

ARRIVAL GUIDE / 2020



Flinders
UNIVERSITY
ADELAIDE · SOUTH AUSTRALIA



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Welcome



Welcome to Adelaide and Flinders University.

The information in this Arrival Guide is designed to assist you with settling into your new environment, and covers information relating to setting up your permanent accommodation, academic information and living in a new social, cultural and academic environment.

You will be well-supported during your stay at Flinders University, and my staff in Flinders International will assist you through your settling-in phase, helping you to connect with a range of on-campus support services and staff in your academic area.

We are particularly aware of how challenging it can be to adjust to a new environment, and encourage you to seek assistance early, so that you can adjust as quickly as possible to Flinders and Adelaide. We will support you through every step of your studies at Flinders and look forward to this being the beginning of a life-long association between you and Flinders University.

Wishing you the best of luck, and I look forward to seeing you on Campus.

Sebastian Raneskold

Vice-President & Pro Vice-Chancellor (International)

Important University and emergency contacts



For Advice About	Contact	Details
Using this Handbook	International Student Services (ISS)	International Student Services (J10 campus map) Flinders International Level 1 Professional Services Building Tel: 8201 2717 Email: iss@flinders.edu.au
The University	Main Switchboard number	Sturt Road, Bedford Park, SA 5042 www.flinders.edu.au Tel: 8201 3911
24 Hour Student Emergency	Flinders Security	Humanities, opposite Main Library entrance (H9 campus map) Tel: 8201 2880 (external) or 12880 (internal)
Department of Home Affairs	DHA	70 Franklin Street, Adelaide, South Australia Tel: 131 881 www.homeaffairs.gov.au
Flinders Learning Online		Tel: 1300 354 633 (After calling press 3 for FLO assistance)
Personal Issues	International Student Services	International Student Services (J10 campus map) Flinders International Level 1 Professional Services Building Tel: 8201 2717 Email: iss@flinders.edu.au
	Health, Counselling and Disability Services	Level 3, Student Centre (J11 campus map) Tel: 8201 2118
	Crisis Support	After hours crisis support line 1300 512 409 (weekdays 5pm-9am, weekends and public holidays 24 hours)
English Language and Learning	Student Learning Centre (SLC)	Registry Annexe (J10 campus map, opposite Student Centre) Email: slc@flinders.edu.au
	Writing Help	Learning Lounge at Central Library (J9 campus map) and Academic Support at Sturt Library (V5 campus map) Email: slc@flinders.edu.au

For Advice About	Contact	Details
Maths and Statistics	Maths Help	Learning Lounge at Central Library (J9 campus map) and Academic Support at Sturt Library (V5 campus map) Email: slc@flinders.edu.au
Accommodation	Flinders Living	University Hall (Q9 campus map) Tel: 7221 8900 Email: flinders.living@flinders.edu.au
Visa Questions	International Student Services	International Student Services (J10 campus map) Flinders International Level 1 Professional Services Building Tel: 8201 2717 Email: iss@flinders.edu.au
Medical Questions	Health, Counselling and Disability Services	Level 3, Student Centre (J11 campus map) Tel: 8201 2118
Disability	Disability Advisors in Health, Counselling and Disability Services	Level 3, Student Centre (J11 campus map) Tel: 8201 2118 Email: disability@flinders.edu.au
Security	Flinders Security	Humanities, opposite Main Library entrance (H9 campus map) Tel: 8201 2880 (external) or 12880 (internal)
Tuition Fees	Flinders Connect	Flinders Connect, Level 0, Central Library (J9 campus map) Tel: 1300 354 633
Enrolment	Enrolment Services	Flinders Connect, Level 0, Central Library (J9 campus map) Tel: 1300 354 633
Child Care	Flinders University Childcare Centre	Sturt Drive (S6 campus map) Tel: 8201 2881 Email: admin@flinderschildren.com.au
Student Employment	Flinders University Student Association (FUSA)	Level 1, Student Hub (J10 campus map) Tel: 8201 2371 Email: fusa@flinders.edu.au
Independent Advocacy	Flinders University Student Association (FUSA)	Level 1, Student Hub (J10 campus map) Tel: 8201 2371 Email: fusa@flinders.edu.au
Sport and Fitness	Flinders One Sport and Fitness	Alan Mitchell Sports Centre (K11 campus map) Tel: 8201 2842 Email: sport.fitness@flinders.edu.au
Don't know who to ask?	International Student Services	Tel: 8201 2717 Email: iss@flinders.edu.au

For Advice About	Contact	Details
Emergency Contact for life-threatening emergencies	Police, Fire, Ambulance	Tel: 000, from mobile phones also 112 Text call emergency – TTY or ASCII Phone 106 for the emergency relay service
Police Attendance	e.g. property damage or theft when the perpetrator has already left the scene	Tel: 131 444
Medical emergencies	Flinders Medical Centre	8204 5511
	Health Direct	1800 022 222
	Lifeline (Counselling)	131 114
	Medibank – OSHC provider	134 148 1800 887 283 (24/7 Medibank Student Health and Support Line)
	Mental Health Triage Service	131 465
	National 1800 Respect Service	1800 737 732
	Poisons Information Centre	131 126
	Parents Helpline	1300 364 100
	Royal Adelaide Hospital	7074 0000
	Women's and Children's Hospital	8161 7000
	Yarrow Place Rape & Sexual Assault Service	8226 8777 1800 817 421 Emergency After Hours
Other emergencies	Electricity emergencies and power failures	131 366
	Gas emergencies/leaks	1800 427 532 8159 1661 General Enquiries
	Water and Sewer service difficulties and emergencies	1300 883 121
	State Emergency Service	132 500
Consumer rights	Legal Service Commission SA	1300 366 424
	Consumer and Business Services (Tenancies Branch)	131 882

Arrival checklist



After your arrival, please make sure you have:

- ☐ Contacted your family to let them know that you have arrived safely
- ☐ Finalised your long-term accommodation
- ☐ Opened a bank account? (see Pre-Departure Guide for details)
- ☐ Activated your Medibank Overseas Student Health Cover (OSHC) membership card
- ☐ Explored transportation options in your area
- ☐ Found a local supermarket and shopping centre in your area
- ☐ Made arrangements for your children. (see Pre-Departure Guide for details)
- ☐ Obtained and activated your Flinders Authentication Name (FAN) and student email account
- ☐ Received an email confirmation for your compulsory Flinders International Student Orientation (FISO)
- ☐ Finalised your enrolment
- ☐ Familiarised yourself with the campus
- ☐ Updated your address and contact details in the Student Information System flinders.okta.com/login/default
- ☐ Familiarised yourself with emergency numbers, refer to page 4-6.

Contacting your family

Your family and friends will be happy to know that you have arrived safely in Australia. We suggest calling them on arrival.

To make international phone calls:

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

Calling Australia from overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Adelaide would be 8 instead of 08), and then dial the required number.

Example: ISS International access number +61 8 8201 2717

Mobile/cell phones

If you have brought your locally connected mobile phone with you to Australia, check that you have global roaming which can be used in Australia.

Alternatively, the Australian Communication and Media Authority will inform you if your mobile phone handset is compatible with Australian conditions. **www.acma.gov.au**

If not, you can buy your mobile phone in Australia.

Understand what deal you are accepting before signing a contract with a provider.

For a comparison of mobile phone plans in Australia see the compare mobile phone plan module at: **www.whistleout.com.au**

There are two options:

1. Buy a phone and use a pre-paid account.
2. Buy a plan account.

Read the information put out by the Government of South Australia to assist you:

www.sa.gov.au/topics/rights-and-law/consumer-rights/shopping-tips/buying-a-mobile-phone

Some popular mobile phone and network providers in Australia include:

www.telstra.com

www.optus.com.au

www.vodafone.com.au

www.virginmobile.com.au

(Source: online search)



Free telecommunications APPS

There are a number of free telecommunications applications (APPS) available for smart phones. The popular APPS are **Viber, Whatsapp, WeChat, Skype, IMO, TextNow, TextFree, Maaii, GrooVe IP and Skype.**

Calling emergency services

DIAL 000

In Australia dial 000 from any phone for fire, police or ambulance services.

112 may also be dialled from all GSM or GSM derived mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time.

For students with a disability Text call emergency – for TTY or ASCII Dial: 106. Emergency Services operators answer this number quickly and will say, “Police, Fire, or Ambulance”. If you are unsure, tell the operator what the emergency is. It is wise to think ahead with the most important information which will help them to respond. Respond with important information first. Note street names and the closest intersection. What has happened and to whom, and what their condition is. Stay calm and follow the operator’s instructions.

Contacting your family

Internet

Wireless network on campus

A wireless network operates on most parts of the campus, so you can use your own mobile device to view the internet. There are guidelines about the requirements for your software and virus protection, and more information on the parts of the campus that are not supported by the wireless network connection can be found at:

<https://students.flinders.edu.au/study-support/student-computing/wifi>

Internet access on arrival

Internet cafes are located in most major cities, or you can book a computer at a community library. You can use your student email after you have activated your Flinders Authentication Name (FAN).

<https://activate.flinders.edu.au/main>

Alternatively, to email family and friends you can find internet facilities at these locations:

Arena Internet Café
1st Floor 36 Wright St, Adelaide

Marion Cultural Centre Library
287 Diagonal Road, Oaklands Park
(Tel: 8375 6785 to book)

Glenelg Library
2 Colley Terrace, Glenelg
(Tel: 8179 9555 to book)

McDonald's and CIBO cafes have free Wi-Fi. For more information on Adelaide city and suburban free Wi-Fi Hotspot coverage, visit: **<https://hotspot.internode.on.net/coverage/index.php>**

Image right: Students in the Hub at Bedford Park campus



Off-campus long-term accommodation

Unless you already have on campus long-term accommodation at Flinders Living or the Flinders Medical Centre Flats, your first priority will be to find a place to live.

Types of off-campus accommodation

Private rental

The private rental market provides a range of housing options and the most common are:

- Houses
- Flats

Houses

Houses usually consist of a lounge and/or dining room, bathroom, toilet, laundry, kitchen and anywhere between two and four bedrooms.

The cost will depend on a number of factors, such as location, size, and number of bedrooms and whether or not it is furnished.

Flats

Flats are smaller than houses and often have combined kitchen and dining rooms. Some terms are used interchangeably, so you will hear people talk about flats, units, townhouses and granny flats.

A flat is usually located in a group that has dwellings on more than one level. Most groups have between two and five levels with up to 10 flats on a level.

A unit is a single storey flat. They are traditionally built in smaller groups of between two and eight.

A townhouse is a flat that occupies two levels, and these are located in small groups of between two and eight. Townhouses often have a small garden or courtyard, making them suitable for small families.

Granny flats/bed-sits are self-contained one-bedroom flats. They are usually located at the rear of a house and have their own entrance.

Furnished/unfurnished accommodation

Furnished accommodation is relatively hard to find in Adelaide and may be slightly more expensive than unfurnished accommodation. Furniture can be obtained cheaply in second hand shops (see shopping section for further information).

General rental arrangements

Most single students live in either shared or rooming accommodation. Students with family may choose to live in an individual flat or house.

Renting houses and flats in the private sector

Renting houses and flats will always involve signing a legal leasing agreement, usually for a minimum tenancy of six months. Initial expenses are high because you must pay two weeks rent in advance and a security bond, which is equal to at least four weeks rent.



Signing a lease means you agree to certain rules and responsibilities. For landlord's and tenants' rights and responsibilities, visit: <https://www.sa.gov.au/topics/housing/renting-and-letting/renting-privately/Start-of-tenancy/Starting-a-tenancy>

Sharing

Sharing a house or flat with other people is the most economical, flexible and popular form of student housing. Usually each person has their own bedroom and the bathroom, kitchen and living room are for everyone to share and maintain. Moving into an existing share house can be less costly initially, but you may prefer to organise a group to start a new share house yourself. Being able to share and live with other people is important.

Rooming house/ room only accommodation

A rooming house is a residential property where rooms are available for rent to three or more people. Rooming houses include boarding and lodging houses. Room only accommodation usually provides you with a furnished room, with the use of facilities. It differs from sharing as the owner usually rents out the accommodation. The owner may live on the property or visit regularly.

You need to ensure that the terms of your rental arrangements are clear, in writing, and are agreed to by both you and the owner. If the owner rents out at least three rooms, the section of the Act relating to Rooming House tenancies may apply.

For further details, check online at:

<https://www.sa.gov.au/topics/housing/renting-and-letting/rooming-lodging-and-boarding-in-private-rental/living-in-a-rooming-house> or ask for help by calling the Consumer and Business Services Tenancies on 131 882.

Full board/home stay

This type of accommodation consists of a furnished room in a home with two or three meals a day provided. Laundry and room cleaning may be included. It is ideal for students new to Adelaide who like Australian cooking, or those with busy study schedules.

Staying with friends or family

If you know someone in Australia, this is a great way to settle into life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first. Please talk to an International Student Advisor at ISS for further information.

Off-campus long-term accommodation

Where do I look for accommodation?

The following websites will provide you an idea of the type, cost and availability of accommodation in Adelaide.

Flinders website

www.flinders.edu.au/living/short-term-private-accommodation

Multi-agency listings

www.realestate.com.au

www.homehound.com

www.domain.com.au

Real estate agents' listings

www.ljhooker.com.au

www.century21.com.au

www.philmcmahon.com.au

www.garyjsmith.com.au

www.linandrews.com.au

www.raineandhorne.com.au

www.toop.com.au

www.eldersrealestate.com.au

Full board/homestay

www.homestaynetwork.org

Wednesday and Saturday are the best days for Rental Accommodation advertisements in The Advertiser, Adelaide's daily newspaper.

The landlord (usually the owner) or a real estate agent acting on the landlord's behalf usually manages rental properties. Ring the landlord or real estate agent to arrange an inspection of the property.

Where do students live?

The majority of students live on-campus or close to the University in suburbs along the main transport corridors of South Road, Fiveash Drive, Goodwood Road or Sturt Road.

Suburbs close to Flinders University, Bedford Park campus and accessible by public transport are:

- Bedford Park
- Clovelly Park
- Edwardstown
- Melrose Park
- St Marys
- Mitchell Park
- Flagstaff Hill
- Panorama
- Pasadena
- Sturt

Some students choose to buy a car, which broadens their options. The beachside suburbs of Brighton and Glenelg are popular. Suburbs between Bedford Park and Victoria Square campus are:

- Mile End
- Plympton
- Cumberland Park
- Goodwood
- Camden Park

How do I choose accommodation?

The amount you can afford to pay is probably the biggest factor when choosing your accommodation.

Include paying a bond/rent in advance, connecting electricity and/or gas when calculating your budget.

Then furniture, bed, table, chairs, etc; white goods: fridge, washing machine; kitchen utensils: cutlery, crockery, pots and pans; linen: sheets, towels, tea-towels; bedding: pillows, quilts and blankets; fans/heaters; and food.

Your first 'shop' will be quite expensive, as you will be buying everything.



Students in the Hub and Plaza at Bedford Park

When inspecting accommodation, ask yourself the following questions:

- Are there laundry facilities?
- Is there a telephone line already connected?
- Do the light fittings work?
- Is the oven/stove, gas or electrical?
- Do the toilet and shower all work?
- Is the place furnished? What kind of furniture?
- What kind of heating/cooling is there?
- Is it close to transport, shops, and campus?
- Will the area be noisy? Is it on a busy road?
- Is there good security?
- Will the landlord carry out any repairs before you move in?

Off-campus long-term accommodation

Will I get help finding accommodation?

The ISS runs an accommodation service on campus in the lead up to the start of the semester.

You can ask staff provide information on leases, renting and finding long-term accommodation.

The ISS will help you to:

- look through accommodation listings
- phone real-estate agents or landlords to make bookings to view properties and work out how to get there.
- look through accommodation listings
- phone real-estate agents or landlords to make bookings to view properties and work out how to get there.

Important things to consider

Household Contents Insurance

If you are in a rental property you may consider contents insurance for your belongings. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. Obtain quotes before deciding on a particular insurance company and policy. The following websites provide information on the insurance policies.

To compare insurance visit:

- CANSTAR
www.canstar.com.au/home-insurance
- Compare the Market
www.comparethemarket.com.au
- iSelect
www.iselect.com.au/home-and-contents

Pet ownership

Do not buy a pet while you are in Adelaide. If you do have a pet, not only will you have the expense of feeding it, but many landlords and real estate agents have 'no pets' clauses in rental agreements. Further, if you plan to return home during vacations you will need to arrange for someone to look after your pet. There are laws protecting the rights of animals in Australia and if you neglect your pet (leaving it alone for an extended period) you can be prosecuted and charged with animal neglect and at worst, animal cruelty.

Things to keep in mind when renting

Tenancy agreements

You should never sign a lease unless you have read, understood and agreed to it. There should be two identical copies of the lease—one for the owner and one for you.

Be aware of the length of your stay in Adelaide; do not sign a lease for 12 months if you are only going to be here for eight months. If you leave before the lease expires, you are in breach of the contract and will be required to pay the rent until new tenants move in.

Security deposit/bonds

A security deposit or bond is required by an owner or agent, and may not exceed the equivalent of four weeks rent for all properties under \$250 per week. For properties above \$250 per week, the agent can ask for six weeks' rent. The money is held in a trust fund with the

Consumer and Business Services

Tenancies and a receipt should be issued to you within three weeks of payment. It is suggested that you offer your bond in a cheque made out to the Consumer and Business Services Tenancies.

For a rooming house, your landlord should not charge you more than two weeks' rent as a security bond. The purpose of a bond is to guarantee the owner reimbursement if you leave the premises damaged or with rent owing. If you leave the property in good condition and with all rent paid your bond should be returned to you in full once you have left the property.

Bond money and rent receipts

To avoid any disputes always ask for a receipt for your rent. If the owner refuses to write a receipt they are in breach of the Residential Tenancies Act.

Application

If you find a suitable property you may need to submit an application form. Please be careful when signing this form as you may be obliged to take the property should your application be approved (these are known as binding contracts).

- Check with the landlord or real estate agent whether the application is binding or non-binding.
- Only fill out a form if you are definitely interested.
- Do not apply for more than one place at any one time, unless the agent has advised you that it is a non-binding application.

By signing a lease, the owner and tenant legally commit themselves to the rights and obligations of a rental agreement. Information about these rights is available from the Accommodation Service or from the Consumer and Business Services Tenancies either online at: <https://www.cbs.sa.gov.au/renting-letting-advice> or by telephoning 131 882.

Special clauses/schedules attached to leases

Read your tenancy agreement carefully and make sure you understand if your landlord has added any special clause.

Water

In a tenancy, water supply rates and charges are paid as agreed between the landlord and the tenant. In the absence of an agreement, if the water supply is separately metered, the tenant is responsible to pay for all water use and the water supply charge.

Condition reports/inspection sheet

When moving into your new accommodation you will be given an inspection sheet that includes a list of contents with a description of their condition. The landlord will usually fill out the form and give this to you to fill out your comments. It is wise to spend at least a week or two with this form, as it is easy to overlook faults within the property when you first move in. You should keep a copy of your inspection sheet so that you can refer to it when you are vacating your rental property.

Off-campus long-term accommodation

Please note: Keep all documents such as your lease and condition report in a safe place, for example with your passport and other documents, as you will require these when you leave the property.

Things to watch out for during your tenancy

What do I do if I have a problem with my lease/landlord?

If you cannot resolve the problem between yourself and your landlord, you can ask for advice from Consumer and Business Services Tenancies. Call them on 131 882.

Legal rights and obligations within share households

Sharing a house or flat is usually more complicated than living alone. While tenants still have to live by the rules of the Consumer and Business Services Tenancies, there are occasions where the rules are not entirely clear. Some examples of this are sub-letting the property, general household rules, unwanted members of the household and appropriate action to be taken when one or more members of the household ends their tenancy.

It is important the property is kept clean and tidy at all times.

Inspections

The agent or owner will inspect your rental premises regularly. They must give you 7–14 days' notice and arrange a mutually convenient time. An inspection can take place once every 28 days.

Garbage collection

Ask your neighbours or local council which day of the week you need to put out your rubbish bins. If you live in a small block of flats, there may be a shared bin which all tenants use. Speak with your neighbours or tenants and ask when you need to put out each bin.

When you are leaving the property

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

How do I connect to utilities?



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

Land phone

There are two major carriers of home telephone services in Australia: Telstra and Optus. It is your choice to either get a land phone or not. Visit www.telstra.com.au and www.optus.com.au

Choosing a carrier and/or service provider

- Once Telstra has connected your telephone, you can choose from a number of companies to carry your local, STD (interstate) and ISD (international) calls. You might find that using phone cards is cheaper for international calls.
- Shop around to find a service provider with good rates that suit your telephone usage pattern.

Electricity and gas

You may need to do some research to find the best provider for you.

To compare, go to:

www.energymadeeasy.gov.au

When choosing energy provider(s), you need to know that most providers prefer 'market contract', which means that you are agreeing to use their service for a fixed period (usually a year). If you break the contract, you will be charged a penalty. As the contract for energy supply is between you and the provider, if you move house the

contract moves with you.

Origin Energy (gas) and AGL (electricity) are 'default providers'. This means that if you or a previous tenant has not selected a provider, this company will provide your gas or electricity service.

Electricity: AGL SA, Tel: 131 245

Gas: Origin Energy Retail, Tel: 13 24 61

Default providers are obliged to offer a 'standing contract' for their default service, which is a contract that has no fixed term, so you do not have to use them for a particular length of time.

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

In order to avoid delays with your energy connections and future disputes about your bill, ask your landlord or real estate agent which energy provider the previous tenant used. You need to make sure the previous bills have been finalised before you start as a new account holder.

To help make a decision about the best provider for you, call the **Australian Consumer and Competition Commission** on 1300 302 502. The Australian Energy Regulator website at: www.aer.gov.au/consumers

In both cases you will probably be asked about previous energy consumption, so you will need to explain that you are new to South Australia.

How do I connect to utilities?

How much does energy cost?

Your electricity costs will vary for each season and your bill will depend on how many appliances you use, and for how long. For tips on saving energy please visit the website on:

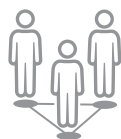
<https://www.sa.gov.au/topics/energy-and-environment> or contact the Energy Advisory Service on 8204 1888.

Internet

Compare a number of internet companies, considering how much you are likely to use the internet and how many downloads you are likely to make. When you have found the most suitable plan (prepaid or plan), you normally ring the internet provider and they will be able to talk you through the set up process.

A list of broadband providers is also available at: **<https://www.iselect.com.au/internet/>**

Making connections



ISS arranges social activities at low cost. We send out information using student email contact lists, so make sure that you check your university email regularly.

If you are living on-campus, the Hall and Village senior residents organise a number of activities.

Movies

Cinemas in Adelaide offer cheaper tickets on Tuesday nights. Westfield Marion, which is a large shopping centre on Sturt Road (and very close to Flinders), has a megaplex with a good range of movies on show at any one time.

To find out what movies are on and session times, check:

Event Cinemas Marion and GU Filmhouse Glenelg:

www.eventcinemas.com.au

Wallis Cinemas:

www.wallis.com.au

Palace Nova Eastend Cinemas (City):

www.palacecinemas.com.au/cinemas/eastend/



Students in the food court at Bedford Park

Making connections

Music

Adelaide has a number of live music venues and for further information check either the Gig Guide, which is published in the Friday edition of The Advertiser, or your local Messenger paper for venues and band details. Talk to local students about Adelaide bands.

Other event guides include:

www.liveguide.com.au/Adelaide

www.adelaidereview.com.au

Community activities

Most local councils run a range of social activities. Visit their websites for details and select the Community tab and look for Community Events and Community Centres.

Mitcham:

www.mitchamcouncil.sa.gov.au

Marion:

www.marion.sa.gov.au

Holdfast Bay:

www.holdfast.sa.gov.au

Onkaparinga:

www.onkaparingacity.com

Unley:

www.unley.sa.gov.au

Adelaide:

www.cityofadelaide.com.au

Sports and social activities

Ask at the Alan Mitchell Sports Centre
<https://www.flinders.edu.au/content/dam/documents/campus/maps/campus-map.pdf> for information on sporting clubs affiliated with the University. Please see:

www.onesportandfitness.com.au

Check your local Council websites or ask at ISS for information about sporting and social clubs in the community.

Other activities

Check the following websites for entertainments/attractions:

<https://www.cityofadelaide.com.au/>
and for their Event Guide (free and low-cost), see

www.cityofadelaide.com.au/whats-on

Art Gallery of South Australia:

<https://www.agsa.sa.gov.au>

South Australian Museum:

www.samuseum.sa.gov.au/

GlamAdelaide:

www.glamadelaide.com.au/

The Botanical Gardens:

www.botanicgardens.sa.gov.au/home

Getting around



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

Bus, train and tram

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

Public transport information

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

- Passenger Transport Information Centre (corner Currie and King William Streets in the city)
- Information Office, Adelaide Railway Station
- The Adelaide Metro Info line on 1300 311 108
- For hearing impaired, call (TTY) on 133 677

<https://www.adelaidemetro.com.au/>

Concessions

Your Flinders University student ID card with its full-time sticker on it means you can buy a concession fare on public transport. Pay the full price for a ticket until you get your student ID card. When you have a student ID card, do not buy a student ticket (these are for school students), but buy a concession ticket. Have your student ID card with you when using a concession ticket because an inspector can ask you to show it on public transport. If travelling with a concession ticket without your student ID card, you will be fined.

If your spouse or partner is not a student, they must buy a full price ticket. Accompanied children under five years old travel free at all times

Metro card and metro tickets

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

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

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

You can buy and recharge a Metocard from most post offices, many delicatessens, newsagencies and the Passenger Transport Information Centre.

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

Peak and interpeak periods

Peak: before 9:01am and after 3.00pm Monday – Friday and all day Saturday.

Interpeak: from 9:01am-3pm weekdays, all day Sunday and on public holidays.

Ticket prices are available from the Adelaide Metro website.

Paying for your trip

To pay, simply hold the card against the on-board machine or at the barrier gates of the Adelaide train station.

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

Getting around

Lost property

If you think you have lost any personal belongings while travelling on a bus, train or tram in Adelaide, report lost property via the Adelaide metro website. Click on 'contact us' and complete the form or call the Adelaide Metro InfoLine on 1300 311 108.

Public transport etiquette

Buses will only pickup and drop off passengers at designated bus stops.

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

- Give way to exiting passengers before you get on.
- Purchase a bus ticket from the bus driver unless you already have one. Please pay with change or a \$5 or \$10 note.
- Pay with your Metrocard.
- Be courteous and offer your seat to people with disabilities, seniors, pregnant women or adult with strollers.
- To exit the bus you must ring the bell after the stop before you wish to get off.
- Never put your feet on seats.
- No eating, drinking or smoking on-board vehicles.
- Some buses are express and passengers cannot get off until a designated stop.

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

Bikes on trains

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

How do I get to Flinders University by public transport?

Buses are the usual type of public transport in Adelaide and mostly operate between 6am and midnight daily. Trains and trams operate in some suburbs. There is limited accommodation within walking distance or a five-minute bus ride from Flinders. Aim for a distance of 10–30 minutes' travelling time (by bus) to the campus, especially if you are budget conscious. Bus fares will usually be the same no matter how far you travel.

Each bus ticket lasts for two hours travel so that you can use it again if you need to transfer buses on your journey to the campus.

What bus do I catch to/or from Flinders?

You can plan your journey from the following resources:

www.adelaidemetro.com.au

www.google.com.au/maps

What do I need to know about riding a Taxi?

Taxis are easy to identify. Usually they are white and have a logo on the body of the taxi. Drivers must display an identity card at all times.

Fees and surcharge

In general, taxi meters are clearly visible so you can see the cost of your fare. All taxis must charge standard fare.

Hailing a taxi

You can hail a taxi from a taxi rank or phone one of the major taxi companies.

Major Taxi Companies:

Adelaide Independent Taxis	132 211
Suburban Taxis	131 008
Yellow Cabs	132 227

What do I need to know about riding a bicycle?

You can plan to ride to Flinders using either bike lanes or secondary roads. Bike route maps are a good way to plan your route and these can be downloaded from: www.sa.gov.au/topics/driving-and-transport/roads-and-traffic/traffic-control/bicycle-lanes

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

- Wear a helmet
- Have a bell and a rear wheel reflector on your bicycle
- Use bicycle lanes where they exist
- Indicate when you are stopping and

turning, especially on busy roads when there is a lot of traffic around you

- Lock your bike when you leave it anywhere. Refer to the link below for information regarding free bike shelters on campus: <https://stage.flinders.edu.au/campus/bedford-park/location/cycling>
- Do not ride on footpaths, unless they are specially marked
- Do not ride more than two persons abreast
- Do not ride without lights on your bike at night

Special Cautions

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

Be careful if you are riding home late in the evening. Make sure that your lights are clearly visible, wear brightly coloured clothing and be conscious of the traffic around you.

What do I need to know about driving a car?

Driving in Australia

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

- The licence issued in another country is written in English or
- there is an English translation of this licence or
- they hold an international driver's licence, and

Getting around

- the person is not disqualified from driving in South Australia or elsewhere.

If the foreign licence expires, you are required to obtain a South Australian driver's licence.

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

It is important that you understand the local traffic code and buy a Driver's Handbook available from most newsagencies. You can also download it from the web at:

www.myllicence.sa.gov.au/road-rules

Driving in SA

- Children must be restrained in approved child-seats.
- Where seatbelts are available, they must be worn.
- All children up to seven years old must use a booster seat and must not sit in the front seat.
- Driving without a licence is illegal.
- Driving an unregistered vehicle is illegal.
- Using a hand-held phone or other mobile electronic device whilst driving is illegal.
- Observe all speed limits. They vary on different roads.
- It is also illegal to drink and drive if your blood alcohol content (BAC) is over .05 (and for 'P' plate holders the legal BAC is zero).

Learning to drive

If you intend to obtain a licence in Australia, your first step will be to apply for a learner's permit. The South Australian Government office called Service SA Customer Centre at Marion will provide further information.

You will have to:

- Sit for a written test of the road rules at the Motor Registration Department. When you pass you will receive a learner's permit.
- You are strongly advised to take lessons from a Driving School, which can prepare you for the driving test to get your provisional licence. Driving Schools employ professional driving instructors with a wealth of knowledge and experience. They are better trained than your friends or other students to teach you to drive.

Please note: Your instructor must have had a full licence from a recognised country for two years.

Lessons can cost between \$60 and \$90 an hour. Driving school vehicles are covered by insurance whilst you are learning to drive. Your friends' vehicles may not be covered.

See the **Yellow Pages** for listings of driving schools.

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

See: <https://mylicence.sa.gov.au/the-driving-companion/provisional-conditions>

Buying a car

Some students decide to buy their own car when they come to Australia. New cars are expensive in Australia. Students generally purchase a second-hand car from a car yard or a private sale. A 4-cylinder car of \$4,000 to \$8,000 should be reasonably reliable.

Read the information on the Consumer and Business Services (CBS) website on buying a used car: <https://www.sa.gov.au/topics/driving-and-transport/vehicles/buying-and-selling/transfer-vehicle-registration-buying>

Before buying a car always check the Vehicle Securities Register to make sure that the car is clear of debts from previous owners, as you can be held responsible for these debts.

Insurance

Some of the money you pay to register the vehicle goes into the compulsory 'third party person' insurance fund. This means that if you hurt anyone (not yourself) in a vehicle accident, you are covered for the injured person's medical bills. All students should buy 'third party property damage' insurance and consider 'fire and theft' insurance. 'Comprehensive' insurance provides the most cover, but may be too expensive for your budget.

The cost of any insurance policy will vary depending on your gender, age, driving record and also the size, make and age of the vehicle you are insuring. Contact a number of companies to compare prices.

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

If you are licenced to drive a motorbike in your home country, you might consider riding one in South Australia. While motor bikes are usually more economical to run than a motor car, they may cost more to insure. Check there is no debt attached to the bike. For information about obtaining a Motor Bike licence in South Australia see:

www.mylicence.sa.gov.au/my-motorcycle-licence

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

Parking on campus

You need a parking permit to park at the University. You can buy an annual permit from Flinders Connect. Information about parking permits can be found at:

<https://www.flinders.edu.au/campus/bedford-park/parking>

Loop bus on campus

The University loop bus is a free service that runs during semester (including exam weeks) on a loop linking the main University, Sturt and the Flinders Medical Centre (FMC) bus interchange.

Further information and timetable about the loop bus and Tonsley loop can be found at <https://www.flinders.edu.au/campus/bedford-park/location/loop-bus>



Students in the food court at Bedford Park

Shopping



Where can I buy food?

Food on campus

Information on foods on campus can be found at: **www.flinders.edu.au/campus/bedford-park/facilities-services/food-drink**

Any student with dietary restrictions should ask about ingredients and food preparation before buying dishes at any food outlet.

Takeaway food near Flinders University

- Hungry Jack's, corner South and Marion Roads, Darlington
- McDonald's Restaurant, 1481 Main South Road, Darlington
- Food court – Marion Shopping Complex

Around the city

- Sushi Train, Adelaide Central Market and King William Street
- Saya Coffee House (Halal food, Middle Eastern and European food, Lebanese sweets), 122 Gouger Street
- Mekong Thai Restaurant, Halal food, 68 Hindley Street
- Rundle Mall, department stores and supermarket chains
- East-end of Rundle Street, many restaurants and coffee shops
- Adelaide Central Market, International Food Hall and other food outlets

Pizza pick-up or delivery

- Domino's, 1300 366 466
- Pizza Hut, 1300 749 924
- Marcellina, 1300 131 967

Where can I do my household shopping?

Fresh and dried foods from Western and Asian regional countries can be bought from major supermarkets:

- Coles: **www.coles.com.au**
- Foodland: **www.foodlandsa.com.au**
- Woolworths: **www.woolworths.com.au**
- Aldi: **www.aldi.com.au**

Coles and Woolworths offer online shopping including home delivery at a reasonable price.

For a wider range of fresh foods go to the Adelaide Central Market stalls.

www.adelaidecentralmarket.com.au

Fresh, dried and canned Asian groceries all near the Central Market try:

- Thuan Phat
- Seoul Asian Grocery
- Kim Wang Asian Supermarket
- Hong Kong Asian Supermarket
- Kuo Chi Oriental Supermarket
- Lau Peking Asian Grocer (Westfield Marion)

Halal meat:

- Afghan Supermarket
376 Prospect Rd, Kilburn SA 5084
- Go 9
654 South Road, Glandore SA 5037
- Bangla Bazaar
224 Prospect Rd, Prospect SA 5082

Indian foods and spice:

- Indian Spice Centre
592 Goodwood Road, Daw Park
- New India Market
1500 South Road, Darlington

Shopping

Kosher grocer:

- Adelaide Hebrew Congregation
13 Flemington St, Glenside
Ring 83382922 for opening hours

Shopping hints

- Buying food products that can be stored for a long time can reduce shopping trips. Food products that can be stored for a long time are UHT milk, skim milk powder, pasta, rice, breakfast cereal, canned meat, canned fish, canned fruits and vegetables, canned soup, tomato paste, dried fruits, frozen vegetables and dried vegetables and legumes. .
- Consider online shopping and home delivery to save time and difficulties.

Budget shopping

Compare different supermarkets for cheaper prices and specials.

- Plan your menu for the whole week and prepare a shopping list.
- Buying in bulk is often cheaper.
- It is always cheaper to cook for two or more people than one. Alternatively, you can cook in bulk and freeze meal portions for later use.
- Buy fruits and vegetables that are in season as they are often cheaper.
- Groceries in the Central Market (Saturday afternoon) are often cheaper than supermarkets.
- Consider appropriate food storage methods to reduce food wastage, which in turn saves money.

Discount Variety and department stores

A number of discount variety and department stores offer a range of household items, toiletries, clothes and hardware. Some major discount variety stores are Kmart, Target, Big W, Reject Shop and Cheap as Chips. Myer and David Jones are more expensive department stores.

Second-hand products

Second-hand stores, sometimes referred to as opportunity shops or op-shops, offer a cheaper alternative for students on tight budget. These shops offer donated clothes, furniture and household goods at a cheaper price. You may like to try Blackwood Lions on Shepherds Hill Road (Saturday morning) and shops such as Salvation Army, Vinnies Family Centres and Goodwill Industries – Find the locations of these shops on **White Pages**.

Second hand items can also be found online through Trading Post **www.tradingpost.com.au** at a very reasonable price. However, you will need to organise to collect the goods if the seller cannot assist you with delivery. You can also look for second-hand furniture and domestic goods on:

www.gumtree.com.au or
www.ebay.com.au

Notice boards around campus are a good resource to use too.

Furniture

When you are moving into unfurnished accommodation, you will need to arrange your own bedding, utensils, seating, etc. Some larger trading stores (e.g. IKEA, Harvey Norman, Forty Winks, Fantastic Furniture) have cheap new furniture and they provide a delivery service.

Bargaining/ haggling

When shopping in Australia, you generally do not bargain or barter (also called haggling) over the price of an item. The displayed price for items is fixed. However, there are exceptions to this rule. You can bargain at garage sales, community markets, second hand dealerships, or at electrical goods' stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price.

Purchasing an item

The most common methods of purchasing items are:

- Cash
- Electronic Funds Transfer at Point Of Sale (EFTPOS). EFTPOS is an electronic processing system for credit cards and debit cards. EFTPOS is available at most supermarkets, petrol stations and retail outlets.
- Credit cards/debit cards

- Lay-by (For white goods, furniture and clothing, this is a good way to buy when you cannot pay in full immediately. You are required to pay a small deposit and service fee, followed by regular payments until you have paid the total price. The shop will hold the item until the final payment. Interest is not charged on a lay-by.)

Returning Goods

Some stores allow you to return items if you change your mind as long as you hold the receipts and meet the shop's return policy. Check with the shop at the time of buying products regarding their return policy.

Waste and Recycling

Australia practices waste segregation including recycling of waste. To know more about how to dispose of your waste, visit <https://www.whichbin.sa.gov.au/which-bin-campaign>

Rubbish bins are collected weekly, to know when bins are collected check your local councils website. To find out which council you belong to, visit <https://www.lga.sa.gov.au/page.aspx?u=6561>



Emergencies

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

Dial 000

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

Waiting time in public hospitals

Waiting times in public hospitals are long. Patients are seen on the basis of the severity of their condition (example, heart attack), and those with a more life-threatening condition will receive treatment first and people with minor conditions (example, cold), will be required to wait to receive treatment.

Emergency home visiting doctors

If you have an out of hours medical condition, that is not life threatening, you can contact the National Home Doctor Service on 13 7425 to arrange for a doctor to see you at home. The service operates after 4pm weekdays (Monday to Friday), after 10am on Saturdays, all day Sunday and all day on Public Holidays.

State emergency service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It operates in all States and Territories in Australia. For emergency assistance in a flood or storm dial 132 500.

Lifeline

Lifeline's 131 114 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24 hours a day, any day of the week from anywhere in Australia.

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

Poisons information line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information and advice to assist in the management of poisoning and suspected poisoning. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 13 11 26.

Emergency interpreting

For interpreting in an emergency situation, dial 1800 280 203. You will pay to use this service.



Overseas Student Health Cover (OSHC)



What is Overseas Student Health Cover?

Overseas Student Health Cover is health insurance that helps with the cost of:

- In-hospital accommodation
- In-hospital medical services (e.g. surgeon and anaesthetist fees)
- Out-of-hospital medical services (e.g. general practitioner (GP) consults, specialist doctors, etc.)
- Emergency ambulance transport and attendance
- Eligible prescription medicines

It is compulsory for international students and all the student's dependents for the length of a Visa. Belgian, Norwegian and most Swedish students do not require OSHC.

How do I get OSHC?

Flinders University arranges your Overseas Student Health Cover for you through **Medibank**. A welcome email will be sent to your email with instructions on how to activate your **Medibank OSHC** when you arrive in Australia and access your Online Member Services and their OSHC App.

If you need help or have questions about your cover, a Medibank representative will be at **Flinders Connect** at selected times to assist you.

If you have any problem with the start date of your policy, please consult your OSHC representative.

How can I use my OSHC card?

If you need to visit a doctor or medical centre, present your OSHC card to the medical staff when requested.

Most of the time you'll pay the doctor's fee first, then claim the benefit back from Medibank. However, if you visit the onsite GP located at Flinders University campus or a Medibank OSHC Direct Billing medical practitioner, then they will send the bill directly to Medibank. This helps to reduce or remove the upfront payment you would normally make when you visit the doctor.

If you visit a doctor who is not part of the Medibank OSHC Direct Billing network, do not stress, just submit the claim to Medibank via the Medibank OSHC app, online, in-store or post.

In this scenario, you'll need to:

- pay the total amount upfront
- keep the receipt
- submit the claim to Medibank
- Medibank will pay benefits to your nominated bank account

Family Cover

If you are here with your family, or if you are planning to bring your family at a later stage, please contact Flinders Connect as you will need to buy either Couples or Family insurance cover. If you have arranged OSHC through another insurance provider, please contact Flinders Connect immediately with the details of your OSHC policy or lodge a request through **Ask Flinders** and make sure you include a scanned copy of your OSHC policy and passports. If your family members do not come as dependants on your student visa, they are not entitled to OSHC. We strongly recommend that they take out travel insurance before they depart for Australia.

Medibank OSHC

Medibank OSHC has a representative on campus. Check with **Flinders Connect** for information on the days, times and location of their campus visits. If a Medibank representative is not available at Flinders Connect call 134 148 and speak to an advisor.

The Medibank OSHC helpline can assist you if you are unwell, you are feeling homesick, alone or stressed. You can also get legal advice and interpreting services are available. The helpline is available to all students, 24 hours a day, seven days a week.

Phone: 1800 887 283 anytime (within Australia) to speak to a registered nurse or counsellor.

For more information visit: **[medibank.com.au/overseas-health-insurance/oshc/comprehensive-oshc](https://www.medibank.com.au/overseas-health-insurance/oshc/comprehensive-oshc)**

Medibank OSHC Explained

For a full list on included and excluded services, please refer to your **Comprehensive OSHC Cover Summary**.

What does my Medibank OSHC cover?

Your Medibank OSHC includes benefits toward hospital and medical costs while you are studying in Australia.

This includes:

- Visits to General Practitioners (GPs) and specialists
- Treatment by doctors in hospitals, such as surgeons and anaesthetists
- Pathology tests
- X-rays

- Hospital accommodation costs
- Prescription medicines
- Emergency ambulance transport

Your OSHC also includes access to health advice from a registered nurse 24 hours a day.

What is NOT covered in my Medibank OSHC?

- Assisted reproduction services, such as in-vitro fertilisation (IVF)
- Treatment arranged before coming to Australia
- Treatment needed while travelling to or from Australia
- Treatment during the first 12 months of membership for pre-existing medical conditions or disabilities
- Transportation of a dependant or overseas student into or out of Australia in any circumstance
- Treatment covered by provisions for compensation and damages.

Note that medical conditions that you have before you come to Australia are called ‘pre-existing’ and OSHC providers may impose waiting periods for the first 12 months.

OSHC does not pay for additional services (for example, dental, optical or physiotherapy). Overseas students requiring cover for additional services may take out extras cover. To find out more about purchasing extras, you can contact Medibank on 134 148 or email on **oshc@medibank.com.au** to find the right extras cover for you.

Overseas Student Health Cover (OSHC)

On Arrival

What you need to set up your OSHC

When a you arrive in Australia, you must activate your membership. This can be done using the Medibank **OSHC Mobile App** or the **Online website**.

To activate your membership, you must have a copy of your **policy certificate (sent to your email) and confirmation of enrolment (eCOE)** from your education provider.

You can register in 3 simple steps:

1. Download the Medibank OSHC Mobile App or Go to medibankoshc.com.au
2. Select 'Activate your membership'
3. Provide the requested details that match your policy certificate or the COE
 - a. Membership Number or Student ID
 - b. First Name (Case Sensitive)
 - c. Surname (Case Sensitive)
 - d. Date of Birth
 - e. Gender

Follow the prompts and create password to activate your membership.

Once you have activated, you can now log into your app using your Membership Number and password.

Review your cover and understand what you are covered for. Following this your membership card will be posted to your Australian address within 10 days.

Medical services

What do I do if I'm sick?

A GP will normally be the first doctor you visit when you are unwell. GPs treat minor medical issues such as stomach aches, fevers, diarrhoea and prescribe medications. GPs can also refer you for x-rays, blood tests, or if your illness needs further treatment, they can refer you to a specialist doctor.

Why not see your onsite GP located at Flinders University campus? Flinders University has its own Health, Counselling and Disability Service which opens from 8:45am until 5pm, Monday–Friday. Call **8201 2118** to book an appointment.

Visit the Medibank OSHC App or the medibank.com.au/oshc and select 'Find a provider' to find your nearest partner doctor.

24/7 Student Health and Support Line on **1800 887 283** gives you access to a registered nurse or counselling.

If you are unable to find a Medibank Direct Bill Doctor near you, simply search for a GP or medical centre in your area: <https://healthengine.com.au/find/gp/Adelaide/>

Don't forget to call the GP or medical centre directly to make an appointment. If you are under 18, your International Student Advisor can help you find a doctor and accompany you to the appointment.

In a medical emergency, you should call **000** for an ambulance.

Seeing a doctor

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

General Practitioner (GP)

In Australia you do not go to a hospital to see a doctor unless it is an emergency. You can see a doctor in their private practice or medical centre, with part or the entire doctor's fee being covered by OSHC. You must make an appointment to see a GP. Some GP's request full payment from you at the time of consultation and you will need to present the receipt to claim the funds back from your health cover provider. When you're treated in hospital by a doctor, surgeon or anaesthetist the set fee is called the Medicare Benefits Schedule (MBS) fee.

For Overseas Student Health Covers Medibank pays 100% of the MBS fee for GP's visits and 85% of the MBS fee for specialists. This means if your GP doesn't charge above the MBS fee, you won't need to pay anything. If they choose to charge above the MBS fee, you'll have to pay the difference towards the service (an out-of-pocket cost).

For example: The MBS fee for item 23 (a GP visit) is \$38.20. You visit a doctor that charges \$50. Your overseas health cover pays only 100% of the MBS fee. So, you would pay \$50, get back \$38.20 and have an out-of-pocket cost of \$11.80.

Overseas Student Health Cover (OSHC)

Where to buy medicines?

After your visit to a GP, you might be prescribed some medication.

Prescription medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. Your OSHC can pay towards eligible prescription medicines. After you pay the first \$30 of the cost of the prescription medicine (known as a 'member contribution'), your Comprehensive OSHC will pay 100% of the remaining cost up to annual limits.

Take the prescription given to you by the doctor to a pharmacy or chemist to obtain the medication. Provide the pharmacy with your OSHC card, your full name and address. You can walk to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared. Flinders has an on-campus pharmacy.

Make sure to collect a receipt, to claim back the cost. Anything less than \$30 is paid by you.

Over-the-counter medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches and allergies which do not require a prescription. You can speak to the pharmacist for advice on what medication to take for many illnesses. Please note, over-the-counter medications are not claimable under OSHC.

Where to get advice when my doctor is closed

Medibank offers "24/7 Student Health & Support" for:

- Medical assistance from a registered nurse
- Counselling services
- Emergency legal advice
- Travel document assistance
- Health system guide
- Family and friends message service
- Living in Australia support
- Interpreter service.

The service is one of the benefits of being a Medibank OSHC member.

You can use the Medibank OSHC App to find health advice. You can click on "24/7 Student Health & Support" to talk to a registered nurse. Alternatively, the student can call **1800 887 283**.

What to do in an Emergency?

You should call 000 and ask for an ambulance if you, or someone nearby, are seriously injured or in need of urgent medical attention. If you're not sure whether you or someone nearby is experiencing something that could be life-threatening, it is always best to call triple zero (000). You will be asked which service you require, and you can tell the operator that you need an ambulance.

If you're not confident speaking in English, you can ask the operator for an interpreter. Just be aware this might add extra time.

Feeling Sad – who can help

It is completely normal to feel depressed or anxious as an international student. All students experience stress. In fact, data from the Medibank Better Health Index recently found that in people over 18 years old, incidence of stress amongst those who are not studying is at 24.3%; while incidence of stress amongst those who are now studying is at 31.2%.

You can use the Medibank OSHC App to find health advice. You can click on “24/7 Student Health & Support” to talk to a registered nurse.

Alternatively, other resources the students can utilise are:

www.medibank.com.au/livebetter

<https://www.beyondblue.org.au>

<https://www.ruok.org.au/>

<https://au.reachout.com/>

Ask for help

Remember that it's okay to ask for help, there's nothing to be ashamed of. Make an appointment at your school's medical centre if there is one, ask student services if there's a counsellor you can see, or visit a doctor and ask what you should do.

There are also some great organisations in Australia where you can find out how to cope with stress, anxiety, depression and other mental health issues. Have a look at **ReachOut**, **beyondblue**, and **Lifeline** to start with.

<https://www.beyondblue.org.au>

Interpreter services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translating and Interpreting Service (TIS) can be used.

www.tisnational.gov.au
13 1450



Students in the Plaza at Bedford Park

Working in Australia



Working while studying

All students are expected to complete their degree within the time specified on their Confirmation of Enrolment (CoE). Therefore, please remember to balance work and study.

- You are not permitted to start work until you have commenced your course of study
- If you are doing Bachelor/graduate certificate/graduate diploma/masters by course work - you can work a maximum of 40 hours per fortnight during the term and unlimited hours when your course is not in session.
- If you are doing Masters by research or PhD, you can work unlimited hours any time of the year.
- The Department of Home Affairs (DHA) considers your course to be 'in session':
 - For the duration of the advertised semesters (including periods when exams are being held)
 - If you are undertaking another course during a break from your main course and the points will be credited to your main course.

(Source: DHA website)

For a full list of your mandatory and discretionary student visa conditions please visit: **<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>**

Finding work

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

There are many different ways to find a job in Australia:

- Newspapers
- University Job Boards
- Flinders University Student Association: **<https://fusa.edu.au/jobs-board/>**
- Online

Try these online companies:

www.seek.com.au

www.careerone.com.au

www.adzuna.com.au

Working in Australia

Earning an income

Taxes

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

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A Tax File Number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week. You can apply for your TFN online at: www.ato.gov.au or phone 13 2861, 8am–8pm Monday-Friday (local time), except national public holidays.

Taxation returns

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

- Lodge online using e-tax at:
www.ato.gov.au
- For a registered tax agent visit:
www.tpb.gov.au
- Tax returns are lodged at the end of the tax year which is June 30.

- The ATO provides assistance to individuals to lodge tax returns through community organisations, such as Flinders University Student Association, visit them at the Student Hub for more details in September each year.

Superannuation

If your monthly wage is more than AU\$450, your employer must contribute an additional sum equal to 9.50% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit:

www.ato.gov.au/departaustralia

You will need to provide the details of your superannuation fund.

(Source: ATO website)

Laws in Australia



Obeying the law

In being granted a visa to study in Australia, you signed a document (Australian Values Statement-Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment.

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

Legal services and advice

If you need to attend a court appearance you will need legal advice to negotiate Australia's complex legal system. In the event that you require legal assistance please contact the ISS immediately on 8201 2717 or **The Legal Services Commission of South Australia** by telephone: 1300 366 424.

Child protection laws

In Australia the rights of children are protected. Visit the following websites to find out more information.

Jurisdiction

South Australia (Families SA; Department for Families and Communities)

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

Legislation

Principal Acts:

Children's Protection Act 1993 (SA)

Other relevant Acts/Legislation:

Young Offenders Act 1993 (SA)

Adoption Act 1988 (SA)

Children's Protection Regulations 2010 (SA)

Family Law Act 1986 (Cth)

Family and Community Services Act 1972 (SA)

(Source: Australian Institute of Family Studies)



Important academic information



Getting Started

Enrolment

Coursework students can find out how to plan their studies, enrol in topics (subjects) and register in classes (such as lectures, tutorial and workshops) by visiting their personalised MyFlinders web pages from their **student dashboard**.

Research higher degree students need to make an appointment to see staff at the faculty. Faculty staff will assist you in your enrolment. For information and support, please contact ISS.

Note, if your offer is conditional, you need to meet the conditions before you are admitted into your program. You can enrol into topics only after this has taken place. It may take up to 24 hours to enrol into topics after you are admitted to the program.

All international students need to enrol full time every semester in order to complete their course on time.

Full time enrolment for course work students is 18 units a semester or 36 units a year.

Student ID Card

Order your Student ID card **online** or from **Flinders Connect**.

Orientation

It is required that you attend:

1. A compulsory Flinders International Student Orientation (international students **ONLY** – please note, Australia Awards Scholarship holders **MUST** attend their compulsory Introductory Academic Program). For details and booking these sessions, please visit:

<https://students.flinders.edu.au/student-services/iss/orientation>

2. University wide orientation (ALL students – local and international).
3. Course specific orientation (ALL students – local and international).
For details: **<https://orientation.flinders.edu.au/>**

Flinders Learning Online (FLO)

FLO is an online place where you can find all information about your topic details and guidelines. Please make sure you read the Statement of Assessment Methods (SAM) for all your enrolled topics.

The SAM includes

- assignment due dates
- percentages for each task
- other important academic information.

Please note, it may take up to 24 hours after activating your FAN before you can log into FLO. Students will usually gain access to their FLO topics one week prior to the start of teaching time. If you enrol after this date it may take up to 2 hours for your new topics to appear in FLO.

Study Abroad and Exchange students

Students arriving for study abroad and exchange programs should have approval from the International Centre for enrolment in a number of topics (subjects). Enrolment Services will ensure that the approved topics are added to your study plan.

As soon as you have obtained your FAN and set a secure password, you will be able to continue with your enrolment and class registration.

Full time enrolment for this group could be 18 units a semester or 13.5 units a semester depending on the agreement with the home university.

Sponsored students (Australia Awards)

For any academic or personal matters, please contact the Australia Awards team at ISS.

Sponsored students (non-Australia Awards students)

Student Finance manages administration of scholarship sponsor requirements for external sponsors including overseas government departments, agencies, employee or other private bodies. Student finance will invoice directly to your sponsor if there is a formal sponsorship arrangement between your sponsor and Flinders.

Students receiving foreign financial aid

Flinders University participates in the US Federal Student Aid program for eligible US students to receive Direct and PLUS loan funding. Flinders is also an approved institution for students to receive entitlements from the US Department of Veterans Affairs and Government student loans and financial aid from countries such as Canada and Norway.

See our financial aid page listed at <https://students.flinders.edu.au/my-course/outbound/costs-and-financial-aid> for further details.

You can also contact our financial aid administrators at askflinders@flinders.edu.au if you have any queries about the administration of your loan.

International student visa conditions

For a full list of mandatory and discretionary student visa conditions please visit: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>

Current address details

You must maintain a current residential address on the Student System at all times as we must be able to inform DIBP of your current contact details. When you update your current address, please remember to update your contact number and provide an emergency contact number as well.

Academic policies and procedures

For details, please refer to the link below: <https://www.flinders.edu.au/policies#academic>

Complaints and grievances

The University welcomes feedback from students on all aspects of their experience at Flinders. We support students' rights to communicate dissatisfaction with academic or administrative decisions and unfair treatment. There are four steps to the University's grievance procedure:

Important academic information

A simple way of understanding the process is to consider it in four steps. These steps are:

- informal discussion
- formal review
- appeal and
- the final stage is external appeal.

For assistance with the grievance process please contact staff from the following areas:

Student Support & Advocacy Officer

Flinders University Student Association (FUSA) Telephone: 8201 2371

Email: student.assist@flinders.edu.au

International Student Advisor

International Student Services

Telephone: 8201 2717

Email: iss@flinders.edu.au

For details, please refer to the link below: <https://students.flinders.edu.au/life-at-flinders/student-complaints-and-appeals>

External Appeal Agencies

If you are not satisfied with the outcome of your appeal or complaint against an organisation, the following external agencies may assist you in submitting an appeal to review the decision.

South Australian Ombudsman
www.ombudsman.sa.gov.au
8226 8699

South Australian Equal Opportunity Commission
www.eoc.sa.gov.au
8207 1977

Australian Human Rights Commission
www.humanrights.gov.au
9284 9600

Student administration information

Paying fees

Please note, you will not be invoiced for your fees. You need to check your fee account from your Student Information System to find out the due date and amount. For details, please refer to the link below: <https://students.flinders.edu.au/finances-and-admin/fees>

Refund and cancellation policy

For details, please refer to the link below: <https://students.flinders.edu.au/finances-and-admin/fees>

Important reminders

- Enrol in a full-time load in each semester
- Remember to register in all activities—lectures, tutorials, workshops, seminars and practical sessions
- Check important dates on: <https://students.flinders.edu.au/key-dates>
- Find class locations
- Check your university email account regularly, as the University communicates with students by email
- Access your FLO regularly

Want to find out something in your college?

For detailed information please visit:

<https://www.flinders.edu.au/about/structure/colleges>

Check the following link for contacting people in regards to undergraduate and postgraduate courses: <https://www.flinders.edu.au/webapps/stusys/index.cfm/enrol/details/main>

Student support services

University and campus services on the web

To find out how to contact these services, log on to: **<https://students.flinders.edu.au>**

- Accommodation Service
- Careers and Employability Service
- Flinders Connect
- Flinders University Student Association
- Fee Information
- Health, Counselling and Disability Service
- Flinders International
- International Student Services (ISS)
- Library
- Loop Bus
- OASIS
- Security
- Student Learning Centre

Some campus phone numbers

Campus Counsellor, Doctor and Disability Advisor	8201 2118
Careers & Employer Liaison Centre	8201 2832
Childcare Centre (FMC)	8204 5306
Childcare Centre (Sturt)	8201 2881
Flinders Living	7221 8900
Flinders University Student Association	8201 2371
International Student Services	8201 2717
Security (24 hours/day)	8201 2880
University Switchboard	8201 3911

Some community phone numbers

Bus and Train timetable	1300 311 108
DIBP	13 1881
Consumer and Business Services	13 1882
Tenancies Advice	13 1882
Medibank OSHC	134 148
Medibank Student Health and Support Line for 24/7 advice	1800 887 283
Sturt Road Police Station	8207 4700

Some places of worship

Buddhist Temple

Wat Ratanaprathib Vihara	
45 Smith St, Thebarton	8443 5856

Buddha House

496 Magill Rd, Magill	8333 2824
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Ganesha Hindu Temple

3/A Dwyer Rd, Oaklands Pk	8298 1278
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Islamic Society

(Adelaide Mosque) of SA Inc	
20 Little Gilbert St, Adelaide	8231 6443

Islamic Society of SA Inc

(Park Holme Mosque)	
658 Marion Rd, Park Holme	8277 8725

Jewish Adelaide

Progressive Congregation

(Beit Shalom Synagogue)	
39 Hackney Rd, Hackney	8362 8281

Adelaide Hebrew Congregation

13 Flemington St, Glenside	8338 2922
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See the **Yellow Pages** Churches, Mosques and Temple or Organisations—Church and Religious for further listings, or the **White Pages** under denominational listings, or ask the Chaplains.

Consulates, embassies and high commissions

www.dfat.gov.au/embassies.html



Academic expectations



Teaching and learning at Flinders

The University:

- Will expect honest work at all levels from students, and will not accept cheating, plagiarism, and fabrication or falsification of data. The University will expect students to be aware of their individual rights and responsibilities regarding the proper use of copyright material and academic conventions.
- Will use assessment to form part of the educative process, and to determine whether the aims of a program of studies have been achieved by a student.
- Will inform students of assessment methods at the commencement of a program of studies and will provide opportunities for students to comment on the process to be used and to negotiate change. Students will be treated fairly and may question the assessment of their work if dissatisfied.
- Will provide advice to students whose results in their course indicate the risk of preclusion, will provide academic counselling and, where appropriate, will refer students to the academic support and counselling services provided by the University.
- Will provide consultation and appeal mechanisms to enable students to question informally or formally any matter relating to their enrolment in the University. The University expects students to make any complaints responsibly and the University will treat them seriously.
- Will treat in confidence all matters relating to an individual student's admission, enrolment, assessment, progress, and course completion, and any discussions or negotiations concerning such matters.
- Will endeavour to address the reasonable needs of all its students regardless of gender, ethnicity, age, disability or background.
- Will endeavour to provide an environment for students, free from harassment and discrimination, as set out by relevant University policy and State and Commonwealth anti-discrimination legislation. Where alleged harassment or discrimination occurs, procedures will be available to students to facilitate expeditious and just resolution of grievances. The relationships that University staff develop with their students should not provide any basis for the abuse of the power that staff have over students in the University environment or of the trust that students may legitimately expect to place in staff.

Students are responsible for making themselves aware of all University statutes, policies, rules and regulations pertaining to their rights and responsibilities as students, and for abiding by them.

www.flinders.edu.au/policies

Safety considerations



Personal Safety Plan

Australia is a relatively safe and secure place to live and study. Like all major cities in the world it is important to consider your personal safety in relation to where you are, what you are doing and who you are with. As you would at home it is good practice to consider your personal safety and to develop a personal safety plan.

Below is a list of things to consider when you are thinking about your own personal safety plan:

On campus

- Save emergency numbers in your mobile phone.
- Use the most suitable and well-lit car park near your study area?
- Be aware of the nearest public transport point?
- Use the safest path walking to and from your study area. Consider how well lit it is.
- Be familiar with your study environment? (e.g. location of toilets or nearest public telephone).

(Source: Study in Australia website)

Off campus

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark.
- Stay in well-lit areas as much as possible.
- Walk confidently and at a steady pace.
- Do not respond to conversation from strangers on the street or in a car—continue walking.
- Avoid using personal stereos or radios—you might not hear trouble approaching.

- Be discreet with your cash or mobile phone.

If you are going out at night remember:

- Think ahead. Consider how you are going to get home—what about pre-booking a taxi or arranging transport with a friend or family member?
- Make sure that you stay with your party and that someone knows where you are at all times.
- If you are socialising in a public place never leave your drink unattended.
- Never hitchhike.

(Source: Australian Federal Police).

Hitchhiking

A person who waves at unknown drivers from the side of the road to request a ride is called a hitchhiker.

However, many crimes have been committed against innocent hitchhikers, including violent personal crimes and abductions. You do not know anything about the person whose car you get into.

Our advice to you is, don't hitchhike!

Home security

House break-ins are one of the most common crimes and appear to be crimes of opportunity with entry gained through an open or unlocked window or door.

Some general tips

- Your house number should be clearly visible from the street in case of an emergency.
- Keep your front door locked when you are at the back of the house.
- Avoid having parcels left on the door step.

- When out, leave a radio or a light on in the evening to give the impression you are home.
- Consider taking out contents insurance for your belongings. This will enable you to replace any goods that are lost or damaged as a result of unforeseen circumstances.
- Keep cash and valuables out of sight.
- Only open an attachment to an email where the sender and the contents of the attachment are known to you.
- Do not download files or applications from suspect websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.

Internet safety and security

The internet has now become an essential business, social, entertainment and educational resource for most Australians. The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

- Install anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly.
- Regularly download and install the latest security patches for your computer software, including your web-browser. Use automatic software security updates where possible.
- Use a firewall and make sure it is turned on.
- Delete suspect emails immediately. Do not open suspicious emails.
- Do not click on links in suspect emails. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.

- Use long and random passwords for any application that provides access to your personal identity information, including logging onto your computer. Do not use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.
- Use a limited permission account for browsing the web, creating documents, reading email, and playing games. If your operating system allows you to create a limited permission account, this can prevent malicious code from being installed onto your computer. A 'limited permission' account is an account that does not have 'Administrator' status.

(Source: Australian Communications and Media Authority)

Making new friends

When you meet someone new, be cautious until you get to know the person better and feel you can trust them. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don't give them any of your personal details like your full name, your phone number or your address. With people you don't know well, always arrange to meet them in a public place like a café or a park, instead of inviting them to your home or going to theirs, until

Safety considerations

you feel you have built a relationship with them, know more about them and feel comfortable with them.

When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. But remember, you need to be careful at first until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, remain cautious until you feel you know them reasonably well and can trust them. Crimes against international students are sometimes committed by people from their own culture.

Public transport safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

Buses

Waiting for a bus:

- Avoid isolated bus stops.
- At night, wait in well-lit areas and near other people.
- Check timetables to avoid long waits.

Riding on the bus

- Sit as close to the bus driver as possible.
- Stay alert and be aware of the people around you.
- If someone bothers you, change seats and tell the driver.

- Keep your purse/packages close by your side.
- Check your purse/wallet if someone is jostling, crowding or pushing you.
- If you see any suspicious activity, inform the driver.

Trains

Many of the same safety tips when travelling by bus apply for trains. In addition:

- Carriages nearest the drivers are always left open and lit.

Taxis

Tips for safe taxi travel:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made.
- Sit wherever you feel most comfortable—however we recommend women sit in the back.
- Specify to the driver the route you wish to take to reach your destination.
- Take note of the taxi company and fleet number.
- Stay alert to your surroundings and limit your conversation to general topics.
- If you do not want your home address known, stop a few houses away from your destination. If the driver harasses you when travelling in a taxi your options include:
 - Ask the driver to stop. You may choose to make up an excuse to do so.
 - Leave the taxi when it stops at a traffic sign or lights.
 - Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop.

- Read out the fleet number and advise the driver you will report them if they don't stop.

(Source: Queensland Police Service)

Sexual assault

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain precautions may make it more difficult for a possible perpetrator. Flinders University has zero tolerance for sexual assault or harassment.

Visit Safety on Campus

<https://students.flinders.edu.au/life-at-flinders/safety-on-campus.html>

for more information.

- When socialising, be smart. Drink in a way that leaves you in control. Do not leave your drink unattended.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be aware of the people around you at all times.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable, just say **“NO!!!, STOP!!!”**.

What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact should be the police or your closest sexual assault service. Yarrow Place is a leading public

health agency responding to adult rape and sexual assault in South Australia. The contact details are:

Yarrow Place, Level 2, Norwich Centre
55 King William Rd, North Adelaide 5006
Tel: 8226 8777

Emergency After Hours 24 hours a day,
7 days a week: Toll Free 1800 817 421

National Sexual Assault, Domestic Family
Violence Counselling Service:
Toll Free 1800 737 732 (1800RESPECT)

1. From a public phone or mobile phone, ring the police on 000.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence. Do not drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker.
3. Remember, you are the victim. You have nothing to feel guilty or ashamed about.

Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious advisor to be in attendance with you when you are dealing with the circumstances surrounding the report of assault. Please also contact **Flinders Health, Counselling and Disability Services** for counselling purposes.

Fire safety



Follow the fire safety tips below to help you reduce the chance of fire in your accommodation.

Smoke alarms

Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. For your protection, a smoke alarm must be installed in your home. If your residence does not have one, contact your landlord.

Only working smoke alarms save lives!

- Once a month you should check the battery by pressing the test button on the smoke alarm.
- Keep the smoke alarm clean. Dust and debris can interfere with their operation.
- Replace the batteries yearly.
- When the battery is low the smoke alarm will sound a short 'BEEP' every minute or so. Replace your battery.
- If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm.

(Source: South Australian Metropolitan Fire Service)

Electricity

The safe use of electricity assists in preventing house fires.

- Use a single extension cord rather than joining shorter cords.
- Be careful to keep electrical appliances away from water.
- Computers, monitors and TVs can overheat and cause fires even when not in use. They should be turned off after each session.
- Light globes can become very hot. It is dangerous to cover a lamp with any type of fabric. To dim a lamp it is recommended that a lower wattage globe is used.

Heaters

Some safety tips:

- Read and follow the operating instructions for your heater.
- All clothes and curtains should be at least one metre from the heater.
- Turn off all heaters before you leave your room or go to bed.



Fire safety

Candles, oil burners and cigarettes

Candles, oil burners and cigarettes can all be dangerous fire hazards.

- Do not smoke in bed.
- Dampen cigarette butts before putting them in the rubbish.
- Make sure your candles are on properly designed candle holders.
- Do not leave your room when a candle or oil burner is alight.
- Do not go to sleep when a candle or oil burner is alight.
- Do not put candles or oil burners near windows; be careful, curtains can catch fire easily.

Cooking

Most house fires start in the kitchen.

- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.
- Hot oils and fats catch fire easily.
- Do not use water to put out an oil fire.
- Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish, if safe to do so.
- Turn off the cooking appliance before you leave the room or go to bed.

PLAN YOUR ESCAPE IN A FIRE:

01 GET DOWN ON THE FLOOR. CRAWL TO THE DOOR.



02 GET OUT OF YOUR ROOM.



03 CLOSE THE DOOR TO PREVENT SMOKE AND FIRE SPREADING.



04 ALERT OTHERS.



05 WHEN OUTSIDE, STAY OUT.



06 CALL 000.

(Source: Metropolitan Fire Brigade. www.mfb.vic.gov.au)





Sun safety



Australia has the highest rate of skin cancer in the world. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

Sun Protection

There are six simple steps you can follow to reduce your risk of skin cancer and protect your skin:

01

Minimise your time in the sun between 10am and 3pm.

02

Seek shade.

03

Wear suitable clothing that provides good sun protection.

04

Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears.

05

Wear UV protective sunglasses.

06

Apply SPF30+ broad spectrum, water-resistant sunscreen 20 minutes before you go outdoors.



Beach safety



Recognising danger signs and awareness of surf conditions is an essential part of life saving.

Remember the F-L-A-G-S and stay safe

- F** Find the flags and swim between them—the red and yellow flags mark the safest place to swim at the beach.
- L** Look at the safety signs—they help you identify potential dangers and daily conditions at the beach.
- A** Ask a surf life saver for advice on where to swim as conditions can change quickly.
- G** Get a friend to swim with you – so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult.
- S** Raise your hand for help—if you get in to trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip—don't try and swim against it. Remember:
 - Never swim at unpatrolled beaches
 - Never swim at night
 - Never swim under the influence of alcohol
 - Never run and dive into the water
 - Never swim directly after a meal



Bush safety



Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.

In the bush

Be prepared if you plan some time in our bush land. Plan your hike. Always tell someone where you are going and what time you expect to return. Let them know when you return safely.

- Check the weather forecast and be prepared for unexpected changes in weather.
- When walking or exploring outdoors drink plenty of water. Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bush walks include food, warm clothing, first aid supplies, a torch and a map.
- Never walk alone. Read maps and signs carefully.
- Never dive into a rock-pool, creek, lake or river. Stay away from cliff edges and water falls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Never leave fires unattended or unconfined.

- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.

Advice for motorists caught in bush fires

Bushfires are common occurrences in Australia during our often long hot summers. If you are in smoke and fire –affected areas, you should stay off the roads. If you must get in the car, put your headlights on, dress in protective clothing and footwear and make sure you take food and water—you could be stuck for long periods if your journey is blocked by road closures. Turn the car radio on and keep it tuned to local stations for bush fire updates.

- If you are caught in the middle of a bushfire, park the car immediately and remain calm.
- Look for a clear area, preferably off the road. Areas clear of grass or bush are safest –they will not sustain fires of high intensity.
- Do not leave the vehicle.
- Switch the ignition off.
- Close all windows and vents or turn vents to recycle.
- Put the headlights on so that the car is as visible as possible, especially to fire tankers.
- Everyone must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket.
- Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute.

Storm safety



- If you have water, drink it.
- Never attempt to drive through smoke or flame.
- Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding.
- Do not park or drive under trees.
- Exit the area as quickly as possible.

(Source: NRMA).

Storms can happen anywhere and at any time of the year. Severe storms can cause major damage. They may be accompanied by torrential rain and strong winds. Storms can cause flash flooding, and damage trees and power lines.

The State Emergency Service (SES) is responsible for managing the clean-up and assisting people during and after a storm.

During a storm, there are some things you can do to stay safe:

- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and DVD players.
- Listen to your radio for weather updates.
- Don't use a landline telephone during an electrical storm.

If you are caught outside during a storm:

- Get inside a vehicle or building if possible.
- If no shelter is available, crouch down, with your feet close together and head tucked in.

For storm or flood emergency, please phone 13 2500.

For life-threatening emergencies:

- **Telephone 000**
- **Mobile: 112**
- **Text call emergency — for TTY or ASCII Dial: 106**

Dangerous plants and animals



If you are visiting any of Australia's beautiful parks or forests:

- Be wary of animals in their natural habitat. Be very careful about approaching any injured animals, such as koalas, kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.
- Never feed or play with wildlife. Native animals are timid by nature, however, having been provided food from people, they may become aggressive in pursuit of food. You may get bitten or scratched.

Bites and stings

The majority of insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them.

The Australia-wide Poisons Information Centres have a common telephone number: 13 1126.

In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or for an ambulance:

- **Telephone 000**
- **Mobile: 112**
- **Text call emergency – for TTY or ASCII Dial: 106**

Anaphylaxis – allergic reactions

Anaphylaxis is a severe allergic reaction that can occur in sensitive individuals from exposure to any chemicals foreign to the body including bites and stings, plants, or medications. Parts of the body, for example the face or throat, swell up so much that the patient can't breathe. In severe cases the patient may go into shock within a few minutes and the heart can stop. For any patient who shows signs of anaphylaxis, call an ambulance, and have the patient taken immediately to the emergency department of the nearest hospital.

Call 000

Mobile: 112

Text call emergency – for TTY or ASCII Dial: 106

General first aid for bites and stings

For bites or stings from the following creatures, seek first aid assistance straight away and stay as calm and immobile as possible:

- All species of Australian snakes, including sea snakes
- Funnel web spiders
- Blue-ringed octopus
- Cone shell stings



For all other bites and stings seek or apply basic first aid.

- Wash with soap and water and apply an antiseptic if available.
- Ensure that the patient's tetanus vaccination is up to date.
- Apply an ice-pack to reduce local pain and swelling.
- Pain relief may be required, such as paracetamol or an antihistamine (to reduce swelling, redness and itching). The patient should seek medical advice if they develop any other symptoms or signs of infection.

<http://conditions.health.qld.gov.au/HealthCondition/condition/1/35/197/bites-and-stings>

(Source: Queensland Health).

A final word



Most international students look back on the time they spend studying and living in Australia as a challenging yet rewarding adventure. Remember, getting used to anything new or different takes a while.

Try to get involved in the new experiences available to you at Flinders and in Adelaide. Be active and participate in as much as you can. Although your studies are important, there are many opportunities to expand your horizons in non-academic areas. In hindsight, you will find your time in Australia has passed very quickly.

In particular, make a special effort to meet locals and other international students. You'll carry the good times and the friendships you make will last long after you've left Flinders and Australia.

There may be times of stress, difficulty and discouragement. There may be times when you feel you are not able to cope with the demands of studies. Don't wait until the last minute to seek advice or assistance with any difficulties, either personal or academic, as small problems can become big problems if they are not dealt with quickly.

Remember that there are many people and organisations willing to help you along the way. You are about to begin a life-changing journey!

Best wishes.

The ISS Team

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Tonsley



Flinders Hub Bedford Park



Flinders Living



Victoria Square



Northern Territory

My notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Disclaimer

While we have made every effort to provide accurate information in this handbook, the ISS is not responsible for changes made by other areas in the University or outside organisations after the final draft was collated in November 2019.

Produced by International Student Services, Flinders International.



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The Flinders experience gives you the space and flexibility to choose your path and the confidence to build your own future.

Your journey will be undertaken in state-of-the-art facilities that stimulate learning and encourage you to share ideas with like-minded individuals who support and challenge you.

For a taste of the Flinders experience and to discover our campuses, take our virtual reality tour.

flinders.edu.au/experience