



Flinders
UNIVERSITY
ADELAIDE • SOUTH AUSTRALIA

INTERNATIONAL STUDENT QUICK GUIDE

/ 2020



Emergency telephone numbers

Police, Fire, Ambulance 000

Mobile phone call: 112

Text call emergency TTY or ASCII Dial: 106

Police Attendance 13 1444

(for non emergency situations)

24 Hour Emergency Contact

Flinders Security 8201 2880 (external)
or 12880 (internal)

Medibank 134 148

Medibank 24/7 Student Health and Support Line 1800 887 283

Health, Counselling & Disability Services 8201 2118

Emergency, Crisis & After-hours Services 1300 512 409
or text on 0488 884 103

Medical Emergencies

Flinders Medical Centre 8204 5511

Royal Adelaide Hospital 7074 0000

Women's and Children's Hospital 8161 7000

Poisons Information Centre 13 1126

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Welcome to Flinders

We hope you and your baggage arrived safely in Adelaide. If you are being met, a member of our arrival team (A team) will give you this guide.

We hope you:

- contact friends and family to let them know you arrived safely
- change money
- buy groceries
- find the bus stop or train station to get to Flinders
- work out your transport timetable

We look forward to meeting you at Flinders to help you with your adjustment to studying and settling in your new life in Adelaide.

International Student Services (ISS)

This Quick Guide is designed to help you with things you need to do now.

You can read the *Arrival and Pre-departure Guides* online at:
students.flinders.edu.au/student-services/iss

ISS – Where to find us

Level 1 Professional Services Building
Map ref J10, campus map at
flinders.edu.au/content/dam/documents/campus/maps/campus-map.pdf

Nearest Parking: Car Parks 1 and 6

Postal address:

Flinders University
GPO Box 2100, Adelaide SA 5001

Street address:

Sturt Road, Bedford Park SA 5042
Telephone: 8201 2717*Δ
Email: **iss@flinders.edu.au**

* Interstate? Dial 08 8201 2717

Δ Overseas? Dial +618 8201 2717

The first 72 hours

The International Student Services (ISS) is here to support you throughout your studies at Flinders.

Here is a list of our team members:

Advisory Team

Ms Mahin Mahjabeen

Dr Shervin Shokri

Mr Anthony Siew

Mr Jose Paulino

Client Services Team

Ms Cassie Ankers

Ms Alice Chen

Mr Klaus Koefer

Ms Nina Nguyen

- The first important thing to do, is to look after yourself when you arrive
- Drink plenty of water
- Take time to recover from your journey
 - be aware of jet lag
- You may feel disoriented or short-tempered due to lack of sleep
- It takes time to adjust to your new time zone and environment
- You are not ALONE! If you feel homesick or stressed, please call ISS on 8201 2717 (work hours) or contact the university's after-hours crisis support line 1300 512 409 (weekdays 5pm-9am, weekends and public holidays 24hrs).

Internet and email

Internet access on arrival

Adelaide Airport has free wireless internet.

Cibo Espresso cafés, and McDonald's have free wi-fi.

If you enrolled before you arrived, you can use the internet at Flinders University, visit:

flinders.edu.au/library/info/hours/full-hours.cfm
for opening hours.

You can also go to:

- Arena Internet Café, Level 1 36-48 Wright Street, Adelaide
- Brighton Library, 20 Jetty Road, Brighton
(Tel: 8229 9988 to book)
- Glenelg Library, 2 Colley Terrace, Glenelg
(Tel: 8179 9555 to book)
- Marion Library, Marion Cultural Centre
(Tel: 8375 6785 to book)
- Adelaide City Library, Rundle Place, Rundle Mall
(Tel: 8203 7990 to book)

Wireless Network on Campus

A wireless network operates on most parts of the campus, so you can use your laptop to access 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 at: **students.flinders.edu.au/study-support/student-computing/wifi**

Selecting an internet provider

When you are looking for long-term internet plans and providers, there is more information in Arrival Guide.

Students living on-campus have BigAir pre-selected as their provider.

Phone calls

CALLING EMERGENCY SERVICES

- Dial 000 from any phone for fire, police or ambulance services
- Dial 112 from mobile phones
- Emergency Services operators will say, "Police, Fire, or Ambulance"
- If you are not sure, explain to the operator what the emergency is
- Stay on the phone until told to hang up
- Do not worry about your English as the operators are very experienced.

PUBLIC TELEPHONES

Australia has a network of public phones throughout the country. They usually have the orange and blue Telstra emblem.

Local calls cost 50 cents, with most phones accepting coins and prepaid telephone cards.

Long distance call charges vary depending on time of day and distance.

MAKING PHONE CALLS

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)

Phone calls

Telephone cards

There are two main types of pre-paid telephone cards and you can use both in public telephones.

(i) Phone cards you insert into a public telephone

- You can purchase this card costing \$5, \$10 and \$20 from any post office or news agency
- You can only use this card in a public phone that has a card slot by lifting the phone and placing the card in the slot
- The telephone will 'read' the card and display how much 'money' it holds
- When the call is completed, the cost will be deducted

(ii) Phone cards containing a number you dial to use the unique PIN number on the card

- You can purchase this card from any post office or news agency
- You do not insert these cards into the public phone
- Each card comes with easy-to-follow instructions and you can use these cards from your home phone or any public phone

Mobile/Cell Phones

- Before you buy a mobile phone, or sign up for a mobile plan, we strongly recommend you read the information put out by Consumer and Business Services at this website: **www.sa.gov.au/topics/rights-and-law/consumer-rights/shopping-tips/buying-a-mobile-phone**
- There are many differences in the services provided by different companies. You need to understand the plan you are accepting before signing a contract. For a comparison of mobile phone plans in Australia see: **www.whistleout.com.au/MobilePhones**
- Another option is to buy a phone and use a pre-paid account. You can add to your credit as you need.
- Talk to several mobile phone providers and discuss plans that will suit your needs.

For more information, visit

finders.edu.au/international-students/services

Apps

There are a number of telecommunications applications (Apps) available for smart phones, that allow you to communicate worldwide for free.

The popular options are **TextNow, Text Free, WhatsApp, imo, Maaii, GrooVe IP and Skype.**



Important numbers

Flinders University

Main switchboard number 8201 3911

ISS

8201 2717

24 Hour Emergency Contact

Flinders Security 8201 2880 (external)
or 12880 (internal)

Health, Counselling & Disability Services 8201 2118

Emergency, Crisis & After-hours Services 1300 512 409
or by text on 0488 884 103

Department of Home Affairs (DHA)

70 Franklin Street, Adelaide, South Australia 131 881

For more helpful numbers, refer to the Arrival Guide.

Where can I change money?

After you show photo ID, you can change money at these places:

Helloworld Travel

Westfield Shopping Centre,
Shop 2004, Marion, SA, 5043
(close to Flinders University)
Tel: 8358 1949

Monday - Wednesday 9am - 5.30pm
Friday 9am - 5.30pm
Thursday 9am - 9pm
Saturday 9am - 4pm
Sunday 11am - 4pm

Travelex

Shop 4, Beehive Corner
(cnr Rundle Mall & King William St)
Tel: 8231 6977

Monday - Thursday 8.30am - 7pm
Friday 8.30am - 9pm
Saturday 9am - 5pm
Sunday 11.00am - 5pm

Opening a bank account

Did not pre-open a bank account?

You can open an account at any bank, credit union or building society.

You will need:

- passport (with arrival date stamped by Australian immigration)
- money to deposit into the account (this can be as little as \$10)
- you will need to show them your student ID card later, so you do not pay tax on any interest you receive.
- For further information this website has more information: **finder.com.au/foreigners-open-a-bank-account-in-australia**

For more information see the Pre-departure Guide.

Where can I buy food?

Food on campus

The diversity of our Flinders University community is showcased in the variety of cafes, bars and restaurants available on campus. With an exciting mix of vegan, vegetarian and Halal options available, there is something for you to discover and enjoy.

For more information on places to eat on campus visit:
flinders.edu.au/campus/bedford-park/facilities-services/food-drink

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

Takeaway food near Flinders University:

- Hungry Jacks
Corner South & Marion Roads, Darlington
- McDonald's
1481 Main South Road, Darlington
- Theo's Cafe
Flinders Medical Centre

Around the City

- Jetty Road, Glenelg
- many restaurants and coffee shops
- Rundle Mall
- Department stores and supermarket chains
- East-end of Rundle Street
- many restaurants and coffee shops
- Westfield Marion
- Food Court and other food outlets
- Central Market
- International Food Hall and other food outlets

Pizza pick-up or delivery:

- Domino's: 131 888 dominos.com.au
- Pizza Hut: 1300 749 924 pizzahut.com.au
- Marcellina's: 1300 131 967 marcellina.com.au

Public transport

Where can I do my household shopping?

Near Flinders University:

Foodland Coles Castle Plaza South Road, Edwardstown	Monday - Friday	7:30am - 9pm
	Saturday	7:30am - 5pm
	Sunday	11am - 5pm
Coles Woolworths Aldi Westfield Marion Sturt Road, Oaklands Park	Monday - Friday	6am - 9pm
	Saturday	6am - 5pm
	Sunday	11am - 5pm
Foodland Fiveash Drive, Pasadena	Monday - Friday	7am - 9pm
	Saturday	7am - 5pm
	Sunday	11am - 5pm
Foodland Seacombe Road, Darlington	Monday - Sunday	7:30am - 9:30pm

For more information, refer to the Arrival Guide.

How do I get to Flinders University by public transport?

Buses are the most common public transport in Adelaide, and run between 6am and 12am. Trains and trams operate in some suburbs.

What bus do I catch?

Marion Shopping Centre	To / From Registry Road / Sturt 300, 300G, 600, 601, 681, G10
	To / From Flinders Medical Centre (FMC) G10, 320, 300, 681, 600, 200
City	To / From Registry Road / Sturt G10, G40, 719
	To / From FMC G10, G20, G21, 200, 719, 720H, 721

Public transport

How do I use it?

Bus, train and tram

The website adelaidemetro.com.au gives you general customer information as well as all timetables, route planner, what's new and special offers.

Public transport information

You can collect free timetables from Registry Building, Campus Post Office and Central Library at Sturt Campus.

You can receive assistance at the:

- Passenger Transport Information Centre
corner Currie & King William Streets
- Information Office
Adelaide Railway Station
- The Adelaide Metro InfoLine on:
1300 311 108, open seven days a week,
between 7am and 8pm

If you need more information visit:

adelaidemetro.com.au/Contact-us#make-an-enquiry

Concessions

Once you have your Flinders University student card you can buy a concession fare on public transport.

You must pay the full price for your tickets until you have your student card.

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

Loop Bus

The University Loop Bus is a free service that runs during semester (including exams weeks) on a loop linking the main University buildings with the Sturt buildings and the Flinders Medical Centre (FMC).

Tonsley Loop bus connects Flinders University main campus and Tonsley campus.

For more information and to see a timetable, visit:

flinders.edu.au/content/dam/documents/campus/bedford-park/Loop-Bus-Timetable.pdf

Public transport

Tickets

You use a Metrocard (electric smart card) on any bus, train or tram.

You can buy a Metrocard from most post offices, news agencies and the Passenger Transport Information Centre (PTIC).

Single Metrotickets (paper based ticket) can be purchased on-board buses, trains and trams.

For multiple travel a Metrocard is good value for money.

Buy your Metrocard before you travel.

Peak and inter-peak periods

Peak Travel

Monday - Friday

before 9.01am, after 3pm and all day Saturday.

Inter-peak Travel

from 9.01am - 3pm weekdays, all day Sunday and public holidays.

Validating your ticket/Metro card

1. Simply touch your card on a validator as you board your bus, train or tram and when you enter or exit Adelaide Railway Station. The appropriate fare will be deducted.
2. A beep and green light indicates a successful validation. The fare deducted will be displayed along with any remaining balance.
3. If your card does not validate speak with the bus driver or an Adelaide Metro staff member.
4. If your card balance is below the fare required you must buy a ticket.

It is against the law to smoke on public transport.

For more information, please visit: adelaidemetro.com.au/Tickets-Fares/metroCARD/New-to-metroCARD

Medical services

What do I do if I'm sick?

- You see a doctor (GP – General Practitioner) in their private practice or medical centre
- You must make an appointment to see a GP
- Flinders University has a Health Service in the Student Centre, open 8:45 am – 5pm, Monday - Friday, phone: 8201 2118

In Australia you only go to hospital in an emergency situation (accidents, suspected heart attack) not for coughs, colds and mild fevers.

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.

For more information visit **homedoctor.com.au**

Accommodation services

Flinders Living has an Accommodation Service to help you.

Phone: 7221 8900
flinders.edu.au/living

Find accommodation listings at:
rent.flinders.edu.au/accommodation/

You can also search the following web sites for private market rentals:

domain.com.au

homehound.com.au

realestate.com.au

Before signing any leasing contract please read and make sure you understand the conditions of the contract.

If you are renting a room only (usually defined as a rooming house), there are some protections under law and for further information see:

sa.gov.au/topics/housing/renting-and-letting/rooming-lodging-and-boardings-in-private-rental/living-in-a-rooming-house

Settling in Australia

Things to remember

- Landlords should give you a receipt if rent is paid in cash.
- Clarify the conditions of connecting electricity, gas and telephone before signing a contract.

For more information visit:

flinders.edu.au/international-students/services/accommodation.cfm

Electricity

The electricity current to Australia is 240/250 volts (AC 50 Hz). The Australian three-pin plug is different from the plugs in most countries so you will need to buy an adaptor plug if you have brought electric appliances with you.

Cultural Adjustment

- Culture Shock is the feeling of being out of place in an unfamiliar environment. Some common symptoms of culture shock are:
 - Feeling lonely, homesick or misunderstood
 - Loss of appetite, lack of sleep
 - Trouble focusing, stressed

Once you realise that you are going through culture shock, overcome it and feeling better adjusted with the host culture will depend on you.

Some important tips:

- Stay positive
- Listen and observe
- Become involved in activities
- Keep contact with family
- Ask for HELP from ISS or Counselling services

For more information visit:

students.flinders.edu.au/student-services/hcd

Lifestyle

- Australians dress casually.
- Australians usually address people casually, which might surprise you. For example, your lecturers might prefer to be called by their first name rather than Sir, Professor or Madam.
- Humour is treated as a sense of friendliness or mateship. It is a good way to 'break the ice'.
- Sports and the weather are always good conversation starters.
- Be open to cultural differences and be respectful of other people.
- Say Hi to people and smile!
- It is good manners to queue at the bus stop, shops and other public places.
- It is good manners to offer your seat to pregnant women, people with a disability and the elderly while using public transport and in public places.
- Say "Please" when you ask for something and always say "Thanks" or "Thank You" at the end.

Weather

We mainly have mild weather in South Australia. In summer temperatures occasionally reach above 40 degree Celsius/104 degrees Fahrenheit.

Protect your exposed skin by applying Sunscreen (SPF) 30+ when outdoors regardless of the season.

In Summer:

Slip, Slop, Slap, Seek, Slide



cancer.org.au/preventing-cancer/sun-protection/preventing-skin-cancer

Drink plenty of water

In Winter:

- Keep yourself warm
- Apply moisturizer
- Eat well – lots of fresh fruit and vegetables

To view the Adelaide weather forecast go to:
bom.gov.au/sa

Laws in Australia

- You need to respect Australian values and obey the laws of Australia during your stay in Australia.
- For comprehensive outline of Australian laws and legal system, see **australia.gov.au**

Child protection laws

In Australia the rights of children are protected.

For more information visit:

students.flinders.edu.au/student-services/iss

Watch the following short video clips to learn more about common Australian legal issues (accommodation, driving, car accident, Police...)

students.flinders.edu.au/student-services/iss/the-law

Safety in Australia

Personal safety:

Australia is a relatively safe and secure place to live and study. Like all major cities of the world, it is important to consider your own personal safety plan.

- At home
- On campus
- On public transport and in cars
- At parties

For more information visit:

flinders.edu.au/current-students/safety-on-campus

Scams/alerts

- Be aware of scam email/phone calls about winning a fortune!
- Be careful when providing your details and never transfer money
- If something sounds 'too good to be true' it probably is, so if you face SCAMS remember to PRESS DELETE, THROW IT OUT, SAY 'NO THANKS', SHUT THE DOOR OR JUST HANG UP!

Student life

Enrolment

It is your responsibility to enrol correctly.

For detailed information about enrolment, visit:
students.flinders.edu.au/my-course/enrolment

Full time enrolment means 18 units a semester.

Policies and Procedures

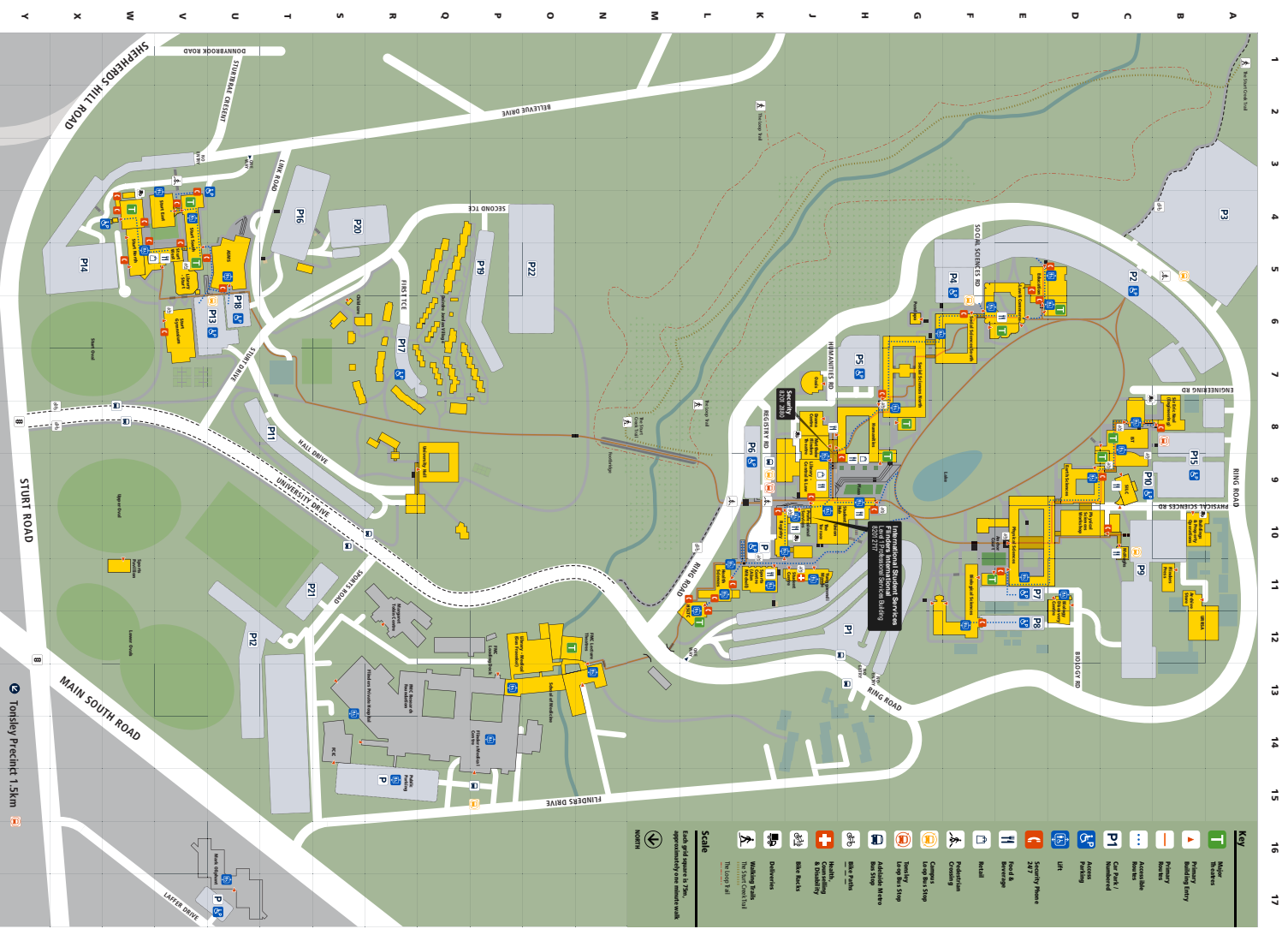
For detailed information about student related policies and procedures, please see:
flinders.edu.au/policies#academic

University phone numbers

College of Business, Government and Law	8201 3300
College of Education, Psychology and Social Work	8201 7800
College of Humanities, Arts and Social Sciences	8201 7900
College of Medicine and Public Health	7221 8608
College of Nursing and Health Sciences	8201 7500
College of Science and Engineering	8201 7700

Support Services Contacts

Flinders Connect	1300 354 633
ISS	8201 2717
Flinders University Student Association	8201 2371
Health, Counselling & Disability	8201 2118
OASIS	8201 3530
Careers and Employability	8201 2832



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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 October 2019.

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flinders.edu.au/international