



12 International Student Guide



Acknowledgements

Learning and Teaching Unit
University of South Australia
North Terrace
GPO Box 2471
Adelaide South Australia 5001

Disclaimer:

The International Student Guide is revised annually.

Every effort has been made to ensure that details are relevant and that the information is accurate and up-to-date at the time of printing (December 2011).

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Front cover image features U-Buddies (students already studying at UniSA) from 2011 (left to right) Ben Lynch, Lauren Bayly and Hitesh Bhandari. Look out for U-Buddies during orientation who will be able to assist you with information about your enrolment, program and course timetable enquiries and life at UniSA and living in Adelaide.

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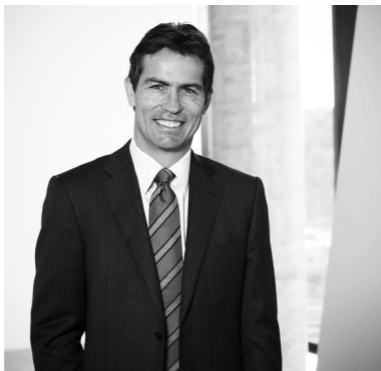
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Vice Chancellor welcome for onshore international students



Professor Peter Høj
Vice Chancellor and President

I am delighted to welcome our new international students to South Australia and to the University of South Australia. I hope you find that you have joined a University that responds to your needs.

The University of South Australia is a modern, innovative institution, with a commitment to excellence. Some of the world's brightest minds teach and

research at the University of South Australia in the areas of business, education, arts, social sciences, health sciences, information technology, engineering and the environment. Our degree programs are designed to produce graduates who are equipped to succeed in their chosen profession and offer many opportunities to combine study with work experience.

The University of South Australia has a demonstrated commitment to, and achievements in, teaching, learning and research. The quality of our teaching is regularly recognised by awards such as Citations for Outstanding Contributions to Student Learning, and our academics have twice won the nation's highest honour for university teachers, the Prime Minister's Award for University Teacher of the Year.

As well as providing a high-quality teaching environment, the University of South Australia is a research leader. Our research ranks in the top one third of Australian universities for research income and in the recent national Excellence in Research for Australia evaluation, 70% of our

assessed research was deemed to be of world-class standard, rising to 90% in some academic areas.

The University's performance is also recognised globally. In the 2011 QS World University Rankings, the University of South Australia showed the biggest improvement of any Australian university for the second year running and we are now in the top 3% of more than 10,000 universities in the world and ranked 11th in Australia.

The University of South Australia is an international and multicultural university. We educate more than 6,000 international students in South Australia. International students enrich the intellectual and social life of our University, adding to the diversity of ideas in the classroom, the culture of our campuses and the learning experience of all of our students.

I know from my own experience that although becoming part of a new community can be exciting - but it can also be quite difficult, especially in the first few weeks. In recognition

of this, we provide support programs and services to help you with the transition to your new environment. After you graduate, we will also support you through our alumni network, which will enable you to keep in touch with many thousands of University of South Australia graduates.

This International Student Guide will help you prepare for life in Adelaide and your time at the University of South Australia. If you have any other questions, our staff will be very happy to help you.

I look forward to welcoming you to the University of South Australia and wish you every success in your academic endeavours.

Professor Peter Høj
Vice Chancellor and President



YOUR FIRST 48 HOURS IN ADELAIDE

You may have many questions upon your arrival to Adelaide. Being a student in a new cultural and social environment can be both exciting and overwhelming. The experience will provide many opportunities and many challenges. It is important to remember that assistance is available.

The following section will give you information about adjusting to life in Adelaide and study at UniSA.

Jet lag

Upon arrival in Adelaide you may be feeling tired and slightly disorientated and need time to recover from your journey. Adapt your sleeping patterns to the local time in Adelaide and make sure that you eat accordingly. Exposure to sunlight during the day can also help alleviate jet lag.

Money exchange

All major banks have branches located along King William Street and Rundle Mall in the city. Most banking institutions exchange money or travellers cheques into Australian dollars for a fee, during normal trading hours.

You can open a Student Account which has no bank fees by showing your student ID card and other identifying documentation such as a passport and drivers licence. Once you open a bank account in Australia, you can organise a credit card or debit card (a plastic card that provides you with electronic access to the funds already in your bank account). With a debit card you can organise an electronic funds transfer at point of sale known as EFTPOS. This is the general term used for a debit card and allows you to process transactions through terminal at points of sale. You may use ATMs (Automatic Teller Machines) to make a cash withdrawal or credit card advances.

Charges apply depending on your bank:

- ANZ (Australia and New Zealand Banking)
- Bank SA (St George Bank)
- Bendigo Bank
- Commonwealth Bank of Australia
- NAB (National Australia Bank)
- Westpac Banking Corporation

Opening hours for most banks:

Monday to Thursday

9.30am – 4.00pm

Friday

9.30am – 5.00pm

Closed on public holidays

You can easily exchange foreign currency at:

American Express

Foreign Exchange Services

Shop 32, City Centre Arcade

45 Rundle Mall, Adelaide CBD

Monday to Friday 9.00am – 5.00pm

Saturday 9.00am – 12.00pm

Closed on public holidays

Travelex Foreign Exchange

Shop 4 Beehive Corner

Rundle Mall, Adelaide CBD

Monday to Friday 9.00am – 6.00pm

Saturday 9.00am – 5.00pm

Sunday 11.00am – 3.00pm

Closed on public holidays

Australian currency

The unit of currency in Australia is the Australian dollar (\$). The Australian dollar is divided into 100 cents.

The Australian coinage is as follows:



The Australian notes are as follows:



Climate and temperature

Australia's climate varies between regions, the north being warm and tropical, and the south milder.

Our seasons are the opposite of the northern hemisphere:

- Spring is September to November
- Summer is December to February
- Autumn is March to May
- Winter is June to August.

The hottest months are February and March where temperatures may reach 40 degrees Celsius and temperatures in the high 30s can be experienced for several days in a row. In winter, even during the wettest months (June and July), all you will need is an overcoat and umbrella to keep warm and dry.

During winter, night-time temperatures can fall to 5 degrees and daytime temperature ranges from 12 to 19 degrees Celsius.

Sun protection

It is recommended that you protect any exposed skin by applying Sunscreen (SPF) 30+ when outdoors regardless of the season to help reduce the impact of Ultra Violet Radiation (UVR) on the skin. Take particular care in the sun between 10.00am and 2.00pm (11.00am and 3.00pm daylight saving, October to April).



You can avoid skin damage by also wearing:

- A broad-brimmed hat: this will reduce the Ultra Violet Radiation reaching your face and eyes by 50%
- Sunglasses to protect your eyes
- Cover-up clothing: shirts with long sleeves and a collar made of closely woven fabrics give good protection
- SPF 30+ broad spectrum sunscreen on any exposed skin that cannot be protected with clothing.

Further information is available from the Cancer Council SA website cancersa.org.au/aspx/home.aspx

Here is a temperature conversion guide from Celsius to Fahrenheit:

Celsius degree	Fahrenheit degree
0°C	32°F
10°C	50°F
15°C	59°F
20°C	68°F
24°C	75°F
30°C	86°F
35°C	95°F

Water conservation

Australia is the driest inhabited continent on Earth and South Australia (SA) is the driest state. Severe drought conditions exist in parts of SA. Water restrictions apply to help conserve water. For further information visit sawater.com.au

Electricity

The electricity current in Australia is 240/250 volts (AC 50 Hz).

The Australian three-pin plug is different from the plugs used in most countries so you will need to purchase an adaptor plug if you have brought electrical appliances with you. Adaptor plugs and voltage converters are available at a cost of approximately \$15 to \$30 in electronic stores such as Dick Smith, Tandy Electronics or Woolworths Rundle Mall: Woolworths 80-88 Rundle Mall, Adelaide.



Business hours

Department stores and most other shops in the city are open during the following hours:

Monday to Thursday

9.00am – 5.00pm

Rundle Mall

Monday to Wednesday

9.00am – 7:00pm

Friday 9.00am – 9.00pm

Saturday 9.00am – 5.00pm

Sunday 11.00am – 5.00pm

Late-night trading is available in the suburbs on Thursday and in the city centre on Friday. Most shops and stores stay open until 9.00pm on these nights. Most malls and supermarkets in the suburbs are open every weeknight until 9.00pm. Malls and supermarkets are also open 11.00am to 5.00pm on Sundays.

Food and shops

Adelaide has a wide range of shopping facilities with all major retail outlets available in the city centre and most are located in the large shopping complexes in suburban areas. Once you find long term accommodation it is a good idea to become familiar with the range of shops in your local shopping centre as these are generally the most convenient places to do your shopping.

Supermarkets

Self-service supermarkets are located in all major city and suburban shopping centres. Goods are displayed in long parallel aisles and customers choose their purchases from the open display and pay at the checkout before leaving the shop. Supermarkets are generally cheaper than smaller specialty stores, although prices from one supermarket to another can vary greatly.

Supermarkets operate on a fixed-price basis and bargaining is not possible but genuine discounts are available. Self-checkout is also available. Major supermarkets include Woolworths, Foodland and Coles. Check use-by dates on discounted items as they may be close to expiry.

IGA Foodland

281-286 North Terrace, Adelaide CBD

Open seven days: Mon to Thurs

6.00am – 10.00pm

Fri, Sat, Sun 6.00am – 12.00 midnight

Adelaide City Central IGA

33 Gilbert Street, Adelaide CBD

Open seven days: 7.00am – 9.00pm

Adelaide City East IGA

116 Hutt Street, Adelaide CBD

Open seven days: 7.00am – 10.00pm

Hutt Street IGA

232 Hutt Street, Adelaide CBD

Open seven days: 7.00am – 10.00pm

Woolworths

80-88 Rundle Mall, Adelaide CBD

Open hours:

Mon to Fri 7.00am – 9.00pm

Sat 7.00am – 5.00pm

Sun 11.00am – 5.00pm

Coles Supermarket

21-39 Grote Street, Adelaide CBD

Open hours:

Mon to Fri 12.00 midnight – 9.00pm

Sun 11.00am – 5.00pm



Markets

A number of large markets are located around Adelaide selling everything from fruit and vegetables to jewellery and clothing. These are generally the cheapest places to purchase fresh fruit, vegetables, meat, poultry and fish. Around the Central Market in Grote/Gouger Streets there are a large number of Asian and Indian food stores and restaurants where almost all varieties of food requirements are available.



Adelaide Central Market

Trading hours:

Tue 7.00am – 5.30pm

Weds 9.00am – 5.30pm

Thu 9.00am – 5.30pm

Fri 7.00am – 9.00pm

Sat 7.00am – 3.00pm.

Closed on Mondays, Sundays
and Public Holidays.

adelaidecentralmarket.com.au

You can get to the Central Market
the free 99C City Loop bus or tram
alighting at Victoria Square.

Adelaide Showground Farmers Market

Leader Street, Goodwood.

Open every Sunday 9.00am – 1.00pm
except during the Royal Adelaide
Show in September 2012.

Entry is free. It is a vibrant place
where you can buy fresh, seasonal
fruit and vegetables direct from
farmers and producers.

asfm.org.au

You can get to the Farmers Market by
train alighting at Goodwood Station
or by bus number G10 alighting at
stop 2 on Goodwood Road or the
Belair Train or tram and alighting at
Goodwood.

Internet

There are many internet hotspots (wireless internet) and internet cafes available that offer computers for use within the Adelaide Central Business District (CBD). Internode offer free wireless internet services in a number of locations in the Adelaide CBD including Rundle Mall and North Terrace. Some of Adelaide's City Council Centres and Libraries provide free internet access for the public. In addition, most hostels and hotels have internet facilities for guests. Check with staff on arrival.

Time limits and booking restrictions may apply at the following locations:

Adelaide City Council Libraries & Community Centres (Free)

Telephone: 8203 7990

- 18 Grote Street, Adelaide
- 235 Hutt Street, Adelaide
- Ground floor, State Library Building, North Terrace, Adelaide
- 176 Tynte Street, North Adelaide
- 59 Regent Street South, Adelaide
- 171 Sturt Street, Adelaide

Arena Internet Café

264 Rundle Street, Adelaide
Telephone: 8223 3481

Wireless Café & Kosher Coffee

53 Hindley Street, Adelaide
Telephone: 8212 1266

Bettanet Connection Internet Café

55 Jetty Road, Glenelg
Telephone: 8294 8977

Adelaide Central YHA

135 Waymouth Street, Adelaide
Telephone: 8414 3010



Interpreter assistance

You can get access to a translator through OSHC Worldcare by calling the free number 1800 814 781. Tell them your name, preferred language and the nature of your emergency which requires interpreter assistance. This service is available 24 hours, 7 days a week and is free.

Medical services

As a commencing student at UniSA, you will have paid for your Overseas Student Health Cover (OSHC) as part of the acceptance of your offer of admission to the University. You will receive an email from the University's preferred provider, OSHC Worldcare, with instructions on how to go online and order your OSHC card. If you have arranged your OSHC with another insurance provider, you must contact your provider directly for information regarding your membership.

In Australia, hospitals are only for medical emergencies. In an emergency, e.g. broken arm or if you are suffering from severe pain you can visit a hospital. Telephone 000 if you need an ambulance.

If it is not an emergency you can contact a doctor or general practitioner (GP) at a local medical practice or clinic. If you need to see a doctor before you receive your OSHC card, you will still be covered. Your health cover is valid from the date you arrive in Australia. If you need to see a doctor before being issued with your OSHC card, you will need to

keep your receipt and claim a partial or full refund from OSHC Worldcare once you receive your card. For more information, please refer to Health Insurance on page 64 of this Guide.

For a list of doctors and medical clinics that offer a direct billing service, please see 'Doctors' at the back of this Guide under the Directory of Useful Addresses and Telephone Numbers section starting from page 163.

Two medical practices often used by international students in Adelaide are:

Globe Medical Centre

21 Hindmarsh Square
Adelaide SA 5000
Telephone: 8232 7372

Gouger Street Medical Centre

122 Gouger Street
Adelaide SA 5000
Telephone: 8231 5124

Most medical practices or clinics operate during business hours, Mon to Fri, 9.00am – 5.00pm. If you need to see a doctor outside of these hours search ‘doctors’ or ‘medical practitioners’ in the Yellow Pages telephone directory online at yellowpages.com.au. Alternatively, you can telephone the OSHC Worldcare 24 Hour Emergency Helpline for further assistance on 1800 814 781.

Medicine

If you need to purchase medicine (get your prescription filled) or buy toiletries you may visit:

Midnight Pharmacy

13 West Terrace,
Adelaide SA 5000

Telephone: 8231 6333

Mon to Sat: 7.00am – 12am

Sun and public holidays:

9.00am – 12am

Post Office

There are branch post offices in most of Adelaide's suburbs and in many areas in the Adelaide CBD. Sometimes these branch post offices are located within a newsagency or supermarket. Look for the Australia Post logo – a large white letter P on a red background. BillPay is a useful service offered by Australia Post in all its locations.

There is a Post Office agency at City West campus and at Adelaide University (North Terrace) campus. The General Post Office is located on Victoria Square in the Adelaide CBD.

Your telephone, electricity, tax, credit card and gas and other accounts may be paid by using BillPay. Australia Post also acts as an agency for the Commonwealth Bank and NAB, with a range of banking services available. The post office is a convenient place to get many things done at once but not if you are in a hurry!

Public and mobile phones

Once you have arrived, it is important to contact your family or relatives to let them know that you arrived safely. Payphones are available throughout the CBD on street corners, in railway stations, airports, shopping centres and other public areas.

Local calls are charged at a rate of 50 cents while calls to overseas, interstate and mobile phone numbers attract a much higher rate.

Types of public phones include:

- **Card/coin payphones**

These accept coins and Telstra international phone cards, which can be purchased from retail outlets located near phone card payphones.

- **Gold-phones and Blue-phones**

Usually more expensive and found in retail premises. These phones offer local, interstate and international call facilities. For international calls dial (0011), then your country code (without zero), followed by the area code (without zero) and the actual number.

There are a number of pre-paid discount calling cards available from convenience stores, post offices or newsagents. The charges are much cheaper compared to national landline providers.

You can purchase a pre-paid mobile phone and payment plan through a phone company. More information about phone companies is available from the '*Communication services*' section of this guide. It is recommended that you ask at several different shops to make sure you are getting a plan which is affordable and best suited to your needs.

Phone companies are very thorough in their checks before allowing temporary residents to purchase a phone plan. They will require proof of identity plus evidence that you intend to be in Australia for longer than the period of the plan you are signing (Student Visa plus Confirmation of Enrolment). If you have already been in Australia for over three months, the phone company may also ask for proof of regular payments into your bank account during that time.

Time zone

Australia is divided into 6 states:
New South Wales, Victoria,
Queensland, South Australia,
Western Australia and Tasmania and
2 territories; the Australian Capital
Territory and the Northern Territory.



There are three time zones in
Australia:

- Eastern Standard Time (EST) in New South Wales, Australian Capital Territory, Victoria, Tasmania and Queensland (+10 hours GMT)
- Central Standard Time (CST) in South Australia and Northern Territory (+9 ½ hours GMT)
- Western Standard Time (WST) in Western Australia (+8 hours GMT).

The South Australian Summer Time (also known as Daylight Saving) 2010 – 2011 will be observed from 2.00am South Australian standard time on Sunday, 2 October 2011 until 3.00am South Australian summer time on Sunday, 1 April 2012. Turn your clocks back one hour at 3.00am on 1 April 2012.

Where to go for help at UniSA

The Learning and Teaching Unit (LTU)

The LTU provides services and resources for all students through:

- language and learning advice
- counselling services
- careers and employment advice.

The LTU also offers specialised services for:

- students with disabilities or medical conditions
- higher degree research students
- international students.

International student information and advice is available at the LTU to assist you with your:

- arrival In Adelaide
- orientation to UniSA
- progress through your chosen program of study and
- preparation to return to your home country once your period of study is completed.

International Student Officers are located on each metropolitan campus at the LTU. Please refer to page 114 in this Guide for more information about international student services.

UniSA International

Staff at UniSA International are responsible for the admission of international students to most programs in UniSA. Seek assistance, information and advice if you wish to change your program or check on the progress of an application.

UniSA International is located at:

101 Currie St, Adelaide, SA 5000

Telephone: 8302 0114

Email: *international.office@unisa.edu.au*

Security Services

UniSA Security Services are available on each campus and operate 24/7.

If you require assistance when you first arrive in Adelaide please telephone 1800 500 911 (all hours).

More information about Security Services can be found on page 76 of this Guide. Contact phone numbers for UniSA Security on each campus appear on the back cover of this Guide.

Location of Security offices on campus:

- City East, Centenary Building, Level 3 (Room C3-48)
- City West, Yungondi Building, Level 1 (Room Y1-55)
- Magill Block 1 – B1, Level 1 (Room B1-37)
- Mawson Lakes Administration Building A, Level 1 (Room A1–15)
- Whyalla Main Building, Level 1, adjacent to main entrance.



SETTLING INTO ADELAIDE

INTRODUCTION TO SOUTH AUSTRALIA

South Australia is Australia's third largest state by area, covering almost one million square kilometres – three times the size of Malaysia, twice that of Thailand, or approximately one thousand times the size of Hong Kong. From north to south the State extends for 1300 kms, measuring more than 1200 kms east west. As one would expect in such a large area, there is a great variety of different landscapes, vegetation and recreational opportunities. From the great salt lakes of South Australia's desert north, to the volcanic lakes and limestone caves of the south east, there is something for everyone.

South Australia has a common border with every other Australian State (except, of course, Tasmania). While much of the State's north is dry and used mainly for sheep and cattle production, the mild southern climate

is suitable for many other agricultural activities and products ranging from dairy and market gardening, to grapes, citrus and softwoods. South Australia's 3700 kms of coastline offer fantastic beaches and exceptional fishing and marine sports. Lifesavers (lifeguards) are trained to patrol many of the popular beaches for sharks. You should look out for the red and yellow flags which mark the safest part of the beach to swim. Also, watch out for rips (a seaward-moving water current) that can occur along almost all stretches of the beach and in and around rocks, breakwalls and any permanent fixtures in the ocean. The larger the waves, the stronger and larger the rips.



Adelaide

Adelaide, with a population of 1.28 million people, is the major business and cultural centre for South Australia. It is ideally located between the broad, white sandy beaches of St Vincent's Gulf and the picturesque creeks and forests of the Adelaide Hills. Adelaide has something for everyone in the way of entertainment. There are cinemas, theatres, concerts, night clubs, karaoke bars, restaurants, museums and art galleries – all readily available and easily accessible. The city centre is surrounded by parklands, and in one square mile, contains most of the major administrative and commercial agencies. Complemented by an extensive public transport service, Adelaide is a quiet, friendly city, yet one which offers a large variety of entertainment, recreational activities and parklands.

Whyalla

Whyalla is South Australia's second largest city with a population of 23000 located 382 kms from Adelaide. It is the northern gateway to the Eyre Peninsula, an area of immense proportions featuring 2000

kms of dramatic coastline, towering cliffs, deserted sandy bays, vast desert, plains and rugged ranges.

Adelaide festivals

Adelaide is well known as the nation's festival capital, hosting the Festival of Arts in addition to the Fringe Festival, WOMADelaide, Feast lesbian and gay culture festival plus multicultural music, comedy and food festivals and events. The Adelaide Festival brings together the very best in theatre, dance, opera, literature, music, film and visual arts.

adelaidefestival.com.au

Adelaide Fringe is an open-access arts festival that runs over 24 days during February and March with events staged in pop up venues in parks, warehouses, lane-ways and empty buildings as well as venues such as theatres, art galleries, cafes and town halls. It is one of the most diverse arts festivals in the world with a variety of art forms from cabaret, comedy, circus, dance, film, theatre, puppetry, music, visual art and design.

adelaidefringe.com.au

WOMADelaide will celebrate 20 years in 2012! You can join in the celebration and see some of the biggest names in world music from 9-12 March in Adelaide's Boanic Park.
womadelaide.com.au

Feast is a major event on the festival calendar in South Australia and offers three weeks of theatre, cabaret, literature, film, visual arts, forums and community events during November.
feast.org.au

You can find more information on the many things to do and places to see in Adelaide at:
unisa.edu.au/internationalstudent/support/adelaide/

ACCOMMODATION SERVICES

Could your housing affect your success as a student?

Yes!

Will it be a big financial investment?

Yes, of course! And we can help you with the process.

But there are also some simple steps which you can take.

Do...

- make a realistic list of your accommodation needs, including your budget
- plan ahead - allow plenty of time to research the options and advice on the accommodation website
- know your rights and obligations as a renter in South Australia.
- understand the details of the lease / contract before agreeing to it. If unsure, get advice from Accommodation Services at UniSA or the Tenancies Branch.
- attend the information session during Orientation at UniSA.
- beware of internet rental scams on external share-accommodation websites.
- contact us for free advice and help: email accommodation@unisa.edu.au or phone 8302 0877 for a personal appointment.

Don't...

- rent accommodation without a written lease / contract
- pay any money (e.g. rent or security bond) without getting a receipt

- share accommodation without first seriously discussing 'house rules' (household chores, bills, etc.) with housemates.

For individual advice email
accommodation@unisa.edu.au
or phone 8302 0877

To check online advice and housing options visit
unisa.edu.au/accommodation

Accommodation

Many options are available on the University website with a range of facilities and services to cater for various needs – prices vary accordingly.

Student accommodation includes residential colleges, student hostels and student apartments which are furnished, as well as home-stay. If you wish to rent private housing or share accommodation in the wider community, visit the UniSA Rental Database.

Tips and guidelines

Visit the 'Housing Advice & Tips' section of the Accommodation website for all those must-know matters.

Free advice and information on leases are also available through the **Tenancies Branch**

sa.gov.au/tenancies/renters

or you can visit their office in the city for free personal advice and information brochures.



Setting up house

If you are setting up an unfurnished house for the first time on your own or moving into share accommodation you may only need to think about furnishing your own room. Everything else that you need to furnish a house may already be available if you are renting 'fully furnished' accommodation.

Furniture and appliances

The essentials for setting up a house include a bed, couch, table and chairs and white goods (a refrigerator and washing machine) plus cutlery, plates, cooking utensils, and pots and pans. You may consider a desk and suitable chair to be other essential items. If you choose not to purchase a washing machine you will need access to a laundromat or shared laundry facilities often found in flats or apartment blocks. You will need to purchase a set of sheets (linen or manchester) the same size of the bed or mattress you will be sleeping on.

You may also want to purchase a television set (TV), computer, DVD player and a stereo or set of speakers for listening to music. Contents

insurance is worth considering so that you do not have to repeat expenses for any items that may be stolen or destroyed in an accident or house fire. Once you have purchased the basic items within budget you may then like to think about buying some luxuries such as pay TV and broadband internet.

Cheap and second-hand goods

Smaller electrical and kitchen appliances are best purchased new and they will generally come with a 12 month replacement warranty. Many of the smaller appliances such as kettles, toasters and microwave ovens are not very expensive, but it is worth shopping at the larger department stores including Kmart, Target, Big W, The Good Guys and Harvey Norman to compare prices and look for special discounts. Package deals are offered on some smaller electrical items by retail outlets such as Harvey Norman and The Good Guys but it is worth haggling a little if you can pay in cash! Check out the catalogues that get delivered free in the mail.

To save money, you might consider buying second-hand items for your first rental house and gradually replace items over time. Opportunity shops (or Op-shops) such as the Salvation Army or St Vincent de Paul Society are good places to search for pre-owned furniture and even cutlery and crockery. Garage sales are a good place to find some second hand furniture and household items. Look out for 'garage sale' signs beside the road on weekends. Newspapers, such as The Advertiser, and websites including the tradingpost.com.au or eBay are another starting point but be aware that you may not get a warranty on goods purchased from these sources.

You might also consider renting necessary household items like a fridge and TV; especially if you plan to share the costs with housemates, though this may be more expensive in the long-term. There are licenced second-hand dealers that specialise in furniture sales and appliances that may offer a warranty. Auction houses also deal with new or near-new furniture and appliances that you can bid for and buy at a much

lower price than at retail outlets. More information about renting furniture in Adelaide can be found by searching ' the Yellow Pages online at yellowpages.com.au or doing a google.com.au search for the terms 'renting furniture Adelaide'.

Pets

It is recommended that you do not have pets while in Australia. If you own pets while in Adelaide, and do not take them home with you, you are contributing to the large number of abandoned animals in Australia. Animal welfare issues are serious and it is important that you do not get into a situation where you are unable to look after a pet in Australia.

If you have any questions please contact the Animal Welfare League at animalwelfareleague.com.au/contactus.asp or the RSPCA at rspcasa.asn.au

ADJUSTING TO A NEW ENVIRONMENT

When you leave home and go to live somewhere else, you tend to take your own personality and cultural background with you. When you arrive in a new environment you may experience confusion and homesickness. This is often referred to as culture shock and you are not alone if you feel such things.

Stages in cultural adjustment

Most people in the first few weeks and months in a new country experience a reaction to the changes in their physical, social and cultural environment. For more information on adjusting to a new culture please visit the website at unisa.edu.au/internationalstudentsupport/adelaide/adjust.asp



Moving to a new culture is a valuable learning experience

There is value in experiencing, understanding and learning a way of life that is different from your own. You can discover things about your own culture that you may not have considered before.

Some hints to help you adjust

The following hints may help you adjust to living and studying here:

Examine your expectations.

Ask yourself whether your feelings are reasonable and 'What did I expect?' This form of questioning may help to put things into perspective and determine whether your expectation was reasonable.

Listen and observe.

You may be unfamiliar with the social customs and rules of engagement. Listen carefully to what people say and observe their body language. By concentrating on both verbal and non-verbal communication techniques it may help you to realise that some of the things you find insulting in your culture are not necessarily the case in Australia.

Ask questions.

Most Australians are welcoming and friendly and will help you if you need an explanation. Don't be afraid to ask for assistance.

Keep an open mind.

You may see many things in Australia that are different to what you are used to at home. Try to understand that people act according to their own set of values. Try not to judge the way other people behave by the standards of your own home culture.

Keep your sense of humour.

It is very likely that you, like everyone else, will make mistakes. If you can laugh at some of these mistakes it will help you to learn.

Expect anxiety and frustration.

It is natural to feel anxious and frustrated as a result of cross-cultural situations. If you recognise that these feelings are a normal part of the experience, you may be able to deal with them more effectively. As you gain a greater understanding of the new culture you can expect these feelings to diminish.

Become involved.

Remember, the more you put into the experience, the more you will learn and open your mind to new ideas. Try to make an effort to meet people, form friendships, get involved in activities (for example, sports, music, cinemas) and learn about other people and their cultures.

Talk to someone.

Talking to someone about what you are experiencing is usually helpful. Talking to other recently arrived students may reassure you that you are not the only one with these thoughts and feelings. Talking to a staff member at the Learning and Teaching Unit may also help you.

Participate in orientation.

Orientation activities provide an opportunity for you to meet U-Buddies (students already studying at UniSA) and other international and local students. By talking to them you can learn how they have adjusted to a new way of life. You may like to talk about these lifestyle change issues with staff at the Learning and Teaching Unit.

CULTURE AND CUSTOMS

Australia has a mix of cultures and customs and is a diverse society with people from many different cultural and ethnic backgrounds. If you are open and respectful towards people, ideas and traditions, which in some cases may be new or challenging, you will appreciate Australia's diversity. As a country of wide-open spaces with a good climate, most Australians enjoy a love of sports and outdoor activities. For more information about living in Australia please visit the Department of Immigration and Citizenship (DIAC) website at immi.gov.au/living-in-australia

The Study Adelaide website also offers helpful information about life and studying in Adelaide at studyadelaide.com

Australia is a multicultural country

Australia has a multicultural population made up of people from many cultural backgrounds. Because of the diversity of Australia's population, many Australians speak English with different accents.



Although people are encouraged to use and develop their home languages, English is the official language.

Australian humour

A sense of humour is often intended as a way of showing friendliness or 'mateship' but it can easily have the opposite effect. Humour may be hard to understand when you are in

a new environment and you are not sure what to expect. A joke is often used as a good way to 'break the ice' and show good will and can help start a conversation or form of social interaction.

Australians are 'easy-going'

Most Australians tend to be 'easy-going' and 'laid-back' (relaxed) about a lot of things. This includes dress codes and the way that people communicate. There is also a casual style of addressing people, which may be a surprise for people coming from different cultures. For example, some lecturers may prefer to be called by their given name, rather than by their title of Professor, Associate Professor, Dr, or Ms or Mr. If you wish to remain formal, it is your choice, but you need to use a person's title with the surname of a person. In English, it is rare to use the title with the given name.

Australian idioms and colloquialisms

Idioms are terms or phrases that are typically used in Australian English conversation. When you first arrive 'Down Under' (in Australia) you might

hear a range of unfamiliar terms and phrases like 'having a bad hair day' which means everything seems to be going wrong. If someone refers to you having a 'head start' it means you start something ahead of others or with an advantage over others. Learning about Australian idioms can be fun and a good way to engage with Australian culture. You may be asked 'how are you going?' and 'what's up?' which, in Australian English, simply means 'how are you?' It is not a question about which direction you might be travelling or what you might be looking at but rather a friendly Australian greeting. A helpful website on Australian idioms is englishclub.com/ref/Idioms/Australian/index/htm

If you have any questions about living in Adelaide please come into a Learning and Teaching Unit office to see an International Student Officer.

Religion

Australia is a predominantly Christian country, with around 64% of all Australians identifying as Christians. However, most other major religious faiths are practiced, reflecting

Australia's culturally diverse society. Australians enjoy the basic right of freedom of religion. Australians are also free not to have a religion. Freedom to worship and practice religion in your own way is your right as long as you obey the law. The diverse religious requirements of students have been taken into account at the University of South Australia. The Australian government is also committed to encouraging mutual respect, understanding and tolerance among different religions and cultures in Australia. In general, Australians do not consider it 'right' to impose any personal religious observance or religious views onto others.

Contact the Learning and Teaching Unit for more information regarding:

- cultural, religious or social clubs and societies
- chaplaincy
- locations of Muslim prayer rooms on each campus.

COMMUNICATION SERVICES

Emergency telephone

(See back page of Guide)

Non emergency telephone

For Police attendance

131444

Campus security 24 hours

1800 500 911

Free legal advice

1300 366 424

Free legal service

8463 3555

Public transport information

8210 1000

Tenancy advice – Tenancies Branch

131 882

Customer advice

131 882



Telephones

Telstra Australia and Optus are the major telephone providers that operate in Australia. There are many other services offering interstate and international services at competitive rates, as well as facsimile, mobile and network services. Search for 'Communications' in the Yellow Pages telephone directory online at yellowpages.com.au for a list of providers.

A popular option with students is to purchase a pre-paid mobile phone service. Some pre-paid phone cards offer deals for international students. Pre-paid plans have a higher call charge per minute but they are useful in limiting the number of phone calls you make and therefore help you to save money. You can find pre-paid mobile phones in newsagencies, post offices and phone shops.

The Telecommunications Industry Ombudsman (TIO) is an independent Office established to investigate and resolve disputes regarding telecommunication services. More information can be found at the TIO website: tio.com.au

EDUCATION FOR YOUR CHILDREN

If you have dependent children aged between 5 and 18 years who come to live with you in Australia then you must by law make arrangements for them to attend school. You have the option of enrolling your children in a public (state government established) or private (independent or church-based) school. All schools operate with the South Australian Curriculum Standards and Accountability (SACSA) Framework to assure a quality education for your children.

For details about enrolling your child, fees and application forms visit the website: sunisa.edu.au/internationalstudentsupport/adelaide/education.asp

Childcare and pre-school

Children may attend childcare from birth to 3 years of age and preschool (kindergarten) from the age of 4 years, however attendance is optional. Childcare for babies is available through childcare centres and family day care. Pre-school is also available for children under 5 years.

Kindergartens and community play groups

To apply and enquire about fees, contact the Kindergarten or community play group centre that you are interested in, directly. Contact details can be found by searching for 'Kindergartens' in the Yellow Pages online at yellowpages.com.au

International students may be eligible to claim Child Care Benefits (CCB) to assist with the cost of child care and before or after school care. For advice on your eligibility for CCB, contact the Family Assistance Office at Centrelink on telephone: 13 61 50.

See the listing of child care centres located near to your campus or close to where you are living at unisa.edu.au/hrm/equity/childcare/campuses.asp or contact the Department of Education and Children's Services on 8226 1630.

Further information about the education system in Australia and education for your children can be found from UniSA's website at unisa.edu.au/internationalstudentsupport/adelaide/education.asp

HEALTH INSURANCE

The Australian Government requires all international students to be covered by health insurance for the length of their student visa. The nominated health insurance provider for UniSA is OSHC Worldcare. UniSA's International Office will have organised your OSHC Worldcare membership (essentials cover) before you arrived in Australia unless you have arranged this yourself.

Your health insurance covers 85% of the Medicare Benefits Schedule fee for standard medical consultations and 100% of the government set fees for an in-patient service in a public hospital (unless it is a pre-existing condition) in an emergency. For further explanations on waiting periods and cover benefits please visit the OSHC Worldcare website at oshcworldcare.com.au

The fees for health services are set by the Australian government and are covered by your health insurance. However, some health care providers charge above the Australian Government scheduled fee for the service they provide. It is

very important to clarify fees before requesting services. Your health cover does not cover dental treatment, optical treatment or physiotherapy. If you require additional extras, you should investigate options for these services to be covered. An example of this can be found at the following website and is an additional cost to your basic OSHC cover: *peoplecare.com.au*

To find a direct billing doctor please visit the OSHC Worldcare website at *oshcworldcare.com.au/member_student/medical_providers.aspx*

If you have any questions concerning your OSHC, please access the following UniSA website: *unisa.edu.au/internationalstudentsupport/before/oshc.asp* or visit the Learning and Teaching Unit on your campus or email: *ltu@unisa.edu.au*

For more information, you may talk to the OSHC Worldcare representatives on campus. Campus locations and times when OSHC Worldcare staff are available for the OSHC cash claim service can be found at *unisa.edu.au/internationalstudentsupport/contact/healthcover.asp*

Australian health and medical terms

Bulk bill: an arrangement between the medical practice and OSHC Worldcare. For example, if you visit the University Health Practice on North Terrace you will not have to pay for the visit or claim for reimbursement.

In patient: a person admitted to a hospital as a patient.

Out patient: a person who visits a hospital for treatment but is not admitted into the hospital.

Surgery: the name of a building where a doctor works, or an operation in hospital.

Clinic: a building where a health professional works.

GP: abbreviation for a general practitioner (doctor).

Medicare Benefit Schedule fee (MBS): fee set by the government for most medical services.

Gap payment: the amount paid for health services that are not covered by insurance. This amount is the

difference between the schedule fee and the fee charged by some health care service providers. You cannot claim a gap through your OSHC provider. Please ensure you ask the doctor when you make an appointment how much the gap will be, this way you will know in advance of the financial impact.

Direct bill: Where the doctor bills OSHC Worldcare for your service and you only pay the gap if a gap fee is applicable.

INSURANCE FOR YOUR HOME AND CONTENTS

Many types of insurance are available in Australia to protect people from possible financial loss. The most important type for international students is insurance of personal possessions. You can insure all your valuable possessions against theft or damage. You are advised to have insurance against theft or damage for articles such as cameras, watches, jewellery, electrical goods and computers.

Personal contents insurance for your personal belongings

The Landlord will insure the building where you live, but it is recommended that you have contents insurance for your personal belongings in case you break something, you are robbed or in case of fire. Insurance policies may vary between companies, so you will need to compare the insurance policies offered by these companies, and then select the best policy for your needs. You can look for insurance companies in the Yellow pages telephone directory or online *www.yellowpages.com.au*

If you are sharing a house, a joint policy for the whole household will be cheaper than separate policies for each person.

MONEY MATTERS

Banking

The major banks represented in South Australia are the Commonwealth Bank, National Australia Bank (NAB), Westpac, Australia and New Zealand Banking Group (ANZ), BankSA and Bendigo Bank. A number of Credit Unions (e.g. People's Choice) also provide banking and financial services. You might wish to explore other banks such as HSBC and CITI Bank.

Business hours for most banks are:

Monday to Thursday

9.30am – 4.00pm

Friday 9.30am – 5.00pm

Saturday, Sunday closed.

Sending money to Australia

The normal procedure is for a mail payment order or cheque to be sent from the bank in your home country to the bank in South Australia. In order to avoid any problems, you must inform anyone sending you money of your complete bank account number, BSB number, plus the branch and address of your bank. Always make sure your bank has an

up-to-date South Australian address for you.

A popular option for sending or receiving money from overseas is available through Western Union. Check Western Union products and what they have to offer for students in the way of bank transfers at westernunion.com.au

Financial advice

When you are making a purchase, you should make sure, whenever possible, that you are buying products from a registered company, shop or business. This ensures that you have some consumer protection. If you have doubts about budgeting and finance, you are welcome to talk to a Counsellor at the Learning and Teaching Unit on your campus.

Lending money to other students or friends

You should not lend large amounts of money to friends or other students. This can cause problems, especially if the money is not repaid.

PERSONAL SAFETY

Being a student is an exciting time and while we encourage you to enjoy your time living in Adelaide and studying on campus, it is important to keep in mind these safety tips.

General safety tips

While living in Adelaide is generally safe, the following are some 'common sense' precautions:

- stand or sit in well lit areas
- avoid long waits in isolated places
- tell people where you are going and your expected time of return
- avoid carrying non-essential items such as a passport and more cash than you need
- if driving, make sure you have enough fuel to reach your destination
- walk briskly and confidently
- pick a route likely to be used by other travellers
- if you are followed, move quickly to a place of help
- always carry a phone card, coins for a phone call or a mobile phone



- keep an eye on your drink at the pub to make sure it has not been 'spiked' with drugs (means your drink has had drugs added to it)
- note the description of people acting suspiciously
- keep bags and wallets/purses on, or close to your body
- walk at night with a friend
- report any incident to the police or UniSA Security staff
- know the number of the Police Department and program the emergency number in to your mobile phone (000 for emergencies, 131 444 for non-emergency situations).

Safety on campus

- get to know the layout of your campus including safe pathways
- walk along lighted walkways and corridors at night
- know the number of UniSA Security on 'your' campus and where the white security phones are located
- use the Unisafe escort service (see Unisafe escorts on page 79)
- report any suspicious or threatening behaviour immediately to a staff member and/or Security
- do not leave valuables such as keys, wallets, mobile phones or laptops unattended
- avoid isolated areas and move around campus with other students where possible

Safety off campus

- stay alert as awareness is your best defence
- keep to well lit major roads and paths at night, do not take short cuts through parks
- if approached by a stranger keep a safe distance

- if someone approaches you and asks for money advise you have no cash, avoid eye contact and move toward other people
- if you are being followed change direction and seek a safe place
- keep personal items such as wallets, laptops and bags close to your body or out of sight
- have your keys ready to quickly enter your home or car.

Safety on public transport

- use a bus, tram or train timetable to plan your travel and avoid unnecessary delays
- where possible, exit transport into well lit, busy areas
- check bus timetables and routes, so that you do not find yourself in the wrong area or having to wait for too long
- sit with others with whom you feel comfortable or near the driver's compartment
- sit near the aisle rather than against the window
- sit in a section where there are a number of people

- if harassed, draw attention to the situation
- always keep your belongings where you can see them
- be aware of who is around including who gets off public transport with you
- notify police or transport employees of any offence or suspicious persons.

Safety in the carpark

- always check inside your car before you get in, and at night leave your car in a well lit area
- have your key in your hand before entering the carpark
- lock your car once you are inside
- regularly change the place you park
- do not leave personal belongings or valuables in your car (keep valuables out of view).

At home

- try to avoid living alone
- look to see who is standing at your door before you open it
- keep your home secure and safe
- remember to lock your front and back door and windows.

Important documents

- always keep your passport, bank books and other important documents in a safe place
- do not carry your passport with you.

For more information about keeping safe on and off campus in Adelaide visit unisa.edu.au/counsellingservices/wellbeing/safe.asp

You can also download a PDF copy of the 'Student Safety Guide' from the Study in Australia website at studyinaustralia.gov.au/Sia/en/LivingInAustralia/PersonalSafety.htm

Remember . . .

If you are involved in any incident, do not be frightened or ashamed to ask for help. If you cannot do so, ask a friend to ring and get help for you.

SECURITY SERVICES

Security plays a very important role University-wide, ensuring that premises, offices and facilities are protected from theft, vandalism and/or threat. They ensure a safe and secure work environment for staff, students and visitors.

Security is an on site 24 hours, seven days a week service. The Security team consists of both male and female officers who conduct security patrols on a regular basis during the day and night. All security officers hold a current Security Licence, Senior First Aid certificates and are Fire Safety Officers. Personnel are trained to assist you in coming to terms with what has happened, and you will find them caring and supportive. More information can be found at unisa.edu.au/facilities/security/default.asp

Security staff at UniSA can also assist you with:

- Building access
- Lost property
- Access – cards
- First aid
- Emergency situations.

To call the police to an emergency, call 000.

To call police to attend a non-urgent matter, telephone 131 444.

If you are involved in a physical or sexual assault, or a rape, it is

recommended that you seek medical attention as quickly as possible at a hospital or a doctor's surgery. Contact Yarrow Place: Rape and Sexual Assault Service on 8226 8777 or 1800 817 421 to speak to someone or you may call the After Hours and Emergency number on 8226 8787 to speak with the Duty Counsellor.



Unisafe escorts

Unisafe escorts is a service to enable you to make your way off campus in a safe and secure manner. Unisafe escorts is a helpful 'first step' in reaching your final destination and do not replace your individual responsibility to make appropriate arrangements for your safe and private travel. The Unisafe escort team has undergone a strict selection process and each team member holds a Senior First Aid certificate. To be escorted safely go to the Security Office on your campus, or call them from any of the 'Security Call Points' (look for the signage) on campus or dial 88 888 on any Internal UniSA telephone.

The Security team on each campus will escort any person from any location on campus.



This includes:

- On-campus car parks
- Designated public transport locations
- Approved student accommodation.

More information about Unisafe escorts is available at unisa.edu.au/facilities/security/escorts.asp

FM Assist

FM Assist is located on each metropolitan campus. Look for the signage! They provide a range of quality, customer-focussed services to staff, students and the wider community.

Services for students include:

- Lockers
- Bike lockers
- Transportation
- Signage
- Parking
- Cleaning and Waste Management
- Food and Beverage Services
- Student ID Cards.

POLICE AND THE LAW

Police and the rights of individuals

In Australia there are State and Federal police forces. Police have a duty to preserve the peace, to prevent and detect crime, and to protect life and property. Police are the main law enforcement agency in Australia. Each state of Australia has its own Police Service. The South Australian Police Department forms part of the Public Service and is not part of the army. Most police wear a uniform and carry a badge and identification. If you are unsure about whether someone is a police officer, ask to see their identification.

In certain situations police have the right to arrest people and take them to a police station. Whether you are in trouble with the police, or they are assisting you out of difficulty, things will run more smoothly if you cooperate with them and explain your situation politely and calmly. It is sensible to be helpful and cooperate with the police without giving up any of your rights.

Alcohol

In Australia, people under the age of 18 years are not allowed to buy alcoholic drinks. There are also heavy penalties for those who exceed the blood alcohol limit (.05) when driving a car or any other motor vehicle. If you are drinking in a hotel (also called a pub) or a nightclub you should pay for each drink as soon as you receive it, and not when you are about to leave. It is also against the law to be drunk or to consume alcohol in some public places (for example, on the footpath or in a car).

Gambling

Gambling at official gambling agencies is a common pastime in Australia especially on horses, lotteries and poker machines. Remember it is much easier to lose than to win at gambling. It is against the law to gamble outside official gambling agencies.

Bribery

Do not attempt to bribe a police officer or any official in Australia. It is a serious crime to bribe anyone, especially a police officer. Be very careful not to let your actions be

taken as offering a bribe; for example, don't try to pay the policeman who gives you an on-the-spot fine. They are not allowed to accept money or gifts but appreciate it when people are courteous.

Drugs

While possession of some drugs including alcohol, tobacco, medicines and caffeine is legal in Australia, some drugs can only be used legally when prescribed by a doctor. These drugs are known as restricted substances and are supplied by chemists (pharmacies). Possession of some of these substances by someone they were not prescribed for is illegal. Possession, use, importation, distribution manufacturing or trafficking of the drugs listed below is illegal in Australia:

- cannabis
- heroin
- amphetamines (e.g. speed and LSD)
- cocaine (including crack) and
- 'designer drugs' (ecstasy and ice).

Noise

It is against the law to use lawn mowers or electric power tools before 8am Monday to Friday or 9am Saturday and Sunday. If you play music loud enough to disturb your neighbours they can call the police at any time of the day. If you plan to have a party with loud music it is always a good idea to let your neighbours know what time the party will finish and when you will turn the music down.

Your legal rights

Your most basic right is to be considered innocent until you are proven guilty in a court of law. Should you be required to attend court, the police must prove that you committed an offence. If questioned by police, stay calm and tell the police your name and address. You can refuse to go with police unless they formally arrest you. If you have been arrested, the police must make it clear to you that you are under arrest. If this is the case, then you are not free to go, and you will be taken into custody, charged and a legal complaint will be formally made

against you. The police must not threaten you or injure you but if you resist arrest they can use 'reasonable force'. If you have been arrested you:

- have the right not to say anything that may incriminate you
- have the right to be given details of the charge
- only have to give the police your name and address
- are allowed to make one telephone call
- have the right to ask for an interpreter or to contact a lawyer or a friend or relative
- are entitled to write a statement yourself or ask for an interpreter to do it for you
- have the right to ask for bail.

Legal Services

The Legal Services Commission is the legal aid organisation for South Australia. Legal aid services can assist you to pay for costs involved in court appearances, police investigation and other general advice. Legal aid is not automatic but depends on several factors.

The Legal Services Commission of SA can offer you general advice and referral and can also arrange to pay for an interpreter if necessary.

82–98 Wakefield Street
Adelaide SA 5000.

For quick, free legal advice call the **Legal Help Line**
1300 366 424
Mon to Fri, 9.00am – 4.30pm.

General enquire
Telephone: 8463 3555
lsc.sa.gov.sau

Child Support Unit of the Legal Services Commission on SA
Telephone: 8463 3576

The Office of the Training Advocate can assist with problems unrelated to study such as accommodation, scams, employment or visa issues.

55 Currie St (Ground Floor),
Adelaide SA 5000.

Office hours

Mon to Fri 8.30am – 5.30pm.
Telephone: (toll free) 1800 006 488
Email: *trainingadvocate@saugov.sa.gov.au* or visit the website *trainingadvocate.sa.gov.au*

Young Workers Legal Service

46 Greenhill Road

Wayville SA 5034

Telephone: 8279 2233

Email: ywls@saunions.org.auor visit ywls.org.au**PUBLIC HOLIDAYS 2012**

New Year's Day	Mon 2 Jan
Australia Day	Thurs 26 Jan
Adelaide Cup Day	Mon 12 Mar
Good Friday	Fri 6 Apr
Easter Saturday	Sat 7 Apr
Easter Monday	Mon 9 Apr
Anzac Day	Wed 25 Apr
Queen's Birthday	Mon 11 Jun
Labour Day	Mon 1 Oct
Christmas Day	Tues 25 Dec
Proclamation Day	Wed 26 Dec

**PUBLIC SCHOOL
TERM DATES 2012**

First term	30 Jan – 5 Apr
Second Term	23 Apr – 29 Jun
Third Term	16 Jul – 21 Sep
Fourth Term	8 Oct – 14 Dec

TRANSPORT

Bicycles

If you live reasonably close to the city or your campus you might consider buying a bicycle. If you ride a bicycle you should wear bright coloured clothing so that you are clearly visible in the traffic. You are required by law to wear a helmet and use lights at night. A cycling map showing bike paths and quiet routes is available from Service SA, 108 North Terrace Adelaide. For more information about bicycle routes and maps, road rules, safety, education programs and information about cycling please visit the following website: *sa.gov.au/cycling*

Buses, trains, trams

Adelaide has an extensive public transport system with integrated bus, train and tram routes. The main information office for timetables and route information is located at 79 King William Street, Adelaide (on the corner of King William and Currie Streets). To find out timetable or route information over the phone call 1300 311 108.

'Multitrip tickets' make travel cheaper giving you ten trips on the bus, train or tram for the price of seven. It is also cheaper to travel outside of peak hours between 9.00am and 3.00pm. Leaflets are available from the Passenger Transport Board to explain fares, concessions and different ticket types. To find out more see adelaidemetro.com.au



The City Loop (99C) bus service is free and takes you around the city, stopping close to both City West and City East campuses. It links with the Tram at Victoria Square and North Terrace and takes passengers on a loop around the inner city of Adelaide. The Terrace to Terrace Tramline is also free at all times and allows you to travel between South Terrace and North Terrace (City West

campus). For lost property on train services contact the Adelaide Metro Info Line on 1300 311 108 or ask at the lost property office located on the ground floor at the Adelaide Railway Station. For more information visit the Adelaide Metro website at adelaidemetro.com.au/contacts-links

Taxis

Taxi travel in Australia is comparatively expensive. Taxis may be hailed in the street, booked by phone, or accessed from a taxi rank in prominent locations. Fares are fixed by meters and are not negotiable.

Buying a vehicle

If you decide to buy your own car or motorbike consider the following:

- be cautious when buying vehicles
- when purchasing a vehicle from a registered sales yard check the warranty period
- all motor vehicles must be registered and insured through the Registration and Licensing Division of the South Australian Department of Transport
- owning, running, insuring and servicing a car can be expensive!

It may be wise to have a mechanical inspection made by the Royal Automobile Association (RAA) before you purchase a vehicle. There is a small charge for this service. Consumer and Business Services has advice about buying a vehicle at ocba.sa.gov.au/consumeradvice/usedcar/index.html

South Australian Driving Licence

You must hold a current South Australian driver's licence to legally drive on South Australian roads. You may also use an overseas licence that is valid as long as you are here on a student visa. This overseas licence must either be in English or be accompanied by an official translation.

An International Driving permit will serve as a translation of your original licence. However, it is not a separate licence but must be accompanied by your original licence when driving. If you are stopped by police and are unable to produce your licence at the time, you will be fined.

You can obtain a translation of your licence from the:

Translating and Interpreting Centre

24 Flinders Street, Adelaide 5000

Telephone: 8226 1990.

Alternatively, you can contact the National Accreditation Authority for Translators and Interpreters (NAATI) on 8410 5233 or visit naati.com.au for a list of translators.

It is strongly recommended that you obtain 'The Driver's Handbook', which outlines South Australian road rules (available from Transport SA, 108 North Terrace, and most newsagents). If you do not have a licence and wish to obtain one, contact Transport SA for more details. For more on driving licences contact:

Transport SA

Telephone: 13 10 84

Website: transport.sa.gov.au

Registration and insurance for vehicle owners

All motor vehicles must be registered and insured through:

Service SA

Telephone: 13 23 24

Email: dtei.services@sa.gov.au

You may register your vehicle or renew your registration at the Adelaide office, at 108 North Terrace, Adelaide or at one of the offices located in suburban and country areas. Telephone: 131 084. You can also register your vehicle online. Further information can be found at sa.gov.au/Ezyreg

If a passenger or pedestrian is injured and your car is unregistered or uninsured you will be personally liable for the medical expenses and the compensation awarded for any injuries suffered. This could amount to tens of thousands of dollars. It is a very serious offence to drive without registration, insurance or a valid driver's licence. Third party insurance is compulsory and is paid to the Registration and Licensing Division at the same time as your car or motor bike registration fees, and provides cover for injury to other drivers, passengers or pedestrians.

Third party property insurance covers against damage to other peoples' cars and/or property. It is strongly recommended that you take out at least this level of cover.

Comprehensive insurance is more expensive but covers theft or damage to your own vehicle and damage to other peoples' vehicles if you are involved in an accident. These types of insurance are obtained from private insurance companies. Please note that insurance requirements for licencing may be more stringent than the requirements mentioned in the previous section. You should check the validity of your licence with the insurance company before you commence driving.

Remember the law...

- when travelling in a car you must wear a seat belt at all times. The law also requires that young children and babies travel in an approved child restraint such as a car seat or baby capsule
- you must wear a bike helmet if you ride a bicycle
- you must wear a crash helmet if you ride a motorbike
- you must not exceed the legal limit of alcohol of .05.

WORKING IN AUSTRALIA

Work Rights

Coursework students are permitted to work up to 40 hours per fortnight during the academic year and full-time during university semester breaks. If you work more hours than this, you will be in breach of visa conditions and your visa may be cancelled. This rule applies to paid and voluntary work. Higher Degree Research students are permitted to work unlimited hours. For more information about working in Australia please refer to the 'Work rights' information site at unisa.edu.au/internationalstudentsupport/working/rights.asp

If you have concerns about any employment related issues such as your rights and obligations in the workplace, please speak with an International Student Officer at the Learning and Teaching Unit on your campus. You can also contact the Young Workers Legal Service for advice. The service is located at 46 Greenhill Road, Wayville
Telephone: 8279 2233.

You can visit the Young Workers Legal Service website at ywls.org.au

For more information about protected salary and working conditions in Australia please visit the Fair Work Ombudsman website at fairwork.gov.au

Tax file number

Before you can work in Australia you will need to be issued with a Tax File Number (TFN) from the Australian Taxation Office. Your tax file number is valuable. Do not share it with friends and do not provide it over the internet when applying for work. Keep it secure. You can apply for this number online at ato.gov.au/individuals

For more information you may go to the Australian Taxation Office which is located at 91 Waymouth Street, Adelaide.

Part-time work

Many international students obtain part-time employment while studying with work in restaurants, hotels, shops, and taxi driving being the most common sources of employment. For information and assistance on finding part-time employment visit unisa.edu.au/careers/students

Students should not rely on their income from part-time work to meet tuition and living expenses as the time demands often seriously impact on academic performance and therefore on employment opportunities after graduation.

It is important that you balance study load and work commitments to give yourself the best chance for academic and career success.

Higher Degree Research students and some scholarship holders may have some restrictions on working hours (particularly if they hold a scholarship) and are advised to consult with staff at the Graduate Research Centre.

unisa.edu.au/resdegrees/info.asp

Employment for spouses

Partners and spouses of undergraduate students are allowed to work up to 40 hours a fortnight during the teaching period and full-time during semester breaks. Dependants of postgraduate students may work full-time at any time during the year.

Employment conditions

Employees' rights (such as minimum pay, health and safety working conditions) are protected under state and federal government legislation in specific employment awards. If you have any doubts about your employment conditions you should contact an International Student Officer or Counsellor at the Learning and Teaching Unit.

Fact sheets about your rights and obligations in the workplace are available from:

Young Workers Legal Service

ywls.org.au/factSheets.html

BEING A STUDENT AT UNISA

You are about to begin a new and exciting time as a student at UniSA. There will be many challenges and experiences ahead for you. To assist you settle into your studies and life as a student here, we would like to share some information on service areas that are important.

As an international student, you need to be aware of the conditions for your entry and continued stay in Australia. The student visa requirements and conditions are essential for you to



remember. While you are living in Adelaide, it is also important that you know what you can bring or have sent to you in Australia. We understand that you will want to have many things and foods that are familiar from home. As Australia is a multicultural country, it imports a wide range of foods from all over the world. You do not need to bring in or have sent to you many of the foods you like from home. Please note the information that follows on visa conditions and Australian quarantine rules.

VISA REQUIREMENTS

You must have a valid passport and student visa. This will allow you multiple entries into Australia.

It is your responsibility to ensure that your passport and student visa are current, and that you apply for any renewal before it expires. You must ensure that you are enrolled in at least one internal course in each compulsory study period and you must not undertake more than 25% of your total program externally

(includes online). You cannot have more than a 28 day calendar gap between periods of enrolment, with the exception of the end of year break. You are required to complete your Program within the duration specified on your Confirmation of Enrolment (CoE). This generally requires you to enrol in a full-time load per semester.

Your CoE may ONLY be extended in compassionate or compelling circumstances, e.g. if you have had an approved leave of absence or if it is part of an (academic) intervention strategy. You must have the required documentation to support your claims.

If you wish to vary your enrolment, you MUST firstly discuss your situation with your Program Director (PD).

You must also ensure that you:

- attend classes
- continue to demonstrate satisfactory academic performance
- enrol in accordance with your study plan

- do not work more than 40 hours per fortnight during teaching periods
- have current Overseas Student Health Cover (OSHC) for the duration of your student visa
- keep the University informed of your current address and telephone contact details (your home country details should also be noted).

For further information please visit the Learning and Teaching Unit on your home campus. More information about your visa requirements can also be found at unisa.edu.au/internationalstudentsupport/student/visa.asp

ESOS information

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007. Further important information on the ESOS

framework can be found at aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx or on our website at unisa.edu.au/international/consumer/default.asp

Please also visit the Study in Australia website studyinaustralia.gov.au/en

Leave of Absence

As an international student you will only be eligible for leave if you have attempted all the assessment components of at least one course. Leave can only be granted if there are compassionate and compelling reasons (e.g. illness) and you have documentation to support your claims. Approval for Leave of Absence from your studies **MUST** be approved firstly by an International Student Officer at the Learning and Teaching Unit and secondly, in writing, by your Program Director. The University is under a legal obligation to inform the Department of Immigration and Citizenship (DIAC) of any leave of absence. This report may result in the cancellation of your CoE which may affect your student visa.

A useful address is listed here:

**Department of Immigration and
Citizenship (DIAC)**

55 Currie Street, Adelaide, SA, 5000.

Telephone: 131 881

Email: *adelaide.student.integrity@
immi.gov.au*

DIAC website: *immi.gov.au*

Client service hours:

Mon to Fri 9.00am – 4.00pm.

QUARANTINE MATTERS
**Australian Quarantine and
Inspection Service (AQIS)**

Food, plant material and animal products from overseas could introduce pests and diseases into Australia, devastating our agriculture and tourism industries and unique environment. You must declare for inspection all food, plant material and animal products on arrival in Australia to ensure they are free of pests and diseases. Some products may require treatment to make them safe. Other items that pose pest and disease risks will be seized and destroyed by AQIS. You can dispose of high-risk items in quarantine bins in the airport terminal. If you are not sure, ask an AQIS officer.



Please refer to the AQIS website for information on what you are not allowed to bring into Australia.

daff.gov.au/aqis/travel/entering-australia/cant-take



The following section will introduce you to the teaching and learning environment at UniSA and where you can get help with your studies. It is important to remember that at UniSA, you have free access to specialist advice and assistance.

INTRODUCTION TO THE UNISA

The University of South Australia operates across four metropolitan campuses (City West, City East, Mawson Lakes, Magill), one country campus Whyalla and one Regional Centre at Mount Gambier. The Whyalla campus is located about 400 kms north of Adelaide, and the Mount Gambier Regional Centre is located in the south east about 450 kms from Adelaide, while the metropolitan campuses are all within easy reach of the city centre and suburbs via public transport.

The founding institutions of the UniSA have long histories and an international reputation in the education of men and women for positions in the professions, commerce and industry. Qualifications at all levels – doctoral and masters degrees, graduate

diplomas, graduate certificates, bachelor degrees, advanced diplomas and diplomas – are offered. A well-established tradition of research contributes to the University's reputation as an institution acknowledged throughout Australia for its pursuit of excellence.

Divisions

The University of South Australia has a divisional structure. The four divisions are:

- Business
- Education, Arts and Social Sciences
- Health Sciences
- Information Technology, Engineering and the Environment.



CAMPUSES

City West Campus is located at the western end of the shopping, entertainment and business district of Adelaide. Programs in Art, Architecture and Design, Law, Accounting, Marketing, Business studies, Management, Computing and Aboriginal and Islander studies are located at this campus.

City East Campus

Located on North Terrace, the City East campus is just a two-minute walk from the city centre. Health, Biomedical sciences and Nursing programs are taught on this campus – reflecting strong links with the nearby hospital. Geoinformatics, Building, Planning, Civil Engineering and postgraduate Psychology are also located at this campus.

Magill Campus

The Magill campus is situated among large gum trees on 16 hectares, 7 kms east of the city centre. The campus is easily accessible by public transport with several major bus routes passing close by. This campus is the focus of Education, Early Childhood and Family Studies, Arts, Communications,

Psychology, Social Work, International Studies, Humanities and Social Science programs.

Mawson Lakes Campus

The University's main centres of excellence in applied science and engineering, and secondary education are located at Mawson Lakes campus, a 74 hectare site next to the internationally renowned Technology Park, where many of the nation's research institutes are located. The Mawson Lakes complex is well-equipped with modern facilities, including laboratories and workshops. The campus also has large sports fields, an indoor sports centre including a gymnasium, a theatre and a nine-hole golf course.

Centre for Regional Engagement

In prioritising regional engagement as a strategy, UniSA seeks to provide quality teaching, learning and scholarship in its regional locations and undertakes research endeavours with business, industry and community partners that reflect rural and regional priorities and interests.

UniSA's Centre for Regional Engagement has targeted undergraduate and postgraduate degree programs to meet the needs of rural and regional communities based at Whyalla Campus and the Mount Gambier Regional Centre. Further information can be found at unisa.edu.au/cre/

Whyalla Campus

The University's Whyalla campus is approximately 400 kms by road from Adelaide and is a major centre of tertiary education outside the metropolitan area. This smaller campus is located ten minutes from the city of Whyalla. The Centre for Regional Engagement provides expertise in the fields of Business and Accounting, Nursing and Rural Health, Computer and Information Science, Applied Statistics, Social Work, Community Wellbeing and Arid Lands Technology.

Mount Gambier Regional Centre Campus

Mount Gambier is the largest regional city in the state. UniSA's Whyalla campus is located about 450 kms south of Adelaide with

undergraduate and degree level studies commencing in the program areas of Education in Nursing, Rural Health, Social Work and Rural Practice, Business and Regional Enterprise.

Campus Central

There is a Campus Central office on each UniSA campus where you can get information and services related to your enrolment and student administration.

Campus Central offices are open from 8.30am – 6.00pm Monday to Friday all year, even during semester breaks with the exception of public holidays, and Christmas/New Year when Campus Central offices will be closed from 24 December 2011 and will reopen on 4 January 2012.



Campus Central staff can help you with nearly every aspect of life at the University including:

- activating or amending your enrolment
- program and course advice
- student ID cards
- internal transfers
- applying for credit or status from previous studies
- accessing a range of facilities such as telephones and internet/email
- making personal details changes to your student record
- withdrawing from a program or course (within the conditions of your visa)
- renewing your Overseas Student Health Cover (OSHC)
- confirmation of enrolment documents (CoE)
- applying for academic transcripts.

Campus Central can help you get the most out of studying at the University of South Australia by saving you time, and by processing your requests quickly and efficiently.

Please visit us in person, or contact by email or telephone on 1300 301 703. You can also visit the website which includes helpful questions and answers unisa.edu.au/campuscentral

INTERNATIONAL STUDENT SERVICES

International Student Officers can assist you with your transition to the UniSA and provide information about:

- on arrival transport to your accommodation
- life in Adelaide and studying at UniSA
- 'Welcome Week' and your Orientation to UniSA
- student visa requirements
- health cover requirements
- your work rights in Australia
- other University support services, including Learning Support, Careers and Counselling
- community and government services
- support for spouses, partners and families
- academic policy and procedures

International Student Officers also:

- participate in graduation ceremonies and meet your families and friends
- assist you with your going-home preparations, transition back to your home culture, and ongoing involvement with UniSA
- maintain web resources with useful information for International students about living and studying in Adelaide available from the Learning and Teaching Unit website at unisa.edu.au/internationalstudentsupport

Family Support

The University recognises that partners or other family members who accompany international students may need help and advice on settling into life in Adelaide and Australia. During teaching periods, staff from the Learning and Teaching Unit offer assistance and advice. For more information, visit the Learning and Teaching Unit on your campus.

LEARNING AND TEACHING UNIT

The Learning and Teaching Unit (LTU) provides a range of services and resources. These include:

- advice on student visas, health cover and administrative services for international students
- language and learning support, and counselling on personal and study related issues
- support for students with a disability
- support for research students
- careers services
- liaison with University staff and organisations in the wider community.

Learning and Teaching Unit staff are available for appointments with students from Monday to Friday during office hours. Many issues can be dealt with through initial contact with staff at the LTU front desk. If an appointment is required with an LTU staff member, this can be booked by front desk staff. The LTU also has many resources

available online, which can provide students with information on issues such as academic referencing, time management and student safety. Information about LTU services and resources for students is available from the LTU website unisa.edu.au/ltu

Career Services

UniSA Career Services provides a range of services and resources that prepare students for successful transition from University to the world of work. Online resources include:

- Hosting the International Careers Day with representatives from the Department of Immigration and Citizenship (DIAC), UniSA Alumni and industry to discuss working in Australia, General Skilled Migration and any updates from DIAC
- Volunteer and Work Experience Fair - employers targeting International students for work experience during study
- Weekly Careers email to provide you with the latest jobs, news and events on campus

- MyCareerPlan, a database of graduate, part-time and casual vacancies and industry work experience opportunities and careers events
- Going Global, a comprehensive guide to working in 31 countries throughout the world, including employer listings
- Extensive information about career planning, job-seeking and preparations for the workforce on our website unisa.edu.au/careers.

Living, Studying and Working in Adelaide

Are you looking for a new job? Career Services has developed a weekend series of workshops based on international student feedback. This two day workshop is designed specifically for international students and will provide you with the skills to find part-time work. The workshop is offered only for international students commencing in 2012 during the mid-term break: Study Period 2 and Study Period 5.

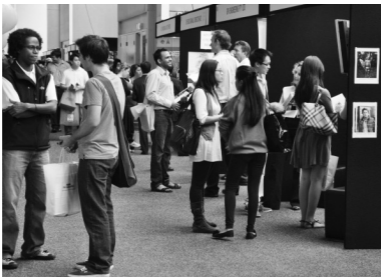
International Careers Day

Are you well-educated, with global experience and proven commitment to your studies? So, how do you plan for employment?

UniSA presents the International Careers Day: a day to develop your strategy for moving into the workforce both in Australia and in your home country.

Representatives from DIAC will be on hand, available to outline updates to the Skilled Occupation list, General Skilled Migration.

The International Careers day will be hosted during Study Period 2 and Study Period 5. Check MyCareerPlan for more details: mycareerplan.unisa.edu.au/Login.chpx



Employment Preparation Workshops

Are you looking for work in Australia?

Have you already sent your one page resume to an Australian employer?

Do you know that resumes in Australia are much longer, generally three pages in length?

To learn how to write a professional and marketable application in Australia, Career Services provides workshops on the following topics:

- Job Search, Networking and Self Marketing Strategies
- Resume and Cover Letter Preparation a comprehensive guide to working in 31 countries throughout the world, including employer listings
- Workplace Competence and Business Communication.

Bookings are essential. Check MyCareerPlan for more details: mycareerplan.unisa.edu.au/Login.chpx

Employment and Careers Expo

The annual Employment and Careers Expo showcases 350 representatives from over 100 leading companies in Australia. Many of these companies also offer work experience and volunteer opportunities. This is a once-a-year opportunity not to be missed!

Wednesday 21 March 2012 at the Adelaide Convention Centre.

Check MyCareerPlan for more details
mycareerplan.unisa.edu.au/Login.chpx

Volunteer Experience Fair

Want to gain valuable volunteer experience? Want to volunteer for an Australian organisation and increase your employability skills? Want to build your English language skills and learn about Australian culture?

The Volunteer Experience Fair occurs biannually and provides students with the opportunity to meet organisations who are offering volunteer work experience to international students. Check MyCareerPlan for more details
mycareerplan.unisa.edu.au/Login.chpx

Counselling Services

The Counselling Service offers free and confidential appointments to students to help you manage personal issues that are affecting your studies. It is an acceptable practice in Australia to talk to a counsellor at university about personal issues and situations that may be impacting on your life or ability to study effectively.

Students attend counselling for a range of reasons including:

- personal issues affecting their study
- adjusting to living and studying in Adelaide
- support following a crisis or trauma
- motivation, time management and exam stress
- health and wellbeing
- managing stress, anxiety and depression
- managing exam stress and anxiety.

What we do...

- listen to you and treat you with respect
- work together with you to help you resolve any problems that are

impacting on your wellbeing or study

- assist you to develop skills to help you succeed in your studies (e.g. ways to manage exam anxiety)
- support requests for extensions or deferred exams when personal issues affect your studies
- provide you with information and/or referral to other services when specialised information or support is needed.

More information about the Student Counselling Service can be found at unisa.edu.au/counsellingservices

Disability Services

The University provides a range of services for students with a disability, medical condition or mental health condition to ensure access to the University's learning environment. A disability may be permanent, short term or fluctuating. Disability services can include:

- assistance resolving physical or learning access issues
- assistive technologies
- alternative print material
- alternative assessment

- additional library-based services
- liaison with University staff
- specialised resources and equipment
- information about rights and responsibilities under the Disability Discrimination Act, 1992.

Services are free and confidential and provided on an individual basis according to access requirements. Students will need to provide appropriate documentation from a relevant treating practitioner. Information provided to the Disability Service will not appear on your academic transcript. If you require further information, contact a Disability Adviser at the Learning and Teaching Unit on your campus, email disability@unisa.edu.au or visit the Learning and Teaching Unit disability website at unisa.edu.au/disabilityservices

Language and Learning Advisers

Language and Learning Advisers provide academic language and learning support to all students.



They play an important role in helping you develop your general English language proficiency and work closely with lecturers to ensure that you also develop the particular academic literacies you need to really succeed in your discipline both as a student and, eventually, in the professional workplace.

Depending on your level of proficiency, Language and Learning Advisers assist you through providing a range of services including: face-to-face consultations, language feedback on two of your assignments, a comprehensive series of workshops run within your Division, and discipline-specific online resources.

Workshops focus on aspects of general English language proficiency, academic literacy and study skills, and will typically cover topics such as the following:

- strategies for being an effective and efficient student
- common grammatical errors
- punctuation use
- writing essays
- writing reports
- writing a reflective journal
- writing a case study
- referencing and avoiding plagiarism
- reading academic texts (books, journal articles etc)
- delivering a presentation
- preparing for exams.

A range of English language services are also offered by Language and Learning Advisers each year during study breaks.

English language support for PhD, Masters and professional doctorate by research students is provided by the Research Education team. This includes a series of workshops, called

Writer's Circles that are devoted exclusively to English for the purpose of research writing. Writer's Circles are language-focused workshops for Higher Degree Research (HDR) students for whom English is an additional language (EAL). These workshops are scheduled on all metropolitan campuses on a fortnightly basis. Further details on these or any other aspects of the Language and Learning support can be obtained from the Learning and Teaching Unit office on campus.

In addition to the LTU's services, a number of credit-bearing English language courses are taught by the School of Communication, International Studies and Languages.

Research Education Advisers

Research Education Advisers offer assistance to HDR students throughout their candidature. They provide specialised workshops and resources on proposal and thesis writing and other relevant topics. For information about these workshops go to: unisa.edu.au/researcheducation/students/workshops.asp

Further information about Research Education workshops and other resources can be found on the Learning and Teaching Unit website under the heading 'Research Education' and through the Research Degrees website which is accessible from the University's home page.



LEARNING AND TEACHING UNIT LOCATIONS

Learning and Teaching Unit offices are located on all metropolitan University campuses.

City West Campus

Learning and Teaching Unit
Yungondi Building
Level 1, Room 17
Telephone: 8302 0022
Facsimile: 8302 0021
ltu.citywest@unisa.edu.au

City East Campus

Learning and Teaching Unit
Level 2, Room 40
Playford Building
Telephone: 8302 2330
Facsimile: 8302 2363
ltu.cityeast@unisa.edu.au

Mawson Lakes Campus

Learning and Teaching Unit
Library Building C1-50
Telephone: 8302 5006
Facsimile: 8302 5777
ltu.mawsonlakes@unisa.edu.au

Magill Campus

Learning and Teaching Unit

Block Q

Telephone: 8302 4423

Facsimile: 8302 4390

ltu.magill@unisa.edu.au

Whyalla Campus

Campus Central is the first point of contact for Learning and Teaching Unit services on the Whyalla campus.

Ground Floor, Main Building North

Telephone: (08) 8647 6161

(or 8302 6161 if calling from Adelaide)

Facsimile: (08) 8302 6190

campuscentral.whyalla@unisa.edu.au

Mount Gambier Regional Centre (MGRC)

Wireless Road West, Mount Gambier

Telephone: (08) 8721 8900

Facsimile: (08) 82721 8951

mountgambier.enquiries@unisa.edu.au

International students wishing to make contact with the MGRC should contact the International Prospective Students Office.

Telephone: 1800 181 858

international.office@unisa.edu.au

LEARNING ENVIRONMENT AT UNISA

Experience Plus

We want you to have the best possible experience at UniSA, so that you graduate ready to take on the world. There are lots of different opportunities you can take advantage of during your UniSA journey, within your academic program and through a range of social and personal development activities. Experience Plus will help to link you to a wide range of extra-curricula activities across the university. Whether you want to boost your employability through leadership opportunities and volunteering, or just meet new and interesting people in a fun and social environment, Experience Plus will help direct you to activities that enable you to have a university experience tailored to your needs.

Student-centred learning

The courses and programs at UniSA are based on student-centred learning. To be successful in your studies at UniSA, it is important to understand what this means.

Essentially, student-centred learning means that you are responsible for your own learning. UniSA provides input and resources, but it is up to you to use them effectively. The most important person in your UniSA learning experience is not your teacher: it is you.

Student-centred learning will equip you with the tools for becoming a life-long learner. Practically, student-centred learning means things like:

- the lecturers and tutors will guide you, rather than tell you what to do
- you are expected to ask questions and contribute your own ideas, especially during tutorials
- there will usually be several different kinds of assessments, not just final exams
- you will often need to do your own research, e.g. in the library
- it is important to be able to support arguments, rather than just learn facts
- you will sometimes be required to work on assignments in a group with other students.

Group work

An important part of student-centred learning is learning by interacting with other students. Many courses at UniSA have group work components. Many students also choose to form their own study groups with classmates. As international students your diverse backgrounds and experience will be highly valued in group work.

Managing your time

Some simple time-management practices can greatly improve your effectiveness as a student, especially if you are trying to balance part-time work with your studies. A weekly timetable will allow you to schedule private study and time for rest and relaxation between your study (and work) commitments.

A study planner with assignment deadlines marked on it will allow you to plan ahead and complete your assignments on time. Study planners can be printed from the LTU Study Planners site at unisa.edu.au/learningadvice/adapt/planners.asp. They are also available to collect from LTU offices.

The Online environment

Central to UniSA's student-centred learning approach is the expectation that students are computer and internet literate. This means being able to use a computer to access course information and other internet resources, search databases and participate in online discussions.

A key element of UniSA's online environment is MyUniSA, your personalised student portal. From MyUniSA you will have access to your enrolment record, course information pages, your internet and printing quota, and the most useful UniSA websites. The internet is an essential part of nearly every course.

Wireless support for students

UniSA's students are able to connect their privately owned wireless mobile devices to the UniSA wireless network. The wireless network enables you to use your wireless mobile device to access University network resources and the internet while on campus. For installation, configuration, coverage and troubleshooting visit unisa.edu.au/ists/ITHelpdesk/FAQS/wireless

Detailed instructions on how to connect to the UniSA wireless network can be found at unisa.edu.au/ists/Students/GettingHelp/wirelessupport.asp Please note that some mobile telephones will not be able to use UniSA wireless network. The University's Information Strategy and Technology Services (ISTS) are able to offer students further assistance should they have trouble connecting. Telephone: 8302 2500 or email: ithelpdesk@unisa.edu.au

Email

Email is the University's main method of communicating with all students. It is UniSA's official policy for students to use their UniSA student email address so it is very important that you regularly check your UniSA student email account, even during holiday breaks. You can do this from anywhere in the world.

LIBRARY

library.unisa.edu.au

The University Library provides resources and information to support learning and research. You may use the Library on any campus. You may borrow books from other campuses by placing a hold request via the catalogue. Your Student Card functions as your Library and photocopy card. You must bring your card with you if you wish to borrow. The Library website links you to electronic databases, full-text journals, e-readings and the catalogue.

Summon

Summon is a search tool that enables you to find relevant information on any topic. Summon simultaneously searches the Library catalogue, the UniSA Research Archive and content from numerous academic databases, so you can search it to find print and electronic books, newspaper and journal articles, conference proceedings, and more. Summon is available from the Library homepage.

Library catalogue

All items held by the Library are listed in the catalogue which is available on the Library homepage.

Topic launch

TopicLaunchers provide a guide to finding authoritative, reliable resources and scholarly information on specific topics. They are pathways to assist you when you are beginning your research. You can access them from the Library homepage.

Service Desk

Library staff at the Service Desk are your initial point of contact for all enquiries. They will help you find information and answer questions about collections and services.

Ask the Library

Ask a Librarian email and Ask a Librarian chat provides help with identifying and searching for information for your assignments. Staff aim to respond to emails within 24 hours of receiving your inquiry (excluding weekends and Australian public holidays). You can chat online with a librarian in real time by using Ask a Librarian chat, which is

available Monday to Thursday from 10.00am – 8.30pm, Friday 10.00am – 7.00pm, and from 1.00pm – 5.00pm on weekends. You can find the Ask the Librarian Service at library.unisa.edu.au/help/

Academic Library Services

Each Division of the University has a team of librarians who provide training programs, resources and research assistance to help you find and select information for your assignments.

Off Campus Library Service

If you are studying externally, living remotely or have difficulty In using the Library in person, you may wish to contact the Off Campus Library Service (OCLS). The role of OCLS is to support eligible students with their university studies and research by facilitating access to the Library's extensive range of information resources and services including:

- phone and online assistance in the use of the Library's resources and services
- electronic document delivery to your desktop

- postal delivery of loan items* and documents.

*If in your course information a book has been identified as a text book the University expects you to acquire your own copy. You can find out about OCLS at library.unisa.edu.au/services/ocls

Opening hours

During teaching weeks the Library is open on weekdays, in the evenings and on weekends. City West Library offers longer opening hours during the week and weekends, often until midnight during the week. For further information about opening hours check the Library website or Telephone: 8302 6840.

Campus Libraries

City East

Corner of Frome Road and North Terrace
Adelaide 5000
Service Desk 1300 137 659

City West

61–73 North Terrace
Adelaide 5000
Service Desk 1300 137 659

Magill

St Bernards Road

Magill 5072

Service Desk 1300 137 659

Mawson Lakes

Mawson Lakes Boulevard,

Mawson Lakes 5095

Service Desk 1300 137 659

Whyalla

Nicolson Avenue,

Whyalla Norrie 5608

Service Desk (08) 8647 6040



UNDERSTANDING THE UNIVERSITY SYSTEM

Enrolment and study load

International onshore students must complete their studies within the duration specified on the Confirmation of Enrolment (CoE) document. New (sometimes called 'extension') CoEs will not be granted unless there are compelling and compassionate circumstances supported by written evidence.

Any variation to your study load may impact your student visa so it is important that you consult your Program Director before changing your enrolment. More information about the requirements for your program and enrolling online can be found at unisa.edu.au/enrolonline

You must complete your program within the duration of your CoE. If you undertake less than a full-time load, you are at risk of not completing your program within the required time. If you have any questions about your study load, or wish to change your enrolment please contact your Program Director, Program Support Officer or an International Student

Officer at the Learning and Teaching Unit on your campus.

Internal/External Mode of Study

International students on a student visa must be enrolled in an internal face-to-face program. However, you are also able to undertake up to 25% of your program by online or distance mode but you must be enrolled face-to-face in at least one internal course each study period.

Change of address

As a condition of your visa, students must notify the University of any change of address within seven (7) days of the change. These changes can be made via your student portal called 'MyUniSA' or through Campus Central using a Change of Personal Details form. For advice about notifying other organisations, agencies and people who have your contact details refer to the Change of Address Moving kit, available from Australia Post. For more information in relation to recording and changing your address please visit unisa.edu.au/internationalstudentsupport/student/address.asp

Withdrawals from courses

Applying for withdrawal from a course can affect the grade or notation recorded on your academic transcript, depending on the date you apply. If you withdraw before the census date it will not appear on your student record. This is because a census date is the last date to amend your enrolment without any kind of penalty before it is finalised. Withdrawals after the census date but before the withdrawal date will be recorded as a withdrawal (W). Withdrawals made after this period will be recorded as a withdrawal fail (WF).

For more information please access the 'Ask Campus Central' Frequently Asked Questions (FAQ) website at unisa.edu.au/campuscentral/faq/

Students are responsible for knowing these key census dates, which can be found on the student timetable or on the academic year calendar at unisa.edu.au/future/study/2012calendar.asp

Important dates

Key dates throughout the year refer to teaching periods, when you can withdraw or amend your study program, the holiday periods and when you have exams. Dates when your fees are due and when you can expect your results are also shown. For more information please refer to the 'Key dates and timetables' web page at: unisa.edu.au/future/study/keydates.asp

Refund of fees

The University has a policy on student fees at unisa.edu.au/policies/policies/academic/A47.asp which includes the conditions under which a refund will be provided.

Academic integrity

Academic integrity refers to the well-established process in Western culture of formally acknowledging individuals who create and publish new ideas or work. Their ownership of their work is respected by naming or citing them whenever you use their ideas, data etc. This is respectful and shows your sense of fairness and honesty. At UniSA, you will be expected to learn and apply a

particular set of guidelines e.g. the Harvard or APA System of referencing. Correct referencing demonstrates that you are a good and honest scholar.

If you use other peoples' work in your assignments without acknowledging them as the source it is considered to be plagiarism and therefore a form of academic misconduct. UniSA has strict rules around academic misconduct. The rules regarding academic misconduct, of which plagiarism is one kind, are detailed in section 9 of the Assessment Policy and Procedures Manual at unisa.edu.au/policies/manual

The Language and Learning Advisers, at the LTU, provide resources and workshops on referencing and avoiding plagiarism which you can access from the LTU website at unisa.edu.au/ltu/ For more information about academic integrity visit unisa.edu.au/learningadvice/integrity

Plagiarism

Plagiarism is direct copying of the work or data of other persons from sources, without referencing the original work. This includes both

paper-based and electronic sources or material from websites, books, articles, unpublished works such as theses, working papers, seminar and conference papers, internal reports, lecture notes or tapes, and visual materials such as photographs, drawings and designs. Deliberate plagiarism is considered to be cheating and serious penalties can apply.

Plagiarism also involves:

- using very close paraphrasing of sentences or whole clauses without due acknowledgement in the form of reference to the original work
- submitting another student's work in whole or in part, where such assistance is not expressly permitted in the Course Outline
- use of another person's ideas, work or research data without acknowledgement
- submitting work that has been written by someone else on the student's behalf
- copying computer files, algorithms or computer code without clearly identifying their origin

- submitting work that has been taken from another student's work by a process of mechanical transformation (e.g. changing variable names in computer programs) or in any way appropriating or imitating another's ideas and manner of expressing them where such assistance is not expressly permitted in the Course Outline.

If you have any doubts about what constitutes plagiarism or academic misconduct, please consult a Language and Learning Adviser, at the Learning and Teaching Unit, for clarification.

Academic review of student progress

The University has a process for identifying students who are making unsatisfactory progress in their program as we want to ensure they seek advice and assistance as soon as possible. It is also both a condition of your student visa and a requirement of the University that you maintain acceptable academic progress in your program. You are required to complete your Program

within the duration specified on your Confirmation of Enrolment (CoE). Your CoE may ONLY be extended in compassionate or compelling circumstances or if it relates to your academic progress. You must have the required documentation to support your claims.

If you are identified as making unsatisfactory progress, you will receive a letter directing you to contact your Program Director as soon as possible. They will help you identify areas where you may need help and can refer you to the Learning and Teaching Unit for further assistance. You are strongly advised to discuss your situation with academic staff and with Learning and Teaching Unit staff on your campus. We have observed that students who do not seek assistance early often do not improve their academic performance which can result in a poor academic record and reduced employment opportunities after graduation. Details of the University's policy and procedures are explained in section 10 of the Assessment Policy and Procedures Manual which can be seen at unisa.edu.au/policies/manual



Assessment

The University's rules about assessment are detailed in section 1 of the Assessment Policy and Procedures Manual at unisa.edu.au/policies/manual

Guidelines are contained in your Course Outline, which appears on the course homepage and which you will receive when you commence your course. It is vital that you read and understand this information.

Entitlement to Extra Time in Exams (ENTEXT)

Students with English as an additional language, those with disabilities and Indigenous students may be entitled to extra time in examinations. If you identified yourself as an international

student from a non-English speaking background when you enrolled, your ENTEXT (Entitlement to Extra Time in Exams) will be displayed by a red E on your student ID card. You must bring this card with you to all examinations. If you did not identify yourself as an international student with English as an additional language when you enrolled, you need to contact Campus Central to amend your records.

Appeals

If you wish to appeal against a grade you should enquire at the Learning and Teaching Unit office on your campus or Campus Central at any campus to clarify the grounds for appeal and the correct procedures. Guidelines for appeals are detailed in section 11 of the Assessment Policy and Procedures Manual at unisa.edu.au/policies/manual

You may seek assistance from Advocates who are located within the UniLife offices on each campus. Refer to page 154 of this Guide for more information.

Student Complaints

The University is committed to providing a harmonious work and study environment and provides a process that aims to resolve student complaints as quickly and satisfactorily as possible. Complaint procedures relating to academic programs, decisions of committees, administrative operations and individual staff members are described in Policy no. C-17.3 'Policy and Procedures for the Resolution of Student Grievances' available at unisa.edu.au/policies/policies/corporate/C17.asp

For more information on the process you may also refer to 'Resolving issues and complaints at UniSA' online resource at unisa.edu.au/internationalstudentsupport/student/grievance.asp

Where possible, issues should be discussed with a staff member in the first instance. If an effective solution cannot be found the complaint may be referred to the manager responsible for the area (e.g. Head of School).

If still unresolved the matter may be referred to the Student Ombud.
Email: ombud@unisa.edu.au
Telephone: 8302 0175 (voicemail service if calling outside of business hours)
Toll-Free Phone: 1800 600 067
Facsimile: 8302 0719
(confidential service all hours)

Office of the Training Advocate

International students may also contact the Office of the Training Advocate which can assist with problems unrelated to study such as accommodation, scams, employment or visa related issues. The Office of the Training Advocate is located at 55 Currie St (Ground Floor), Adelaide. Office hours are from Mon to Fri 8.30 am to 5.30 pm. Telephone (toll free) 1800 006 488 - this phone service is monitored after hours. In urgent circumstances, please leave a message so an officer can contact you as soon as possible.

Email: trainingadvocate@saugov.sa.gov.au or visit the website trainingadvocate.sa.gov.au

Student life

Your student life at UniSA is not complete without involvement with the many clubs, societies and associations that are there for you. We encourage you to join in as many as you can to make friends, have fun and experience all that UniSA and Australia has to offer.



UniLife – UniSA'S INDEPENDENT STUDENT ASSOCIATION

UniLife is a non-profit student-owned organisation that helps provide a more diverse and exciting 'uni life' for the students of UniSA. UniLife aims to support UniSA students in pursuit of Voice, Advice and Play. UniLife is run and owned by the students of UniSA and supported by a team of staff responsible to the UniLife Board.

Voice

UniLife enables you to have a say in the University's decisions that affect you and your peers. As an enrolled student you are encouraged to voice your views, concerns and interests to UniLife. The best way to do this is by email: *UniLifeVoice@unisa.edu.au*

Advice

UniLife provides FREE advice and advocacy to our students on a range of issues. Our two trained Advocates specialise in the areas of academic and educational complaints and the implementation of STUDENT RIGHTS.

UniLife Advocates are employed to provide students with information, advice and assistance with a range of academic issues including:

- Applying for an extension
- Re-submission or remarking of an assignment
- Appeals against final grades
- Academic review preclusion or any other academic concerns.

If you need help with any issue affecting your study you can contact an Advocate by email:

UniLife.Advocate@unisa.edu.au

Play

UniLife runs a variety of events and activities, both on and off campus. These range from concerts, BBQs, pub-crawls, giveaways & competitions to more glamorous events, such as the Winter Ball.

Sporting, Social & Academic Clubs

If you would like to meet some new people, make some new friends and have some fun then take a look at UniLife's social, sporting and academic clubs. To join, follow the 'Clubs' link from *UniLife.edu.au*

If you can't find a club that may interest you, then we will help you create your own!

If you would like to join a club or organise your own student club then visit unione.unilife.edu.au/clubs

Additional UniLife services

Second-hand textbooks: UniLife offers an online and over-the-counter second-hand text book service where you can sell and buy current textbooks. For more information or to browse and purchase the books you need to save money, visit unione.unilife.edu.au/books

eTrader: Search for rental accommodation and items for sale such as books and furniture. You can also search for jobs or you can post your own items at unione.unilife.edu.au/eNotice

Volunteering: UniLife also has a range of fantastic and enjoyable volunteering opportunities that can help you gain valuable work experience and meet new people. Email your interest to: UniLife.Positions@unisa.edu.au

Novels Exchange: Do you love reading? Use the UniLife Novels Exchange to find and share your favourite books. Visit our website or your closest UniLife front counter for the latest novel list.

UniLife Magazine: UniLife Magazine is a student run magazine published eight times per year and distributed across all of UniSA's campuses. You can collect a copy at your campus. For more information visit unilifemagazine.com.au

Casual employment: If you are looking for some paid work then you can look on our website for up-to-date information on casual employment opportunities and your workplace rights. Visit: unilife.edu.au or email unilife.positions@unisa.edu.au

UniSA ALUMNI NETWORK

The University of South Australia Alumni Network was established in 1992 to support the University of South Australia in the achievement of its mission and to support and encourage interaction and exchange between alumni (graduates).

UniSA has more than 154,000 alumni working all over the world who automatically become part of the UniSA Alumni Network at graduation. The UniSA Alumni Network operates chapters in Hong Kong, Singapore, Malaysia, Taiwan and the UK-Europe, and is active in Australian alumni associations in China, Indonesia, Korea and Vietnam.

Membership of the UniSA Alumni Network is free, lifelong and worldwide. Staying in touch with the Alumni Network enables graduates to access social and professional networking activities, to keep informed about developments and further study opportunities at the University of South Australia, and to access a growing selection of services and benefits. To stay connected to the alumni community and the University

of South Australia go online and update you contact details. For further information visit unisa.edu.au/alumni

GLOBAL EXPERIENCE

Global Experience is a new and innovative program at UniSA especially designed to engage students in international experiences such as Volunteering or Student Exchange all while gaining credit towards your university studies. You can tailor your Global Experience Program specifically to suit your studies, interests and career goals. Through the program you will be encouraged to further develop your skills in networking, intercultural communication and career management and planning, increasing your employability and making you stand out from other university graduates.

Through a range of networking events you will be encouraged to make valuable industry contacts and network with like minded UniSA students. At the completion of the GE Program you will attend a GE

Graduation and receive a certificate of completion, a letter of reference outlining all the knowledge and skills you have developed throughout your GE Program and your completion of GE will also be awarded on your official UniSA Transcript.

For more information contact the Global Experience team on:

Telephone: 8302 0880

Email: globalexperince@unisa.edu.au

or visit

unisa.edu.au/globalexperience

AUSTRALIAN FEDERATION OF INTERNATIONAL STUDENTS (AFIS)

AFIS is a non-profit, community based organisation aimed at assisting international students to maximize the scope and potential of their experience living and studying in Australia. AFIS's intention is to work with government bodies, institutions, student clubs and community organisations to enhance and enrich the experience of international students through addressing their

interests and needs, and providing accurate and timely information and services. For more information visit internationalstudents.org.au

COUNCIL OF INTERNATIONAL STUDENTS AUSTRALIA (CISA)

CISA is the national peak student representation body for international students studying at the postgraduate, undergraduate, private college, TAFE, ELICOS and foundation level and aims to provide a united voice at the national level for Australia's diverse population of international students. CISA's objectives are to advocate for the interests of international students and facilitate network building among stakeholders who have an interest in supporting international students.

CISA also host an annual national forum and round table events for international students. At the governmental level, CISA also partner with agencies to provide a means

of consulting with international students while advocating for law reform and promoting cross-cultural awareness in Australia.

For more information about CISA please visit the following website:
cisa.edu.au



DIRECTORY OF USEFUL ADDRESSES AND TELEPHONE NUMBERS

In an emergency, DIAL

000

Police
Ambulance
Fire

EMERGENCY CALLS

Police, Ambulance, Fire

Telephone **000**

and ask to be connected.

NOTE: If using a mobile phone please check the emergency access number.

For non-emergency Police attendance phone: 131 444

Consumer Advice and Protection

■ Customer Affairs – Consumer & Business Services

Level 4, Chesser House
91-97 Grenfell Street
Telephone: 131 882
Facsimile: 8204 9739

■ Office of the Training Advocate

55 Currie St (Ground Floor)
GPO Box 320 Adelaide SA 5001
Mon to Fri 8.30am – 5.30pm
Telephone (toll free): 1800 006 488
trainingadvocate@saugov.sa.gov.au

■ Tenancy dispute – Residential Tenancies

Level 1, 91-97 Grenfell Street
Adelaide, SA 5001
Mon to Fri, 8.30am – 5.00pm
(except public holidays)
Telephone: 131 882
Facsimile: 8204 9570

Crisis Counselling after hours service

■ Crisis Care

4.00pm – 9.00am weekdays
24 hours weekend & public holidays
Telephone: 13 16 11

■ **Lifeline**

24-hour telephone counselling
Telephone: 13 11 14

Government services

■ **Australian Taxation Office**

91 Waymouth Street,
Adelaide SA 5000
Telephone: 13 2861

■ **Department of Immigration and
Citizenship (DIAC)**

Immigration – Visas etc
3rd Floor, 55 Currie Street
Adelaide SA 5000
Mon to Fri 9.00am – 4.00pm
Telephone: 13 1881
Facsimile: 7421 7653

■ **Department for Education and
Child Development (DECS)**

31 Flinders Street
Adelaide SA 5000
Telephone: 8226 1000
Free call: 1800 088 158

Transport

■ **Registration and Licensing
Division Department of Transport**

EDS Building, 108 North Terrace
Adelaide SA 5000
Telephone: 13 1084

■ **The Royal Automobile Association of South Australia (RAA)**

55 Hindmarsh Square

Adelaide SA 5000

Telephone: 8202 4600

Emergency number: 13 1111

■ **Adelaide Metro Information**

Passenger Transport Information Centre

Corner King William and Currie Streets

Adelaide SA 5000

Telephone: 8210 1000 or

1300 311 108

English language classes

■ **Centre for Applied Linguistics (CELUSA)**

University of South Australia

Brookman Building, University of South Australia, City East Campus

Adelaide SA 5000

Telephone: 8302 1555

For research students, attend the Writer's circles arranged through Research Education Advisers at the Learning and Teaching Unit.

Translating and Interpreting Service (TIS National)

■ Telephone Interpreter Service 24 hours

Telephone: 13 1450

Hospitals and other community services

■ Royal Adelaide Hospital

North Terrace

Adelaide SA 5000

Telephone: 8222 4000

■ Flinders Medical Centre

Flinders Drive

Bedford Park SA 5042

Telephone: 8204 5511

■ Modbury Public Hospital

Smart Road

Modbury SA 5092

Telephone: 8161 2000

■ Queen Elizabeth Hospital

Woodville Road

Woodville South SA 5011

Telephone: 8222 6000

■ Lyell McEwin Health Service

Haydown Road

Elizabeth Vale SA 5112

Telephone: 8182 9000

■ Women's and Children's Hospital

72 King William Street
North Adelaide SA 5006
Telephone: 8161 7000

■ ADIS

Alcohol and Drug Information Service
Telephone: 1300 131 340

■ Bfriend

Uniting Care Wesley Adelaide
10 Pitt Street
Adelaide SA 5000

Bfriend is a free and highly confidential service providing support for people who are wondering about their sexuality/ gender identity and/or people who are newly identifying as same sex attracted/gay/lesbian/transgender/intersex/queer.

Telephone: 8202 5805 or 8202 5192
Email: bfriend@ucwesleyadelaide.org.au

Website: ucwesleyadelaide.org.au/bfriend/default.htm

■ Child and Youth Health

295 South Terrace,
Adelaide SA 5000
Telephone: 8303 1500

■ **Clinic 275**

Confidential advice, testing and treatment for all sexually transmitted infections (STIs) including HIV/AIDS
 1st floor, 275 North Terrace,
 Adelaide SA 5000
 Telephone: 8222 5075

■ **Domestic Violence Gateway Service**

Telephone free call: 1800 800 098

■ **Gay and Lesbian Community Services South Australia (GLCS)**

Contact for information, counselling and referrals on issues concerning sexuality or sexual health.

7.00pm – 10.00pm, Mon to Fri

2.00pm – 5.00pm, Sat & Sun

Telephone: 8193 0800

Email: glcs@glcssa.org.au

■ **Health Direct**

National 24-hour health phone line staffed by Nurses

Telephone: 1800 022 222

■ **Kidsafe**

The Child Accident Prevention Foundation

Women's and Children's Hospital

72 King William Street, North

Adelaide SA 5006

Telephone: 8161 6318

■ **Poisons Information Centre**

Telephone: 13 1126

■ **Pregnancy Advisory Centre**

Services for women (and their partners) who are experiencing an unplanned pregnancy. Includes decision-making counselling, contraceptive advice and provision of abortion services.

21 Belmore Terrace

Woodville Park SA 5011

Telephone: 8243 3999

■ **Second Story Youth Health**

Provides clinical health services for young people aged 12 to 25 years (including medical, nursing, counselling) gay and lesbian projects/support, young parent support, and information.

9.00am – 5.00pm, Mon to Fri

Telephone: 8232 0233

Free call: 1300 131 719

■ **Sexual Health information networking & education of SA (SHine SA)**

Telephone: 8300 5300

Email: info@shinesa.org.au

For more information visit

shinesa.org.au

■ **Sexual Healthline**

A confidential healthline should you wish to talk to someone about your sexual health

Telephone: 1300 883 793

■ **Women's Healthline**

Mon to Fri, 1.00pm – 4.30pm

Telephone: 1300 882 880

■ **Women's Community Centre SA Inc. (WCCSA)**

The WCCSA offers a range of services to its members including information, referrals and support services, educational and community development programs and a volunteer program. Advice on a range of legal issues is also available.

64 Nelson Street

Stepney SA 5069

Email: wccsa@senet.com.au

For more information visit

wccsa.asn.au

■ **Yarrow Place Rape and Sexual Assault Service**

Level 2, 55 King William Road

North Adelaide SA 5006

Telephone: 8226 8777

After Hours Emergency 8226 8787

Telephone: 1800 817 421 (country callers)

■ **Doctors**

The following list of doctors, medical clinics, (including an optometrist and a pathologist) offer a direct billing service. This means that the doctor directly bills OSHC Worldcare for your service. You do not need to pay any money up-front!

■ **Adelaide City General Practice**

Level 2, 29 King William Street

Adelaide SA 5000

Telephone: 8410 1322

■ **Adelaide Health Care**

43 Carrington Street

Adelaide SA 5000

Telephone: 8410 0774

■ **Bedford Medical Clinic**

1284 South Road

Clovelly Park SA 5042

Telephone: 8276 5055

■ **Craigmore Family Practice**

Shop 34 Craigmore Shopping Centre
Yorktown Road, Craigmore SA 5114
Telephone: 8255 1999

■ **Dr Alfir Ho**

Medical Centre
C/- Regency Road TAFE
Days Road
Regency Park SA 5010
Telephone: 8348 4429

■ **Dr Kim Bennett**

Unit 6/147 Ward Street
North Adelaide SA 5006
Telephone: 8267 5480

■ **Europa Medical Centre**

287 Salisbury Highway
Salisbury Downs SA 5108
Telephone: 8258 9103

■ **Fitzroy Medical Clinic**

42 Prospect Road
Prospect SA 5082
Telephone: 8269 6000

■ **Flinders University Health Service**

Level 3, Student Services Centre
Sturt Road
Bedford Park SA 5042
Telephone: 8201 2118
*flinders.edu.au/healthcounsel/health_
service.htm*

■ **Fountain Valley Medical Centre**

2 Alabama Road
Happy Valley SA 5159
Telephone: 8322 2824

■ **Gawler Place Medical Practice**

Level 1, 49 Gawler Place
Adelaide SA 5000
Telephone: 8212 7175

■ **Globe Medical Services**

21 Hindmarsh Square
Adelaide SA 5000
Telephone: 8232 7372
globemedical.com.au

■ **Hanson Road Medical Clinic**

193 Hanson Road
Athol Park SA 5012
Telephone: 8445 2070

■ **Highbury Family Practice**

1009 Lower North East Road
Highbury SA 5089
Telephone: 8263 9388

■ **Hindmarsh Medical Clinic**

275-281 Port Road
Hindmarsh SA 5007
Telephone: 8340 2233

■ **Martins Road Medical Practice**

Shop 11, 237 Martins Road
Parafield Gardens SA 5107
Telephone: 8283 4411

■ **Mawson Lakes Medical Centre**

12 The Promenade
Mawson Lakes SA 5095
Telephone: 8359 5133

■ **Medical One**

359 Main South Road
Pooraka SA 5095
Telephone: 8359 4222

■ **Montague Farm Medical Centre**

8/2 Montague Road
Pooraka SA 5095
Telephone: 8359 4222

■ **Morphettville Medical Centre**

520 Anzac Highway
Glenelg East SA 5045
Telephone: 8376 0511

■ **Novar Gardens Family Practice**

122 Morphettville Road
Novar Gardens SA 5040
Telephone: 8294 9244

■ **Prospect Medical Centre**

188 Main North Road
Prospect SA 5082
Telephone: 8269 2888

■ **Riverside Family Medical Practice**

Franklin House
1455 Main South Road
Bedford Park SA 5042
Telephone: 8277 4399

■ **Russell Clinic**

202 Main Road
Blackwood SA 5051
Telephone: 8278 1111

■ **Salisbury Super Clinic**

42 Amsterdam Crescent
Salisbury Downs SA 5108
Telephone: 8281 2777
Telephone: 8276 9855
Facsimile: 8357 4112

■ **Southern Clinic**

1140 South Road,
Clovelly Park SA 5042
Telephone: 8276 9855
Facsimile: 8357 4112

■ **Tudor Medical Centre**

193 North East Road
Hampstead Gardens SA 5086
Telephone: 8266 5100

■ **University Health Practice**

Horace Lamb Building
Ground Floor, North Terrace Campus
University of Adelaide
Telephone: 8303 5050
adelaide.edu.au/student/health

■ **Woodcroft Medical Centre**

1 Sir James Hardy Way
Woodcroft SA 5162
Telephone: 8322 2099

Optometrist

■ Specsavers Marion

Shop 2007
 Level 1 Westfield Shopping Town
 Marion
 297 Diagonal Road
 Oaklands Park SA 5046
 Telephone: 83358 1611

Pathologist

■ IMVS – Pathologist

Frome Road, Adelaide 5000
 Telephone: 8222 3000

■ Clinpath

19 Fullarton Road
 Kent Town SA 5067
 Telephone: 8366 2000

Other health insurance companies who provide OSHC

■ Medibank Private

medibank.com.au/Client/StaticPages/OSHCHome.aspx

■ BUPA OSH

overseasstudenthealth.com

■ Australian Health Management Group

ahm.com.au/oshc/oshc/

Religious organisations

■ Adelaide Hebrew Congregation

13 Flemington Road, Adelaide
Telephone: 8338 2922

■ Adelaide Holy Trinity Church

North Terrace, Adelaide
Telephone: 8213 7300

■ Adelaide Jewish Congregation

Telephone: 8362 8281

■ The Adelaide Mosque

20 Little Gilbert Street, Adelaide
Telephone: 8231 6443

■ Beth Shalom Synagogue

39-41 Hackney Road, Hackney
Telephone: 8362 8281

■ Buddha House Centre for Advanced Buddhist Studies

1 Fisher Street, Tasmore
Telephone: 8333 2824

■ Buddhist Temple

45 Smith Street, Thebarton
Telephone: 8443 5856

■ The Ganesha Temple (Hindu)

3A Dwyer Road, Oaklands Park
Telephone: 8298 1278

■ Gurdwara Sahib Adelaide

10 Princes Highway, Glen Osmond
Telephone: 8431 1661

■ **Guru Nanak Society of Australia
Gurdwara Sahib**

7A Barham Street, Allenby Gardens
Telephone: (02) 4736 7058

■ **Islamic Society & Council of SA**

658 Marion Road, Parkholme
Telephone: 8277 8725

■ **Korean Uniting Church**

48 Main Road, Lockleys
Telephone: 8234 1720

■ **Sikh Society of SA**

285 Hampstead Road, Northfield
Telephone: 8359 1355

■ **St Francis Xavier's Cathedral**

(Catholic)
Wakefield Street, Adelaide
Telephone: 8231 3551

■ **St Peter's Cathedral (Anglican)**

King William Street, Adelaide
Telephone: 8267 4551

■ **St Steven's Lutheran Church**

152 Wakefield Street, Adelaide
Telephone: 8223 5491

■ **Paradise Community Church**

57 Darley Rd, Paradise
Telephone: 8336 0000

NOTES

NOTES

Emergency telephone numbers :

Free call – 24 hour service

POLICE **000**

FIRE **000**

AMBULANCE **000**

UniSA Security 1800 500 911
(free call)

City West 8302 0000

City East 8302 2222

Mawson Lakes 8302 3333

Magill 8302 4444

Whyalla 8647 6050

Remember to state the service you require and to give your address or location. To help you remember in an emergency you should write your address and telephone number in a place near your telephone.

www.unisa.edu.au