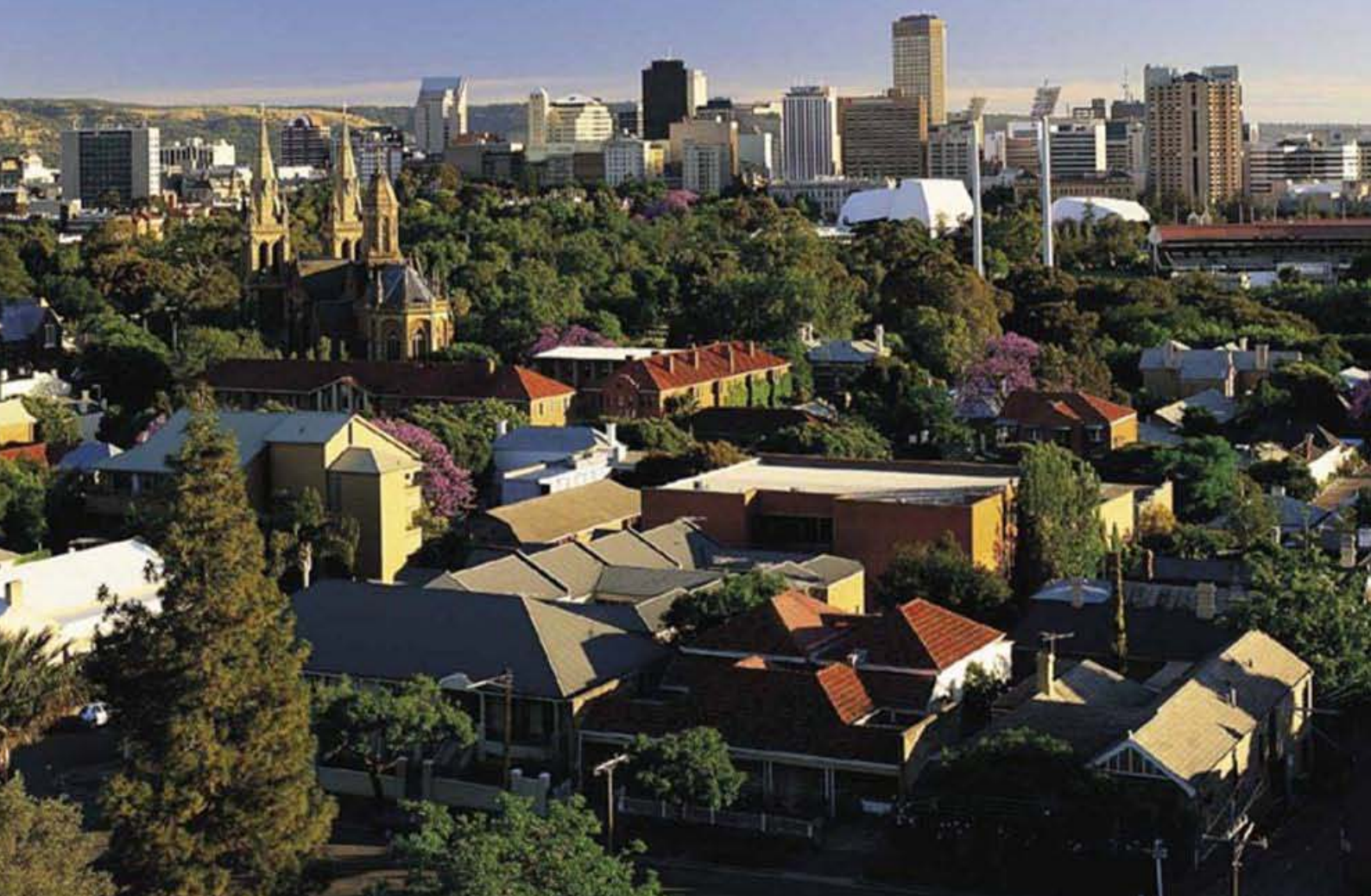


Welcome to South Australia

A guide to relocating to SA



Further information

Induction and Staff Development: www.unisa.edu.au/staffdev

Copies of this brochure can be downloaded from: www.unisa.edu.au/staffdev/quick.asp

This brochure has been developed by the Organisational Development team within the University of South Australia's Human Resources Unit.

Information correct as at March 2012.

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WELCOME



Welcome to UniSA and to the beginning of a rewarding and inspiring journey of discovery with us.

I, like you, have faced the big international move and know that settling into a new country can be challenging. Originally from Denmark, I moved to Melbourne with my wife and two very young children in 1987 before settling in Adelaide in 1995. It has been well worth the effort, and my career has moved along an upward path that I could not have imagined when I first arrived in Australia.

I started as a biochemist and became involved in the fledgling South Australian wine industry as CEO of the Australian Wine Research Institute - it was a great sacrifice to become knowledgeable about wine! I went on to be CEO of the Australian Research Council and then to my current role as Vice Chancellor and President of UniSA. Expect the unexpected and seize opportunities when you can – they are there if you are prepared to take them when they cross your path.

I am certain that, before you decided to work at UniSA, you would have made yourself well acquainted with the institution and its growing reputation. But you may not be so well acquainted with your new city, and will have very little knowledge of the ins and outs of UniSA's administrative procedures.

This booklet aims to provide information and advice about living in Adelaide, to make it easier for you to settle in at UniSA. I hope that with its assistance and the support of UniSA's Human Resources staff, you will settle into your new personal and professional circumstances in South Australia with ease.

A handwritten signature in black ink, appearing to read 'Peter Høj', written in a cursive style.

Professor Peter Høj
Vice Chancellor and President



INTRODUCTION TO UNISA

Founded in 1991 (see [Genealogy](#)), the University of South Australia is an innovative, outward-looking university built on more than a century's experience as a leader in educating professionals and applied research.

UniSA is part of the influential [Australian Technology Network \(ATN\)](#), an alliance of five prominent universities from each mainland state. The ATN's aim is to help enhance Australia's social and economic wealth by creating, disseminating and applying new knowledge.

At UniSA, we value world-class scholarship that meets the needs of the global community and solves real-world problems. We engage with industry and the professions in our teaching and research, so our graduates can gain professional experience and are immediately able to put this knowledge into practice.

Our [Vision, Mission and Values](#) statement, our [graduate qualities](#), and our [achievements](#) encapsulate what we stand for as an institution and what we offer to students, staff and the wider community.

UniSA is committed to educating professionals; creating and applying knowledge; engaging the community; maintaining cultural diversity amongst its staff and students; and providing equitable access to education.

We have formalised our [Commitment to Reconciliation](#) with Indigenous Australians and to recognition of their land, peoples and history.

For more information visit:

www.unisa.edu.au/about

www.unisa.edu.au/horizon2020

TEACHING AND LEARNING

Since 1993, the University has used frameworks to guide the development of teaching and learning priorities. The new Teaching and Learning Strategic Plan (2012) builds upon earlier commitments and ensures that UniSA can accommodate the changing context of higher education. The plan seeks to enhance the profile of UniSA as dynamic, progressive and responsive to the range of stakeholders who have legitimate interests in higher education and in our graduates.

UniSA is committed to providing high quality teaching and an outstanding student experience. Our curriculum is informed by world-leading research and the best of professional practice. Our learning spaces are technology rich and embody new and effective pedagogies. Our graduates are sought after by employers and they make valuable contributions to their communities.

www.unisa.edu.au/teachinglearning
www.unisa.edu.au/teachinglearning/strategy
www.unisa.edu.au/teachinglearning/goodteaching/graduate-qualities.asp

RESEARCH

UniSA is committed to advancing, disseminating and preserving knowledge through the provision of a teaching, learning and research environment that fosters excellence in scholarship, innovation and social responsibility:
www.unisa.edu.au/research/default.asp.

We aim to conduct research and consultancy with an emphasis on application of knowledge in collaboration with government, industry, commerce, the professions and other community groups.

We do not just create knowledge, we apply it so that our research can be translated into new products and services that will be needed tomorrow.

UniSA researchers identify and address the needs of industry, government and community partners. We have six research institutes, 17 research centres and a range of committed research groups and individuals undertaking world-leading research. The University is a participant in twelve Cooperative Research Centres and in major national and state-based initiatives. Further information can be found at:
www.unisa.edu.au/research/concentrations/default.asp.

Research at UniSA is making a difference to the way we live, work, think and grow.

www.unisa.edu.au/research
www.unisa.edu.au/research/concentrations

VISION, MISSION AND VALUES

Vision

UniSA will be a leading contributor to Australia having the best higher education system in the world, supporting the world's best educated and most innovative, cohesive and sustainable society.

Mission

UniSA educates professionals and citizens to the highest standards; creates and disseminates knowledge; and engages with our communities to address the major issues of our time.

Values

Scholarship

UniSA promotes and sustains open intellectual enquiry characterised by high standards of ethics and integrity. Academic rigour, excellence and relevance underpin our actions in research and its application, in teaching and learning and in engagement with our communities.

Engagement

UniSA's teaching and research connect strongly with the issues of our local, national and international stakeholders - students, alumni, staff, partners, professions, government, industry, academic peers and community groups.

Social justice

UniSA gives effect to reconciliation with Indigenous Australians and builds social cohesion by achieving equitable educational access and outcomes across our diverse student community, through research that aims to improve the quality of life and by acting responsibly as a corporate citizen.

Sustainability

UniSA contributes to environmentally, economically, socially and culturally sustainable development, and we aim to reduce our own environmental impact.

Innovation

UniSA anticipates change and acts quickly to seize opportunities and solve problems.

Openness

UniSA is outward looking, welcoming diversity and the wide range of perspectives it brings, international in outlook, collaborative, creative, agile and enterprising.

Fast Facts*

- Student population: 36,248
- International students: 12,164
- Research students: 1,177
- Staff population: 2,752
- Campuses: 5
- Schools: 18
- Research institutes: 6
- Research centres: 17

*as February 2012

OUR CAMPUSES

The University of South Australia has five campuses, each with a distinctive profile and offering modern and sophisticated facilities.

City East campus

UniSA's City East campus is situated on the corner of North Terrace and Frome Road in the city centre of Adelaide. City East is recognised as a health hub and the place for studies in health science. The campus includes specialised podiatry, physiotherapy, exercise physiology and mammography clinics. There is also a model pharmacy, sophisticated research equipment and multipurpose health science laboratories.

City East offers programs in physiotherapy, podiatry, pharmacy, medical radiation, occupational therapy and human movement, nursing and midwifery, and medical sciences. Other programs taught on campus include construction management, geographic information systems, planning and geoinformatics and surveying.



City East campus: www.unisa.edu.au/about/campuses/ce.asp

City West campus

The City West is a modern, vibrant campus with innovative learning facilities and a range of research activities across disciplines. Located on North Terrace at the western edge of Adelaide's central business district, City West is home to UniSA's Division of Business, with its focus on business, commerce, marketing, management, law, tourism and event management.

City West is also the home of UniSA's vibrant visual art, architecture and design programs, along with Australian and Indigenous studies. This campus includes a purpose-built industrial design Workshop, a Moot Court, and the contemporary Hawke Building which features the second largest public art gallery in the State.



City West campus: www.unisa.edu.au/about/campuses/cw.asp

Magill campus

Nestled in Adelaide's leafy eastern suburbs, eight kilometres from the city centre, Magill is set on almost 15 hectares of parklands. This impressive campus is surrounded by lush gardens and generous open spaces. There's even a creek meandering through the grounds.

Magill's contemporary architecture houses a state-of-the-art library and excellent student-centred learning facilities. Programs focus on the areas of communication, journalism and media, education, psychology, social work and human services, international studies and languages.



Magill campus: www.unisa.edu.au/about/campuses/magill.asp

Mawson Lakes campus

Twenty minutes north of Adelaide, Mawson lakes campus is home to some of the world's most significant technological research. This campus offers programs in computing and information technology, engineering, science, civil aviation, applied science, sports science, e-commerce, environmental studies and education.

Mawson Lakes houses many internationally and nationally recognised research institutes and centres. It has state-of-the-art research facilities, an extensive library, collaborative links with nearby Technology Park, and is also home to the Adelaide Planetarium. This campus also has many on-site facilities for recreational activities including a sports centre, tennis courts, ovals and even a golf course.



Mawson Lakes campus: www.unisa.edu.au/about/campuses/ml.asp

The Centre for Regional Engagement (CRE):

- Whyalla campus
- Mount Gambier Regional Centre

The CRE provides targeted undergraduate and postgraduate degree programs in Business and Regional Enterprise, Nursing and Rural Health, Social Work and Rural Practice and Engineering, all of which have been designed to meet the needs of rural and regional communities. Its operation is based at UniSA's Whyalla campus and the Mount Gambier Regional Centre.

Whyalla campus is South Australia's largest regional university campus and is situated on 22 hectares in the heart of Whyalla's educational and cultural precinct (Whyalla is 400 kilometres north-west of Adelaide).

The Mount Gambier Regional Centre is based at South Australia's second largest city and largest provincial city, 440 kilometres south east of Adelaide. This picturesque area features volcanic craters, the Blue Lakes and underground waterways.

For information about UniSA's campuses, including virtual tours and public transport guides, see:

www.unisa.edu.au/about/campuses/default.asp



Mount Gambier Regional Centre: www.unisa.edu.au/cre/mountgambier

Off-campus buildings

The University also occupies several off-campus buildings at Underdale and within Adelaide's central business district.

The Underdale buildings accommodate the majority of the Hawke Research Institute staff, as well as Document Services, UniSA's in-plant printery.

The Adelaide-based buildings mainly house UniSA's administrative services.

For information about UniSA's Administrative Units, see:

www.unisa.edu.au/about/divs/default.asp



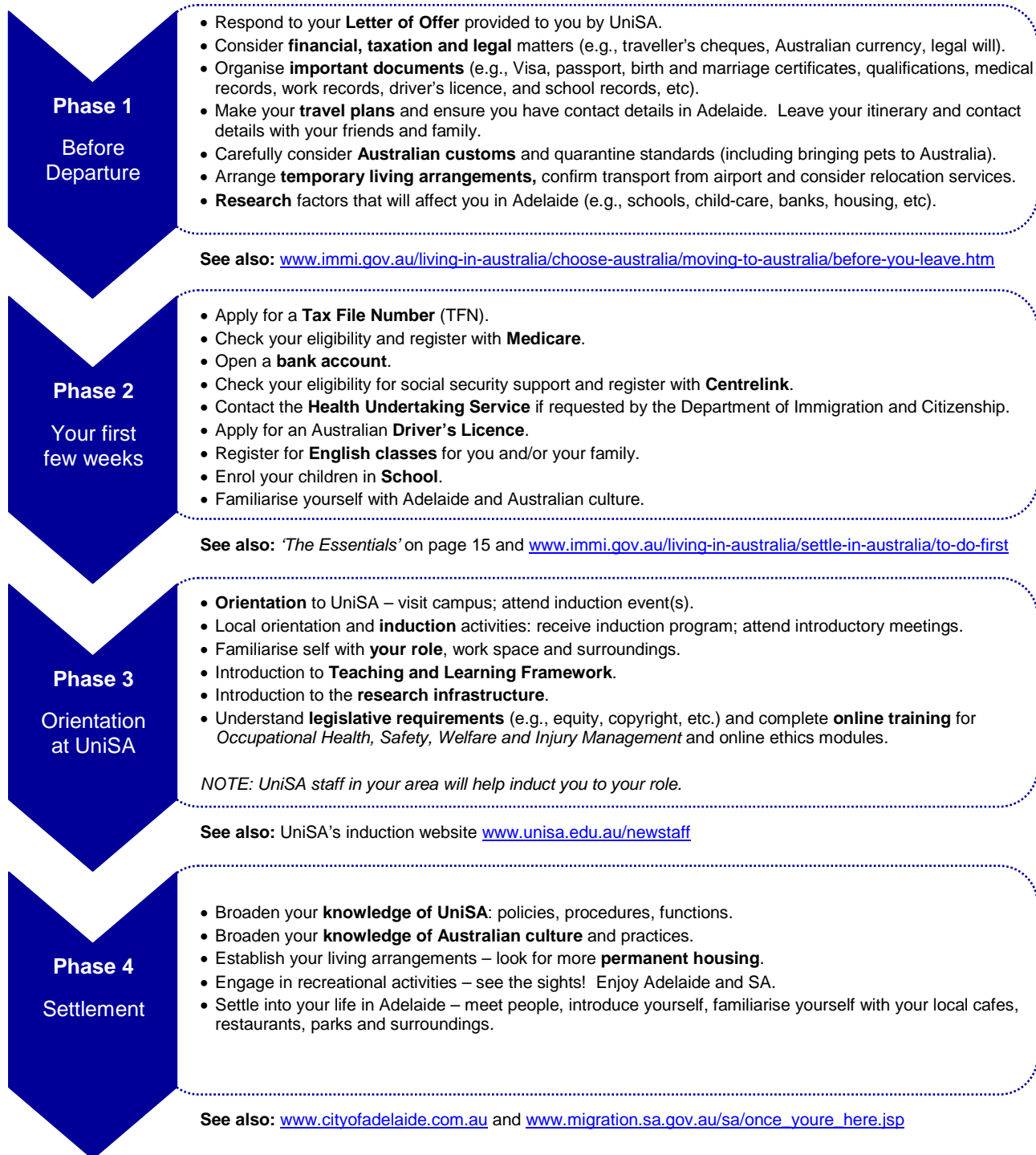
Whyalla campus (CRE): www.unisa.edu.au/about/campuses/whyalla.asp



Hawke Research Institute (Underdale):
www.unisa.edu.au/hawkeinstitute

RELOCATION FUNDAMENTALS

RELOCATION FLOW CHART





RELOCATION COMPANIES

One of the most important aspects of your new life abroad will be transferring your life to the other side of the world.

This process may not be as daunting as it sounds with the help of a professional shipping or relocation company.

Relocation companies can help move your furniture, household goods, and belongings to and from any destination in the world. Many offer a range of auxiliary services such as: moving pets; locating a new home; finding schools or child care facilities; providing orientation activities; and 'meet and greet' services at the airport.

Some relocation companies used by UniSA include:

- Crown Relocations
Phone: (08) 8347 4334
www.crownworldwide.com/cww/office.australasia.html
- Grace Removals
Phone: 13 14 42
www.grace.com.au
- ITS Removals and Storage
Phone: (08) 8354 5700
www.smoothemover.com.au
- Wridgways
Phone: (08) 8269 5566
www.wridgways.com.au
- Australian International Relocations
Phone: 1800 005 910
www.ausinternational.com.au

Moving with pets

Relocation companies can also advise how to prepare your pet for travel and how to meet the required protocols for Australia.

Before you move, you should take your pet to the veterinarian for a check up and to arrange for your pet's health records to be forwarded to your new home.

You should consider: vaccinations, Australian Quarantine and Inspection Service (AQIS) paperwork, transport, the pet's travel container, flights and transfer times, customs, quarantine, collection, boarding and finally delivery to your new home!

We recommend you speak with your airline, travel agent and relocation company (if applicable) so that you are fully aware of the pet travel process. Relocation companies such as ITS (www.internationaltransportservices.com.au/moving-services/additional-services) and Jetpets (www.jetpets.com.au) can provide additional information.

Quarantine

Animals entering Australia require an Import Permit issued by AQIS and will need to be quarantined for a period after arrival. The AQIS website will provide further information about the import process: www.aqis.gov.au

SETTLING INTO LIFE IN SOUTH AUSTRALIA

'Settlement' is the adjustment process you experience as you become established and independent in South Australia.

For some people, settlement may occur quite quickly – perhaps between 6 and 12 months – for others it can take much longer. How quickly you settle depends on a number of factors, such as: how familiar you are with Australia, your English ability, your health, schooling arrangements, living arrangements and your work environment.

Support from UniSA

UniSA provides support to all new staff members who commence employment, and is particularly aware of the importance of supporting new international and interstate staff and their families settle successfully into life in South Australia.

The Human Resources (HR) team at UniSA aim to make your transition as smooth as possible, and will work with you and assist by providing timely information and advice throughout your relocation. Your first contact with Human Resources is generally upon receipt of your letter of offer; this person will usually remain as your key UniSA contact, and advise about various aspects of your relocation including:

- visa requirements (as applicable)
- flight bookings and airport transfers
- temporary accommodation
- induction
- relocation options
- health cover options.

Be sure to speak with your Human Resources team member about any relocation questions or queries.

Human Resources are involved with your induction to UniSA and will help you settle in to your new role. They will liaise with your local area to enable arrangements to be put in place to have someone meet you on your first day at work, set up your workspace, and access to emails, the Internet and other UniSA systems. They will also, from time to time, check in on you and remain available to provide HR support and advice throughout your career at UniSA, as appropriate.



Employee Assistance Program

UniSA is committed to providing appropriate support to its employees. We recognise that staff members may be affected by personal and professional concerns that can influence their work performance and as such, offer an *Employee Assistance Program (EAP)*.

The EAP provides confidential, employer-funded, professional counselling and referral services for all staff members and their immediate families. These services are provided by an external company and will address any issue, regardless of whether the issue is work-related or personal. As relocation factors can cause considerable stress, the EAP may be a suitable outlet for you and/or your family to consider. For more see: www.unisa.edu.au/ohsw/employeeassist

Addressing 'culture shock'

When you move to a new country is quite normal to experience some sense of disorientation. This is often referred to as 'culture shock' and can be described as the anxiety you can feel when you move to a new country or an unfamiliar environment.

It will take time for you and your family to adjust to new living and working arrangements – and there are many different ways for people to cope. To help adjust to your new life, consider some of the following strategies:

- Read about the country and culture before you leave.
- Keep in touch with family and friends by writing emails, letters or talking on the phone.
- Take 'time out' to relax and sleep.
- Get involved in your community – join a sports club or local group (your local newspaper or library will advertise various activities).
- Talk to people.
- Make plans for the future (e.g., holidays).
- Exercise when you can.
- Be yourself. Be open minded and be willing to adapt to the new environment.
- Set goals and targets to acquire new skills and interests (e.g., surfing, swimming).
- Observe what others do in the same situation and reflect on why they do it that way.
- Find out what support services UniSA offers.
- Be patient.
- Retain a sense of humour.

Remember that UniSA is here to support you – please ask for help if you need it.

THE ESSENTIALS

When you arrive in Australia, there are several things you should do as soon as possible.

Your checklist may include some or all of the following items, depending on your unique situation:

- 1 - Apply for a Tax File Number (TFN).
- 2 - Register with Medicare.
- 3 - Open a bank account.
- 4 - Register with Centrelink.
- 5 - Contact the Health Undertaking Service.
- 6 - Apply for a Driver's Licence.
- 7 - Register for English classes.
- 8 - Enrol your children in school.

Apply for a Tax File Number (TFN)

Do this first. To receive an income in Australia, you need a Tax File Number (TFN). You can apply for a TFN online, or fill in an application form. Contact the Australian Taxation Office (ATO) for more information: **13 28 61** or www.ato.gov.au

See also 'Money' on page 40.

Register with Medicare

The Australian Government provides help with basic medical expenses through Medicare. To register, go to a Medicare office within 7 to 10 days after your arrival with your passport, travel documents and permanent visa. If eligible, Medicare will process your application. Contact Medicare for more information: **13 20 11** or www.medicareaustralia.gov.au

See also 'Health and Safety' on page 36.

Open a bank account

In Australia, most income including is paid directly into a bank account. You should open a bank account (or building society or credit union account) within 6 weeks of your arrival. You will be asked for identification. After 6 weeks, you may need additional identification. You will also need your Tax File Number. For banking information, see the Australian Bankers' Association Inc.: www.bankers.asn.au/smarter-banking/default.html

See also 'Money' on page 40.



Register with Centrelink

Centrelink is a government agency which delivers a range of community services such as: recognising overseas skills, assessing courses, job seeking and social security payments. You can also apply for a Tax File Number through Centrelink. If you have children, Centrelink can check if you are eligible for the government-funded Family Assistance payments.

Contact Centrelink for more information and to check your eligibility: **13 12 02** or www.centrelink.gov.au

Contact the Health Undertaking Service

If you signed a 'Health Undertaking (Form 815)' at the request of the Department of Immigration and Citizenship (DIAC), you must ring the Health Undertaking Service (ph. **1800 811 334**) after you arrive in Australia. They will advise where you can have your follow-up medical checks.

Apply for a Driver's Licence

If you want to drive in Australia, you will need to have the appropriate driver's licence. If you have a current driver's licence from another country you may be able to drive for up to 3 months after arrival. To arrange a drivers licence call: 13 10 84 or www.sa.gov.au/subject/Transport

See also 'Driving' and 'Road Safety' on pages 32 and 33.

Register for English classes

Communicating in English is very important and the key to your successful settlement. English languages courses for new arrivals in Australia are provided under the *Adult Migrant English Program* (AMEP) and you may be entitled to receive free English language tuition of up to 510 hours. The State Library also provides *English Language Learning Improvement Service* (ELLIS) as a free service for foreigners wanting to improve their English language and literacy skills.

For information about AMEP contact DIAC: 131 881 or visit: www.immi.gov.au/living-in-australia/help-with-english/amep/learning-english

For information about ELLIS contact the State Library: (08) 8207 7250 or www.slsa.sa.gov.au/site/page.cfm?u=566

Enrol your children in school

Under Australian law, children must attend school until they are 15 years old. You should enrol your children in a school as soon as possible. Note that students holding temporary visas may be required to pay full school fees. For more information see: www.immi.gov.au/living-in-australia/settle-in-australia/everyday-life/education

See also 'Education' on pages 34 and 35.

Other useful websites:

www.migration.sa.gov.au/sa/once_youre_here.jsp

www.adelaidebound.com

www.australia.gov.au

TEMPORARY ACCOMMODATION

When you arrive in Adelaide it's likely that you will need temporary accommodation. There are many short-term accommodation options to choose from.

Temporary accommodation allows you to establish your bearings and familiarise yourself with your surrounds. Once you are more settled, you can take the steps to look for more permanent accommodation.

There are many different types of short-term accommodation available. You can choose from hotels, fully furnished apartments, and even rental properties. UniSA can help you locate accommodation to suit your needs, your location and of course, your budget.

Accommodation suggestions

For your convenience, we have outlined some popular accommodation options. A full range of alternatives can be explored through the SA Tourism Commission: www.southaustralia.com/Accommodation.aspx.

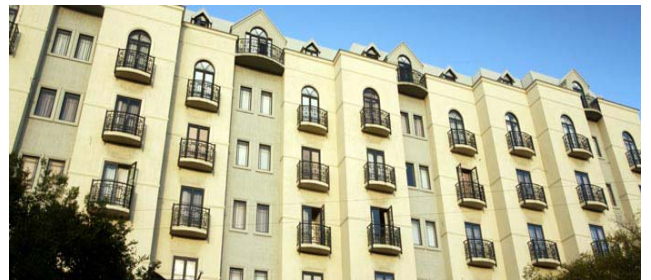
You can also arrange short term rentals through: www.adelaideshorttermrentals.com.au
www.adelaideaccommodationonline.com



Oaks Horizon is a 4.5 star modern apartment style hotel conveniently located on North Terrace, opposite the casino and within walking distance to *UniSA's city campuses*. The hotel features spacious 1 and 2 bedroom apartments including full kitchen and laundry facilities. Facilities include an indoor heated lap pool, gym, and a licensed cafe. www.oakshotelsresorts.com/oaks-horizons **CW, CE**



Oaks Embassy is a 4.5 star contemporary apartment style hotel conveniently located opposite The Convention Centre on North Terrace, and close to *UniSA's City West and City East campuses*. Accommodation options include 1, 2 and 3-bedroom apartments, each containing full kitchen and laundry facilities. A restaurant, indoor heated pool and gym are also on site. www.oakshotelsresorts.com/oaks-embassy **CW, CE**



Mantra on Frome is a spacious 4 star apartment style hotel situated in the heart of Adelaide's vibrant East End café precinct. The property is near *UniSA's City East campus* and offers studio rooms or self-contained 1 and 2 bedroom apartments. The hotel has a restaurant and bar and is close to Adelaide's CBD and Rundle Mall. www.Mantra.com.au/Frome **CE**



Oaks Precinct is a 4.5 star stylish apartment style hotel in the Adelaide CBD close to *UniSA's City West campus*. It offers 1 and 2-bedroom apartments, each containing a full kitchen and laundry facilities, open plan living and private balconies with sweeping city views. The Precinct's guest facilities also include an indoor heated pool, sauna, spa and steam room. www.oakshotelsresorts.com/oaks-precinct **CW**



BreakFree on Hindley is a 4 star hotel offering spacious, well-appointed studio rooms and 1 or 2 bedroom apartments. Located in Adelaide's busy West End - the emerging arts precinct of Adelaide - the hotel just opposite *UniSA's City West campus* and close to the CBD, the convention centre, and Rundle Mall. www.breakfree.com.au/on-hindley **CW**



Adelaide DressCircle Apartments offer modern, serviced 1 and 2-bedroom apartments across Adelaide's CBD & North Adelaide. All are beautifully furnished with fully equipped kitchens and resort-style facilities. Choose from several properties, all close to shopping, restaurants and entertainment. www.adelaidedresscircle.com.au **CW, CE**



The Vines Apartments offers 2-bedroom apartments complete with self-contained kitchen and laundry facilities. Located in leafy Melbourne Street in North Adelaide, The Vines is surrounded by restaurants and cafes and only minutes away from the city centre. www.adelaideregent.com.au/north-adelaide/vines-apartments **CW, CE**



Michelle's Garden Apartments offer modern boutique-style 1, 2, 3 and 4 bedroom apartments close to UniSA's *Magill campus* and within walking distance shopping, theatres, parks, restaurants and public transport. Facilities include fully equipped kitchens and spacious indoor and outdoor living areas. www.michellesapartments.com.au **MG**



Quest Mawson Lakes is a 4.5 star serviced property offering stylish, spacious and modern 1, 2 and 3-bedroom apartments. It is located in the heart of Mawson Lakes, close to UniSA's Mawson Lakes campus. www.questmawsonlakes.com.au **ML**

Other useful information

Subsidised housing

As an independent skilled migrant wishing to settle permanently in South Australia, you may also be able to access 12 weeks of subsidised housing. There are strict application guidelines, so to find out if you are eligible, visit the Immigration SA web site:

www.migration.sa.gov.au/sa/immigrate_from_overseas.jsp

Important tips

Before you decide on housing, be clear about your needs and expectations.

Keep in mind how long you expect to be in temporary accommodation and the campus at which you will be based - you may choose to be based close to your home campus, or alternatively near to the city centre.

Be sure to read through the details of any agreement and never sign anything you don't understand.

Remember – our UniSA staff are here to help. Speak with Human Resources for assistance and advice.

Travel times

- City to **City West** campus is a 10 minute walk
- City to **City East** campus is a 10 minute walk
- **City West** campus to **City East** campus is a 20 minute walk along North Terrace
- City to **Magill** campus is a 15 minute drive
- City to **Mawson Lakes** campus is a 25 minute drive



Key

CW = near UniSA City West campus

CE = near UniSA City East campus

MG = near UniSA Magill campus

ML = near UniSA Mawson Lakes campus

PHONING HOME

Once in Australia, one of the first things you may like to do is to let your family and friends know that you have arrived safely.

The following information will help you make international and interstate calls.

Interstate calls

To phone an interstate number from within Australia, you first need to dial the State/Territory area code, followed by the 8-digit phone number.

To dial Adelaide from another State/Territory of Australia, dial 08 + the local eight digit number.

The table below lists the State / Territory area codes for phone calls originating in Australia:

State / Territory Name	State / Territory Code	Area Code
New South Wales **	NSW	02
Australian Capital Territory	ACT	02
Victoria *	VIC	03
Queensland	QLD	07
Tasmania	TAS	03
South Australia	SA	08
Western Australia	WA	08
Northern Territory	NT	08

* Parts of parts of northern Victoria will use the 02 area code.

** Parts of southern New South Wales will use the 03 area code.

International calls

To dial overseas from Australia you first need to dial the international dialling code, which is 0011, followed with the overseas phone number including the country code.

To dial Adelaide from another country, dial 61 + 8 + the local eight digit number (note you do not need to include the '0' in the '08' prefix when dialling).

You can also request operator assistance with international calls. Your phone provider will advise which number to ring. Note that fees will apply for this service.

The table below lists the most commonly called countries:

Country	Country code	Country	Country code
Australia	+61	United Kingdom (UK)	+44
USA	+1	New Zealand	+64
Canada	+1	Germany	+49
Italy	+39	France	+33
Austria	+43	Singapore	+65
Belgium	+32	Netherlands	+31
China (PRC)	+86	Vietnam	+84

For a complete list of international country codes, look through the White Pages telephone directory, or visit: www.whitepages.com.au/wp/info/dialling-codes



ABOUT SOUTH AUSTRALIA

INTRODUCTION TO ADELAIDE

Safe. Accessible. Tolerant. Affordable. The city of Adelaide is the ultimate liveable city.

Adelaide, the capital of South Australia, is big enough to offer all the advantages of city living – an energetic business environment, a vibrant cultural life and a world-wide reputation for its fine food and wines – yet the city is small enough so that those advantages are easily accessible.

The city itself is beautiful and well ordered, with generous boulevards and elegant architecture. Tree-lined North Terrace is the city's cultural boulevard; it is home to the South Australian Art Gallery, the State Library, the South Australian Museum, the Wine Centre and UniSA's two city campuses.

Adelaide is encircled by leafy parklands and within easy reach of long, white, uncrowded beaches, providing a perfect backdrop to relax or explore. And as calm and serene as the city is on most days, every month or so it explodes with the colour, light and sound of one of its famous festivals.

The festival heart of Australia, Adelaide hosts more than 400 special events throughout the year, including the world famous Adelaide Festival of Arts which attracts thousands of tourists to the State. Its streetwise companion, the Adelaide Fringe, is now the world's second biggest festival of its type, outranked only by the Edinburgh Fringe festival. Other major events include the Adelaide Film Festival; WOMADelaide; and the Adelaide Cabaret Festival.

Major sporting attractions also come to Adelaide and include: the Tour Down Under (UniSA sponsors the Australian national team); the adrenalin-charged V8 Clipsal 500; the Classic Adelaide car rally; the Test Cricket at the picturesque Adelaide Oval; and the World Tennis Challenge.

With a Mediterranean climate, 3700 kilometres of coastline, and the lush green hills and valleys of Australia's premier wine districts, it's not surprising that Adelaide is known as the food and wine capital of Australia. Adelaide has the largest fresh produce market in the Southern Hemisphere and with more restaurants per head of population than any other major Australian city; there is something to tempt every diner.

Shopping is easily accessible – from cosmopolitan shopping in the suburbs, to the bustle and vibrancy of the city's Rundle Mall, home to Australia's most concentrated collection of department stores, boutiques and specialty shops.

Adelaide is a perfectly sized city of one million people with everything in easy reach of the city centre. With the many kilometres of metropolitan beaches, the scenic Adelaide Hills and year-round events and activities, Adelaide is where you can have both a career and a family life.



Statistics

- Population of Adelaide: 1,187,500 (approx.)
- Population of South Australia: 1,633,900 (approx.)
- Population of Australia: 22,155,400 (approx.)
- Land mass of SA: 984,377 square kilometres
- Coastline: 4800 kilometres (with 100 islands)

Living costs in Adelaide

Adelaide is one of the world's most liveable cities, with costs being much lower than any other Australian city. Rental and housing costs are significantly cheaper; eating out is much more affordable; and transport and entertainment costs are far more manageable than those in other Australian cities.

Fast facts

- A coffee can generally be bought for \$3.00 to \$5.00
- A main meal can cost \$12 in a cafe
- A main meal in a restaurant costs about \$30
- An adult ticket to the cinema is \$17 (some smaller independent cinema's have cheaper tickets)
- A ticket to the theatre costs between \$50 and \$90
- A taxi fare from the city to the airport is about \$20
- A 10-trip bus/train ticket costs approximately \$30
- Early bird parking is about \$13

Climate

South Australia's climate varies from hot and dry in the interior, to the milder, wetter climates of the southern Mount Lofty Ranges and the southeast coast of South Australia. Adelaide has a Mediterranean climate, with hot and dry summers and mild, wet winters.

Adelaide's average summer temperatures typically range between 27- 29° Celsius (C), with night temperatures in the mid-teens. Winters are mild, with the average temperatures being between 15 - 17° C.

Summer	Autumn	Winter	Spring
Dec, Jan, Feb	Mar, Apr, May	Jun, Jul, Aug	Sep, Oct, Nov
Dry & hot	Warm	Cold & wet	Sunny & cool
16° to 29° C	10° to 26° C	8° to 17° C	10° to 25° C

Climate and weather information can be sourced through the Bureau of Meteorology website: www.bom.gov.au

Public holidays

Australians commemorate certain days each year that have particular meaning or national significance. Some of these days are marked by a holiday for everyone and are usually held on the same day across all States and Territories. South Australia has 11 public holidays (in addition to annual leave). These include: New Year's Day (January), Australia Day (January), Adelaide Cup Day (March), Easter (March/April), ANZAC Day (April), Queen's Birthday (June), Labour Day, (October) Christmas Day (December) and Proclamation Day (December).

For information about public holidays, see:

www.safework.sa.gov.au/show_page.jsp?id=2483

Time zones

Australia is the world's sixth largest country and is divided into three separate time zones:

- Eastern Standard Time (EST): Queensland, New South Wales, Victoria and Tasmania
- Central Standard Time (CST): South Australia, the Northern Territory and Broken Hill
- Western Standard Time (WST): Western Australia

South Australia operates on Central Standard Time (equivalent to Coordinated Universal Time plus 9 ½ hours (UTC + 9½)).

In summertime, South Australia changes to 'Daylight Saving Time', which is the practice of advancing clocks one hour during the warmer months of the year. Daylight Saving Time begins in October and ends in April.

** Daylight Saving Time is not observed in QLD, NT or WA.*

International time zones and dialling codes are published in the White Pages telephone directory and are also available online at: www.whitepages.com.au

For more information about daylight saving visit: australia.gov.au/about-australia/our-country/time

Other useful websites:

www.southaustralia.com

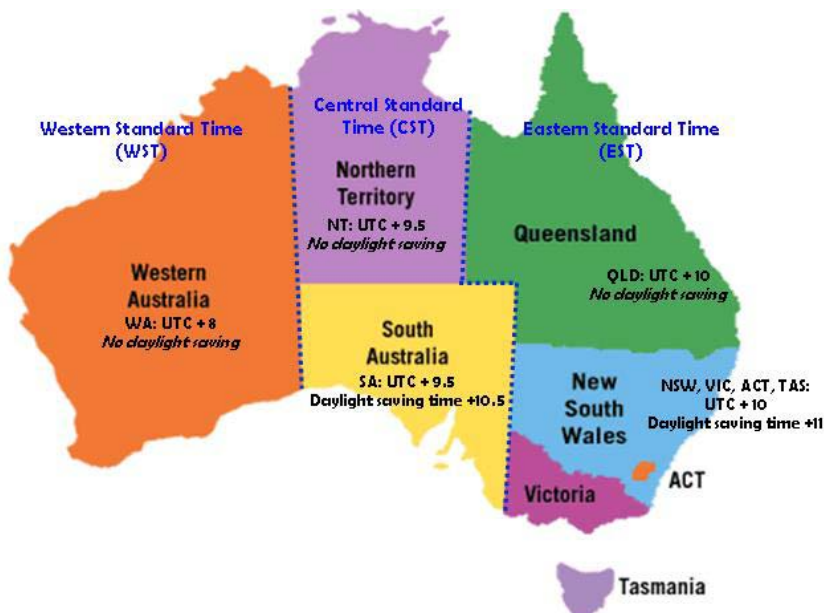
www.cityofadelaide.com.au

www.southaustralia.biz

Online street directories and maps:

www.whereis.com

maps.google.com.au



REGIONAL SOUTH AUSTRALIA

With so many different landscapes, climates and attractions, regional South Australia offers something for everyone.

From picturesque rolling hills and plains, to rugged coastlines, expansive grasslands and the meandering Murray River, South Australia's regions are dynamic, full of opportunity, embrace diversity and offer lifestyle affordability.

The Adelaide Hills are only 20 minutes from the city. This is home of the historic town of Hahndorf, the garden village of Stirling, as well as Mount Barker, Lobethal and Birdwood. The Adelaide Hills offers numerous walking and cycling trails, great attractions, welcoming cellar doors, pubs and restaurants, good shopping, and an abundance of fresh local produce.

Barossa Valley is the country's best-known and most important wine region. Just an hour north-east of Adelaide, the Barossa offers a fascinating heritage and a cosmopolitan lifestyle in a rural setting. Its proximity to Adelaide makes it an attractive option for people who fall in love with the beauty of the vineyards, hills and renowned hospitality.

The Fleurieu Peninsula is a one-hour drive from Adelaide and is one of South Australia's most popular tourist areas. The region is famed for its picturesque coasts, secluded beaches and unspoilt wildlife. It's a paradise for divers and snorkelers, with dramatic shipwrecks and marine life. Plus it's alive with vibrant and creative festivals, events and art.

The Mid-North provides an authentic slice of country Australia, just two hours northwest of Adelaide. This is a region of plains, pastures and vineyards, and is home to the famous and beautiful Clare Valley. The Mid North offers a laid-back lifestyle, country charm and traditional hospitality.

Eyre Peninsular is a picturesque region, with more than 2000 kilometres of pristine coastline. Along this coastal expanse, you'll see sheltered coves and bays that are perfect for fishing, secluded beaches, and stunning cliff faces providing the perfect vantage point for spotting. UniSA's Whyalla campus is also located along the Eyre Peninsula and is the only regionally based university campus in the State.

The Flinders Ranges and Outback abounds with wildlife, all of which is indigenous to this area. The Flinders Ranges is among Australia's best natural and cultural landscapes and can be divided into three distinct areas: the Southern Flinders Ranges - closest to Adelaide and offering spectacular scenery, walking and cycling trails; the Central Flinders Ranges - where you can explore caves, gorges and the amazing Wilpena Pound amphitheatre; and the Northern Flinders Ranges - where rugged peaks and starry skies lead you into the 'real outback'.

Kangaroo Island is a microcosm of different landscapes and environments from pristine beaches and forests, to desert dunes and farmland. Recognised as one of the world's last unspoiled island wildernesses, Kangaroo Island nurtures many animals and plant species that are no longer seen on the Australian mainland. A 90 minute drive from Adelaide, Kangaroo Island is a popular tourism destination.

The Limestone Coast has been forged over 26 million years by primal ocean forces and the movement of tectonic plates. These forces created the Coorong National Park, with its sandy coast and lagoons, as well as the 'terra rossa' soils in the Coonawarra, which provide the ideal environment for producing world class wines. This region encompasses the picturesque port towns of Kingston SE, Robe and Beachport, as well as the spectacular Naracoorte Caves and Mount Gambier - home of the spectacular Blue Lake. This is also home of UniSA's Regional Centre.

The Murraylands is bestowed with a diversity of landscapes, from the meandering Murray River and the broad expanse of the Mallee country, to the dunes and waterways of the Coorong and Lakes region. The Murraylands Region has a great climate and lifestyle and is often referred to as 'the region of opportunity'.

The Riverland is located only 2.5 hours north-east of Adelaide and is home to 34,000 people. The population is spread over five major towns: Renmark, Loxton, Berri, Barmera and Waikerie. Each of these vibrant centres is nestled on the banks of the Murray River in a beautiful area of high-yielding orchards, vineyards, farmland and spectacular scenery.

Yorke Peninsula is one of South Australia's favourite holiday spots, with idyllic beaches for swimming, surfing and fishing. Two and a half hours from Adelaide, Yorke Peninsula is also the home of Innes National Park - full of wildlife, with bushland, rugged cliffs and secluded ocean beaches



Useful websites:

www.southaustralia.com/Regions.aspx

www.about-australia.com/maps/south-australia

HOUSING

HOMES AND RESIDENTIAL AREAS

South Australia offers some of the nation's most affordable housing.

Home ownership is important to Australians, with over 70% of the population owning their own homes. Adelaide's median house price is \$458,900 (June 2010) significantly lower than that of most other capital cities. This means you can own a home in Adelaide for less, or buy more for the same amount.

Adelaide offers a realistic choice of urban, coastal and rural locations to suit all needs, tastes and budgets. Properties range from apartments in the city, to traditional houses on 'a block of land' in the suburbs, or even acreage properties or small farms in the outer-lying areas of Adelaide.

Most suburban areas have their own clusters of shops, restaurants, churches and schools. Local Councils will provide childcare facilities, child playgroups, kindergartens, libraries, sporting facilities and recreational areas.

The majority of Adelaide homes are free standing stone or brick dwellings, with private front and rear gardens. Purchase and rental prices vary widely and will depend on the location and type of accommodation you select.

There are many factors that can affect your choice of accommodation, including:

- *Size* – floor area of the dwelling - will it fit your needs?
- *Natural light and outlook* – does this suit your needs?
- *Parking* – is on-site parking available?
- *Privacy/security* – is street lighting adequate at night?
- *Energy efficiency* - heating and cooling costs
- *Maintenance* – ongoing maintenance needs?
- *Full purchase price* – stamp duty, council rates.

Suburbs and housing across Adelaide:

Housing styles vary across South Australia. As an approximation, you can use a 'radius-guide' from Adelaide's centre to predict the types and styles of available accommodation in the various areas. The map on page 23 shows Adelaide's suburbs and their proximity from the city. Also see: www.adelaidesuburbs.com.au and online directories such as www.whereis.com and maps.google.com.au

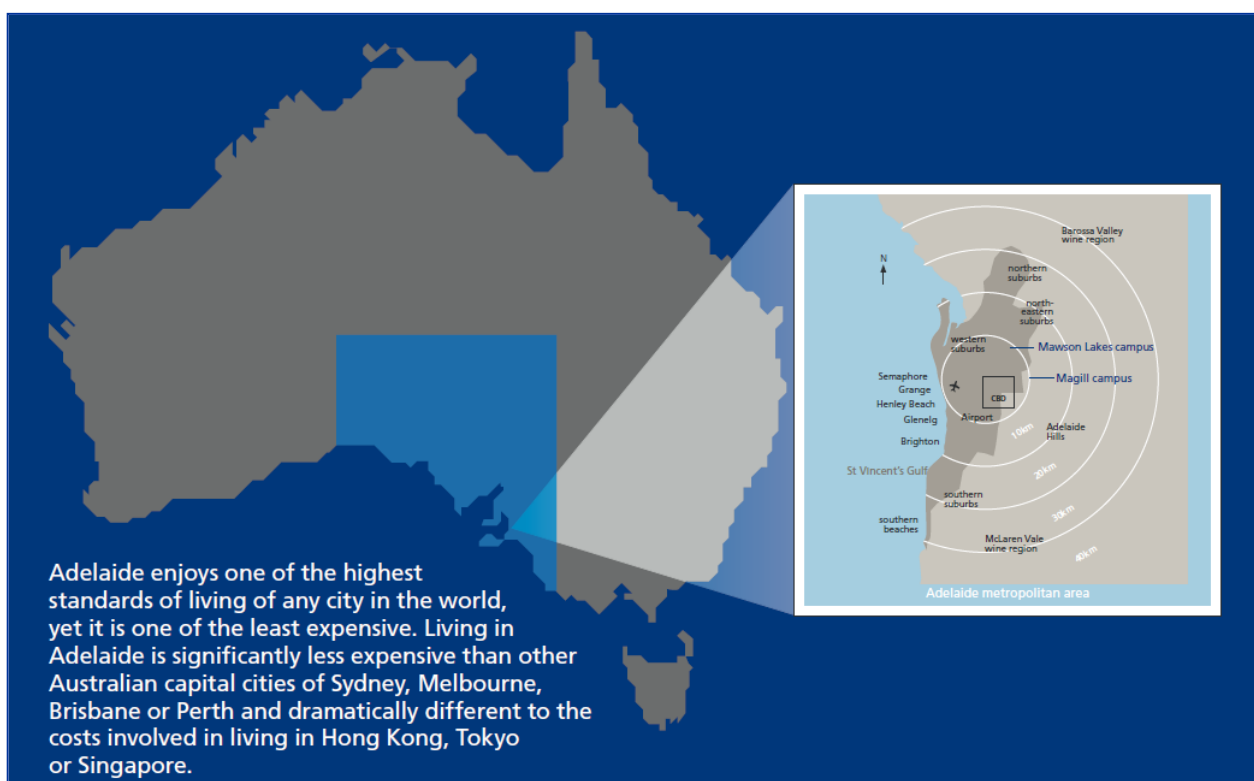
Within 5 kilometres of the city – you will find a range of housing styles, including high-density apartments, townhouses, cottages and villas.

5 – 10 kilometre radius - homes from the Edwardian era through to 1930's dwellings, typically on large blocks of land. Many have been renovated to retain the historic architectural styles. Modern apartments, townhouses and flats are also available.

10 – 15 kilometre radius - a mixed range of homes, including: modest post-war housing (often cream and red brick dwellings); contemporary housing; 'courtyard' homes on sub-divided blocks; and units (small free-standing homes, grouped in a single level complex of six to eight).

15 –20 kilometre radius –contemporary estate-style developments from the 1960's to the present day are. Homes are free standing but blocks of land are generally smaller than the traditional ¼ acre block.

20 kilometre plus – here you will find one and two level project homes on new housing estates, as well as one to five acre allotments in rural-residential areas.



MAP OF ADELAIDE AND SURROUNDS



Source: www.southaustralia.com/media/documents/about-south-australia/map-adelaide-suburbs.pdf
 (see also online directories and maps: maps.google.com.au or www.wheris.com)

ADELAIDE HOUSE STYLES

Adelaide is rich in differing house styles. Some of South Australia's house styles are shown on these two pages. For more information about housing styles, see: www.adelaidepropertyfinders.com.au/cgi-bin/page.cgi?id=120



Single Fronted Cottage 1840-1915 - built from 1840 through to the early bungalow period, these homes typically have three rooms and a side hallway.



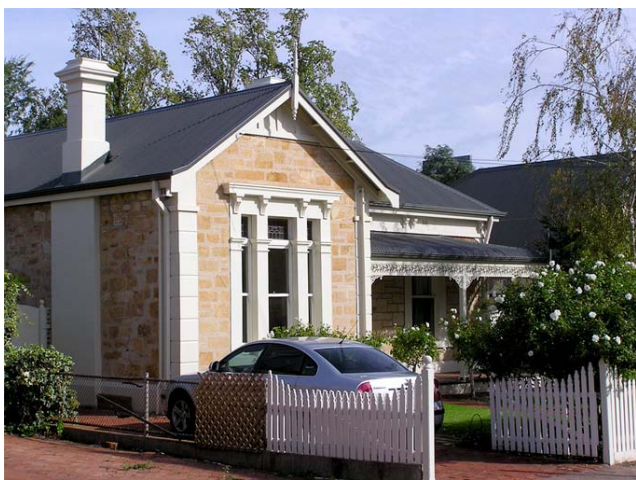
Louvre Roof 1905-1918 – gablets with louvered slats were built into the ridge cap to allow for good ventilation. Air would enter from open eaves and convection currents would force the hot air out of the gablet.



Symmetrical Cottage 1860-1915 - originally built as four room dwellings with a central hallway. Roof styles and verandah styles can vary.



Bungalow 1916-1930 - a single story dwelling usually of rectangular shape. This style of home has a gabled front verandah.



Villa 1880-1915 - originally featured a double front with an extended gable or hipped roof. Roof and verandah styles vary. These homes are generally larger than the symmetrical cottage.



Tudor 1928-1938 - characterised by ornately decorated, steeply pitched gables. In its simplest form, this house consisted of 5 main rooms plus a sleep out under the 'lean-to'.



Art Deco 1934-1945 - has a steeply pitched rendered or stuccoed gable featuring front corbels in dark, often glazed brick, extended into and contrasting with the gable.



Boomerang Style 1960s - are very much an Australian statement, as is evident by the boomerang shape of the home.



Austerity 1941-1955 - due to World War II, building restrictions limited housing to areas of only 110m², which promoted simpler designs. These homes usually contain two bedrooms, a sitting room, dining room and kitchen.



Colonial Homes 1970s-1980s - often characterised by their colonial style windows.



Conventional 1950s - were erected in the mid 1950s and early 1960s. They were less austere than the post-war homes, however similar building materials were used for their construction.



Mawson Lakes Development 1992 - present - provide a good example of today's modern building designs. These homes promote higher density developments, smaller block sizes and double story homes.

RENTING A HOME

About one in six households are in private rental accommodation in South Australia.

As a new resident, one of the first things you will do is find a new home. Many people choose to rent for the first six months, as this gives them time to explore the suburbs and decide where they'd like to live in the longer term.

Rental properties include all types of accommodation including: houses, apartments, units, and flats. Properties are generally offered for 6 or 12 month periods and are usually unfurnished. Alternatively, you can rent furniture from outlets listed in the Yellow Pages.

Finding a property

You can find rental properties through websites such as: www.realestate.com.au/rent and www.domain.com.au where realtors list property descriptions, locations, rooms, facilities and rental costs. If an open inspection is not listed, you can contact the agent to arrange a viewing. Adelaide's newspaper, *The Advertiser*, also lists available rental properties in the 'Classifieds' under the 'to let' or 'accommodation vacant' sections. Most listings are included on Wednesdays and Saturdays. Listings often use real estate abbreviations to describe the property.

Commonly used real estate abbreviations

A/C – air conditioning	DIN – dining room	NEG – negotiable
ADJ – adjacent	EXC – excellent	PW – per week
APT – apartment	F/F – fully furnished	RMS – rooms
AVAIL – available	FACS – facilities	SC – self contained
BALC – balcony	FAM – family	SGL – single
BIR – built-in robes	FURN – furnished	SPAC – spacious
BRM – bedroom	INCL – includes	W/R – wardrobe
C/PORT – carport	INSP – inspect	WC – toilet
D/W – dishwasher	LNGE – lounge	WIR – walk-in robe
DBLE – double	MINS – minutes	YRD – yard

House-finding agents and services

There are also Australian-based companies that can 'house hunt' on your behalf, for a commission. Some providers are:

- www.homehunters.com.au
- www.eliteexecutiveservices.com.au

Securing a property

When you find a property you like, you need to submit an application to live in that property through the real estate agent. This can be a competitive process, so it may be helpful to include a cover letter and references with your application. If successful, you will need sign a lease and pay a security 'bond'.

Bond

A *bond* is an amount of money (usually 4-6 weeks rent) which covers the landlord for any damages/cleaning that is required when a tenant vacates the property. It's held by a government agency and is refundable when you vacate the property at the end of the lease (less any damages).

Lease

A *lease* (or a 'Residential Tenancy Agreement') is a legal document that lets you to live in a property owned by a landlord in exchange for rent. The lease states terms and conditions of your rental agreement and covers: when the rent is due and the length of the lease. You will also be given a copy of the *Residential Tenancies Act 1995 Information Brochure* which explains the rights and responsibilities of both the tenant and the landlord and includes such things as: cleaning and repairs, rent increases, pets, guests, inspections, evictions, and so on.

Remember - do not sign a lease unless you have inspected the property and understand all the terms and conditions, as it is legally binding after you sign it. Read it thoroughly, or ask others for advice.

Periodic or fixed term

There are two types of residential tenancy agreements: *fixed term* or *periodic* (unfixed) agreements. A fixed term agreement is more common and is generally for six (6) or twelve (12) months, as agreed by the parties at the commencement of the tenancy. A periodic agreement is for an indefinite period, until lawfully terminated in writing.

Inspection sheets

When you begin your tenancy (and when you leave) you and the landlord/agent should inspect the property's condition and make notes on an *Inspection Sheet*. You both keep a copy, and refer to this at the end of the lease.

Disputes and your rights

The landlord/tenant relationship is usually harmonious, but sometimes difficulties arise. The *Residential Tenancies Act 1995* provides for several methods of dispute resolution. For more information see the Consumer and Business Services. Phone 131 882 or:

www.sa.gov.au/subject/Housing,+property+and+land/Renting+and+letting/Being+a+tenant+renting+privately



BUYING A HOME

Finding a property

Most properties in Adelaide are sold through real estate agents who advertise online, in free magazines and through newspapers. Real estate websites provide a convenient way for you to look for homes. For more information, see 'House-finding agents and services' on page 26 and:

www.realestate.com.au
www.domain.com.au

Open inspections

Once you have found a property you like, you can visit it at an 'open inspection'. Open inspections are advertised, and are usually held on weekends. They are open to the public prior to the sale of a property and you can openly attend without being registered with a real estate agent. Realtors very rarely conduct private viewings of properties.

Price guides

Before you purchase, it is a good idea to see what other buyers have paid for homes in the area. You can source some free information online, or purchase more detailed reports such as *Home Price Guides* for approximately AUD\$75.00 per post code.

www.latestsales.com.au/Search
www.homepriceguide.com.au

Valuations

If you are borrowing money to purchase a home, the lending institution may ask a valuer to inspect the property prior to lending. If you are uncertain of what to pay for a property, you can also arrange a valuation.

Building and pest inspections

To protect your investment, you may also choose to have a professional building and/or pest inspection of the home prior to purchase. A building inspection costs between \$200 and \$450 and a pest inspection can cost about \$330.

Making an offer

You can make an offer on a property, through the auction process (an open bidding system) or through a written offer with a real estate agent, depending on how the property is advertised for sale. In some instances you can make your offer 'conditional' (e.g., depending on a satisfactory building inspection). To find out about the purchase process, see:

www.migration.sa.gov.au/sa/immigrate_from_overseas/useful_settlement_information/finding_your_new_home_os.jsp

The purchase process

- Secure finance / loan
- Find a suitable property
- Attend open inspection
- Consider building inspection
- Consider pest inspection
- Consider property valuation
- Make an offer
- Finalise the deal

Remember – do not sign any contract unless you fully understand all of the terms and conditions.

Legal costs and 'conveyancing'

Conveyancing is the legal and statutory processes required to transfer real estate from one person to another. A *conveyancer* is a lawyer who specialises in the legal aspects of buying and selling property. They will prepare, execute, verify and lodge of numerous legal documents to finalise the ownership of your new home. For more information see: www.aicsa.com.au

Financing a home loan

To afford a home, most people take out a loan (repaid over 25 to 30 years). To arrange a loan you will need to talk to a bank or financial institute. There are many different mortgages available, so be sure to research the different options carefully. You can compare home loans here: www.ratesonline.com.au/rea/best-home-loan-fov-adv

Buying a home in Adelaide is now easier due to the Commonwealth Government's *First Home Owners Grant* and the South Australian Government's *HomeStart Finance* scheme. To find out more visit: www.homestart.com.au and www.revenuesa.sa.gov.au

Stamp duty

Stamp duty is a government duty charged on the transfer of real estate. It's calculated according to the value of the property. For full information including stamp duty calculators see www.revenuesa.sa.gov.au.

Foreign investment approval

As a temporary resident you may require *foreign investment approval* to purchase Australian residential real estate. This is obtained through the Foreign Investment Review Board. For more information, see: www.firb.gov.au

Other useful websites

www.ocba.sa.gov.au/Realestate/index.html

www.adelaidebound.com/buyinghome.html

www.moneysmart.gov.au/tools-and-resources/life-events/buying-a-home



ESSENTIAL HOUSEHOLD SERVICES

Whether you rent or buy, there are a number of household services that you will need to arrange for your property.

Try to give service providers advance notice to set up your service before you move in. To set up a new account, you'll need identification and your new address. Providers will charge a connection fee which may be added to your first account/bill. When you vacate the property, you will also need to arrange the disconnection of these services. Remember – it's important to understand the terms and conditions of any service agreements before you sign a contract.

Water

Water is supplied by SA Water. If you are a home owner, contact SA Water to arrange a new account: 1300 650 950 or www.sawater.com.au

If you are renting, your landlord may cover some or all of the water costs. Generally connection and standard usage is paid by the landlord, with excess water being charged to the tenant. Your lease will state who is responsible for water payments.



Electricity

Electricity providers in South Australia:

- AGL: 131 245 or www.agl.com.au
- Origin Energy: 132 461 or www.originenergy.com.au
- Tru Energy: 133 466 or www.truenergy.com.au

Gas

South Australia's gas suppliers are:

- AGL: 131 245 or www.agl.com.au
- Origin Energy: 132 461 or www.originenergy.com.au

Utility connections

If you choose, you can arrange for a 'utility connections' or relocation company to connect your services for you. There are many operators that can arrange the connection of your phone, electricity, gas and internet.

For more information, see 'Relocation Companies' on page 13 or the following utility companies:

- www.utilityone.com.au or 13 18 19
- www.directconnect.com.au or 1300 664 715
- www.fastconnect.net.au or 1300661464
- www.onthemove.com.au or 1300 850 360

Telephones and mobile phones

Telephone providers offer competitive rates for interstate and international services, as well as for facsimile, mobile and internet services. Sometimes you can save money by arranging your landline ('home phone') and mobile phone with the same provider. The main providers are:

- Telstra: 13 2200 or www.telstra.com.au
- AAPT: 135 005 or www.aapt.com.au
- Optus: 133 937 or www.optus.com.au

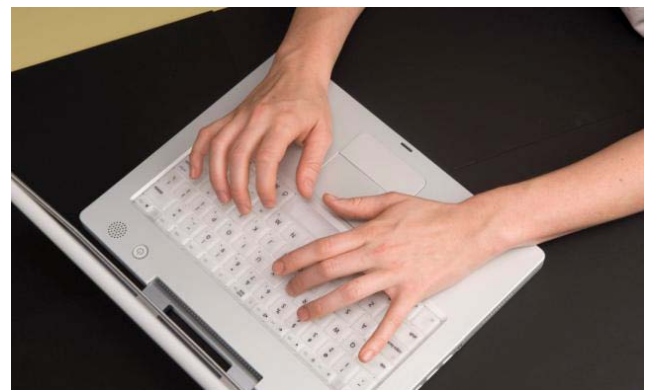
Mobile phones can be purchased through a plan with a phone company or as a pre-paid service. As there are many different service plans, it's a good idea to research several different companies before you sign up with a telephone provider. To compare different deals see: www.phonechoice.com.au.

See also 'Phoning Home' on page 18.

Internet services

There are many internet service providers in Adelaide. We recommend you speak with several companies to make sure you get the service that best suits your needs:

- Internode: 13 NODE (13 66 33)
www.internode.on.net
- Optus: 1800 780 219
www.optus.com.au/shop/broadband/topbroadbandplans
- Big Pond (Telstra): 13 POND (13 7663)
www.telstra.com.au/bigpond-internet



Insuring your home

Home and contents insurance is highly recommended. If you are planning to buy your own home then you'll need to take out both building and contents cover, but if renting you can simply opt for contents cover as the owner of the property will cover the insurance of the building. There are many companies that offer insurance and most provide discounts for multiple insurance items (e.g., car and home) so it is worth shopping around and securing a few quotes before you choose a provider. Some are:

- AAMI: 13 22 44 or www.aami.com.au
- RAA: 8202 4600 or www.raa.com.au
- SGIC: 133 233 or www.sgic.com.au

FOOD AND SHOPPING

Food shopping

Groceries can be purchased at large supermarket chains, such as Coles, Woolworths and Foodland, as well as through local supermarkets and convenience stores. Supermarket trading generally follows the same hours as metropolitan shopping, with some suburban convenience stores being open 24 hours a day, seven days a week.

If you are looking to buy food in a market environment then the *Adelaide Central Market* will provide you with the ultimate shopping experience. Located on Grote Street in the city, the Central Market provides a huge range of fresh food, speciality goods, Asian groceries, cafes, food halls and more. The market is abundant with produce, bustling with people, and alive with fresh food smells. The market is open from Tuesday to Saturday every week, with extended hours on Friday nights.

The *Adelaide Farmers Market* is another city market that offers all sorts of produce, including fruits, vegetables, dairy, baked goods, livestock, fresh flowers, garden ware and more. The Farmers Markets are held every Sunday in the Adelaide Showgrounds (Goodwood Road, Wayville) from 9am-1pm.

South Australia's regional food markets offer a diverse variety of fresh foods and local produce. A tourist attraction in themselves, these markets provide a great opportunity to get out of the city, to chat with locals, and discover special goods that simply cannot be found on any supermarket shelves. See:

www.southaustralia.com/FoodMarkets.aspx

Shopping in the city

Rundle Mall is Adelaide's premier retail destination, offering the largest selection of shopping facilities in Adelaide. Conveniently located off North Terrace, the Mall includes the three national department stores, 15 arcades and centres, 700 retailers, boutiques and chain stores, plus more than 300 non-retail services and offices.

To the east, the Mall becomes 'Rundle Street', offering a wide selection of restaurants and quirky fashion shops nestled between smart home wares, good bookshops and camping outfitters. To the west, the Mall becomes Hindley Street, providing much loved bookshops and assorted boutiques, tucked amongst cafés and bars.

Metropolitan shopping

Adelaide's suburbs provide unique shopping experiences:

- *King William Road* in Hyde Park for fashion and design
- *Glen Osmond Road* in Eastwood for designer seconds and clearance shops
- *The Parade* in Norwood for cafes, restaurants and boutiques
- *Jetty Road* in Glenelg - a good excuse to mix shopping with a stroll on the beach
- *Harbour Town* in West Beach for over 100 quality brand outlets and discount stores
- *Melbourne Street* in North Adelaide for designer Australian fashion and great coffee
- *Magill Road* in Norwood for antiques, and retro collectables
- *Mile End Homemaker Centre* for home wares
- *Large-scale shopping centres* for all shopping needs at Tea Tree Plaza, Elizabeth, West Lakes, Arndale, Noarlunga and Marion.

Bargaining

Bargaining is not common in Australia; most shops operate with fixed prices. Seasonal discounts are advertised and marked as 'on sale'.

Tipping

Employees in Australia do not depend on tips or gratuities as part of their income.

Standard city and shopping hours

- Monday to Thursday, 9 am – 5.30 pm
- Friday, 9 am – 9 pm (late night shopping)
- Saturday, 9 am – 5 pm
- Sunday, 11 am – 5 pm

During Christmas, extended shopping hours generally apply.

Metropolitan shopping hours

Metropolitan shopping hours are generally:

- Monday – Wednesday & Friday, 9 am – 5.30 pm
- Thursday, 9 am – 9 pm (late night shopping)
- Saturday, 9 am – 5 pm
- Sunday, 11 am – 5 pm

Useful websites:

www.southaustralia.com/AdelaideShopping.aspx - Adelaide shopping

www.southaustralia.com/FoodMarkets.aspx - Food markets



TRANSPORT

GETTING AROUND ADELAIDE

Less congestion plus better access make for efficient transport networks – and a better quality of life.

Adelaide was designed for the convenience of people – it is surrounded by parklands and established on a grid of broad roads. Adelaide's layout, wide roads and relatively low traffic density means that it is easy and cost-effective to navigate your way around.

Driving

Driving is still the most popular form of transport, with most households having at least one car. Traffic generally moves easily with the Adelaide 'rush hour' being a pale shadow of its eastern-State counterparts. To drive, you must have a Drivers Licence, a registered and insured vehicle, and obey the road rules. See also 'Driving and motor vehicles' and 'Road safety' on pages 32 and 33.

Parking

Adelaide has the lowest parking costs of any Australian mainland capital. The inner city is well supplied with multi-level car parks with on-street, metered parking available. Major suburban shopping centres offer free parking and most residential areas provide free on-street parking. See also: www.adelaidecitycouncil.com/services/parking-and-regulations.html

Free city transport

Adelaide Metro offers free, fully air conditioned city buses and trams that traverse the city centre. The free 99C bus service loops the city, taking you past many attractions in Adelaide. The free city tram extends from South Terrace to the Entertainment Centre. Both services operate 7 days a week. For further information see: www.adelaidemetro.com.au/routes/cityservices.html

Public transport – Bus, Train, Tram

Adelaide's public transport system is excellent, with an extensive bus network, a newly extended tram service and an efficient train system. Ticketing is easy – with a single, valid ticket enabling travel on any combination of train, bus or tram. Tickets should be purchased in advance from most newsagents, post offices and some service stations. Single-trip tickets can be bought from the driver, but you should have the correct, or close to correct, fare.

Ticketing, timetables and fare information is available through the Adelaide Metro on free call 1300 311 108 or www.adelaidemetro.com.au

Cycling

Adelaide has extensive bike paths and on-road marked cycle lanes, enabling cycling to be a cost effective and convenient form of transport. Cyclists must wear a helmet, keep to the left in bicycle lanes, give way to pedestrians on shared paths, and have a bike that is fitted with a working bell, brakes and front and rear lights for riding at night or in hazardous weather conditions. Free city bike hire is also available through the Adelaide City Council. See: www.bikesa.asn.au or the Department for Transport, Energy and Infrastructure: www.dtei.sa.gov.au

Taxi cabs

Adelaide taxis are clean and convenient. Taxi fares are fixed by a meter and drivers will accept payment by cash, credit card or Cabcharge. To get a taxi, you can call a taxi company to collect you, or wait at one of the many Adelaide taxi ranks. For more information, see: www.sa.gov.au/subject/Transport,+travel+and+motoring/Public+transport+and+travel/Getting+around+Adelaide/Taxis

The main metropolitan Adelaide taxi companies are:

- Adelaide Independent Taxis: 13 22 11
- Suburban Taxis: 13 10 08
- Yellow Cabs: 13 22 27



Car hire

Several car hire companies operate in Adelaide and have branches in other Australian states. Rates vary depending on the type of vehicle required and the length of hire.

See also 'Buying a car' on page 32

Coach

The main coach terminal in Adelaide is the Central Bus Station at Franklin Street, Adelaide. All interstate and intrastate coaches depart from and arrive at this terminal.

Interstate trains

The world famous *Ghan* railway line operates out of Adelaide and services Alice Springs and Darwin. *The Overland* will take you to Melbourne, the *Indian Pacific* to Perth. Interstate trains arrive and depart from the Keswick Rail Terminal, on Richmond Road, Keswick. See www.greatsouthernrail.com.au for more information.

Airlines

Adelaide is easily accessed by air from all Australian capital cities and international destinations. Adelaide Airport is just a 15-minute drive from the city, only eight kilometres away. It services regional, domestic and international travellers. The main domestic airlines include:

Qantas Airways: www.qantas.com.au

Ph: 13 13 13

Virgin Australia: www.virginaustralia.com/

Ph: 13 67 89

JetStar: www.jetstar.com.au

Ph: 13 15 38

Travel times - flying

Most Australian capitals are within a relatively short flying time. Typical flight times from Adelaide are:

- 1 hour 15 minutes to Melbourne
- 1 hour 40 minutes to Canberra
- 1 hour 50 minutes to Sydney
- 2 hours 15 minutes to Brisbane
- 3 hours to Perth
- 3 hours 35 minutes to Darwin

City airport coach services

The *Adelaide Metro JetBus* can transfer passengers to and from the airport. For further information see:

www.adelaidemetro.com.au/routes/jetbus

Street directories and maps

Street directories and maps can help you find your way around Adelaide. You can buy these from many outlets including bookstores, the RAA, newsagents, map shops and service stations.

Online directories are also extremely helpful:

www.whereis.com

<http://maps.google.com.au>

Other useful websites:

www.sa.gov.au/subject/Transport,%20travel%20and%20motoring

www.raa.com.au/motoring_home.aspx

www.adelaideairport.com.au/



DRIVING AND MOTOR VEHICLES

It is extremely important to make sure that you are driving legally in South Australia.

As a driver, there are many legal requirements you must meet prior to driving a vehicle. These include:

- holding a current and valid Driver's Licence
- making sure your vehicle is registered, roadworthy and insured
- understanding and abiding by the State's road rules.

If you hold a current foreign driver's licence you may be eligible to drive a vehicle in South Australia if you also hold a current International Driving Permit, or your foreign licence is written in English, or is accompanied by an English translation of the licence details. For eligibility advice, call *Service SA*: 13 23 24.

Obtaining a Driver's Licence

New interstate or international residents must apply for a South Australian Driver's Licence and register your vehicle in South Australia, within three months of arrival.

South Australia recognises the driver licensing and testing standards of a number of foreign countries, so if eligible you will not need to undertake additional driving tests.

For interstate applicants and eligible international applicants, complete the application forms and return them to a Service SA Customer Service Centre. You will need to have your current licence and identification, your photo taken and pay the licence fee. Your licence is then mailed to you.

If you are not eligible for a reciprocal licence, you must pass:

- the Australian road rules theory test to demonstrate that you know all about the road rules and road safety
- a practical driving test that assesses your skills and knowledge, and whether you are a safe and competent driver.

Upon passing these driving tests you will receive a certificate of competency, which you should present at a Service SA Customer Service Centre to obtain your South Australian Driver's Licence. If you wish to have professional driving instruction prior to taking your driver's licence examination contact a registered Driving School.

For more information, see:

www.sa.gov.au/subject/Transport%2C+travel+and+motoring

Registration & Compulsory Third Party insurance

All motor vehicles must be registered and have current Compulsory Third Party Insurance (CTP). CTP is purchased from a Service SA Customer Service Centre with your vehicle registration fees. CTP provides compensation to crash victims where the owner or driver of a registered South Australian vehicle is at fault. It may also cover crash victims where a passenger is at fault. Note that unregistered vehicles are not allowed on the road and can be detected by traffic cameras.

Motor vehicle insurance

Car insurance can protect you against costs and liabilities if you are involved in an accident or if your car is stolen or vandalised. The type of insurance you choose will depend on your car and your budget, and rates vary depending on your age and driver experience. Shop around for your insurance to find the deal that best suits your needs. Ensure that you know exactly what you are covered for, what your obligations are and how to make a claim. If you have taken out a loan to buy a car, you may be required to purchase comprehensive insurance.

If you are transferring to Adelaide from another state of Australia make sure you advise your insurance company immediately of your change of address.

Buying a car

A car is one of your most expensive financial investments. As such, you should research the market before you decide to purchase. There are many companies that can provide advice about buying a new or second hand car:

www.livingin-australia.com/buying-a-car
www.ocba.sa.gov.au
www.carsguide.com.au/site/buy-a-car/buying-hints-and-tips
www.raa.com.au/page.aspx?SecID=74

Motoring associations

The Royal Automobile Association of South Australia (RAA) is a trusted motoring association that offers its members 24 hour emergency roadside assistance, every day of the year. The RAA also offers: advice about owning and operating a vehicle; pre-purchase vehicle inspection; free road and sightseeing maps; an accommodation booking service; selected travel discounts; insurance services and more.

There are three membership tiers, with fees ranging from AUD\$118 to AUD\$165 per year depending on the level of cover required. Reciprocal rights with motoring associations in other states of Australia are also included.

For general and membership enquiries visit:

www.raa.com.au or call (08) 8202 4600
For Road Service (24 hours) 13 11 11



ROAD SAFETY

To drive in Australia, you must know the rules of the road.

To help you understand the road rules and drive safely in South Australia, we encourage you to:

- obtain a copy of The Driver's Handbook for information about driving in South Australia
- visit the Road Safety website for information
- consider RAA membership for roadside assistance.

In the interim, some important rules to be aware of include:

Driver's Licence - you must carry your licence with you at all times when you are driving - if your licence is not in English, you must carry an English translation. There is an on-the-spot fine for not having your licence with you.

Left-side driving – in Australia, motorists drive on the left-hand side of the road.

Speed limits – you must drive at, or below, the speed limit and slow down in wet weather. The limit in urban areas is generally 50 kilometres per hour (km/h) unless otherwise signed. On major roads it is usually 60km/h; and on most highways it is 100km/h. A few areas allow speeds of 110km/h. The police regularly conduct speed checks and heavy penalties apply to drivers exceeding the speed limit.

Seat belts – everyone must use a seatbelt at all times whilst in a car. Children need to be in an approved child restraint.

Mobile phones - it is against the law to use a hand-held mobile phone while driving. Drivers caught using a mobile phone while driving will be given an 'on the spot' fine.

Motorcycles and bicycles - if you are riding on a motorcycle, moped, motor scooter or bicycle, it is the law that you wear a crash helmet.

Drink driving – there are strict laws on drinking and driving. Police can stop any vehicle and 'breath test' a driver at any time. You must not drive if your blood alcohol level is 0.05 or higher. Learners, provisional and probationary drivers of any kind must not drive with any alcohol in their system. There is no safe level of alcohol consumption for driving; you should not drink and drive. Drink driving incurs in severe penalties, including licence disqualification and a possible jail term.

Drug driving - Australia has strict laws on drugs and driving. Police are able to conduct random roadside tests to detect the presence of illegal drugs. Drivers and riders can be stopped at random by any police officer, anywhere in South Australia, and tested for illegal drugs as well as alcohol. Offenders face strong penalties if found to be driving under the influence of drugs.

Driver fatigue - is a serious road safety concern. Australia is a vast country and car trips outside major cities may take several hours or days. If you are driving long distances, try to stop and rest every 2 hours.

Country driving – when driving in rural areas, road conditions can vary. Be careful of potholes, soft road edges, narrow bridges and dusty roads, and always drive at a speed that suits the conditions. Be alert and look out for dangerous situations - including animals on the side of the road, which tend to be particularly active at sunrise, sunset and at night. Country driving at night is not recommended.

Red Light cameras - many major intersections have red light and speed cameras to prevent and reduce road accidents. The camera is activated if you drive through an intersection when the traffic light has turned red. The speed camera captures all vehicles speeding through the intersection. Heavy fines apply (including demerit points) to these traffic offences.

Roadside assistance - if you breakdown in a remote area, remain with the vehicle at all times. Do not attempt to walk to safety. Stay in the shade and keep hydrated. You can call the RAA for roadside assistance in remote and city locations.

Reporting a crash – if you are involved in a crash, you must: stop, assist, exchange information and call the police. Call '000' for emergency, fire, police and ambulance assistance throughout Australia. For non-emergency police attendance call 131 444. See the SA Police website for more information:

www.sapolice.sa.gov.au/sapol/road_safety/reporting_a_crash.jsp



Penalties for committing offences - if you commit a minor offence, you may receive an 'On-the-Spot' fine. Some offences incur demerit points, which can result in a loss of licence. If you commit a serious offence you will receive a summons to go to Court, and you may need legal advice. Serious offences will result in a loss of licence and possibly jail time.

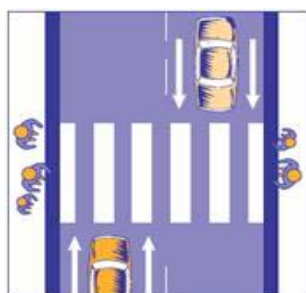
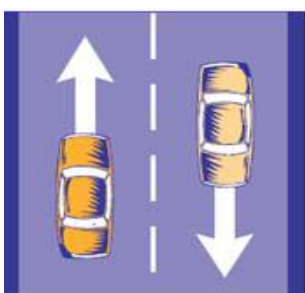
Useful websites:

www.sapolice.sa.gov.au/sapol/road_safety.jsp

www.dpti.sa.gov.au/roadsafety

www.myllicence.sa.gov.au/the_drivers_handbook

www.adelaidecitycouncil.com/services/parking-and-regulations.html



EDUCATION

EDUCATION, SCHOOLS AND CHILDCARE

Adelaide's reputation as a world-class education provider ensures international and local students receive a quality education.

Adelaide's quality education system includes a range of child care options, exceptional public and private schools, world-class universities and a wide range of technical colleges.

Schooling in South Australia

Under Australian law, children between 5 and 16 years must attend school. Schooling starts with a kindergarten year followed by 12 years of primary and secondary school. In the final year of secondary school students study for a government-endorsed certificate that is recognised by all Australian universities and training institutions. This certificate is also recognised by many international universities.

You can choose from government and non-government schools, with some schools being co-educational (teaching both boys and girls) and others teaching only girls, or only boys. The *My School* website (www.myschool.edu.au) will help you search and research almost 10,000 Australian schools.

You should enrol your children as soon as possible after arriving in South Australia. Contact the school directly.



School terms

In South Australia, the school year is divided into four terms of about 10 weeks, with the first term commencing in late January and the fourth term finishing in mid-December. Short holidays exist between terms, with a long summer holiday across December and January. Students attend school from Monday to Friday between 9.00 am to 3.30 pm.

South Australian schools term dates are available here: www.decs.sa.gov.au/custserve/pages/default/pubhols

Government or non-Government schools

Schools are either *Government schools* (also called 'Public' or 'State' schools) or *Non-Government schools*, which are either Catholic or Independent schools (also called 'Private' schools). Most Independent schools have a religious affiliation, whereas all government schools are non-denominational.

International Baccalaureate

Several schools also offer the International Baccalaureate (IB) which is a two-year pre-university curriculum for students aged between 16 and 19 years of age. For more information see: www.ibo.org

Public schools

South Australia's public schools provide high quality primary and secondary education. Public schools offer innovative, advanced and diverse curricula, and most are co-educational. Many public schools are zoned, which means entry into a school depends on where you live. Public schools account for approximately 66 percent of all Australian school enrolments and public education is subsidised by the government.

For more information contact: the Department of Education and Child Development (DECD) on free call 1800 088 158 or www.decd.sa.gov.au/

Private schools

South Australia's private schools offer superb resources, driven by high standards and with emphasis on excellence in education, discipline, extra-curricular activities, sport, and multi-lingual skills. Private schools are fee-paying and are run independently of the government. Many provide a religious or values-based education, or promote a particular education philosophy. They tend to have smaller classes, large school grounds, and excellent facilities. Private schools make up about 14 percent of all Australian school enrolments. For information about private schools in South Australia:

The Independent Schools Council of Australia (ISCA): www.ais.sa.edu.au or (08) 8179 1400.

The Private School Directory: www.privateschoolsdirectory.com.au/adelaide-schools.php

Catholic schools

Catholic education in South Australia aim to provide an education based on Christian principles in the Catholic tradition. Catholic schools are committed to providing an excellent education for students from a broad cross-section of communities. The Catholic school sector makes up about 20 percent of all Australian school enrolments.



The Catholic Education South Australia (CESA): www.adelaide.catholic.org.au/sites/CatholicEducationOfficesSA/ or (08) 8301 6600.

Tertiary education – university

Adelaide's three universities - Flinders University, The University of Adelaide and University of South Australia - have been popular with international students for many years and continue to sit high in international listings. More recently, the city's status as an education hub has been boosted by the arrival of several international university campuses, including Carnegie Mellon University (USA), Cranfield University (UK) and University College London (UK) along with the Victorian-based University of Ballarat.

The three South Australian universities are:

- University of South Australia: www.unisa.edu.au
- University of Adelaide: www.adelaide.edu.au
- Flinders University: www.flinders.edu.au



Vocational Education and Training (VET)

Adelaide's vocational education and training (VET) system comprises the government owned TAFE ('Technical and Further Education') and a wide variety of private training organisations. The system is focussed on professional and practical learning, with a heavy emphasis on uniting students with industry.



For information about TAFE SA, visit: www.tafesa.edu.au

For a complete list of University and VET courses, visit the South Australian Tertiary Admissions Centre (SATAC): www.satac.edu.au

Playgroups, pre-schools and childcare

Early childhood education and child care providers in Australia aim to provide high-quality, accessible and affordable education to ensure all children are fully prepared for learning and life. In South Australia many early childhood education and care services are provided, licensed or sponsored by the Department of Education and Children's Services; others are funded privately (often by independent schools).

Most residential communities will have local playgroups for families with young babies and children (usually under 3 years of age). Childcare for babies and children under five years of age is available through childcare and family day care centres. At four years of age, most Australian children attend one year of pre-school or kindergarten ('kindy') before going to primary school. An increasing number of kindergartens are now also providing classes for three year olds where children have an opportunity to interact with other children of their own age.

Your local Council will have information on local playgroups and other activities of interest for children. For a list of playgroups, childcare centres and pre-schools visit the Department of Education and Child Development: www.decd.sa.gov.au/childrenservices/



Baby-sitting

There are many nanny and baby-sitting agencies in Adelaide. We recommend you meet with representatives from a few agencies so that you feel comfortable with the types of services they can provide. Reputable agencies will always provide references on request. Baby-sitting agencies can be found in the Yellow Pages Directory: www.yellowpages.com.au

Other useful websites:

www.studyadelaide.com

www.migration.sa.gov.au/sa/move_from_interstate/enrolling_your_children_in_school.jsp#schooling_types

www.sa.gov.au/subject/Education,+skills+and+learning

HEALTH AND SAFETY

The Australian health system is widely regarded as being world-class, both in terms of its effectiveness and efficiency.

Australia's health system consists of a mixture of public and private sector health service providers and a range of funding and regulatory mechanisms.

Medicare Australia

Medicare is Australia's medical insurance scheme which entitles all permanent Australian residents to free treatment as a *public* ('Medicare') patient in a public hospital, plus free or subsidised treatments by a doctor.

You are eligible to receive Medicare services if you hold Australian or New Zealand citizenship; have a permanent visa; or have applied for a permanent visa. To receive Medicare services you need to apply with Medicare 7 – 10 days after your arrival. Take your passport or travel documents with you for identification. All family members are covered under the one number.

People holding temporary residence visas are generally not entitled to Medicare. Some reciprocal health care agreements exist between Australia and other countries, so check your eligibility with Medicare directly on **132 011** or www.medicareaustralia.gov.au

Private health insurance

Many Australians have private health insurance, which covers some or all of the cost of treatment as a private patient in a public or private hospital, and can include services not covered by Medicare. Note that private health insurance schemes can differ greatly and cover does not guarantee you a 100% rebate of medical fees. See also: www.privatehealth.gov.au

UniSA's Corporate Health plan

UniSA offers a Corporate Health Plan for employees provided through Bupa Australia. The plan provides a range of benefits including: 'no excess' hospital insurance; discounts for direct debit payments; free one month cover for new members and a dedicated UniSA mobile consultant to answer any questions.

UniSA's Health Plan for visitors

If you're visiting Australia to work, the last thing you want to worry about is what happens if you get sick or have an accident. To give you peace of mind and to help protect you, we recommend you consider private health insurance.

Visitors Cover under UniSA's Health Plan, offers several insurance options for you to consider – depending on your needs. 'Extras' cover is also available should you like additional services such as dental, optical and physiotherapy. Each option meets the minimum level of insurance required, as set out by the Department of Immigration and Citizenship (DIAC).

For information call BUPA on **134 135** and ask for the "UniSA's Health Plan".

Doctors and general health matters

For general health issues and illnesses - colds, viruses, pains – you should see a doctor (or 'general practitioner' (GP)). You can find a doctor medical centre or under 'Medical Practitioners' in the Yellow Pages telephone directory: www.yellowpages.com.au

Major hospitals

- *Royal Adelaide Hospital*
Adelaide - (08) 8222 4000
- *Women's and Children's Hospital*
Adelaide - (08) 8161 7000
- *Flinders Medical Centre*
Bedford Park - (08) 8204 5511
- *Queen Elizabeth Hospital*
Woodville South - (08) 8222 6000

www.sahealth.sa.gov.au/

Medicines

If you need medicine, your doctor may give you a prescription to take to a chemist (or pharmacy). Many medicines are only available with a prescription. For more information about medicines call the Medicines Line: 1300 633 424 or visit:

www.nps.org.au

Other medical services

A range of medical practitioners such as dentists, optometrists, physiotherapists and so on can be found in the Yellow Pages telephone directory: www.yellowpages.com.au

Women's and Children's Health Network (WCHN)

WCHN promote the health, well-being and development of children, young people and families. They offer:

- health services for infants, children and young people
- support for families and children with additional needs
- up-to-date health information for parents, children and young people.

WCHN also provide:

- **Parent Helpline - 1300 364 100**
a 24/7 telephone information service for parents
- **Youth Helpline - 1300 13 17 19**
a 24/7 telephone information service for young people

For more information see:

www.cyh.com



Ambulance

If you call for an ambulance, it is important to stay calm, speak clearly and answer all of the operator's questions to ensure the most appropriate ambulance resource is sent to your emergency. See also:

www.saambulance.com.au

COMMON HEALTH PROBLEMS

Sunburn and dry skin

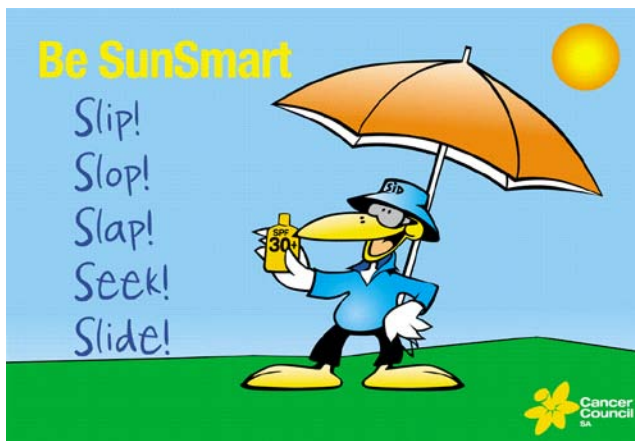
The Australian sun is much harsher than in many parts of the world, which means that you will need to take care not to get sunburnt. You are most likely to get sunburnt on a sunny day between the hours of 11am and 3pm, but you are just as likely to get burnt on an overcast or cloudy day. Sunburn is one of the leading causes of skin cancer.

To protect yourself when in the sun, you should: apply factor 30+ sunscreen, wear clothing that covers your skin, choose a wide brimmed hat to wear, and choose UV coated sunglasses. As South Australia is often referred to as 'the driest State in the world', you should also try to protect your skin by applying moisturiser and lip balm. When spending time outdoors, it is also wise to stay hydrated by drinking ample water.

Australia promotes sun safety through a 5-step campaign - *Slip! Slop! Slap! Seek! Slide!* – promoted by 'Sid the Seagull':

- **Slip** on sun protective clothing
- **Slop** on SPF 30+ broad spectrum sunscreen
- **Slap** on a broad brimmed hat
- **Seek** shade
- **Slide** on sunglasses.

For more information, see: www.sunsmart.com.au



Colds and 'flu'

Colds are common in Australia and typically occur during seasonal changes. Symptoms can include a runny nose, sore throat, headache and sometimes a fever. You can buy 'over the counter' cold and flu treatments from a chemist which may help ease your condition. Drinking water can also help. If your symptoms become worse, you should consult with a doctor.

Heatwaves

A heatwave is an extended period of abnormally and uncomfortably hot and/or unusually humid weather. They affect many parts of everyday life such as health and wellbeing, energy and infrastructure, public transport and agriculture. To learn more about heatwaves and how to manage them, see: www.ses.sa.gov.au/site/community_safety/heatwave_information.jsp

Mosquito bites

Mosquitoes can be problematic in Australia, especially in the early evening and night of the summer months (and particularly when you are around still water). Mosquitoes in Australia do not carry malaria, but they can leave an itchy mark on your skin. You can help avoid being bitten by mosquitoes by covering up and using a mosquito repellent which can be purchased from a chemist or a local supermarket.

Spider Bites

Many people worry about spider bites when coming to live in Australia. Australia has two poisonous spiders – the red-back spider (found Australia-wide) and the funnel-web spider (predominantly in NSW and QLD). However although these spiders can be deadly, no fatalities have been recorded since 1979. If you are bitten by a funnel-web, stay still and apply a pressure bandage to the area. For red-back bites, stay still and apply ice. In both cases call emergency services (dial 000) immediately for anti-venom. See also: <http://www.livingin-australia.com/spiders/> www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Spiders?open

Hay fever

Hay fever is a common and frustrating ailment suffered by many Australians. It is an allergic reaction to pollen, grasses, dust mites or pet hair, where symptoms include sneezing, runny noses and feeling 'stuffy' in the head. It is more common in spring and summer. You can buy anti-hay fever products or 'anti-histamines' from your local chemist.

For more information about hay fever, visit Asthma SA: www.asthmasa.org.au/index.php/selectedContent/62782154



Other useful health websites:

- www.sacentral.sa.gov.au/subject/health+and+wellbeing
- <http://australia.gov.au/topics/health-and-safety>
- www.betterhealth.vic.gov.au

TAKING CARE OF YOUR SAFETY

Adelaide is one of the safest cities in the world, but it is still important to think about your personal safety.

At the beach

Be careful when swimming in Australian waters. Some parts of the coast have powerful currents and tides; and shark attacks are rare but sometimes do occur. It is safest to swim at popular beaches, and even safer in areas marked by red and yellow flags, which are patrolled by surf life-savers. Never mix alcohol and swimming. For more information about beach and water safety, see:

www.southaustralia.com/things-to-do/coast-water-safety.aspx
http://beachsafe.org.au/Visiting_the_beach



On the street

Keep alert and walk confidently. If you feel unsafe, particularly at night, you should head towards the nearest well lit or populated area. Always walk against the flow of traffic and if possible walk with friends, so that you are not alone. If you regularly walk alone, try to vary your route and carry a personal alarm. Always let someone know where you are and only carry small amounts of cash.

On public transport

Try to check transport timetables so that you are waiting for the shortest amount of time at transport stops. If possible stand in well-lit areas or near other people. When travelling, sit near the driver or others. If you are harassed, complain loudly so as to draw attention to yourself.

Automatic Teller Machine (ATM) Banking

Avoid using ATMs in isolated or dark locations. If you do need to draw money out at night, use an ATM in a supermarket, a service station or at a populated place. Be aware of people around you and do not let anyone see you enter your Personal Identification Number (PIN). Count your cash out of sight of others.

Car safety

Always have your keys ready before approaching your car. Park your car in a well-lit and highly visible area. Keep your doors locked and your bag, mobile, and valuables out of sight. Do not leave your keys in the car, even when quickly paying for petrol. Do not respond to aggressive drivers – stay calm and avoid eye contact. Do not drink and drive.

Fire safety in the home

In South Australia, legislation is in place to make smoke alarms compulsory for all residential buildings. Most fire-related deaths result from the inhalation of toxic fire gases rather than from direct contact with flame or exposure to heat. Correctly located smoke alarms in your home give early warning of fire, providing you with time which may be vital to your survival. For more information about fire safety in the home, see: www.mfs.sa.gov.au/site/home.jsp



Drink spiking

'Drink spiking' is when someone puts a drug in your drink. You should be wary of accepting drinks from strangers and of leaving your drink unattended. If you do feel unwell, tell one of your friends or the bar staff.

Theft

You should take time to protect your belongings from theft. We recommend you invest in house and contents insurance to cover your personal situation. You can nominate certain items to be specifically listed in your insurance. Keep records of makes and model numbers of any equipment you own. Do not leave doors or windows open at your place of residence.

Reporting a crime

To report a non-emergency crime, call the Police on 131 444. As a member of the community, you are encouraged to share information about criminals or crime and you can do so by calling *Bank SA Crime Stoppers* on 1800 333 000. This service is available 24 hours a day.



POLICE, YOUR RIGHTS AND IMPORTANT LAWS

SA Police

The police in Australia are friendly and helpful and have a duty to protect everyone. They can always be safely approached.

South Australian police (SAPOL) have six core functions: to uphold the law; to preserve the peace; to prevent crime; to assist the public in emergency situations; to coordinate and manage responses to emergencies; and to regulate road use and prevent vehicle collisions. The police are a part of the Public Service; they are not a part of the army.

When a person is suspected of committing a crime the police have extensive powers to investigate the matter. This can include questioning, searching premises and seizing property where the individual consents or if they have a warrant.

Police often ask someone to accompany them to a police station. This is only an invitation and the person does not have to go with the police unless arrested. The police can only force someone to go to a police station if they are under arrest.



Your legal rights

If you are in trouble with the police, or they are helping you out of difficulty, things will run more smoothly if you cooperate and explain your situation politely and calmly. You have the right to be considered innocent until you are proven guilty. If you are questioned, stay calm and provide your name and address. You do not need to say anything that may incriminate you.

If you have been arrested

You will be told what the charge is and will be taken to the nearest police station. You will be allowed to call to a friend, relative, legal representative as well as an interpreter. You do have the right to remain silent as any information you give can be used as evidence. The police must not threaten or injure you, although they can use 'reasonable force' if you resist arrest. For more information, see *The Law Handbook*.

Useful websites:

www.lawhandbook.sa.gov.au

www.legislation.sa.gov.au/index.aspx

www.sacentral.sa.gov.au/subject/citizens+and+your+rights/Rights+of+individuals

Important laws:

Alcohol - people under the age of 18 are not permitted to consume alcohol in public. If you are under 18 and buy alcohol, or are given it on licensed premises, both you and the person selling it are committing an offence. You may need to provide proof of age to buy alcohol. Some public areas are 'Dry Zones' where drinking is not permitted, other than inside licensed venues such as pubs or hotels. There are heavy penalties for people who 'drink and drive'. The legal blood alcohol limit in South Australia is 0.05.

www.dassa.sa.gov.au/site/page.cfm?u=124

Drugs - there are severe penalties for illegal drug usage or dealing. Avoid any situation where illegal drugs are involved. www.police.sa.gov.au/sapol/safety_security/alcohol_and_other_drugs.jsp

Smoking - it is an offence to lend, give or sell cigarettes or tobacco to anyone under the age of 18. It is illegal to buy cigarettes or tobacco on behalf of a person under the age of 18. It is also illegal to smoke in any enclosed public area, including hotel dining rooms, pubs, and clubs. Many workplaces and outdoor areas are legally smoke-free environments. It is also an offence to smoke in cars with children. www.tobaccolaws.sa.gov.au

Gambling - young people under the age of 18 are not permitted to gamble, nor are they allowed in gambling places such as the casino or gaming areas in local pubs. www.olgc.sa.gov.au

Nightclubs and entertainment venues - a person under the age of 18 is not allowed in a licensed entertainment venue after 9pm. You may need to provide proof of age to buy alcohol or enter a licensed venue. It is an offence to provide false identification.

www.dassa.sa.gov.au/site/page.cfm?u=124

Stealing, vandalism - there are severe penalties for anyone involved in stealing, shoplifting or damaging public property. Penalties will vary depending on the severity of the crime.

Harassment and discrimination - Adelaide prides itself on being a multicultural and tolerant society. In Australia, it is generally illegal to discriminate against anyone based on gender, sexuality, marital status, pregnancy, race, physical or intellectual impairment, or age. Most educational institutions and many workplaces have anti-discrimination policies in place. www.eoc.sa.gov.au

Equal opportunity - it is also illegal to disadvantage anyone on the basis of race, religion, age, gender, marital status, sexual preference or any disability. Visit the Equal Opportunity Commission for more details: www.eoc.sa.gov.au

Noise pollution - introduced noises that disturb everyday life or the working environment can be very annoying and harmful (for example loud music at a party; neighbourhood machine noise – power tools, air conditioners; pet noise). In most cases it is best to resolve noise problems by working with the affected parties or stopping the activity altogether. Various laws exist to address noise issues, for more information, visit: www.epa.sa.gov.au/environmental_info/noise/noise_complaints

MONEY

BANKS, TAXATION AND ACCESSING YOUR MONEY

It is not necessary to carry large amounts of cash in Adelaide. Most shops accept payment by EFTPOS and bills can be paid via the Internet.

Currency

Australian currency (AUD) is decimal, with the dollar (\$AUD) as the basic unit (100 cents equals one dollar). Notes are in \$100, \$50, \$20, \$10 and \$5 denominations and coins are in \$2, \$1, 50c, 20c, 10c and 5c denominations.



Currency exchange facilities can be found at most banks, exchange specialists in Adelaide's CBD and at the Adelaide Airport. The international currency converter will provide exchange rates for 270 countries/territories: www.iccfx.com

Banks

In Australia, most income including is paid directly into a bank account. Therefore it is important that you open a bank account within 6 weeks of your arrival.

Adelaide's major banks are: Adelaide Bank, ANZ, BankSA, Commonwealth Bank, National Australia Bank and Westpac. Credit Unions also provide financial services. For more information about banks and credit unions see: www.sa.gov.au/subject/Employment+and+finance/Money/Banks+and+credit+unions

Business hours for most banks are:

- Monday – Thursday, 9.30 am – 4.00 pm
- Friday, 9.30 am – 5.00 pm
- Saturday & Sunday, closed

The major banks have offices in the Adelaide CBD and local branches in the suburbs.

Choosing and opening a bank account

Choosing an account can be confusing. Banks and lending institutions such as credit unions and building societies have a range of everyday accounts with different features and costs to suit different needs. Useful sources of information about banking and money include: www.moneysmart.gov.au/ and www.bankers.asn.au/smarter-banking/default.html

To open an account, you need to pass a '100 point' identification (ID) system and will need at least one photo ID and one ID with your current address. For more information: www.australianaustralia.com/page/Opening_a_Bank_Account_in_Australia/190

Accessing your money

Bank accounts offer lots of options for accessing your money. Some of the most popular options include:

- Automatic Teller Machines (ATMs) – 24 hour withdrawal access from banks and various shopping outlets
- EFTPOS - 'Electronic Funds Transfer at Point Of Sale' terminals can be found where goods or services are sold
- Telephone banking – using your telephone and a personal ID number ('PIN') to access and move your money
- Internet banking – online access to your accounts using a personal ID number
- 'in branch' or 'over the counter' banking – face-to-face service offered at bank offices.

NOTE - it is very important to immediately notify your bank if you lose your ATM or credit card. An after-hours phone number will be given to you when you receive your card.

Tax file number (TFN)

A Tax File Number (TFN) is a unique number issued to you by the Australian Taxation Office (ATO) and is needed for all forms of receiving income. A TFN will help you to lodge a tax return, start or change jobs, join a superannuation fund.

You are only issued one TFN in your lifetime - it will always move with you - which means you should always notify the ATO if you change your name or address.

You can apply for a TFN online or by completing a paper application form. Both are accessible via www.ato.gov.au

Is any of the money I pay in taxes refundable?

In Australia, you are required to lodge an annual taxation return at the end of each financial year which runs from 1 July to 30 June. Tax returns must be lodged by 31 October each year, unless you use a taxation agent or accountant. The ATO will calculate your taxation obligation, and if you have paid less than the appropriate amount, you will receive an invoice for the balance; if you have paid more, you will receive a refund. For more information, see: www.ato.gov.au

Salary sacrifice

Continuing and fixed term contract UniSA staff members appointed for a period greater than one year under a University of South Australia industrial instrument are eligible to salary sacrifice. Salary sacrifice is an arrangement where UniSA employees may forego a component of their cash salary in return for specific non-cash benefits of equivalent value. Payments are made from the salary pre-tax thereby reducing your taxable income.

For more information, inclusions and eligibility see: www.unisa.edu.au/hrm/employment/remuneration/sacrifice/default.asp

LOCAL GOVERNMENT AND COMMUNITY SERVICES

Australia is a diverse society. Everybody is entitled to equal rights. All Australians have the right to freedom of speech, association, assembly, religion and movement.

Australia is a representative democracy. Our government is a three tiered system, comprising the Federal Government, State and Territory governments, and local governments (there are 68 local Councils within Adelaide's local government). Each level of government has responsibility for the provision of different services that are available to the community.

Local Government and community services

As you settle in South Australia, you may like to become involved with your local community. This is a good way to familiarise yourself with your local area.

Your local Council provides a range of economic, social and environmental support services for the community, which include:

- library services, books and free internet access
- local roads, footpaths, parking and cycling tracks
- planning and development
- museums, multicultural and heritage support
- arts and cultural programs, festivals and events
- recreation and sport facilities (e.g., ovals, public swimming pools, reserves, parks)
- local health and safety as well as immunisations
- recycling and waste management.

As a resident, you are automatically part of a local Council area. If you are a homeowner, you are required to pay Council Rates that contribute to the community's services.

For more information about local councils and Government, see: www.australia.gov.au and www.lga.sa.gov.au.

Cultural groups

One in five South Australians were born overseas – half in English speaking countries and half where English is not the 'mother tongue'. This wonderful mix of cultures and influences has helped shape South Australia into the diverse and interesting place it is today.

Multicultural groups and organisations are a valuable source of support and information for new migrants. There are also a broad range of clubs, associations and religious organisations that might suit your needs and interests. To find South Australian multicultural organisations, see:

www.sacentral.sa.gov.au/subject/community+support

www.multicultural.sa.gov.au



PLACES OF WORSHIP AND RELIGIOUS ORGANISATIONS

South Australia's multicultural heritage ensures that virtually every major religion is practised in Adelaide. Major religious affiliations in Australia include (but are not limited to) the following:

Religion	Suburb	Phone	Web address
Roman Catholic	Adelaide	(08) 8210 8210	www.adelaide.catholic.org.au
Anglican	North Adelaide	(08) 8305 9350	www.adelaide.anglican.com.au
Uniting Church in Australia	Adelaide	(08) 8236 4200	www.sa.uca.org.au
Presbyterian	North Adelaide	(08) 8431 3115	www.pcsa.org.au
Orthodox	Adelaide	(08) 8231 4307	www.gocsa.org.au
Baptist	North Adelaide	(08) 8332 4355	http://sabaptist.asn.au/
Lutheran	Adelaide	(08) 8223 5491	www.lca.org.au
Pentecostal	Golden Grove	NA	www.upca.org.au/
Buddhist	Tusmore	(08) 8333 2824	www.bcsa.asn.au
Muslim	Adelaide	(08) 8231 6443	www.afic.com.au
Hindu	Oaklands Park	(08) 8298 1278	www.hindu council.com.au/
Jewish	Glenside	(08) 8338 2922	www.adelaidehebrew.com.au

The Yellow Pages telephone directory will provide additional contacts. Search under 'Churches, mosques and temples'.

ENJOYING SOUTH AUSTRALIA

THINGS TO DO AND SEE

Enjoy everything South Australia has to offer - famous wine regions like the Barossa, stunning and accessible Outback, the wildlife haven Kangaroo Island, and vibrant Adelaide with its delicious 'eat streets', festivals and markets.

Adelaide Central Market

Sprawled between Grote and Gouger Streets, the Central Market has a huge range of fresh produce, and gourmet specialties brought to Adelaide by the migrants who've settled here. With a lively atmosphere, it's a great place to visit for a coffee and a bite to eat.



www.adelaidecentralmarket.com.au

North Terrace, CBD

Wander along Adelaide's cultural boulevard and enjoy the grand old sandstone buildings that house the Art Gallery of South Australia (with lots of free exhibitions) the South Australian Museum (also free and with the world's best collection of Australian Aboriginal art), the State Library and Parliament House.



www.artgallery.sa.gov.au
www.slsa.sa.gov.au
www.samuseum.sa.gov.au
www.parliament.sa.gov.au

Glenelg Beach

It's Adelaide's most popular beach and the tram goes straight there from the city. You can make a quick trip and get back in less than two hours, or spend the day swimming and lazing on the beach, or wandering the shops and taking in the sights.



www.glenelgsa.com.au

Adelaide Oval

Widely regarded as the most picturesque test cricket ground in the world, tours of the Oval will show you the Sir Donald Bradman Stand, the Scoreboard, the Bradman Room, Dressing Room and the Indoor Centre. The Adelaide Oval Museum showcases the Oval's rich history through football and cricket memorabilia, including the Bradman Collection, which brings together Sir Donald's priceless personal collection of cricket memorabilia.



www.adelaideoval.com.au/

Adelaide Zoo

Considered one of the world's best intimate zoos, the Adelaide Zoo has more than 1,800 animals and almost 300 species of exotic and native mammals, birds, reptiles and fish. The zoo is home to the Southern Hemisphere's only two Giant Pandas, which arrived as part of the effort to secure the long-term survival of the species.



www.zoossa.com.au/home

The Parklands

Adelaide is surrounded by parklands, each with its own character. There are formal rose gardens, wide spaces with grand native and exotic trees, playgrounds and lakes. Sporting fields offer a variety of activities, from football and cricket to petanque and archery. There are walking trails, quiet spaces and gathering places throughout this green network.

Barossa Valley

Home to a thriving wine community, the Barossa offers world renowned, boutique wineries and artisan winemakers. Taste the exceptional wines and food, relax and enjoy the heritage architecture and the warm, friendly community. Food and wine festivals are regularly held in the region – a must for the food and wine connoisseurs!



www.barossa.com

Kangaroo Island

Just 15km from the shores of mainland South Australia is the nation's third largest island, a haven of native forests, pristine beaches, wildlife sanctuaries and a history of shipwrecks. Kangaroo Island is a 45-minute sea ferry journey from Cape Jervis on the tip of the Fleurieu Peninsula.

www.tourkangarooisland.com.au

Adelaide Hills

20 minutes from the city, the Adelaide Hills is renowned for its towns and villages, wineries, native wildlife parks and local produce. Discover towns like Aldgate, Birdwood, (home of the National Motor Museum), Bridgewater and Lobethal where you'll find the first Lutheran seminary in Australia (built in 1842) and an annual display of Christmas lights that brings people from all over the city.



www.adelaidehills.org.au/

THE ARTS

South Australia has always enthusiastically embraced the arts. With more than 400 festivals and events held each year across the State, there is something to suit every taste.

The Festival of Arts

One of the most prestigious arts festivals in the world, this biennial event attracts audiences from across Australia and the globe and captivates and transforms the city.



www.adelaidefestival.com.au

WOMAdelaide

Staged since 1992 in Adelaide's beautiful Botanic Park, this annual world music festival runs over three days, and features hundreds of performers from countries around the world.



www.womadelaide.com.au

Adelaide Fringe Festival

Held annually in February and March, this is Australia's biggest Fringe festival and the second biggest in the world. Attractions include: comedy, theatre, visual and digital arts.



www.adelaidefringe.com.au

Adelaide Symphony Orchestra

The ASO is envied around the globe for world-class performances and is located in Hindley Street in the city.



www.aso.com.au

Adelaide Festival Centre

The first multi-purpose arts centre built in Australia and still an arts icon today, staging festivals, music, dance, theatre and exhibitions.



www.afct.org.au

Adelaide Film Festival

Since it premiered, the Festival has won acclaim and awards for its innovative programming. It is a landmark event and established South Australia as a leader in the nation's film industry. The Festival showcases films that provide intellectual and aesthetic pleasures; that explore life's trials and melancholy, and provide wit and beauty.



www.adelaidefilmfestival.org

Adelaide Entertainment Centre

Since opening in 1991, the Entertainment Centre has staged hundreds of events and entertained millions of concertgoers. Apart from being renowned as a concert stage to the world's biggest stars, the Adelaide Entertainment Centre has built an enviable reputation for hosting Adelaide's best functions.



www.theaec.net

Art Galleries

South Australia has hundreds of galleries. Located in Adelaide's busiest precincts and in the remotest corners of the State, these galleries showcase the work of artists famous, infamous and hitherto undiscovered. Begin your experience at the Art Gallery of SA, and then meander through the smaller galleries at your leisure.



www.artgallery.sa.gov.au/

Museums

For a historical adventure, why not peruse Adelaide's museums? Start with the South Australian Museum which offers six floors of exhibits including the Ancient Egyptian collection, biodiversity gallery, fossils and more. Other popular museums include the Migration Museum, The South Australia Maritime Museum, The Birdwood Mills National Motor Museum, and the Aviation Museum.

www.history.sa.gov.au/

SPORTS AND ACTIVITIES

Australians are great lovers of sport and the outdoors – both as participants and spectators. Share in our enjoyment of healthy living and embrace outdoor activities.

Australian Rules Football (AFL)

Australian Rules Football ('Aussie rules') is a passion for many, and in SA there are two local teams to support – the Adelaide Crows and Port Adelaide Power. Local football (SANFL) is also very popular with matches being played across the State on weekends.



www.sanfl.com.au
www.afl.com.au

Cricket

Adelaide Oval is widely known as one of the prettiest ovals in the world and is the epicentre of cricket in South Australia. Regular international and state matches are held here over the summer and are extremely popular with locals and tourists alike.



www.cricketsa.com.au

Tennis

Tennis SA provides the best opportunity for all people who wish to enjoy the game of tennis – socially or competitively. Adelaide's Memorial Drive centre court hosts international tennis where spectators turn out in force to support local player and Grand Slam champion Lleyton Hewitt.



www.tennis.com.au

Golf

From the lush greens of the Adelaide Hills courses, to the grassless plains of the Coober Pedy Golf Club, South Australia has plenty of golf courses to help you work on your handicap.



Soccer

In Australia 'football' is called 'soccer'. This world game is growing in popularity across Australia. Adelaide's team in the national league is the *Adelaide United Football Club* which is based at Hindmarsh Stadium. This exciting facility seats 15,000 spectators and is five minutes from the city centre.



www.footballaustralia.com.au/

Fishing

With more than 4800 kilometres of coastline and 650 kilometres of SA's Murray River, fishing is big in South Australia. Why not dangle a line from a jetty or riverbank, rake for crabs just off the beach, take the boat out where the whiting are biting, or join a charter out to big fish territory.



www.southaustralia.com/things-to-do/off-beaten-track-fishing.aspx

Cycling and the Tour Down Under

SA is home to the *Tour Down Under* - the first ProTour outside of Europe, and you can truly get involved as UniSA sponsors the Australian team! Adelaide is also home to a fabulous network of cycling trails, weaving through metropolitan areas to the sea, through vineyard vistas and more.



www.tourdownunder.com.au/

Life.Be In It.

'Life. Be in it.' promotes healthy active life styles, through leisure and recreational activities. 'Life. Be in it.' provides fun programs and events across Australia, including: Active After School and Vacation Care activities, Corporate Cup, Older Adults - Zest for Life, Kidfit Triathlon and more.



www.lifebeinit.org

Useful websites:

www.southaustralia.com

www.cityofadelaide.com.au

USEFUL NUMBERS

SERVICE	TELEPHONE	WEBSITE
EMERGENCIES		
Life threatening emergency - Fire, Police, Ambulance	000	www.triplezero.gov.au
Non-emergency Police attendance	131 444	www.sapolice.sa.gov.au
SA Ambulance (non-emergency)	1300 13 62 72	www.saambulance.com.au
Crisis Care	13 1611	
Kids helpline - free call	1800 55 1800	www.kidshelp.com.au
Lifeline - 24 hour counselling service	13 11 14	www.lifeline.org.au
Rape and sexual assault service	1800 817 421	www.yarrowplace.sa.gov.au
Mental health emergency crisis	131 465	
Poisons Information Centre	131 126	
Medicines Line	1300 633 424	www.nps.org.au
Parent Helpline	1300 364 100	www.cyh.com
Youth Helpline	1300 13 17 19	www.cyh.com
UniSA Employee Assistance Program (EAP)	1300 360 364	www.unisa.edu.au/ohsw/employeeassist
RAA Emergency Road Service	13 1111	www.raa.com.au
<i>Keep a list of emergency numbers near your telephone. If you have children make sure they know how to dial for help in the case of an emergency.</i>		
OTHER HEALTH		
Medicare	132 011	www.medicareaustralia.gov.au
Private Health Insurance Ombudsman	1300 737 299	www.privatehealth.gov.au
BUPA - UniSA's Health Plan	134 135	www.bupa.com.au
Royal Adelaide Hospital	(08) 8222 4000	www.rah.sa.gov.au
Women's and Children's Hospital	(08) 8161 7000	www.wch.sa.gov.au
Queen Elizabeth Hospital	(08) 8222 6000	www.tqeh.sa.gov.au
Flinders Medical Centre	(08) 8204 5511	www.flinders.sa.gov.au
INFORMATION SERVICES		
Directory Assistance – National	1223	www.telstra.com.au/help/contact/directory-assistance/
Directory Assistance - International	1225	
Yellow Pages	-	www.yellowpages.com.au
White Pages	-	www.whitepages.com.au/
Translating and interpreting services	131 450	www.immi.gov.au/living-in-australia/help-with-english
Interpreting and Translating Centre	(08) 8226 1990	www.translate.sa.gov.au

SERVICE	TELEPHONE	WEBSITE
HOUSING AND ACCOMMODATION		
Residential Tenancies Advice	(08) 8204 9544	www.sa.gov.au/subject/Housing%2C+property+and+land/Renting+and+letting
Real Estate Institute	(08) 8366 4345.	www.reisa.com.au
Consumer and Business Services	(08) 8204 9544	www.ocba.sa.gov.au
House insurance - AAMI	13 22 44	www.aami.com.au
House insurance - SGIC	133 233	www.sgic.com.au
Local Councils <i>(for information about your residential area)</i>	-	www.lga.sa.gov.au
HOUSEHOLD UTILITIES		
SA Water	1300 650 950	www.sawater.com.au
AGL - electricity and natural gas	13 1245	www.agl.com.au
Origin Energy - electricity and natural gas	13 2461	www.originenergy.com.au
Telephone - Telstra	13 2200	www.telstra.com.au
Telephone - AAPT	135 005	www.aapt.com.au
Telephone - Optus	133 937	www.optus.com.au
Internet - Internode	13 NODE (13 66 33)	www.internode.on.net
Internet - Optus	1800 780 219	www.optus.com.au/shop/broadband/topbroadbandplans
Internet - Big Pond (Telstra)	13 POND (13 7663)	www.telstra.com.au/bigpond-internet
TRANSPORT		
Adelaide Metro	1300 311 108	www.adelaidemetro.com.au
Transport, travelling and motoring		www.sa.gov.au/subject/Transport.%20travel%20and%20motoring
Royal Automobile Association (RAA) Road Service (24 hours)	13 11 11	www.raa.com.au
Adelaide Access Taxies	1300 360 940	
Taxi - Adelaide Independent Taxi Service	13 22 11	www.aitaxis.com.au
Taxi - Suburban Taxi	13 10 08	www.suburbantaxis.com.au
Taxi - Yellow Cab Co	13 22 27	www.yellowcab.com.au
Qantas Airways	13 13 13	www.qantas.com.au
Virgin Australia	13 67 89	www.virginaustralia.com/au/
JetStar	13 15 38	www.jetstar.com.au
BANKING AND TAXATION		
Australian Taxation Office (ATO)	13 28 61	www.ato.gov.au
Centrelink	13 12 02	www.centrelink.gov.au
Adelaide Bank	13 2220	www.adelaidebank.com.au
ANZ	13 3333	www.anz.com.au
Bank SA	13 1376	www.banksa.com.au

SERVICE	TELEPHONE	WEBSITE
Commonwealth Bank	13 2221	www.commbank.com.au
National Australia Bank - NAB	13 2265	www.nab.com.au/
Westpac	13 2032	www.westpac.com.au
EDUCATION		
Department for Education and Child Development (DECD)	1800 088 158	www.decd.sa.gov.au/
The Independent Schools Council of Australia (ISCA)	(08) 8179 1400	www.ais.sa.edu.au
The Catholic Education South Australia (CESA)	(08) 8301 6600	www.adelaide.catholic.org.au/sites/CatholicEducationOfficesSA
University of South Australia	(08) 8302 6611	www.unisa.edu.au
University of Adelaide	(08) 8313 4455	www.adelaide.edu.au
Flinders University	(08) 8201 3911	www.flinders.edu.au
TAFE SA – Free call	1800 882 661	www.tafesa.edu.au
South Australian Tertiary Admissions Centre	(08) 8224 4000	www.satac.edu.au
IMMIGRATION		
Immigration South Australia	(08) 8303 2420	www.immigration.sa.gov.au
Department of Immigration and Citizenship (DIAC)	13 1881	www.immi.gov.au
Consulates, Embassies and High Commissions (<i>for advice and issues in your own country</i>)	-	www.dfat.gov.au/geo
LEARNING ENGLISH		
Adult Migrant English Program (AMEP) - DIAC	131 881	www.immi.gov.au/living-in-australia/help-with-english/amep/learning-english
English Language Learning Improvement Service (ELLIS) – State Library	(08) 8207 7250	www.slsa.sa.gov.au/site/page.cfm?u=566
TOURISM		
South Australian Tourism	1300 655 276	www.southaustralia.com
City of Adelaide	(08) 8203 7203	www.cityofadelaide.com.au
OTHER CONTACTS		
Legal Services Commission Advisory Service	1300 366 424	www.lsc.sa.gov.au
Multicultural SA	(08) 8226 1944	www.multicultural.sa.gov.au
Local Councils	various	www.lga.sa.gov.au
Australia Post	various	http://auspost.com.au
Australian Government	various	http://australia.gov.au
SA Government	various	www.sacentral.sa.gov.au
Migration SA	(08) 8303 2420	www.migration.sa.gov.au/sa/home.jsp
City of Adelaide	(08) 8203 76111 (visitor centre)	www.cityofadelaide.com.au