaide.edu.au/support/visa

Changes to Work Rights and Student Visa

Following the Knight Review of the Student Visa program in 2011, the Department of Immigration will be implementing many changes to the Student Visa program. One of these changes has been identified as changes to Work Rights for student visa holders and their dependants. The changes are designed to make working while studying in Australia more flexible for student visa holders and their dependants.

Please note that currently Work Rights are listed at 20 hours per week while your course is in session, and unlimited when your course is not in session. Refer to the following section 'Your Employment' for current conditions.

The date for these changes to work rights will be communicated to you by the University once the Department of Immigration and Citizenship implements them.

More frequently asked questions

If I renew my student visa, do I need to reapply for work rights on the new visa?

If you are applying from within Australia, your new visa will carry the same conditions as your previous visa. You will not need to reapply for work rights. When you get your new visa, you should check it and make sure it has the same conditions as your old one. If you are applying from overseas, you will need

Where can I get advice on how to structure my enrolment so that I complete my degree in the duration of my Confirmation of Enrolment (CoE)?

Each Faculty and School has Student Advisors that you can speak with in planning your enrolment. It is important that you attend scheduled course advice sessions during Orientation. If you are unable to attend your course advice session then you should contact your Faculty or School Office to arrange a meeting with a Student Advisor.

A standard full-time load at the University is 24 units per year (or 27 units per year if you are studying a program with a trimester structure, e.g. MBA). Your Confirmation of Enrolment duration was created based on a 12-unit load per semester or 9-unit load per trimester. Therefore you need to plan your enrolment based on this full-time load requirement.

Am I able to undertake courses offered by distance or external mode (i.e. where there are no attendance requirements)?

This will depend on your particular program rules. Not all programs offer distance mode courses. If you are able to undertake courses offered in a distance mode, you must still enrol in at least one face-to-face course (where you attend lectures, seminars or tutorials) in any enrolment period and no more than 25% of your total program can be undertaken in distance mode.

Am I able to study at another university as part of my University of Adelaide degree?

This will depend on your program rules. Any study undertaken at another university must be approved by your Faculty or School Office. Study undertaken at another university is referred to as cross-institutional study and may be offered in a face-to-face mode where you attend classes at the cross-institutional campus or via distance mode.

Can I extend my studies beyond my original Confirmation of Enrolment period?

The University can only provide a new Confirmation of Enrolment to enable you to apply for a further student visa in a limited number of circumstances. These are:

1. Compelling or compassionate circumstances (e.g. illness supported by a medical certificate, or where the University was unable to offer a pre-requisite or required course)
2. When the University, as part of implementing its intervention strategy for students at risk of not

meeting satisfactory course progress requirements, recommends an extension of the study period

3. When an approved deferment or suspension of study (Leave of Absence) has been granted.

How will I know if I am at risk of not meeting satisfactory course requirements?

For coursework students the University will write to you letting you know that you have been identified as a student at risk.

Students at risk have usually failed at least 50% of the courses attempted in a semester or trimester.

If you receive a letter identifying you as a student at risk it is important that you take every opportunity to seek help so that your next semester or trimester can be successful.

There are many support services available to students and if you are unclear about how the University can help you then please speak with staff at the ISC.

Please note that repeated failure may lead to a cancellation of your enrolment. If an enrolment is cancelled the University is legally obliged to report this to the Department of Immigration and Citizenship (DIAC).

What happens if I fail a course?

You will need to repeat the course if it is a core requirement of your degree. If it is an elective course you may choose to repeat the course or elect to study another course.

You should always consult with a Student Advisor in your Faculty or School about how to structure your enrolment if you gain a Conceded Pass or Fail grade.

Your Student Advisor will provide you with information on how you may be able to repeat a failed course within the duration of your student visa, e.g. Summer School or cross-institutional studies.

Your Student Advisor will also be able to confirm if you are able to finish with the duration of your CoE or if you will require a further student visa because of the timing of a course that you need to complete your degree. You may also be able to discuss options to make up your course through cross-institutional study with another University.

I need to take leave—what should I do?

Please come and talk with staff at the ISC. We can provide you with forms to complete to have your leave application considered and let you know the possible implications the leave will have for your student visa.

to check with DIAC to find out if your new visa will have the same conditions.

What are the conditions of my spouse's work rights?

Dependants of overseas undergraduate students are permitted to work for 20 hours per week. Dependants of all Masters and Doctorate students have unlimited work rights once the student has commenced their Masters or Doctorate course and after a work permission has been granted.

Your employment

The following information is a guide. It does not cover everything, but it does point you in the direction of other services and resources that can help.

The Australian Government has made provision for international students to obtain work rights so that students can supplement their income. It is not intended that working be your sole financial source.

Before you decide to participate in paid or voluntary work, consider the potential impact working may have on your academic performance.

If you intend to work (paid or voluntary):

1. Stay legal

- Obtain a visa with permission to work. If you do not have work rights please come to the ISC and we will give you the necessary paperwork and inform you of the process.
- Don't believe anyone who tells you this is not required: you need a visa with work permission to work legally in Australia. Most people do not understand your particular circumstances as an international student.
- Always stick to the work restrictions (e.g. maximum 20 hours per week while your course is in session).
- The hours cannot be averaged over several weeks (e.g. you cannot work 30 hours one week and 10 hours the next).



- You can only work over 20 hours per week during official breaks. If your dependants intend to work, make sure they understand their visa conditions and stick to them.

HDR students who have submitted their thesis for examination should refer to www.immi.gov.au/students/students/working_while_studying/conditions.htm for information regarding your eligibility to work.

For further information about work rights and your student visa you can visit the DIAC Office or visit the website: www.immi.gov.au/students/students/working_while_studying

2. Understand your rights and responsibilities as an employee

- You will need to obtain a tax file number and provide this to your employer.
- There are State and Federal awards to protect workers' entitlements. Most pay rates and working conditions are set down in these awards.
- Some workplaces may have a formal agreement, referred to as a Workplace Agreement, which sets down specific conditions for that workplace that may replace some of the award conditions.
- In the South Australian state system there are two types of awards:
 - industry awards covering most employees in a particular industry, e.g. motel industry
 - awards covering people to do specific types of work (professions or trades; e.g. teacher).

- SafeWork SA is responsible for providing information and advice on wages and conditions of employment in South Australia for both State and Federal systems. They have a website to help you understand your rights and responsibilities: www.safework.sa.gov.au

For further information, telephone the SafeWork SA Help Centre 1300 365 255.

Before you start work it is wise to find out from your employer:

- which award (if any) and/or agreement you are covered by
- your job classification and rate of pay
- your employment status (e.g. casual, permanent, part-time or contract etc)
- your hours of work, including any regular overtime and shift work
- details of any probationary period
- what are your/the employer's superannuation contributions and benefits
- if initial training is required, the form it will take, when it will be completed and what you are expected to be able to do thereafter.

Remember that work should not interfere with your studies. Always consider your capacity to work before taking a job!

Foreign consulates

For a list of foreign embassies and consulates in Australia visit the Department of Foreign Affairs and Trade website: www.dfat.gov.au/embassies.html

QUESTIONS ABOUT YOUR VISA

Department of Immigration and Citizenship

Third Floor, 55 Currie Street,
Adelaide SA 5000

T: 131 881

W: www.immi.gov.au/students

Open: Mon – Fri, 9.00 am - 4.00 pm

Visit the ISC if you are unsure.



SECTION 3

THINGS YOU NEED TO KNOW BEFORE YOUR ACADEMIC PROGRAM COMMENCES



Your study

Academic programs at the University are divided into Coursework and Research.

Coursework programs are taught through:

- lectures
- tutorials ('tutes')
- practicals ('pracs').

Lectures and tutorials can give you a good indication of what will be in the final exam, and how to approach assignments. Students in research programs are more independent and have a less-structured program.

Lectures

University lectures are instructive: it is a formal session where a lecturer instructs a large group of students in the outline, expansion and debate of a premise. It is very important to prepare for lectures by looking through what will be covered and doing any required reading before the lecture. You need to listen and take notes in lectures, writing down the main points covered for later reference. You should then review and rewrite your notes within 2–3 days after the lecture.

Lectures are held weekly and you are required to attend them. The numbers of students attending decreases as the semester progresses. In first year there can be up to several hundred students attending each lecture. In second and third year the numbers decrease, and there may be 20–100 students in lectures.

Lectures are designed to give you a starting point on a specific area of knowledge and identify the most important areas of the course. You do not offer your opinions in the lecture: discussion is allowed in tutorials.

Tutorials

Tutorials are weekly classes (called 'tutes') at which you are expected to discuss topics and concepts related to the previous lecture.

Your lecturer, or a tutor, may lead your tutorial. You can contact either one for help and further information about your course.



Don't feel embarrassed about asking questions in your tutorial. It is one of the best ways to learn.

The size of a tutorial group varies. There may be between 15–30 students and attendance is usually compulsory.

In tutorials you discuss key topics and ideas related to your course. Tutorials provide a good opportunity to clarify points from the lecture and readings, and you are expected to develop skills in discussion, argument, problem solving and in articulating an opinion.

You will normally be required to prepare for each tutorial. Preparation may include reading a set text, answering set questions, doing calculations, or preparing a presentation that you will give to the class.

Frequently asked questions

What are tutorial marks for?

In many courses, your attendance and participation in tutorials is recorded and counts towards your overall grade. Sometimes a minimum attendance is required to pass the course, so ensure you know what the rules are for the courses you are enrolled in.

Some tutorials are based around discussion. This means that the tutor will introduce a topic and students are expected to talk about it, contributing as they wish. Students can voice their own opinion and ask questions.

Think of the other students in the tutorial as your friends. The tutorial is an occasion where everyone should feel comfortable to talk. You might want to agree with what someone else has said and add your own point of view or another example; or you may want to disagree. What you say does not need to be addressed just to the tutor but to the group.

You may be marked according to how often you contribute, and how useful your contribution is. To earn these marks: do the required preparation, and note the points you are having trouble understanding. Try and come up with some questions, comments or examples about the topic so that you will have something to contribute.

Other tutorials are based around students presenting papers. In this case you are marked on your research, your presentation and your participation in the subsequent discussion.

Practicals

Practicals—or ‘pracs’—are small classes of 10–30 students. They are occasions where you are required to undertake an experiment (often in a laboratory), or some form of clinical placement. Attendance is usually compulsory and you will often be required to ‘write up’ your ‘results’ as ‘lab notes’.

Assessment

As well as attending lectures, tutes and pracs, you are required to submit several forms of assessment. These include: tests, oral presentations, projects, essays and examinations. These tasks are marked, and they all contribute to your final grade for the course.

If you have concerns about your written English, sign up for an Academic Skills workshop during Orientation. During semester time, the Centre for Learning and Professional Development (CLPD) runs courses on Academic Writing Skills—visit their website at www.adelaide.edu.au/clpd to find out session times. The Writing Centre can help you improve your editing and English skills.

Frequently asked questions

Can I get extensions on assignments?

If you have a valid reason for missing the due date, you may be eligible for an extension. As soon as you become aware that you may not be able to complete the assignment on time, contact your tutor or lecturer. It is expected that you do this before the due date. You may also be required to supply supporting evidence for your request (i.e. a medical certificate).

If you are asking for an extension because of poor planning and organisation, it is very unlikely that an extension will be approved. Your work is assessed at several times during the semester; the breaks between due dates are set so that you have time to get feedback on your previous work in order to improve on the next task. The break is designed to

give you the appropriate amount of time to research, study and write an assignment.

If you are late with one assignment, you risk running out of time for the next one. You are expected to meet due dates and word limits for assignments, and it is important that you get into the habit of meeting these constraints.

If possible, avoid asking for extensions, because ultimately it will make you feel disorganised and may impact your study in other courses. There may be times when the best thing to do is submit an assignment that you know is not the best, so that you can get yourself back on schedule and focus your attention on the next one. The worst thing to do is not hand up anything because then you are guaranteed of getting a zero grade.

Admission, enrolment, assessment and progress: coursework students

If a student’s progress in an academic program is consistently unsatisfactory, conditions may be placed on the student’s continued enrolment or the student may be excluded from continuing their studies. Refer to the ‘Unsatisfactory Academic Progress by Coursework Students’ policy at www.adelaide.edu.au/policies/1803 for more information. Please visit the ISC for advice and assistance if you have any questions about these issues, or if you receive any written or electronic communication from the University about your academic progress.

Asking questions and getting help

Most lecturers and tutors have set consultation times for students. Each week there will be a time when they are in their office and available to see students. These consultation times should be listed in the course outline or posted on to the lecturer’s office door; if not, you can ask at the Faculty/School office.

When you meet with a lecturer or tutor, it is important that you clearly identify what you want help with. Be specific: before the

meeting, decide on the exact questions you are going to ask. For example, saying ‘I don’t understand anything so far’ is too vague—it does not give the lecturer an indication of what you can do, and makes it difficult for the lecturer to know what issues you need addressed. It would be better to try something like, ‘I am having trouble with the concept of X. I think it leads to Z, but I feel like I’m missing something in between’. This gives the lecturer more specific information, and makes it easier for him or her to assist you. It also demonstrates that you are making an effort to try and understand.

Frequently asked questions

What do I call my lecturer?

Some lecturers prefer to be called by their first name. For example, ‘Professor John Smith’ may ask you to call him ‘John’. However, this is not always true. As a guide, pay attention to how the lecturers introduce themselves in the first lecture or when you first meet. Also, listen to how other students address them.

If a lecturer does ask you to use their first name, try to use it and don’t keep using their formal title (i.e. say ‘Anne’, rather than ‘Dr Anne Jones’). Also, keep in mind that using first names does not mean that you are instantly friends—the differences in role and status between staff and students remain.

Can I argue with my lecturer/tutor?

You can disagree with your lecturer in an intellectual sense: you have the right to argue your point and produce supporting evidence. Healthy and vigorous debate between students is also a normal part of university study. The lecturers are specialists in their field, but they are not regarded as infallible or the only source of wisdom. You can discuss all sorts of views. Often the issues you are learning and writing about are controversial, and you are expected to have a point of view and to argue it.

However, the lecture is not the forum for argument: this should take place in the tutorial. If you disagree with the mark a

lecturer/tutor has given you, you can talk to him or her to find out the reasons for giving you that mark. If you don't feel you have received a satisfactory answer and want to take it further there are procedures that the University has set in place for you to follow.

Further information on complaints and the steps to take can be found in the section on 'Grievances'.

Examinations

You may have minor examinations throughout the semester, but the major examinations are held at the end of each semester.

Extra time will not be granted on the basis of language competence, e.g. where English is a second language.

Getting a good mark in an exam requires more than the memorising of lecture material. As well as demonstrating knowledge of the course, you need to show that you understand it and that you know how to apply this knowledge.

For help with preparing for and performing well in exams, the CLPD can help—refer to www.adelaide.edu.au/clpd/all/seminars

Most end of semester examinations are not held on the North Terrace campus. They are normally held at the Wayville Showgrounds in Goodwood. For information on the Showgrounds and how to get there visit www.aeec.com.au/showground/aeec.jsp

Further specific information is available closer to exam time.

Frequently asked questions

I want to go home early—can I arrange to sit my exam early?

NO—you are expected to be at the University until the end of the examination period; please note that this includes the Supplementary Exam period. If you have exceptional circumstances requiring alternative arrangements, consult your lecturer or an International Student Advisor.

For further information on exams, visit www.adelaide.edu.au/student/exams

Topics covered by this website include:

- exam timetable
- how to find your results
- alternative examination
- arrangements and timetable clashes
- supplementary examinations.

Research students

Research students are expected to be independent and self-motivated. You are expected to plan and direct your study, organise your time, undertake your research and write up your work under time constraints that you largely specify.

However, this must all be overseen by your Supervisor. You are expected to meet regularly with your Supervisor. At these meetings you will discuss your study progress: what you have been doing, what you will do next, and how this current research fits in with the broader aims of your project.

You may also discuss professional training, (such as publication and conference opportunities), as well as any problems you have encountered or any worries you have.

You will negotiate with your Supervisor how often to meet, and how often you need to submit work to your Supervisor. Since your Supervisor may be quite busy you will need to be proactive in contacting them and arranging meetings. The work you discuss shows them what you are doing (this may take the form of a chapter, report, paper or experiment result).

You are also expected to take part in your Department's seminar program.

Do you feel under pressure?

Adjusting to university, a new city and a new home can take time, and it is easy to feel overwhelmed now and then. Once you have identified what the issues are that are bothering you, try to do something to actively resolve them. If you want some help to identify issues or think of solutions, come and see an Advisor at the ISC. It is normal to miss your home, family and friends. Remember, though, that this will probably ease as you become more familiar with the customs and culture and get to know your way around the University and Adelaide. Getting to know some other people and making new friends also makes a big difference.

In the meantime there are people you can talk with. They will listen, clear up misunderstandings, help with housing concerns and offer general counselling and support. They will maintain confidentiality while helping you to cope with how you're feeling. These people include:

- international student advisors
- student counsellors
- course advisors or academic staff
- the University chaplains.

USEFUL LINKS FOR RESEARCH STUDENTS

List of University Policies

www.adelaide.edu.au/policies

A to Z Policies and forms associated with research activities

www.adelaide.edu.au/graduatecentre/forms

Research Student Handbook

www.adelaide.edu.au/graduatecentre/handbook



If you take advantage of these resources, you will not have to struggle alone.

Talking to other students is another good idea. They may be going through the same experiences as you are, and might have some good advice.

For some people, the differences are too great. Loneliness and depression may set in. Feeling bad for a long time can make your academic performance suffer, which can weaken your pride and self-esteem. Taking some personal steps can help.

Begin by making sure that you are eating healthy food, getting enough exercise and enough rest to function properly. Working effectively requires you to maintain a balance between your study and your personal life. If you can achieve a balance between these you will often get better results with the least wasted effort.

Another option is to set yourself some specific and achievable goals, and work out some plans on how to achieve these goals. What obstacles are you likely to encounter, and how can you overcome them?

Remember that different people learn in different ways, so be prepared to experiment with different learning styles. Guidance is available—remember to ask and we will help.

Look for ways to meet people. It may be difficult at first, but nothing can be achieved without trying. Meet with other international students, other student groups, a host family, or religious groups; go to parties and social events; or come and talk to the staff at the ISC.

Above all, relax and take time for yourself, even when you are feeling pressured by a lot of class work. Do things you find enjoyable, things that support your good view of yourself and your abilities.

Practical things to do

Define the problem by writing down your answers to the following questions:

- How is it affecting you now?
- How might it affect you in the future?
- How are you reacting?
- Are you experiencing any physical sensations?
- What is your emotional response?
- What are your thoughts and ideas?
- Are there any changes in your normal behaviour?



- What steps have you taken so far to try and deal with the problem/issue?
- What are your options?
- What is the best option or solution?
- What would be an acceptable/solution outcome for you?
- What support can you draw on to help, either at the University or in your personal life?
- What do you need to do (now) to reduce or eliminate any stress or discomfort?

Academic progress

Visa condition 8202 requires that all students make satisfactory academic progress. This does not mean that you can never fail a course. DIAC and the University understand that you may take some time to settle into your studies, may have a difficult semester later in your program, or may not succeed in a particular course or area of study. You will not be penalised for this. However, if you persistently fail a number of courses, you will encounter problems.

All students at the University will have their academic progress monitored every year. If you have very poor results over a year or more it is possible that you will be precluded from further studies in your program. If this occurs, your student visa will be cancelled.

Coursework students should check the University Policy website for information on admission, enrolment, assessment and progress: www.adelaide.edu.au/policies/1803

Research students should check the Research Student Handbook: www.adelaide.edu.au/graduatecentre/handbook

If you experience any difficulties settling into your studies or with any aspect of your studies throughout your program, you should contact the ISC as soon as possible. There are many support services available to assist you and the sooner you ask for help, the more chance you have of avoiding poor results.

Frequently asked questions

How can I fit everything in?

Students often indulge in the freedom and independence that studying in a foreign country provides. It is certainly a different experience moving away from family and living independently.

With the excitement and adventures the new environment of Adelaide offers, some students find it difficult to focus on study. There are so many new people to meet and make friends with! But spending too much time with new friends may lead to not dedicating enough time to your studies.

The ISC has developed a great workshop on time management. They also have a workbook and Advisors who can help you to balance study and fun.

University communications

Hub Central

Hub Central is your one stop shop for accessing all of the Student Support and Information Technology Services at the University. The experienced and friendly staff will be able to assist you with any enquiry and refer you to the most appropriate area of the University to have your question answered. Please see the listing under Computer Suites on the opposite page for details of the computing facilities available to you in Hub Central and opening hours. Hub Central is located in the Barr Smith South Building at the heart of the North Terrace Campus, (university map ref J10).

Student Internet access

Internet download quotas

This information refers to your Internet usage via university computers and networks. The University allocates quotas to undergraduate and Honours students for the amount of information they download from the external Internet (that is, non-University of Adelaide websites; use of internal University of Adelaide Internet websites does not count against these quotas). If you download more than your allocated quota, you will be charged and required to pay.

Honours, Postgraduate Coursework and all international students will receive a University Funded Quota of 2000Mb per period. Research students are allocated a quota separately through their school.

Quotas are applied and usage is monitored. There are two Internet quota allocation periods a year:

Period 1: 1st January to 30th June

Period 2: 1st July to 31st December

Extra quota can be purchased and costs vary upon the amount—in 2010 this varied from \$6 for 600 mb to up to \$50 for 5000 mb. Internet quotas are applied at the start of each semester. You will receive an email when you have used 25%, 50% and 75% of your quota. For more information on the cost of extra quota refer to: www.adelaide.edu.au/student/current/snap/howdoesitwork.html

You should regularly monitor the amount you download from the Internet you can check online at: www.adelaide.edu.au/cgi-bin/site-bin/snap.pl

Postgraduate students: your Internet usage will be reported to your school as they are responsible for your Internet costs.

Internet access guidelines

All use of the Internet must be in accordance with University policy. Some types of Internet use (e.g. the transmission of material of an obscene nature) are specifically prohibited by the Information Technology Acceptable Use Policy and/or State and Commonwealth law. The IT Acceptable Use and Security Policy is available at www.adelaide.edu.au/policies/2783

For more information about student Internet access and quotas, visit www.adelaide.edu.au/student/current/snap

Printing

Coursework students (Undergraduate and Postgraduate): The University provides a free print quota for students each semester. You can buy additional quota from the Student Centre. Students are allocated \$36 worth of printing per semester (this is approximately 600 single side, black and white, A4 sized pages). If you exceed your quota, you are prevented from printing until you purchase additional quota. You can check how much printing you have done online at: www.adelaide.edu.au/student/current/printing

Higher Degree by Research students: Check with your school to find out what their arrangements are for postgraduate printing.

When you use an undergraduate student computer lab, you do not have a free print quota and you will be charged. If you believe that you have been mischarged, or charged for faulty printing, contact:

Card Services

Student Centre, Level 4, Wills Building.
E: card.services@adelaide.edu.au
T: 8313 3363

Wireless Services

To get connected there are two wireless networks available for you to access all internal services and the internet:

UofA: www.adelaide.edu.au/its/wireless/connect#uofa

eduroam: www.adelaide.edu.au/its/wireless/connect#eduroam

The University's Information Technology Service (ITS) Wireless coverage is provided throughout most of the University's campuses - please check our coverage maps for more information: www.adelaide.edu.au/its/wireless/coverage/

Usage Rules

Users of the service are subject to the rules and regulations as defined in the University IT Acceptable Use Policy: www.adelaide.edu.au/its/it_policies/policies/

Having Problems Connecting?

For the most common issues students have or to request support you can visit Level 3 or 4 of Hub Central. To request support online refer to: www.adelaide.edu.au/its/wireless/help/

Provide Feedback

Information Technology Services welcomes honest user feedback on the wireless network to ensure we provide a service that suits you. To provide feedback on your experience refer to: www.adelaide.edu.au/its/wireless/support/feedback/

Wireless & Health

There are no known safety issues with wireless equipment used by The University of Adelaide. For more information, please read the ITS wireless FAQs: www.adelaide.edu.au/its/wireless/support/faq/#health

Dialup Service

If you do not have access to wireless or an ISP provider at home you are able to access the University's IT facilities via a Dialup service. For information about how to set up remote dialup access for various operating systems and configuring your web browser's proxy settings refer to:

www.adelaide.edu.au/its/online/dialup/setup/students (you will need to log in with your University username and password)

Student Computer Suites

There are many places on the North Terrace campus where you can use computers and access the Internet.

A detailed list can be viewed at www.adelaide.edu.au/its/studentsupport/labs

Access to some computer suites/labs are restricted to students from particular Faculties or schools—if you are unsure, please check with your School or Faculty office.

Computers available to all students

Hub Central, Barr Smith South Building

Hub Central has approximately 200 computers (PCs and Macs) available for student use across the three levels. There are Skype booths to speak with your friends and family at home and 11 project booths across Levels 3 and 4 with wireless connectivity throughout if you wish to bring your own computer.

IT support and assistance is available in Hub Central at the following times:

Level 4

Monday – Friday 8am to 6pm

Level 3

Monday to Thursday 8am to 10pm

Friday 8am to 6pm

Saturday and Sunday 10am to 5pm

Barr Smith Library

Student suites and public computers are available on Levels 1–3. They have general desktop applications, but may not have specialist services or software. The suites are open during standard library hours.

Union Building Suites

(Level 3, Union building)

Provides computing facilities with general desktop applications, but may not have specialist services or software.

(Ground floor, Union building)

Provides computing facilities with general desktop applications, but may not have specialist services or software.

Student Centre

(Level 4, Wills building)

Has a computer suite of 24 computers that are available Monday to Friday during business hours.

Faculty of Engineering, Computer and Mathematical Sciences

- All ECMS students can access suites on the Basement, Ground Floor and Level 2 of the Innova21 building. All students can also access the suite on Level 1 of the Engineering Maths Building (Mac & PC).
- Maths students only, can access suites on the Ground Floor of Engineering Maths.
- Postgraduate and Honours students in Computer Science only, can access suites on Level 4 of Innova21.
- Suites include access to printing, plotting, scanning and CD/DVD burning. All suites are available 24 hours, seven days a week with student card access.

Faculty of Health Sciences

Health Science students can access the suites in the Medical School South, Level 1, room S118 and the suites on Level 1 of the Plaza Building. The Psychology suite is located on Level 2 of the Hughes Building.

Faculty of Humanities and Social Sciences

- Students have access to suites on Levels 4 and 7 of the Schulz building and the Music Library in the Hartley building.
- Humanities and Social Sciences students can access suites on Levels 1–2 of the Napier building.

Faculty of the Professions

- Law students have access to the Law Library suite in the Ligertwood building.
- First year Business and Economics students have access to computer stations in the First-year Learning Centre (Ground floor, Nexus10 building, 10 Pulteney Street). A dedicated learning advisor is also available daily.
- The Professions Undergraduate Hub (Ground floor, Nexus 10 building) is available for students enrolled in the Bachelors of Commerce, Economics, Education and Finance as well as Graduate Diploma of Education. Computer access is available Monday to Friday 7.00 am – 7.00 pm.
- The Postgraduate Hub, Level 1, Nexus10 building, is available for use by postgraduate Business (including MBA), Economics and Education students. There is also an exclusive MBA computing lounge.
- Commerce and Economics students can also access a computer suite in the basement of Security House, 233 North Terrace.



- Architecture students can access two computing suites on Level 5 of the Architecture building. The labs have various computer graphics and CAD programs and a wireless network.

Faculty of Sciences

Computing and printing facilities are located in the Mawson building rooms G12, G41 and 101A, Johnson laboratories room 111.

Roseworthy campus computer facilities

Leske Building, Ground Floor, Rooms G18, G19, Vet School, Accommodation and Roseworthy Library, Eastick Building

Waite campus computer facilities

24-hour computer suites are available in Rooms 129 and 131 of the Charles Hawker building. A small number of computers are also available in the Student Union (McLeod House) and the Woolhouse Library.

IT student support in Hub Central

IT student support is available during semester (9.00 am – 5.00 pm, weekdays) from Hub Central. Please enquire at a hub desk.

Help is available for:

- Accessing the wireless network
- Checking internet and print quotas
- Saving data to a secure network location
- Getting assistance with MS Office applications
- Student printer problems

For more information contact the Technology Services Help Desk, phone 8313 3000, email helpdesk@adelaide.edu.au. Visit the website for further details: www.adelaide.edu.au/its/student_support

Plagiarism and copyright



Plagiarism

The University respects intellectual property and copyright laws. Consequently, plagiarism is taken very seriously and if you plagiarise you risk failing your course. In your assignments, you must provide some form of acknowledgment for:

- direct quotes from a published text or website
- paraphrasing or summarising other people's published ideas—changing a few words from a paragraph, or changing the order it is written in, without referencing, may still be considered plagiarism
- the use of graphics, tables or images from print or online sources.

It is important that you understand what constitutes plagiarism, and how to appropriately cite and reference work in your assignments. Ignorance of the rules is not often accepted, as all departments make every effort to bring the policies and their requirements to your attention.

The best way to avoid trouble with plagiarism is to understand exactly what the acceptable requirements are. You can discuss and clarify any confusion you have about it with your tutors and lecturers.

The Centre for Learning and Professional Development (CLPD) also run sessions on how to avoid plagiarism; how to understand and meet assessment criteria; and how to develop your academic writing skills. These sessions are all free—contact the CLPD to find out when they are being run, or check the website: www.adelaide.edu.au/clpd/plagiarism/students

It is also recommended you read the University's Plagiarism Policy, which can be found at: www.adelaide.edu.au/policies/230

Copyright infringement

The University's Information Technology Acceptable Use & Security Policy prohibits use of University IT facilities in ways that infringe copyright (e.g. file sharing software and copying MP3 files).

If you use University computers or the University network to copy or distribute sound and video recordings without authorisation from the copyright owner, you will be in breach of the Policy.

The University will regularly monitor your use of all University IT facilities for file sharing software and music/video files (i.e. MP3s, WAVs, WMAs etc). This includes monitoring of Internet use. If it is discovered that you have contravened the policy, the information will be logged and you will be contacted. Your access may be suspended, and disciplinary action may be taken against you.

For further details refer to the Information Technology Acceptable Use & Security Policy at: www.adelaide.edu.au/policies/2783

English skills

It is normal when you first begin studies to find it hard to understand different accents or what people are saying when they speak quickly. With time and effort, your 'ear' soon adjusts and you'll get used to the way the English language is spoken in Australia.

Here are some ideas for improving your English language skills. Try and make practice a normal part of your day.

English conversation

The Centre for Learning and Professional Development (CLPD) runs English Conversation sessions, and has a Volunteer Program that gives you the opportunity to practice conversation with a native speaker—find out more at: www.adelaide.edu.au/clpd/all/intntnl/#conversation

Study workshops

The CLPD also run workshops on:

- understanding lectures
- tutorial participation
- presenting academic seminars
- understanding and meeting assessment criteria
- academic writing skills (including referencing)
- avoiding plagiarism.

Find out session times by visiting them (Level 3 East of Hub Central), or review their timetable online: www.adelaide.edu.au/clpd/all/seminars

Writing Centre

For more personalised advice visit the CLPD's Writing Centre where you can get assistance with your assignments and any aspects of your study that you are having difficulty with. Writing Centre staff will not proofread, edit, or correct your assignments, but will help you identify areas for improvement and build your skills so that you can succeed in your studies independently.

More about the Writing Centre:
www.adelaide.edu.au/clpd/all/writingctr

English Language Learning Improvement Service (ELLIS)

The State Library of South Australia (SLSA), located next to the Museum on North Terrace, offers free weekly conversation groups. They provide an opportunity to practice English in a supportive environment.

For a monthly information sheet outlining class times and other important information visit the Information Desk or ELLIS tutor desk, or phone the State Library on 8207 7250. Discover more about this service by visiting the website www.slsa.sa.gov.au and navigating to 'English Language (ELLIS)' under the 'Services' menu.

Centre for English Language (CELUSA)

The Centre for English Language (CELUSA) at the University of South Australia has a library with books, tapes and videos. Students and their spouses who are not enrolled in a CELUSA course can use the library facilities for a joining fee. Phone: 8302 1565, or visit the website: www.unisa.edu.au/CELUSA

South Australian College of English (SACE)

The South Australian College of English runs free English language classes for adults. The College is located on level 1, 47 Waymouth Street, Adelaide—for more information phone 8410 5222, email registrar@sacecoll.sa.edu.au or visit them online at <http://southaustralia.collegeofenglish.com.au>

WEA (Worker's Educational Association)

WEA offer low cost courses for spoken English and English as a second language. Classes are two hours per week for 6–8 weeks. Located at 223 Angas Street, Adelaide, you can contact them for further information by phoning 8223 1272 or visiting www.wea-sa.com.au

Radio and TV

Radio programs

'International Links', Sundays at 12 noon 'International Links' showcases the contribution students from overseas make to our community. Students from one of the three universities talk about themselves, their countries and the studies and research they are carrying out in Adelaide.

The program is also broadcast on the Internet so that families and friends who are overseas can hear the broadcast live.

Presented by the International Students Association Radio Adelaide you can tune into International Links at 101.5 FM on the radio dial. For a comprehensive program list visit <http://radio.adelaide.edu.au/whatson>

Talking Print program

Radio 5 RPH (1197 AM) provide an excellent service in which you can read the newspaper along with the announcer who reads the articles aloud. This will help you get used to the Australian accent and will familiarise you with the conventions and rules of English. It is an excellent way to improve your reading and listening skills, and over time you will find that your English grammar and expression improves as you develop your 'ear' for the language, just like a native speaker.

The schedule for particular newspapers is as follows:

The Australian

Mon to Fri 10.30 am – 12.30 pm

The Advertiser

Mon to Fri 1.05 pm – 3.00 pm

The Saturday Advertiser

Sat 10.00 am – 12.00 noon

The Weekend Australian

Sat 12 noon – 1.30 pm

The Sunday Mail

Sun 10.30 am – 12.30 pm

Some of these are also available via download from the website. For further information, check the Radio 5 RPH program Guide: www.rphadelaide.org.au/program_guide.htm

Television

Watching movies and TV in English—especially news programs and current affairs—is a good way to practise your listening skills. You may find it very unfamiliar at first, as many TV presenters and actors use colloquial language (slang and idioms), but over time you will adjust to this and will find it easier to communicate at university.

You will also become more familiar with many aspects of Australian culture. Making friends who speak English is another way to practise your conversational skills.

To improve your English it is very important to practise using it outside of university as well—use every opportunity you can to read, write, speak and listen in English as this will accelerate your learning.

Don't be afraid to ask someone to repeat themselves if you don't understand what he or she has said. If someone has trouble understanding what you say, work together to make yourself understood.

Tips for understanding lectures

Read the course outline and be aware of what the next lecture topic is. Think about how the lecture fits into the broad structure of the course, and how it connects with past lectures.

Preparation for lectures and tutorials is essential: read as much as you can about the topic before the lecture. Even if you only read a little bit, you can familiarise yourself with the new words. You will be more prepared for what is coming, and it will be easier to keep up with the lecturer. Extra reading will also improve your learning, and can help in essays and exams.

If you are completely unfamiliar with a concept, idea, or subject, try a more general resource such as a reference book, subject-specific dictionary, or even Google or Wikipedia before moving on to more complex resources. Make sure you don't use Google and Wikipedia as references in your assignments though!

Catch up on what you miss during a lecture by using the course outline and the textbook. If you still think you are missing things, talk to your classmates, compare notes, and meet with the lecturer or your tutor during their consultation times.

Be selective—avoid spending too much time on catching up, and not enough on what is happening in your lectures now. A lot of the earlier work will be incorporated into the course as the lectures continue.



Sumihiro Tanaka

Japan
Bachelor of Engineering
(Mechanical Engineering)



“Coming from a non-English speaking background it was difficult to communicate when I first arrived in Australia, but I found there's a lot of support for international students in the University and the wider community, and I've improved my English dramatically.

“I chose the University of Adelaide partly because it has an excellent reputation for my discipline, mechanical engineering. I also came to Open Day and really liked what I saw. The campus has so much open space, with a river and parklands running alongside, yet it's right in the centre of the city.”

Revise regularly—set aside some time every week for going over what you have learnt that week and fitting it in with your overall knowledge of the subject. This will help you to retain the information and will make your revision for exams or assignments much easier.

Ask if you can record the lecture. You can then play back the lecture in your own time. You can listen again to things that you missed or did not understand. If you have a small recording device, ask your lecturer if it is all right to tape the lectures. Alternatively, many lectures are recorded and may be available via MyUni.

Lecture notes are available online for many courses on MyUni. These notes might cover the full lecture, or they might just outline key points. Use these notes as a guide. They can be helpful, but remember that study requires more than just having a set of notes made by someone else. Your goal should be to persist in trying to understand the lecturer and to take your own notes.

There is a very useful topic called 'Writing and Speaking at University' on MyUni, which has interactive online resources to help you with many aspects of your study. In particular, the section called 'Grammar for Engineers' is very useful, even if you are not studying Engineering.

English language classes where you live

Many local councils have support services for migrants and overseas students needing additional English language assistance. These classes are low cost and an excellent way to meet other overseas residents or students living in your local area.

Locations

Eastwood Community Centre

T: 8373 2225 E: eastwood@eastwood.asn.au
Fri 1.00 pm – 3.00 pm

Fullarton Park Centre

411 Fullarton Rd, Parkside
T: 8372 5180

Open: Tues and Fri 10.00 am – 12.00 pm

Goodwood Library

101 Goodwood Road, Goodwood
T: 8372 5166

Tues 10.30 am – 12.30 pm

North Adelaide Library (Community Centre)

176 Tynte Street, North Adelaide
T: 8267 6813 E: nacc@adam.com.au

Mon to Tues, 10.00 am – 2.00 pm

Direct bills OSHC Worldcare

Payneham Community Centre

374 Payneham Rd, Payneham
T: 8365 4038
E: paynehamcommunitycentre@npsp.sa.gov.au

Tues and Fri 10.00 am – 12 noon
Thurs 10.00 am – 2.00 pm (BYO lunch)

My Language Portal

www.mylanguage.gov.au

The My Language Portal website is especially designed for people from a non-English speaking background and contains links to information in many languages.

Contact your local council or your local library to find out about additional services. Taking active steps to develop your English skills is part of a positive approach.

Changing programs

Changing programs is not always possible. It is important to think seriously about your motivation for, and decision to, change.

Gather as much information as you can about the program you are considering changing to. For example, there are some programs that only accept new students in February (at the start of the academic year).

Changing programs may also affect your student visa—staff in the International Student Centre can advise you on these student visa issues.

Each program has its own entry requirements. Learn about the requirements for the new degree, such as:

- prerequisites
- length of the program
- number of credit points needed in a particular major
- combinations of courses allowed.

You can find this information online in the International Prospectus, at www.international.adelaide.edu.au/study

For specific advice about programs, go to the Faculty/School office and read the program and course information they provide and/or talk to the Faculty's Course Advisor about the program.

For general advice and information about the impact of changing programs on your student visa, you can come to the ISC and talk to an International Student Advisor.

As you find out more about the new program, remember your own interests and goals—think about what knowledge you want to leave the University with and what future paths you want this knowledge to lead to.

Don't rush when making important decisions—know your own needs, gather all the information, discuss it with others, and then choose.



Visa implications of changing programs or undertaking further study

You may want to go on to study an additional program once you have completed the program that you first undertook. This may be an Honours program or a postgraduate degree in the same area as your undergraduate degree. You might want to do this to develop your skills in that area or complete a professional qualification.

Alternatively, you might want to undertake an additional undergraduate program in a similar or totally different area to broaden your education or expand your employment options. In either case, you will need to apply for a new visa through DIAC.

Information on all the University programs for international students is available at: www.international.adelaide.edu.au/study

Your personal contact details

The University may have to contact you urgently on administrative matters. It is very important that we have the most up-to-date contact details for you so that we can get in touch with you immediately.

It is a condition of your visa that you provide the University with your address and telephone number within seven (7) days of

arriving in Adelaide and update your details within seven (7) days of changing address.

You can update these details yourself at www.adelaide.edu.au/access

Some students may be required to register their local contact details with their home country embassy or consulate. If this applies to you, contact details of embassies, consulates or missions based in Australia can be found at:

Embassies in Australia:

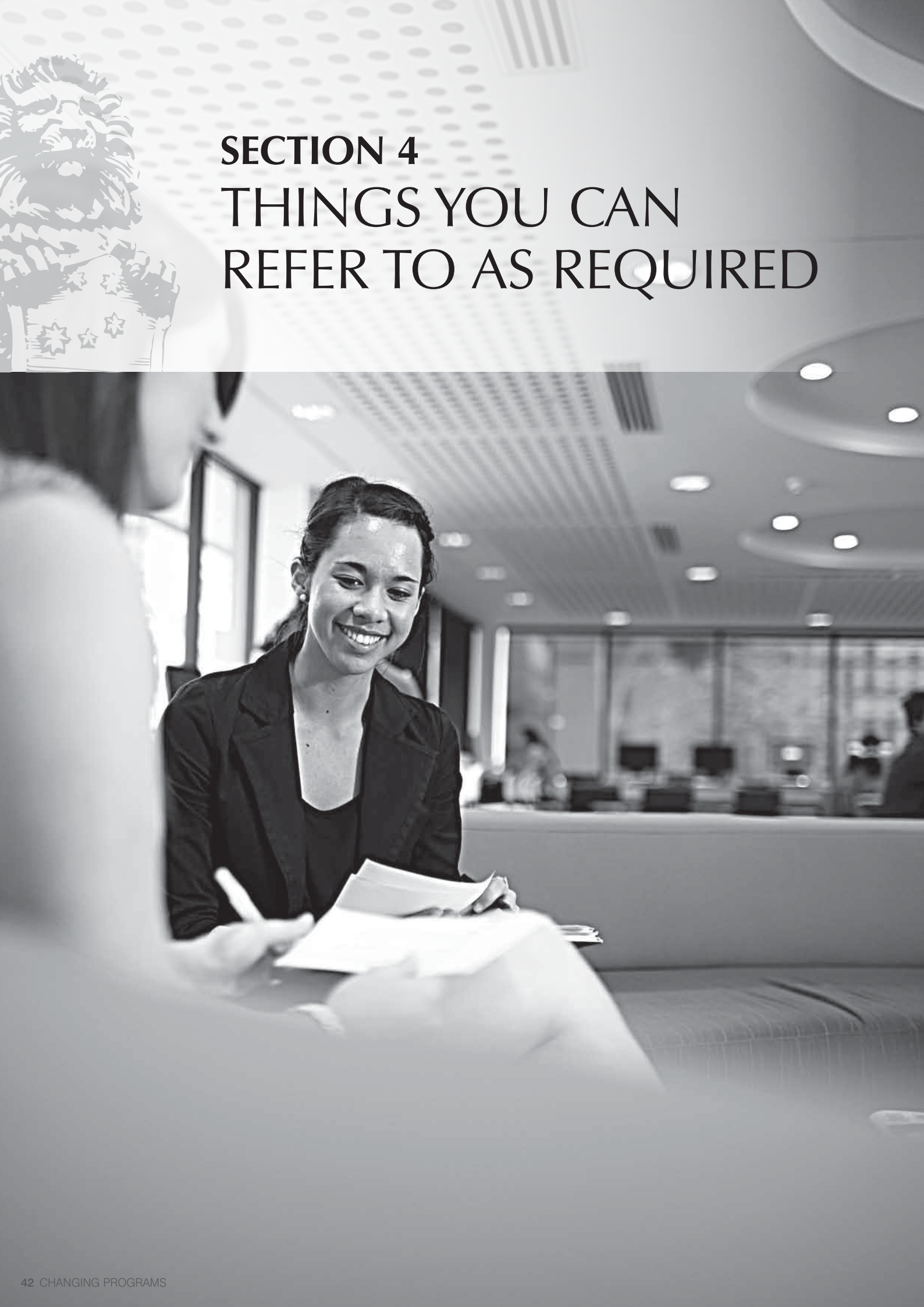
<http://protocol.dfat.gov.au/Mission/list.rails>

Consulates in Australia:

<http://protocol.dfat.gov.au/Consulate/list.rails>

It is also important to advise your Overseas Student Health Care (OSHC) provider of your changed contact details. Most providers allow students to make changes to their contact details online. You can refer to your membership details/card for the web address of your OSHC provider.

The preferred provider for the University of Adelaide is OSHC Worldcare—if you have arranged your OSHC with OSHC Worldcare you can log into their site and make changes to your contact details via the Students tab at www.oshcworldcare.com.au



SECTION 4

THINGS YOU CAN REFER TO AS REQUIRED

How to get involved in the University community



Adelaide University Union

Founded in 1895, the Adelaide University Union (AUU) assists with the provision of essential, non-academic services on campus, for the effective representation of all students, and for the creation of a vibrant campus community and culture. The AUU provides a wide range of valuable services to students, these include:

- Employment Service
- Volunteering
- Student Care (Equity & Welfare Officers)
- 24-hour computer resource centre
- Fitness Hub
- Student Lounge
- UniBooks
- Legal Service.

The AUU reception is located on the fourth floor of the Union Building (access via Level 4 of Union House, (next to STA Travel)—refer to the the North Terrace campus map (reference E6). You can telephone the AUU reception on 8313 5401, email: auu@adelaide.edu.au, or visit online at www.auu.org.au

Other student organisations

Clubs Association

The AUU's Clubs Association contributes greatly to campus culture and is another opportunity to help you enjoy campus life. With many different clubs you can meet other students who share similar interests.

Whether you want to brush up on your language skills, play video games, discuss spirituality, engage in a friendly debate or be in an amateur theatre production, the Clubs Association helps you enjoy life outside the tutorial or practical room. There are also many cultural clubs on campus you may wish to join. These include, but are not limited to:

- Adelaide University French Club
- Chinese Students' Association
- Adelaide University German Club
- Indonesian Students' Association
- Adelaide University Greek Club
- Malaysian Students' Council
- Singapore Students' Association.

To download a copy of the current Clubs Guide visit the AUU website—www.auu.org.au—and navigate to 'Clubs Association' via the menu item 'Sports & Clubs'.

Adelaide University Sport

The Sports Association helps you to access an extensive range of sporting facilities and an eclectic mix of sporting clubs. The Adelaide University Sports Association caters for everyone from elite athletes through to social players and gym nuts, and exists to provide and promote the best possible sport and recreation environment for the University community.

There are almost 40 sports to choose from ranging from Snow Ski, which hosts Australia's largest university snow trip, through to bush walking, rowing and many more water, field and indoor sports.

While many sporting clubs enjoy their own permanent facilities you also have access to the University's extensive playing fields and well-maintained grounds. Sporting equipment and occasional ground hire is available via the Sports Association office.

Contact

Clubs Association

First floor, Lady Symon Building Gate 10
Victoria Drive University of Adelaide South
Australia 5005

T: (08) 8313 5760

E: auu.clubs@adelaide.edu.au

W: www.auclubs.com.au

Sports Association

Ground Floor, George Murray Building
University of Adelaide South Australia 5005

T: (08) 8313 5403

E: sports@adelaide.edu.au

W: www.theblacks.com.au



Peer networking programs

Peer networking helps you to make connections that will make the transition to uni easier and more enjoyable!

Peer networking is not the only way to get connected and gain assistance in transitioning successfully into uni life. For information about other activities and events check the First-year Students website:

www.adelaide.edu.au/student/firstyear

Your Faculty or School may be running a networking program.

To find out more information about those programs and how you can get involved, contact the Program Coordinator for more information—again, please refer to the First-year Students website: www.adelaide.edu.au/student/firstyear/networking

Language and Cultural Exchange program

The Language and Cultural Exchange program (LCE) has been established to facilitate interaction and mutual exchange between international students and local students and staff at the University. The key objectives of LCE are to:

- provide the opportunity for a mutual language learning exchange

- increase social interaction between international students and the wider University population by matching an international student with a local student or staff member for a weekly catch up.

Who can participate?

All current students and staff are encouraged to participate. It is particularly relevant to:

- students who are new to Adelaide and/or the University and looking to make friends
- people planning to travel or work overseas and wanting to learn some basic language and conversational skills
- students studying languages, linguistics and any other cultural programs
- International Studies and International Law students
- Development Studies students
- people interested in learning about other languages and cultures.

What are the benefits of participating?

LCE is designed to be a fun and educational program that provides students with an opportunity to make friends and learn from each other. Benefits include:

- meeting people from a different background and culture to your own
- practical experience speaking and learning another language
- learning about different cultural customs, colloquial terms and local slang

- possibly establishing new friendships and expanding your social network
- increasing your understanding of today's globalised world.

Visit the University website for more details: www.international.adelaide.edu.au/support/lcep

Volunteer program for conversation development

The Centre for Learning and Professional Development (CLPD) run an internationally recognised volunteer program that provides language support for students from non-English Speaking Backgrounds (NESB) who have an additional need to improve their oral communication.

The volunteer program currently has about 40 trained volunteers who work with international students. Volunteers are matched with one or more students, who then arrange informal meetings to suit their individual needs and availability. Volunteers include men and women from all walks of life—from those who are actively engaged in work or studies but spend some lunchtimes with their students, to retirees with a broader range of time options.

Refer to the website for more details: www.adelaide.edu.au/clpd/all/intntnl

How to get involved in your local community

Your local community

The Metropolitan area of Adelaide is divided up into many different council areas. Each area is administered by a Local Government or Council.

There are 68 Councils in South Australia, each one operates individually, and is governed by an elected Council. There is a four-yearly election process where residents of each area vote for their preferred representative. Voting in Council elections is voluntary and more than one in three people choose to exercise their democratic right by voting.

Your local Council is run and operated by the democratically elected members and employed support staff in partnership with their local communities.

Your Council manages community infrastructure and provides services to people who live, work, do business in, and visit the local Council area. These services and activities include but are not limited to:

- art centres
- child care
- community arts/radio
- conservation and land management
- festivals and special events
- health services
- Justice of the Peace (JP)
- parks
- sporting facilities
- playgrounds
- libraries, including toy libraries
- swimming pools
- walking trails.

Most council areas have Community Centres that run a variety of activities.

Council websites

All Adelaide metropolitan council websites are listed at www.lga.sa.gov.au—from the home page select the 'Local Govt In SA' tab and click on 'Councils' then type in your suburb. You will be re-directed to your local council website where you will be able to find information about the services available in your community.

Volunteering

Volunteering is an excellent way to get involved in your local community and meet new people. For more information visit the ISC or go to:

www.volunteering.sa.org.au
www.govolunteer.com.au

Other useful websites

Adelaide University Union
www.aau.org.au

Adelaide City Council
www.adelaidecitycouncil.com

SA Government Tourism & Transport
[www.sa.gov.au/community/links/Tourism & Transport](http://www.sa.gov.au/community/links/Tourism%20&%20Transport)

Top Food and Wine Tours
www.topfoodandwinetours.com.au

Community Guide
(search for sport and activities)
www.communityguide.com.au

Surf Life Saving South Australia
www.surfrescue.com.au



Adelaide and surrounds

Adelaide is a small city by international standards, but this also means that it is not as expensive and is easier to navigate. For example, a 20-minute tram trip can take you from the centre of the city to the beach! There are many things you can do in and around the city to help you become familiar with Adelaide and the local culture.



North Terrace

North Terrace is sometimes described as Adelaide's 'cultural precinct'.

Best of all, these Adelaide attractions are free and well worth exploring!

Adelaide Botanic Gardens

www.botanicgardens.sa.gov.au

The gardens, with both native and exotic plants, were first opened to the public in 1857. They provide a great spot to escape the city, relax and become familiar with our native plants.

Art Gallery of South Australia

www.artgallery.sa.gov.au

Next to the University, the Art Gallery houses collections of European, colonial, Aboriginal and contemporary art. You can gain a greater understanding of the culture by viewing the collection.

South Australian Museum

www.samuseum.sa.gov.au

Next to the Art Gallery, the South Australian Museum has the largest Aboriginal cultural collection in the world, as well as collections focusing on the Pacific, explorers of the Antarctic, opals and Ancient Egypt.

State Library of South Australia

www.slsa.sa.gov.au

The State Library is a great place to hide away and study, with interesting historical, artistic and cultural spaces as well as books and free internet access.

Migration Museum

www.history.sa.gov.au/migration/migration.htm

Located behind the South Australian Museum, the Migration Museum's buildings were used as the Destitute Asylum in the 1880s. It houses exhibitions on the immigration and settlement of South Australia, focusing on our diverse culture.

National Wine Centre

www.wineaustralia.com.au

The National Wine Centre is a unique building offering opportunities for tourists as well as University of Adelaide students to learn about winemaking and the wine industry.

National War Memorial

On the corner of Kintore Ave and North Terrace, this impressive memorial commemorates the Australian soldiers who died in World War I.

Other city attractions

Tandanya

253 Grenfell St, Adelaide

Tandanya is the national Aboriginal Cultural Institute—an Indigenous-owned and managed multi-arts centre. It showcases Aboriginal and Torres Strait Islander arts and cultures from throughout Australia. The name 'Tandanya' comes from the language of the traditional inhabitants of the Adelaide Plains, the Kaurna people (pronounced 'Gah-na'); it means 'place of the Red Kangaroo'. For more information visit www.tandanya.com.au

The Jam Factory

19 Morphett Street, Adelaide

The Jam Factory is a centre for the design, production, exhibition and sale of craft and design work by leading and emerging Australian designers/makers. For more information visit www.jamfactory.com.au

Popeye cruises

Elder Park, River Torrens

Buy a ticket for the Popeye passenger boats from the wharf in Elder Park. The 40-minute cruise travels along the lake to the Torrens Weir and past the Zoo. It is a unique way of viewing the Adelaide cityscape. Paddleboats are also available for hire from Elder Park.

The River Torrens Linear Walk is a pathway along the river's edge, stretching from the sea at West Beach to the Adelaide Hills. Many people walk, jog or cycle along the path or simply enjoy a picnic along the water's edge. For more information about walking and cycling trails, including maps, visit www.southaustraliantrails.com

The Adelaide Zoo

Frome Road, Adelaide

Come and visit the Pandas! Visiting the Adelaide Zoo is also a great opportunity to become familiar with Australian native animals. For more information on opening hours and ticket prices visit www.adelaidezoo.com.au

City and suburbs

Cinema

Go and see a film at the Palace Nova Eastend Cinemas, located in the heart of the city on Rundle Street. Visit www.palacenova.com for session times. The Windsor Theatres hold regular double bill showings for approximately \$10. They are located at Blackwood (21 Coromandel Parade), Brighton (1 Commercial Road), Lockleys (362 Henley Beach Road) and Magill (609 Magill Road).

Arts and crafts

Urban Cow Studio at 11 Frome Street has some great local art and crafts. The Pepper St Arts Centre at 558 Magill Rd, Magill offer monthly exhibitions, art classes and an inexpensive gift shop.

By the seaside

Take a trip down to the sea! Whatever the season, South Australia's beaches are worth a visit. A swim or walk along the jetty are experiences not to be missed.

Grange, West Beach, Brighton, Seacliff and Semaphore are great for swimming. For the most popular beaches: catch a tram down to Glenelg. Check out the shops on Jetty Road, buy an ice cream, and if the weather's nice, go for a swim!

Visit the square at Henley Beach. Take a walk out to the end of the jetty, buy some fish and chips and watch the sea, or have a drink at the Ramsgate Hotel, 328 Seaview Road.

National parks and conservation areas

Wear your walking shoes and pack a picnic lunch! There are lots of parks and conservation areas to explore around Adelaide. They include the following locations.

Belair National Park: catch the Belair line train from Adelaide. Get off at the last stop, cross the line to the other side and you'll find the park down the hill behind the station.

Cleland Conservation Park: near Mount Lofty, Cleland is a park where you can see koalas, kangaroos, wallabies and other native animals in their natural environment.

There is a bus that travels directly to Cleland. Contact AdelaideMetro (phone 8210 1000 or visit www.adelaidemetro.com.au) for timetable information.

Morialta Falls and Waterfall Gully: in Adelaide's 'foothills'. Hike through the bush or just enjoy the tranquil sights and sounds near the waterfall.

Mount Lofty Botanic Gardens: the Mt Lofty Botanic Gardens are in the Adelaide hills, just down the road from the lookout at the top of Mt Lofty (or just up the road from Cleland). They offer beautiful walks and spectacular views. It is free to visit, and they are open every day.



Transport

According to road fatality statistics, motor vehicle, pedestrian and cycling accidents are the leading cause of death in Australia for international visitors. It is tragic that our students have contributed to these statistics and this makes it vital for us to reinforce the importance of road safety.

Pedestrians

Adelaide is sometimes called a '20 minute city': you can walk almost anywhere in the CBD in less than 20 minutes! Walking is great exercise—plus, it's free! But walking can also be dangerous. Some important points for pedestrians to remember:

- Look towards oncoming traffic.
- Walk with care. Never assume a driver has seen you.
- Always walk on the footpath (sidewalk). If there is no footpath and you have to walk on the road, always walk facing traffic, so you can see any approaching cars.
- Look for turning vehicles. Turning motorists should give way to pedestrians but don't just assume they will.
- Avoid crossing between parked cars. If a car is parked where you are crossing, make sure there is no driver in the car. Walk behind the car, then go to the edge of the car and look right-left-right until no cars are coming. Keep looking for cars while you are crossing, and remember: walk, don't run.
- Always walk behind the bus and check for oncoming traffic before crossing, or wait for the bus to drive away before crossing the road.
- Use pedestrian crossings and other road safety facilities such as refuges, traffic calming humps and walkthroughs.
- Take extra care if you have to cross the road on or near a hill or curve.
- Never assume a driver will stop.
- If there is a pedestrian crossing or lights nearby, use it. Under road rules it is an offence to cross a road within 20 metres of a pedestrian crossing or against a red light, and doing so may result in being fined by Police.

- Avoid crossing where drivers may not be able to see you.
- Wait for a suitable gap in the traffic flow before crossing the road. If there is no refuge on a multi-lane road wait until it is clear on both sides of the road before crossing.
- Dress for visibility—wear light coloured clothes and at night wear special reflective material on your shoes, cap or jacket to reflect the headlights of cars.
- If you often walk at night it is worthwhile investing in Velcro reflective strips (available from bike stores).

Cyclists

Adelaide is a great city for cyclists. You can cycle from the coast to the hills along Linear Park and the River Torrens, passing straight through the centre of Adelaide without ever going onto a road.

'Bikedirect' is a network of bicycle routes that has been developed to encourage cycling by providing a variety of options for cyclists with different needs and abilities. The network identifies main roads, bicycle lanes, local streets and off-road paths within the Adelaide metropolitan area. You can buy maps from www.bikesa.asn.au

All University of Adelaide campuses are either in the city or on main roads and you will no doubt find yourself riding in traffic. Cycling in traffic can be dangerous (and scary!): it is crucial to stay alert and be cautious.

- Always wear a bike helmet with the straps fastened securely. It is illegal to cycle on roads without a helmet and it may save your life.
 - Always follow traffic signals and road signs, just as cars do. You may be riding a bike but you're actually 'driving' the same way you would if you were in a car.
 - Always check behind you when changing lanes.
 - Always ride on the left side of the road.
 - Remember to 'go with the flow'. Never ride against traffic—cars will not be expecting to find a cyclist coming towards them when they round a corner or go over a hill
- Always use a hand signal before making a left or right turn.
 - Always stop at all stop signs and at all red traffic lights.
 - Always be prepared to stop! Keep your hands on, or close to, the brakes.
 - Ride single file. When passing other cyclists or pedestrians, let them know your position by ringing your bike bell or shouting out something like, 'passing' or 'on your right'.
 - Watch out for dangerous things on the road. Litter, potholes, broken glass, gravel and stormwater grids can all cause you to lose control, fall off, puncture your tyres or damage your bike.
 - Keep control of your bike. Don't swerve or make sudden turns. Drivers may not be able to react fast enough to avoid colliding with you.
 - Ride at least one metre (3 feet) away from parked cars. Someone could open his or her door unexpectedly. And take our word for it—it's rather painful!
 - Listen for cars approaching from the side or behind you.
 - Do not ride with earphones; you cannot hear the environment around you!
 - Don't follow cars too closely (you may be in their blind spot).
 - Know your road signs and rules and obey them. Police can fine you for breaking road rules.

CHOOSE CYCLING

Commuting to university by bicycle (bike) only requires a bicycle, helmet and a good bike lock.

There are numerous reasons to cycle to university, including:

- it's good exercise
- it saves money (petrol/car depreciation, cost of public transport)
- it's faster than walking
- bikes don't pollute the environment

Buying a Bike

In Adelaide, bike stores sell specialist cycling equipment that can be expensive.

Cheap bikes

Go to Rebel Sport in the Myer Centre, Target, Kmart or Big W for a new mountain bike (10-speed) for around \$160–200. Refer to your telephone directory to find the store nearest to you.

Second hand bikes

The 'Classifieds' and 'For Sale' sections of the local paper, or refer to the 'Adelaide Shopper' section in Friday's edition of *The Advertiser*.

There is also the *Trading Post* newspaper in which people advertise second hand items for sale—visit the website at www.tradingpost.com.au

Other places to find a bike may include second-hand and charity stores such as the Salvation Army and St Vincent de Paul. Or check the student notice boards around the University.

Places to buy second hand bikes

Ebay

www.ebay.com.au

Cash Converters

www.cashconverters.com.au

Many stores throughout metropolitan Adelaide

Second hand bikes can also be purchased from selected bike stores; check with your local bike shop for more details.

Bicycle SA

Bicycle SA is the peak recreational and educational cycling organisation in South Australia. Events include a daily rides program, bicycle education in schools, and a range of on road and off road cycling opportunities. They also run an online trading section on bikes and bike parts. Visit them online at www.bikesa.asn.au



Cars

Driving a car

If you want to drive in Australia, you must hold a current and valid licence. You can use your overseas driver's licence in Adelaide on the following conditions:

- you must carry your licence with you when you are driving
- the licence must be current
- if the licence expires, you have to obtain a South Australian driver's licence to drive legally
- if the licence is not in English, you will need to get an official English translation of it
- you must carry the licence and the translation with you when you are driving
- you will need to produce both documents to police on request
- you may also need to produce your temporary visa as evidence of your residential status.

More information can be found at www.sa.gov.au—use the search function and type in 'international motorist'.

If you do not have a driver's licence and want to apply for a South Australian licence:

- you will have to sit a written test on SA road rules
- when you pass the test, you can purchase a Learner's Permit. Depending on your age, you may be required to hold the Learner's Permit for a period of six to twelve months before you are eligible to apply for a Provisional Licence. For comprehensive information on South Australian licences visit <http://mylicence.sa.gov.au>

Buying a car

You will need to:

- transfer the registration into your name at Transport SA—you must do this within 14 days
- pay for 'Third Party Person' insurance—it is compulsory in South Australia and is included in the registration fee. You can buy this at Transport SA. It covers you for bodily injury in the case of an accident but does not cover vehicle damage or damage to property.
- We strongly recommend students to obtain insurance cover to the minimum level of Third Party Property Fire and Theft (see Car Accidents)

There are three ways to buy a car:

- privately, from the current owner
- from a car dealer
- at an auction.

Buying privately or through an auction may provide you with greater bargaining power, but you will not receive a warranty. If you purchase from a dealer, a warranty may apply.

Research prices and find out what is a reasonable price to pay. The Red Book website www.redbook.com.au is a reliable place to check prices.

The RAA has an online list of car dealers who sell cars that have been inspected and approved as roadworthy. Visit their website at www.raa.com.au

The RAA also recommends you consider the following when buying a second hand car.

- Take your time when looking at cars.
- Never inspect a car at night or in the rain as paint and body faults may be difficult to detect.
- Minor rust spots can quickly become serious.
- Ask to see the service record to ensure the vehicle has been regularly maintained.
- Unevenly worn tyres can indicate faulty brakes, suspension or steering.
- Abnormal free movement when the steering is rocked from side to side indicates wear in the steering components.

When you have found a car you like, you should test drive it to check its condition. You should also get it checked by an independent expert, such as the RAA who offer this service for a fee.

Hiring a car or truck

If you are planning to hire a car or truck in Australia we advise you to only hire vehicles from reputable, well-known hire car companies—even if it costs a little more. Please make sure that you understand the terms and conditions under which you are hiring the vehicle—read the fine print before agreeing to anything! For example, you may elect to pay a little extra money for insurance when you hire the vehicle, but make sure that you understand exactly what the insurance covers. It might only cover damage to the other vehicle (third party property) and not to the vehicle you have hired. This means that

you could be liable for thousands of dollars to cover the cost of the damage to the hire vehicle in the event of an accident.

Also, even if the insurance you pay covers the cost of damage to the hire vehicle, please be aware that there may be a very high 'excess' charge. That means that if you have an accident and damage the hire vehicle, even though it is covered by insurance, the excess charge could be more than \$2,000. This means that you would have to pay the excess charge and the rest of the repair costs would be the responsibility of the insurance company.

Finally, be aware that when you hire a car, the company asks you to provide your credit card details. If you have an accident, they may access your credit card without asking permission to access funds to cover the damage to the vehicle. So try to avoid paying by credit card!

Road safety and driving laws

In Australia there are harsh penalties for driving under the influence of alcohol or drugs.

- All people travelling in a car must wear a seatbelt.
- It is illegal for the driver of a car to text message or use a hand held mobile phone/device while driving.
- Speed restrictions are enforced (often by hidden cameras) and there are expensive fines; do not be tempted to speed. Before driving you need to read The Driver's Handbook, which you can purchase from any Transport SA Customer Service Centre or selected newsagencies for \$10.00.

You can view and download The Driver's Handbook and the Australian Road Rules at <http://mylicencence.sa.gov.au>

Car accidents

Unfortunately, it is not uncommon for international students to have car accidents in Australia and this can result in them having to pay large sums of money to the other driver for the cost of repairs, if the student is at fault. For this reason, we strongly advise students who have cars to purchase 'Third Party Property Insurance'. This is not very expensive but could save you thousands of dollars as it covers the cost of repairs

to the other driver's vehicle. Even better is 'Comprehensive Insurance' which covers the cost to both vehicles if you are at fault.

Some examples of insurance providers include:

RAA www.raa.net

AAMI www.aami.com.au

Allianz www.allianz.com.au

CGU www.cgu.com.au

GIO www.gio.com.au

SGIC www.sgic.com.au/car-insurance

If you do have an accident, come and see an International Student Advisor to get assistance and information.

We also recommend you review the Legal services Commission of SA's Law Handbook Online, and download The Motor Vehicle Accident Kit—go to www.lawhandbook.sa.gov.au and follow the links to Accidents and Injuries > Motor Vehicle Accidents.



You and the law

Australia follows a federal government system. This means that powers are distributed between the Federal government (the Commonwealth) and State and Territory governments. There are six States—New South Wales, Victoria, Queensland, South Australia, Tasmania and Western Australia—and two Territories—Australian Capital Territory and the Northern Territory.

There are three levels of government:

- Federal
- State or Territory
- Local.

Each of these levels make the laws depending on what area of law it is. Most day-to-day criminal laws are State and Territory laws, whilst local government laws include traffic and parking offences.

The Police service is the main law enforcement agency. Each State has its own police service and there is also the Australian Federal Police, which enforces Federal laws such as customs and immigration.

People in Australia accused of a crime are presumed innocent until proven guilty. If the police require you to go to court they must prove that you committed the offence. The criminal justice system and the law courts deal with punishment for crimes. The seriousness of the punishment reflects the seriousness of the crime and can range from imprisonment to a fine.

Though the criminal justice system is similar across Australia, each state has its own system. There are three stages of the process: the investigative process (investigation by police); the adjudicative process (the case appears before the courts and a penalty is imposed); and the penal/correctional stage (the punishment is served).

Courts

Courts hear both civil and criminal cases. A criminal case occurs when police or other authorities lay a charge when there is an allegation of violation of criminal law. A civil case is a dispute between two or more people or organisations where one side is seeking legal resolution for loss or injury from the alleged party.

Legal aid

Every person has the right to request legal representation during any legal proceedings. Legal aid is a legal service available to those who can't afford their own legal advisor. Legal aid services can help to pay for the costs involved in court appearances, police investigations and offer general advice. Legal aid is not automatic and eligibility depends upon several factors. The Legal Services Commission of South Australia can advise you about this.

Legal Aid services

General advice and referral

Freecall 1300 366 424
Mon – Fri, 9.00 am–4.30 pm

Deaf and Hearing Impaired

TTY 8463 3691

Child Support Help Line

T: 8463 3576

Duty solicitors

T: 8463 3535

Youth Legal Services (for under 18s)

T: 8463 3533

Translating and Interpreting Service

T: 131 450

The Legal Services Commission of South Australia

The Commission offers general advice and referral, counselling for debt and other problems, child mediation for matters concerning children, and publishes several information booklets. These include The Law Handbook, which is also available online at www.lawhandbook.sa.gov.au

Other titles can be found at
www.lsc.sa.gov.au

The Legal Services Commission can also arrange and pay for an interpreter if necessary.

The Central Community Legal Service

The Central Community Legal Service provides free legal information, advice, referral and assistance at the Adelaide University Union to University of Adelaide students. Help will be provided for family law, traffic offences, consumer complaints, tenancy, debt and minor criminal issues. Advice is available on Tuesdays by appointment only, call 8342 1800.

The central Adelaide office is located at Shop 2, 59 Main North Road, Medindie Gardens, SA 5083 or visit www.ucwesleyadelaide.org.au/ccsls for more information.

The Police

Most police officers wear a uniform, which may differ from state to state. Some police officers do not wear a uniform at all and these are called 'plain clothes' officers. However, all Police carry a badge and identification whilst on duty. If you are unsure about whether someone is a police officer you can ask to see their identification. The police are a public service and are not part of the army.

Police vehicles are generally white with a blue and white check pattern along the side and 'POLICE' written on the vehicle. There are also unidentified vehicles that carry a portable 'POLICE' sign and flashing blue light. If a police vehicle (or any other emergency vehicle such as an ambulance) has its lights flashing and siren sounding in traffic, you must give way to them.

Police have the power to arrest, detain, search for and collect information and charge a person if they have reasonable cause to suspect them of committing or intending to commit an offence. Police have a range of powers to enter premises and conduct searches. There are rules governing police

conduct and what they do and they are held accountable to their state or territory authority.

An interpreting service is available if requested and there is a telephone interpreter service (TIS) available on 131 450. More information about this service can be found at www.immi.gov.au/living-in-australia/help-with-english

There are several ways in which you can report a crime.

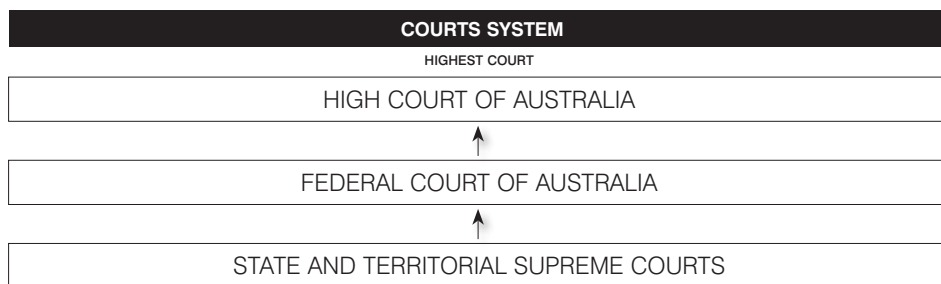
- **Visit** the nearest police station.
- **Telephone the nearest police station**—call 131 444 to be connected.
- **Telephone Crime Stoppers** on 1800 333 000. This is a free call service to a community organisation. The call can be anonymous and an interpreter service is available. Lines are open 24 hours a day/7 days a week.
- **Telephone 000**—this 24-hour service must ONLY be used in an emergency or to report a crime in progress. You will be asked which emergency service you require: ask for the Police. An interpreter service is available. You will need to give your name, address and telephone number and say what is happening and where.

If you are questioned by the Police, be friendly, remain calm and be cooperative. It is illegal to give false information or to try to bribe the police with gifts or money. You have the right to seek legal advice and ask for an interpreter. You do not have to accompany the Police unless they arrest you. If they do, they must make this clear. They do not have the right to threaten or injure you but if you resist the arrest, they have the right to use 'reasonable force' to make you go with them. In this situation, you will be taken into custody, charged with the crime and a formal complaint will be made against you. You have the right to know the details of the charge, to ask for bail and to make one phone call. You are only obliged to give them your name and address until your legal advisor is present if you so choose.

Further information regarding the role of Police in South Australia can be found online at www.sapolice.sa.gov.au/sapol/about_us/role_function.jsp

What is a crime?

Crime is generally described as conduct that is prohibited by law and may result in punishment. They are commonly classified as 'indictable' and 'non-indictable'. Indictable crimes are serious crimes, which are tried in the higher courts and may require a jury to



decide the outcome. These include robbery, homicide, serious sexual and non-sexual assault, fraud and serious theft. Non-indictable crimes are usually less serious and carry lesser penalties. These include shoplifting and traffic violations and are tried in a Magistrate's Court.

Alcohol

Consumption and purchase of alcohol is illegal (not legal) for people under the age of 18. In South Australia it is illegal to exceed the blood alcohol limit (which is 0.05g/100mL) when driving a car or any other vehicle on a full licence. It is illegal to have any alcohol present in your blood if you are driving on Probationary (P plate) or a Learners (L plate) permit.

It is also an offence to consume alcohol in many public places, including the Adelaide CBD, which is a 'dry zone'.

Bribery

Bribery is the offering, giving or receiving of something of value in exchange for gaining undue influence in a decision making process.

In Australia it is illegal to offer, pay or accept a bribe for services or during negotiation. A clear example of bribery would be offering a police officer money to disregard a traffic infringement that you have committed whilst operating a motor vehicle. Another example would be offering money, goods or services to a University staff member such as a tutor or academic in return for academic grades.

One further example of particular relevance to students would be to offer payment to or accept payment from another student in return for academic work.

Drugs

Some drugs, such as alcohol, tobacco, medicines and caffeine are legal in Australia. However, there are some drugs that can only be used legally when a doctor has prescribed them for that person. These are known as restricted substances and are supplied by chemists (pharmacies). Possession of some

of these substances by someone they were not prescribed for is illegal. It is illegal to use the following drugs in any circumstances: cannabis, heroin, amphetamines (e.g. speed and LSD), cocaine (including crack) and 'designer drugs' (such as ecstasy and ice). The possession, use, importation, distribution manufacturing or trafficking of a wide range of drugs (including those named in this paragraph) is illegal in all Australian states and territories.

If you suspect someone has overdosed on a drug, telephone 000 IMMEDIATELY and ask for an ambulance, stay on the line until the ambulance arrives and provide the operator with as much information about the location and events as possible. This should provide the best outcome for the person you are calling about.

Gambling

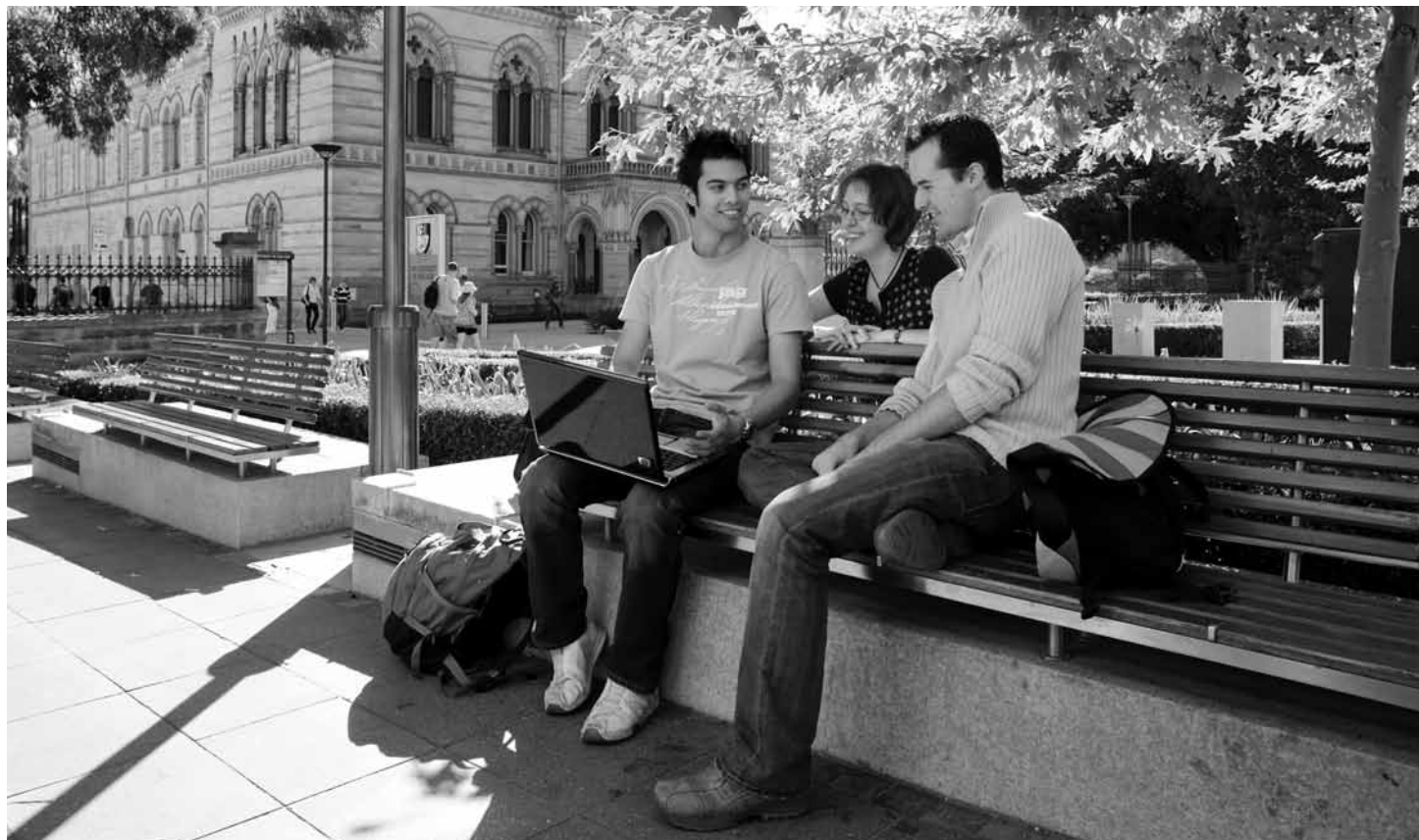
Gambling at official gambling agencies is legal if you are over 18 years of age. However, it is illegal to gamble outside these agencies. But remember, you are far more likely to lose than to win and you could find yourself in serious financial difficulties. This in turn, could have negative implications for your academic studies and visa situation.

Noise

In some council areas it may be against the law to use a lawnmower or electric power tool before 8.00 am Monday to Friday and before 9.00 am Saturday and Sunday. Check with your local council office or ask a neighbour.

If you play music loud enough to disturb your neighbours they can call the police no matter what the time. It is appreciated and polite to let your neighbours know if you are planning to have a party at which you will be playing loud music.

Tax File Number



A tax file number (TFN) is a number issued by the Australian Taxation Office (ATO). Each TFN is unique to a particular person. Only one TFN is issued to you for your lifetime. It is to your advantage to get a TFN because:

- if you have a TFN you will not be charged a withholding tax fee on your Australian bank account
- you must have a TFN if you want to work in Australia.

Online application

You can apply online by going to www.ato.gov.au then selecting 'Get a tax file number' from the navigation menu.

Paper application

Fill out a tax file number application form for an individual (NAT 4157). You can obtain the NAT 4157 form from:

- ATO website—follow the 'Forms' link
- ATO Adelaide office (located at 91 Waymouth Street, Adelaide)
- International Student Centre.

Lodge it in person at the Adelaide Taxation Office. You must provide two identification documents (e.g. passport, a student card, driver's licence).

Receiving goods from overseas

What is considered importing goods?

When you receive goods from a freight service, you may get a bill from them to recover the costs they have had to pay to clear your package through Australian Customs.

Any item brought into Australia from an overseas country is considered an import.

- Books—if you order books online and they arrive directly to you from another country you are considered to be importing such goods.
- Other examples of imported goods include clothing, foods, and electrical equipment.
- All goods imported into Australia must be cleared by Customs, whether they are imported by air, sea or post.
- While imports of low value will generally be released by Customs for delivery direct to consignees, importers are responsible for obtaining a formal Customs clearance for consignments of goods above set value limits.
- Check out the Customs website at www.customs.gov.au or contact Customs Cargo Support on 1300 558 099.

Quarantine and the import of goods

If you want to bring something into Australia but you are not sure whether it is permitted, you can search ICON. ICON is the Australian Quarantine and Inspection Service's (AQIS's) import conditions database. It contains the Australian import conditions for more than 18,000 foreign plant, animal, mineral and human products. Simply go to www.daff.gov.au/aqis/import/icon-icd and type in the item you are unsure about and ICON will inform you of any restrictions.

Customs duty

Customs duty, where applicable, is levied on many items entering Australia, whether or not the goods require a formal Customs clearance. Customs duty rates vary and depend on a number of factors such as the type of goods and country of origin.

Goods and Services Tax (GST)

GST applies to most imported goods. There are a few exemptions from the GST, the main ones being some basic foodstuffs, some medical aids and appliances and imports that qualify for customs duty concessions. GST is applied at 10% of the value of the taxable importation.

Customs charges

If you arrange for goods to be brought into Australia, you are regarded by Customs as the importer of those goods. This includes purchases made over the Internet. Your imported goods may arrive in Australia either by airfreight, express courier, sea cargo or via the post office. The method of delivery will determine the Customs clearance formalities and charges.

All goods (except for tobacco products and alcoholic beverages) may be imported duty and tax-free if their value is \$1,000 or less.

Note: Where there are multiple packages to the same addressee in Australia from a single consignor overseas that arrive at about the same time, then the value of all packages will be combined for duty and tax assessment purposes.

Some goods commonly purchased over the Internet that are, or contain, restricted items may be detained or seized by Customs. For a current list visit www.customs.gov.au and follow the links to importing to Australia for information about prohibited and restricted imports.

Imported goods arriving other than by post will require the completion of a Self Assessed Clearance (SAC) declaration before clearance from Customs control (refer to website for more information).

The duty- and tax-free \$1,000 dollar limit is calculated on the Australian value of the goods. For example, if you buy a textbook at home for \$45 and it retails in Australia for \$120, customs will use the Australian value in their calculations.

Example

A student orders books from a website in Japan. On delivery, or soon after delivery, the student will receive a bill from the courier company for the Duty, Customs charges and GST. The student is legally responsible for this bill and must pay it. The books used in this example that were purchased for \$650.00 online, ended up costing the student \$1,001.00 by the time they were received in Australia.

Note: All amounts used in this example are in Australian Dollars (\$AUD). If you are sending items from another country you need to convert the value to Australian dollars.

This information was current as per the advice and regulations stated on the Australian Customs and Border Protection Service website as at 15 October 2010.

Item	Value (AUD\$)	Student pays on arrival (AUD\$)
Customs value (Cval) of six text books (6 x \$200 each)—student paid AUD\$650	1200.00	
Customs duty (Duty) = 5% of Cval		60
International transport and insurance or postage (T&I)	150.00	
Value of the Taxable Importation (VoTI) (Cval+Duty+T&I)	1410.00	
GST = 10% of the VoTI		141.00
Total payable (Duty + GST) on top of the AUD\$650 the student paid		201.00
TOTAL COST	AUD\$851	

Grievances

The University encourages feedback on all aspects of University life and it supports every students' right to express dissatisfaction or make complaints concerning:

1. Academic decisions—grievances about decisions which involve the exercise of academic judgment
2. Administrative decisions, services or facilities—grievances about decisions on administrative matters, the quality of administrative service or the provision of facilities
3. Unfair treatment—grievances about student behaviour in breach of the University's Fair Treatment Policy as well as grievances about staff behaviour.

Grievances are monitored and analysed to identify problems and to ensure continuous improvement in services provided by the University.

University

The University of Adelaide's Student Grievance Resolution Process (www.adelaide.edu.au/student/grievance) is intended for use by all students who have a grievance against the University, whether the students are on-shore or offshore, domestic or international, undergraduate or postgraduate, on-campus or studying externally.

The University has a four-stage process to assist in the resolution of student grievances.

Stage 1: Informal discussion

Stage 2: Formal review

Stage 3: Appeals

Stage 4: External review or appeal

Students are strongly advised to seek advice from a Student Grievance Advisor, to help them with strategies for dealing with the grievance informally and quickly.

Contacting a Student Grievance Adviser

For assistance with a student grievance and all aspects of the Student Grievance Resolution process please seek advice from one or more of the following contacts.

Staff in the Student Policy and Appeals office

T: 8313 7503 or 8313 7572

E: grievance.resolution@adelaide.edu.au

Education & Welfare Officers in Student Care

The Education and Welfare Officers are not University employees, and are thus able to take an independent advocacy role on behalf of students.

T: 8313 5430

E: studentcare@adelaide.edu.au

International Student Advisors in the International Student Centre

International Student Advisors are not able to take an advocacy role but can assist with general grievances.

T: 8313 4828

E: isc@adelaide.edu.au



For further information please contact:

International Student Centre (ISC)

Ground Floor, Old Classics Wing
North Terrace campus
The University of Adelaide

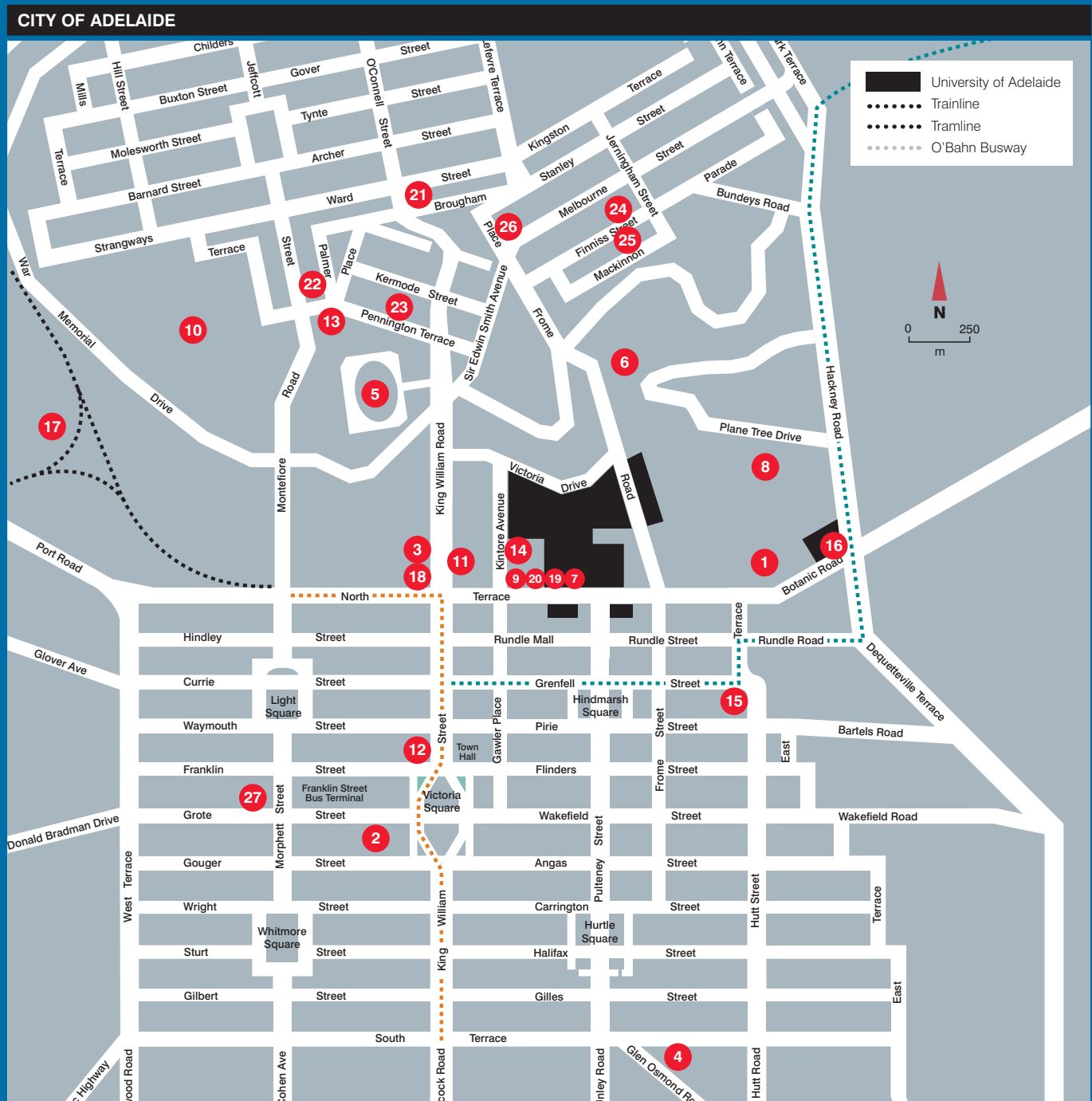
T +61 8 8313 4828

E isc@adelaide.edu.au

W www.international.adelaide.edu.au/support/isc/



ADELAIDE & SURROUNDS



- | | | | |
|----------------------------------|--------------------------------|--|----------------------------|
| 1 Adelaide Botanic Garden | 8 Bicentennial Conservatory | 15 National Aboriginal Cultural Institute - Tandanya | 21 Lincoln College |
| 2 Adelaide Central Market | 9 Bradman Collection | 16 National Wine Centre of Australia | 22 Aquinas College |
| 3 Adelaide Festival Centre | 10 City of Adelaide Golf Links | 17 Old Adelaide Gaol | 23 St Mark's College |
| 4 Adelaide Himeji Gardens | 11 Government House | 18 Parliament House | 24 Mattanya Residences |
| 5 Adelaide Oval | 12 General Post Office | 19 South Australian Museum | 25 Kathleen Lumley College |
| 6 Adelaide Zoo | 13 Light's Vision | 20 State Library of South Australia | 26 St Ann's College |
| 7 Art Gallery of South Australia | 14 Migration Museum | | 27 The Village |