



THE UNIVERSITY  
of ADELAIDE



# ARRIVAL POCKET GUIDE

**INTERNATIONAL STUDENT CENTRE | 2012**



### **Disclaimer**

The information contained in this publication is correct at the time of printing but may be subject to change without notice. Updates may occur—please check the website for the latest information. The University of Adelaide assumes no responsibility for the accuracy of information provided by third parties.

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# WELCOME

## Welcome to Adelaide and the University of Adelaide.

Before you left your home country you probably worked your way through a checklist of items to prepare for your new life in Adelaide. Now you are here, there are more adjustments to be made and things to learn.

This guide is designed to assist with your first few days in Adelaide. It provides you with a post- arrival checklist and answers some of the immediate questions you may have:

- Where do I buy food?
- How do I phone home?
- What are the accommodation options?

During orientation you will receive further information including the Life in Adelaide Manual, which provides more detailed information regarding settling into Adelaide, and the University of Adelaide.

Enjoy your first few days in Adelaide—we look forward to meeting you during orientation.

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# INTERNATIONAL STUDENT CENTRE (ISC)

Staff at the International Student Centre can help with a range of issues related to your study and life in Adelaide. These include:

- personal and academic issues
- financial matters
- information on student visas
- student health cover, fees and general enquiries
- orientation and social activities
- counselling and welfare services for individuals and families, including referral to the range of specialist service providers on campus and within the broader community
- follow-up orientation and returning home workshops.

## LOCATION

Ground Floor,  
Old Classics Wing

T: +61 8 8313 4828

F: +61 8 8313 4352

E: [isc@adelaide.edu.au](mailto:isc@adelaide.edu.au)

## OPENING HOURS

**Monday:** 10.00 am – 5.00 pm

**Tuesday to Friday:**  
9.00 am – 5.00 pm

# THE FIRST 72 HOURS



Firstly, take the time to recover from your journey and adjust to your new environment. You need to look after yourself when you arrive.

## ‘JET LAG’

Be aware of jet lag. It may take a while to adjust to the new climate and you may experience:

### Fatigue

Being tired for days after arriving, generally followed by a lack of concentration and motivation.

### Broken sleep after arrival

It can take many days for the body to adjust to a new time zone. Some people experience disorientation, fuzziness, or feel irrational and unreasonable.

## POST-ARRIVAL CHECKLIST

On your first day make sure you do the following.

- Drink plenty of water.

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- Take a walk in the sunlight—staying indoors in artificial light makes jet lag worse.

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- If you must sleep make it no longer than two hours. Set an alarm so you don't oversleep and then stay up until at least 9.00pm local time.

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- Notify family and friends back home that you have arrived safely.

Some critical things you need to do within the first 72 hours are to:

- buy food (page 10)

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- learn how to use public transport (page 19)

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- familiarise yourself with your immediate surroundings.

# LIVING IN ADELAIDE

## CLIMATE

South Australia has a Mediterranean climate of warm to hot, dry summers and mild to cool, wet winters—rain mainly falling between May to August. There are four distinct seasons:

**Spring** September to November

**Summer** December to February

**Autumn** March to May

**Winter** June to August

The Ultra Violet (UV) rating is very high at most time of the year. To avoid skin burn apply sunscreen (at least SPF30+) and wear a hat and sunglasses.

## WATER

Severe drought conditions exist in parts of South Australia. Water restriction and conservation measures are in place to help save water. Learn more about these measures at [www.sawater.com.au](http://www.sawater.com.au)

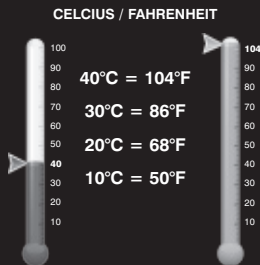
### Can I drink the water?

Yes. The tap water throughout Australia is of a standard suitable for drinking.

Many people in Adelaide choose to buy spring water as there are no added chemicals and they prefer the taste.

## Temperature guide

In Australia the temperature is usually given in degrees Celsius. To right is a table that translates the temperature from degrees Celsius/Centigrade °C to degrees Fahrenheit °F.



## TIME ZONES

Australia has three time zones:

### 1. Western Standard Time

Western Australia:

1 1/2 hours behind Adelaide  
(+8 hours GMT/UMT)

### 2. Central Standard Time

Northern Territory, South Australia  
and Broken Hill (NSW):

1/2 hour behind the eastern states  
(+9.30 hours GMT/UMT)

### 3. Eastern Standard Time

Queensland, New South Wales,  
Victoria and Tasmania:

1/2 hour ahead of Adelaide  
(+10 hours GMT/UMT)

*GMT = Greenwich Mean Time*

*UMT = Universal Metric Time*

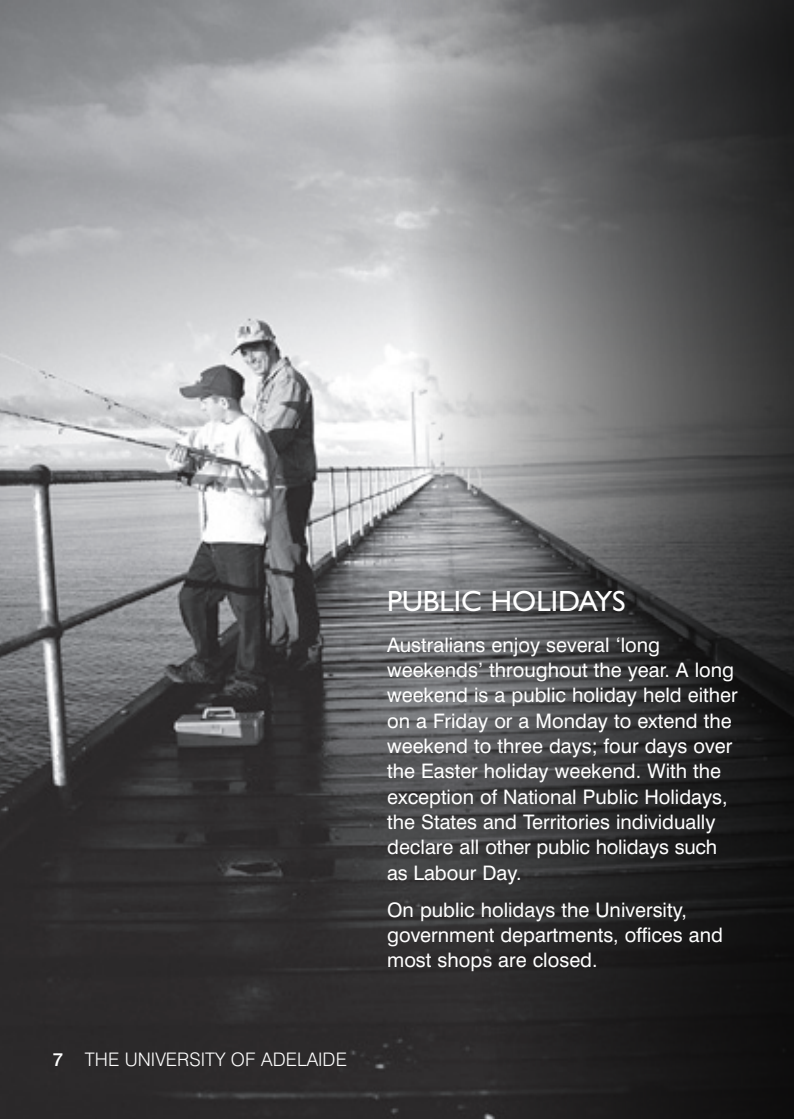


## Daylight Saving Time (DST)

Daylight Saving Time is introduced between October and April each year but differs from state to state; check the time differences when travelling.

### South Australia's Daylight Savings

<b>Starts</b>	<b>Ends</b>
7 October 2012	7 April 2013
6 October 2013	6 April 2014
5 October 2014	5 April 2015



## PUBLIC HOLIDAYS

Australians enjoy several 'long weekends' throughout the year. A long weekend is a public holiday held either on a Friday or a Monday to extend the weekend to three days; four days over the Easter holiday weekend. With the exception of National Public Holidays, the States and Territories individually declare all other public holidays such as Labour Day.

On public holidays the University, government departments, offices and most shops are closed.

## 2012 CALENDAR

### **New Years Day**

Monday 2 January

In Australia, New Year's Day celebrations commence on 31 December, with festivities and fireworks at midnight to welcome in the New Year.

### **Australia Day**

Thursday 26 January

Australia Day commemorates the arrival of the first English settlers on the First Fleet in 1788.

### **Adelaide Cup**

Monday 12 March

Adelaide Cup is a state holiday in South Australia that falls on the second Monday of March. The day celebrates a horse racing event.

### **Good Friday**

Friday 6 April

Good Friday is held on the Friday before Easter. In Christianity it commemorates the death of Jesus Christ.

### **Easter Monday**

Monday 9 April

Easter Monday is the day after Easter Sunday.

### **ANZAC Day**

Wednesday 25 April

A day to honour Australian and New Zealand service personnel who served and were killed in major wars.

### **Queen's Birthday / Volunteers Day**

Monday 11 June

A holiday to celebrate both Volunteers and the official head of state of Australia, currently the Queen of England

### **Labour Day**

1 October

To celebrate the achievement of the 8-hour working day. Previously people had to work longer hours.

### **Christmas Day**

Tuesday 25 December

Christmas Day is a Christian celebration in commemoration of the birth of Jesus Christ. When Christmas Day falls on a Saturday or Sunday, the following Monday is declared a public holiday.

### **Boxing Day**

Wednesday 26 December

Observed in many Commonwealth countries on the first day (other than Sunday) following Christmas Day.

# MONEY AND SHOPPING

## WHERE CAN I CHANGE MONEY?

You can change your money into Australian dollars at the following businesses:

### Banks

All major banks have branches along Rundle Mall and King William Street in the city.

**Hours:** Mon–Thurs: 9.30 am – 4.30 pm;  
Fri: 9.30 am – 5.00 pm; closed on Public Holidays.

### Travelex Foreign Exchange

**Location:** Shop 4 Beehive Corner, Rundle Mall

**Hours:** Mon–Fri: 9.00 am – 6.00 pm;  
Sat: 9.00 am – 5.00 pm; Sun: 11.00 am – 3.00 pm; closed on Public Holidays

### American Express

American Express  
(Foreign Exchange Services)

**Location:** Shop 32 Citi Centre Arcade, 45 Rundle Mall

**Hours:** Mon–Fri: 9.00 am – 5.00 pm;  
Sat: 9.00 am – 12.00 noon; closed on Public Holidays.

There are many automated teller machines (ATMs)—also known as an automatic banking machine (ABM), Cash Machine, Cashpoint or Hole in the Wall—to make cash withdrawals or credit card cash advances. The charge for the transaction will vary depending on your bank.



## WHERE CAN I BUY...?

### Food

Adelaide has several food markets, the most popular is the Adelaide Central Market. Located in the heart of the city between Gouger and Grote Street, the Adelaide Central Market offers an extensive range of fresh food—fruit & vegetables, meat & poultry, seafood, gourmet produce and more—all under the one roof.

**Hours:** Tues 7.00 am – 5.30 pm; Wed 9.00 am – 5.30 pm; Thurs 9.00 am – 5.30 pm; Fri 7.00 am – 9.00 pm; Sat 7.00 am – 3.00 pm

Supermarkets also sell a wide range of fresh food and other grocery items. There are several in and around the city, including:

### Woolworths

**Location:** 80–88 Rundle Mall, Adelaide

**Hours:** Mon–Fri: 7.00 am – 9.00 pm;  
Sat: 7.00 am – 5.00 pm; Sunday: 11.00 am – 5.00 pm

### Coles Supermarket

**Location:** 21–39 Grote St, Adelaide

**Hours:** Mon–Fri: midnight – 9.00 pm; Sat: midnight – 5.00 pm; Sun: 11.00 am – 5.00 pm

### IGA Food Stores

**Location:** 113 O'Connell St, North Adelaide

**Hours:** Every day: 8.00 am – 10.00 pm

**Location:** 33 Gilbert St, Adelaide

**Hours:** Every day: 7.00 am – 9.00pm

**Location:** 116 Hutt St, Adelaide

**Hours:** Every day: 7.00 am – 10.00 pm

There are also several Asian supermarkets in and around the Adelaide Central Market.

### Toiletries

Toiletries are personal care items such as toothpaste, shampoo and deodorant. They are sold in supermarkets, chemists, department stores and 'convenience stores'. (Please note: Convenience stores are more expensive).

### 24-hour convenience stores

**Locations:** 136 North Terrace; 52 King William Street; 61 Hindley Street

### 24-7 K-Food Express stores

**Locations:** 11 Hindmarsh Square; 215 North Terrace; 252 Rundle Street; 21 Pulteney Street; 1 & 65 King William Street; 63 Waymouth Street; 55 O'Connell Street, North Adelaide

## Less expensive stores are:

### The Reject Shop

**Location:** 112–118 Rundle Mall

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**Hours:** Mon – Thurs: 9.00am – 5.00pm; Fri: 9.00 am – 9.00 pm; Sat: 9.00 am – 5.00 pm; Sun: 11.00 am – 5.00 pm; closed on Public Holidays

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### Cheap as Chips

**Location:** 52–62 King William Street, down the escalators

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**Hours:** Mon – Thurs: 9.00am – 5.00pm; Fri: 9.00 am – 9.00 pm; Sat: 9.00 am – 5.00 pm; Sun: 11.00 am – 5.00 pm; closed on Public Holidays

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## Medicine

If you need to buy medicine; or for a bigger range of toiletries, visit:

### Midnight Pharmacy

**Location:** 13 West Terrace, Adelaide

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**Contact:** (T) 8231 6333

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**Hours:** Mon–Sat: 7.00 am – midnight; Sun & public holidays: 9.00 am – midnight

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### Chemist Warehouse

**Location:** Adelaide Central Plaza, Lower Ground Floor, 100 Rundle Mall

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**Contact:** (T) 8227 2700

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**Hours:** Mon–Thurs: 8.30 am – 6.00 pm; Fri: 8.30 am – 9.00 pm; Sat 8.30 am – 5.00 pm; Sun 10.30 am – 5.00 pm

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### Chemist Warehouse

**Location:** Shop 2, 72 to 80 Grote Street

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**Contact:** (T) 8211 9977

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**Hours:** Mon–Fri: 8.00 am – 6.00 pm; Sat: 8.00 am – 5.00 pm; Sun: 11.00 am – 5.00 pm

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## An electrical adaptor

Around the world there are numerous different power sockets and electrical plugs. Australian power outlets have three pins. You may need an adaptor for personal appliances from your home country. International power adaptors to suit many types of plugs are available for purchase in supermarkets and electronic stores.

They cost between \$15 and \$30 dollars depending on features.

You can purchase one at the following city stores:

- Woolworths supermarket, Rundle Mall
- Dick Smith Electronics, 55 Gawler Place

# PLACES TO EAT IN THE CITY

There are lots of places to eat and a wide variety of cuisine available in Adelaide. While there are many well known food areas, there are lots of places hidden away.

The following suggestions will help start your exploration of Adelaide's eateries. Wander around town and try some of these...



**Gouger Street** has a large choice including Chinese, Vietnamese, Indian, Malay, Japanese, Thai and seafood restaurants.

**Moonta Street** has great Chinese restaurants and Asian supermarkets. There are also Asian food courts off Moonta Street, which are very busy on Friday nights.

**Hindley Street** has a wide variety of restaurants and cafés, as well as some fast food outlets.

**Rundle Street** has cafes and restaurants specialising in Thai, Lebanese, Greek, Mediterranean and vegetarian.

The **Rundle Mall** precinct (includes North Terrace and Grenfell Street) has many coffee shops and food courts including:

**Renaissance Arcade Food Court**

**Location:** 17–21 Pulteney Street

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**Citi Cross Food Court**

**Location:** 32 Grenfell Street

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**Southern Cross Arcade International Food Court**

**Location:** 54–58 King William Street

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**Adelaide Central Plaza**

**Location:** 110 Rundle Mall

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**Gays Arcade**

**Location:** Part of Adelaide Arcade, opposite the fountain in Rundle Mall

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**Other popular ‘eat streets’ are:**

- Waymouth, Halifax, Leigh, Hutt and Gawler Place in the city
- King William Road in Hyde Park
- Unley Road & The Parade in Norwood
- Melbourne and O’Connell Street in North Adelaide
- Jetty Road in Glenelg
- Henley Square in Henley Beach

**Popular Vegetarian eateries**

**Vego & Love’n It**

**Location:** Level 1, 240 Rundle St

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**Joy Discovery Café**

**Location:** 13 Bent St

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**Thea Tea House**

**Location:** 110–12 Gawler Place

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**Bliss Organic Café**

**Location:** 7 Compton St

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## OTHER PLACES TO TRY

**University of Adelaide’s Hub Central**

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One of the many inner Adelaide pubs including the Exeter, famous for its curry nights (Wed/Thurs), or the Austral for contemporary Australian food.

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Halal restaurants and food outlets can be found at [www.studyadelaide.com/library/Muslim%20Guide.pdf](http://www.studyadelaide.com/library/Muslim%20Guide.pdf)

# COMMUNICATION

## PHONE HOME

### Phonecards

You can purchase international and local phonecards from most Newsagents, Post Offices, service stations (gas/petrol stations), convenience stores and many other retail outlets.

Look at the different cards to see which one gives you the best rate to dial home. Some give you cheaper call rates per minute, but charge you a connection fee. Others have no connection fees but have more expensive rates per minute. Rates vary according to which country you are calling.

Compare cards at [www.phonecardchoice.com.au](http://www.phonecardchoice.com.au) and [www.phonecardpoint.com.au](http://www.phonecardpoint.com.au)

### Public phones

A variety of public payphones are located in Adelaide offering a choice of payment methods. Most public telephones accept coins or pre-paid phone cards. The cost of a local call from a public phone is 50 cents.

Public payphones can be found at street corners, railway stations, airports, shopping centres and other public areas including Rundle Mall.

### Directory inquiries

There are many phone directories you can use to find a phone number. Some list names alphabetically and others list by the type of business or service. These are also available online.

**National:** 12455 or 1223

**International:** 1225

**Interpreting services:**  
13 14 50 (charges apply).

**White pages:**  
[www.whitepages.com.au](http://www.whitepages.com.au)

**Yellow pages:**  
[www.yellowpages.com.au](http://www.yellowpages.com.au)

## AREA CODES

Australia uses 8-digit local phone numbers preceded by a 2-digit area code.

NSW & ACT: **02**

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VIC & TAS: **03**

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QLD: **07**

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WA, NT & SA: **08**

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The Australian country code is 61. When calling from outside Australia, leave out the leading "0" from the area code or from the mobile telephone number.

## Mobile phones

There are many service providers to choose from. Identify what your mobile phone needs will be, and make sure you understand all the terms and conditions before you sign a contract.

Before you buy a mobile phone, consider:

- how long you are going to be in Australia
- who and where you will call and how long your calls are going to be
- what coverage you need
- are there any 'hidden' costs

More information on mobile phone services and providers is available in the Life in Adelaide Manual.

## EMAIL

### Free Internet access in the Adelaide CBD

Limited free wireless Internet services are offered by Internode in a number of locations near the University, such as: SA Museum, North Terrace; Adelaide Central Plaza basement; Adelaide Silver Balls, Rundle Mall; Myer Centre, Rundle Mall; Café Brunelli, Rundle Street; Cibo Espresso, 218 Rundle Street

And many other locations!

### Libraries

Many local libraries and community centers have internet access. For example you can access the internet for free at the

#### State Library

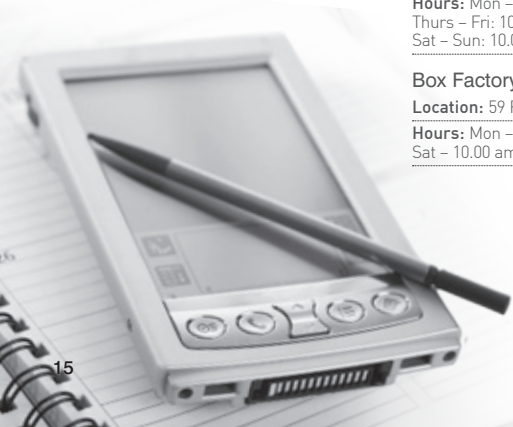
**Location:** North Terrace, Adelaide

**Hours:** Mon – Wed: 10.00 am – 8.00 pm;  
Thurs – Fri: 10.00 am – 6.00 pm;  
Sat – Sun: 10.00am – 5.00pm

#### Box Factory Community Centre

**Location:** 59 Regent Street South, Adelaide

**Hours:** Mon – Fri: 4.00 pm – 9.00 pm;  
Sat – 10.00 am – 3.00 pm



## Internet cafés

Internet cafés offer Internet access paid by the hour, or portion thereof. Prices range from \$4–8 per hour, usually charged in 15-minute intervals. Some places have student prices, so show your card and ask. Here are some in Adelaide:

### Arena Internet Café

**Location:** 264 Rundle St, Adelaide

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### Aztec

**Location:** 94a Gouger St, Adelaide

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### Wireless Internet Café

**Location:** 52 Hindley St, Adelaide

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## POST A LETTER

Postal services are provided by Australia Post. Their mailboxes can be found on campus outside the Post Office or on some street corners. They are bright red and clearly marked 'Australia Post'.

Ensure your letter or parcel is properly addressed and stamped (check with Post Office staff if you are unsure).

Postage costs vary depending on size, weight and destination. The cost of a standard letter is 60 cents within Australia and an international aërogramme costs \$1.50.

## NEWSPAPERS

### Daily newspapers

*The Advertiser* ('Tiser) is Adelaide's daily newspaper. It has local, national and international news. It is a good place to look for local advertisements if you want to buy things, rent accommodation (Wednesday and Saturdays editions have the biggest rental listings) or find a part time job. Free copies of the *The Advertiser* are available on campus, during teaching periods, at the ISC, UniBooks and other locations.

*The Australian* is a national daily broadsheet and has a wide range of news and special feature sections on different days throughout the week.

### Weekly newspapers

*The Messenger* is a free weekly community newspaper focusing on local news from specific areas of Adelaide. Newspapers include: *City Messenger*, *Southern Times*, *Hills and Valley*, *Eastern Courier*, *East Torrens*, and *Portside*. Visit [www.messengernews.com.au](http://www.messengernews.com.au) for more details.

*The Independent Weekly* is tabloid in format and contains local, national and international news, features, comments and opinions. It has a principal interest in government, business, education, culture and lifestyle.

# ACCOMMODATION

If you are in temporary accommodation, finding comfortable, affordable accommodation in a convenient location will be a priority.

There are many factors to consider before commencing your search for accommodation. Here are some important points:

- It is important to understand your obligations and the landlord's rights and responsibilities; these may be different than those in your home country.
- Have you prepared a budget so you know how much you can spend on rent each week?
- Is the cost and terms of the lease reasonable? Check the newspaper or ask someone for advice.
- Do you want to live alone or with others?
- Is the location close to public transport?
- How much is the bond? If you are paying a bond direct to the owner (i.e. not through a Real Estate Agent) you need to make the cheque to 'The Residential Tenancies Fund'
- Do you need to pay rent in advance?
- What are the establishment costs (i.e. furniture, connection fees for phone, electricity and gas etc)?
- Make sure you look carefully at the property and point out any faults or deterioration so it is included in the initial inspection sheets.
- Make sure the agent or owner provides you with a copy of the inspection sheets.

**Remember:** once you sign the lease you are committed for the full time you agreed to.

If you are not sure or have any doubts about the lease, ask before you sign!

## ACCOMMODATION OPTIONS

Whether you are looking for university managed housing, residential college, student hostel or private rental the University's Accommodation Service can assist you in your search, introduce you to their accommodation database (lists rental, shared, and boarding accommodation) and provide guidance on accommodation issues. You can view the Accommodation Service's website or visit their office.

## LEAVING EARLY IS A PROBLEM!

If you want to leave early under a fixed term lease agreement it may cost you a lot of money.

You may have to pay the rent until they find a tenant to move in, or until your agreement runs out.

You may also be charged for the advertising required to find a new tenant and any other reasonable costs.

### Accommodation Service

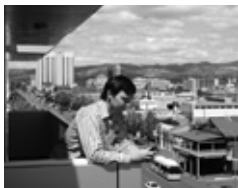
**Location:** Level 4, Union House

**Telephone:** 8313 5220

**Email:** [accommodation@adelaide.edu.au](mailto:accommodation@adelaide.edu.au)

**Web:** [www.adelaide.edu.au/accommodation](http://www.adelaide.edu.au/accommodation)

**Opening hours:** Mon–Fri, 9.00 am–5.00 pm



# PUBLIC TRANSPORT

Adelaide Metro operates the city's public transport system. It is an extensive system including buses, trains and trams. To travel on the Adelaide Metro public transport system you need to

- purchase a Metroticket (unless travelling on one of the city free services)
- stamp (validate) your Metroticket upon each boarding
- keep your Metroticket until the end of your journey.

There are currently three types of tickets: daytrips, singletrips and multitrrips.



You can use these tickets on all buses, trains and trams displaying the Metroticket sign.

**Daytrip:** can be used as many times as you like, all day, but for only one day.

**Singletrip:** lasts for two hours after you validate it.

**Multitrip:** contains ten 2-hour trips. There are two types of Multitrip: Interpeak (use between 9.01am–3.00 pm), and All Times (use 24 hours).

Metrotickets can be purchased from many locations including newsagents, post offices, the Passenger Transport InfoCentre (refer to address following), Adelaide railway station and some cafés/delicatessens.

Daytrips and Singletrips can be purchased when you board the transport: from the bus driver or tram conductor, or the ticket vending machine on the train (vending machines only accept coins).

Multitrips can only be purchased before boarding the bus/train/tram from the previously listed locations.

Adelaide Metro is trialing a new smartcard ticketing system called Metrocard. The Metrocard will replace the current Multitrip tickets as they are gradually phased out in 2012–2013. Passengers will validate their Metrocard as they board. The fare will be deducted from the value stored on the Metrocard. Metrocards will be able to be 'topped-up' or recharged with credit at selected retail outlets, at InfoCentres, vending machines, on trains and trams, and online.

**Please note:** Holders of a full-time student card are entitled to a concession fare on public transport in Adelaide. Until you receive your student card (during orientation) you will need to pay a full fare.

## QUICK TIPS

- It is necessary to hail the bus you want to catch by clearly raising your arm as it approaches your stop.
- Always carry your student card to show you are entitled to a concession fare; if you don't you may be fined.

## PASSENGER TRANSPORT INFOCENTRE

[www.adelaidemetro.com.au](http://www.adelaidemetro.com.au)

Adelaide Metro provides information regarding the new Metroticket, prices, timetables, finding which bus to catch and much more online, in person and via phone.

**Location:** Corner of King William & Currie Streets, Adelaide

**Hours:** Mon–Fri: 8.00 am – 6.00 pm;  
Sat: 9.00 am – 5.00 pm;  
Sun: 11.00 am – 4.00 pm

**Call the Adelaide Metro InfoLine on:**  
1300 311 108 (metropolitan); or  
1800 182 160 (regional)  
7.00 am – 8.00 pm, 7 days a week

## CITY FREE TRANSPORT

### City Loop 99C

The City Loop 99C buses travel in a loop around the city. The buses travel in both directions and have 34 stops including the University of Adelaide, Rundle Street East, Central Markets, Lion Arts Centre and Victoria Square.

- **weekdays**  
every 15 mins; 8.00 am – 6.15 pm
- **Friday**  
every 30mins: 6.15 pm – 9.15 pm
- **Saturday**  
every 30mins; 8.15 am – 5.45 pm
- **Sunday and public holidays**  
every 30mins; 10.15 am – 5.45 pm

### Tram service

The tram service between South Terrace and the Entertainment Centre, Hindmarsh, is free.

Trams arrive on average:

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

### Adelaide City Connector bus

The Adelaide City Council provides this free bus service, linking North Adelaide and Adelaide city:

- **weekdays**  
every hour; 8.00am – 6.00pm
- **Friday**  
every hour; 8.00am – 9.00pm
- **weekends**  
every hour: 10.00 am – 5.00 pm

### Taxis

Also known as 'cabs'. Taxis operate all over Adelaide and are available 24 hours a day. They are metered: fares are calculated by a computer and displayed on a small screen near the driver. The fare is not negotiable and prices will vary depending on the time of day you travel. Tipping is not expected. Although taxis are convenient, they are expensive.

Some of the main taxi company phone numbers are:

- **Suburban** 13 10 08
- **Adelaide Independent** 13 22 11
- **Yellow Cab Company** 13 22 27

# SAFETY

## SECURITY SERVICE

Adelaide is generally a safe city, but like all cities it has crime and personal safety risks.

The University has Security staff on duty 24 hours a day, seven days a week to improve your safety; you will notice Security officers patrolling the campus. Security officers are also present to answer your questions and offer assistance when required.

At night, the University's Security Service provides walking escorts, and safety shuttle bus escorts to nearby residences, public transport or parking (within 2.5 km from the campus). To request an escort call or visit the Security Service on your campus (refer to useful numbers on the back of this guide).

## POLICE

In Australia, police enforce the criminal law on behalf of the state and federal governments.

Australian police are not aligned with any political party. There is a definite separation between police and the military.

Their key roles are to:

- protect, help and reassure the community
- preserve peace and safety
- prevent crime
- uphold the law in a manner that has regard for the public good and rights of the individual.

If you become a victim of crime, witness a crime, or have information regarding a crime, it is important in Australia that you report it to the police. You can do this by going in to the nearest police station. You can also contact the police by telephone.

For more information on the South Australian Police visit:

**[www.police.sa.gov.au](http://www.police.sa.gov.au)**

## POLICE PHONE NUMBERS

### **131 444**

Call 131 444 to report a crime or to ask for attendance by the police because:

- your house has been broken in to
- you have been assaulted
- you have been threatened
- you have witnessed a crime or have information about a crime.

### **000 EMERGENCY ONLY**

Call 000 only in a life-threatening situation or to report a crime in progress.

- When you ring 000 you will be asked which emergency service you need—police, ambulance or fire services. Ask for 'police emergency'.
- Tell them your name, address and phone number.
- Tell them what is happening and where it is happening.

From a mobile phone dial 112 in case of an emergency—this works if your keypad is locked.

### **1800 333 000 CRIMESTOPPERS**

Call Crimestoppers when you want to report a crime or have information about a crime. There is no need to give your name or address if it makes you uncomfortable.

# MEDICAL SERVICES

Unlike many countries, in Australia you only go to the hospital for medical emergencies.

For emergencies call **000** only if you need an ambulance.

If you are not in an emergency situation, the first point of contact is a general practitioner (GP), medical

practitioner (MP) or local health/medical centre/practice. There is a medical practice on campus—University Health.

If you need to see a doctor at night or on Saturday or Sunday, check the Yellow Pages telephone directory under 'Medical Practice'.



## UNIVERSITY HEALTH

**Location:** Ground floor, Horace Lamb Building

**Contact:** (T) 8313 5050

**Hours:** Mon–Fri, 9.00 am – 5.00 pm

## If you have an urgent health concern and aren't sure what to do

Call the health advice line on **1800 022 222** 24 hours, 365 days a year, for free health information and assistance. Your call will be answered by a registered nurse who will assess your condition.

If necessary, the nurse will transfer you to a GP on the telephone who will talk with you, assess your condition, make a diagnosis and provide medical advice.

If you need to see a health professional immediately, you will be referred to the most appropriate local face-to-face after hours service.

## Doctors in Australia use three types of billing systems.

- 1. Bulk billing:** the doctor charges your health insurer directly: you are not charged. University Health 'bulk bills' so there is no charge to you.
- 2. Direct billing:** the doctor charges you; you claim back the rebate from your health insurer.
- 3. A combination:** you need to make a co-payment. The doctor directly charges your health insurer and you pay the balance of the fee (when it is over the amount of the rebate provided by the insurer).

Your **Overseas Student Health Cover (OSHC)** pays for most services provided at University Health. When you go to a doctor, tell the reception staff you have OSHC and ask them what the cost will be for the service. More information about medical services is detailed in the Life in Adelaide Manual.

# RELIGIOUS INFORMATION

Adelaide is multicultural and multi-denominational. There are places to practice your religious beliefs on campus and in the local community.

## ON CAMPUS

There is a Religious Centre on the North Terrace campus of the University of Adelaide in the Lady Symon Building. Rooms are available for student use in the Lady Symon Building by calling the Religious Centre on 8313 4161.

**Islamic Prayer Room:** Male and female student prayer rooms are available on Level 6, Union Building.

Prayer rooms are also available at the Waite and Roseworthy campuses.

**Chaplaincy Services:** available to students 24 hours a day, 7 days a week.

**Appointments:** Phone: 8313 4161  
(After hours phone: 0409 725 573).

## RELIGIOUS ORGANISATIONS

### Baha'i

#### Baha'i Faith

**Location:** 225c The Parade Norwood

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**Contact:** (T) 8364 2166

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### Buddhist

#### Buddhist Temple

**Location:** 45 Smith Street, Thebarton

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**Contact:** (T) 8443 5856

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#### United Vietnamese Buddhist Congregation

**Location:** 20 Butler Avenue, Pennington

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**Contact:** (T) 8447 8477

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#### Buddha House Centre for Advanced Buddhist Studies

**Location:** 1 Fisher Street, Tasmore

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**Contact:** (T) 8333 2824

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## Christian

### St Francis Xavier's Cathedral (Catholic)

**Location:** 19 Wakefield Street, Adelaide

**Contact:** (T) 8231 3551

### St Peter's Cathedral (Anglican)

**Location:** 27 King William Road, Adelaide

**Contact:** (T) 8267 4551

### St Stephen's Lutheran Church

**Location:** 152 Wakefield St, Adelaide

**Contact:** (T) 8223 5491

### Chinese Christian Church of Adelaide

**Location:** Unit 294 Morphett Street, Adelaide

**Contact:** (T) 8231 9993

### The Vietnamese Evangelical Church in South Australia

**Location:** 28–32 Tait Street, Renown Park.

**Contact:** (T) 8266 1697

### Adelaide Korean Uniting Church

**Location:** 40 Third Ave St Morris

**Contact:** (T) 8336 3421

### Korean Adelaide Presbyterian Church

**Location:** 309 The Parade, Beulah Park

**Contact:** (T) 8364 1751

## Hindu

### Ganesha Hindu Temple

**Location:** 3A Dwyer Road, Oaklands Park

**Contact:** (T) 8234 1378

## Islamic

### Islamic Society (Adelaide Mosque) of South Australia Inc

**Location:** 20 Little Gilbert Street, Adelaide

**Contact:** (T) 8231 6443

### Islamic Arabic Centre & Al-Khalil Mosque

**Location:** Corner of Audley Street & Torrens  
Road, Woodville North

**Contact:** (T) 8268 1944

### Gilles Plains Mosque and Islamic Society

**Location:** 52 Wandana Avenue, Gilles Plains

**Contact:** (T) 8369 0781

### Islamic Society of SA Incorporated & Park Holme Mosque

**Location:** 658 Marion Road, Park Holme

**Contact:** (T) 8277 8725

### Beit Shalom Synagogue

**Location:** 39–41 Hackney Road, Hackney

**Contact:** (T) 8362 8281

## PRAYER TIMES

A list of prayer times is available at  
[www.islamicfinder.org](http://www.islamicfinder.org)

# AUSTRALIAN CULTURE

Adelaide is a multicultural city with a population made up of over 100 different ethnic communities. As you settle in and make friends, you will find that there is not really a 'typical' Australian.

English is Australia's national language. However, because Australian people come from many different cultural backgrounds, talking to Australians can be confusing—especially when you have just arrived. If you don't understand what people are saying, please ask them to explain. Australians tend to run words together. Here are some common examples and their translations:

*G'day* = *Good day.*

*How's it goin'?* = *How are you?*

*Y'right?* = *Do you need assistance?*

*D'ya reckon?* = *Do you think so?*

*On ya!* = *Well done!*

## CULTURAL CUSTOMS

### Informal Greetings

If someone says to you: "G'day mate, how's it going?" they are using a common greeting and asking after your welfare. Although they may not expect an answer—it's more like a friendly remark.

People also say 'Hello', 'Hey' and 'Hi'. 'See you later', 'See you' and 'Bye' are common ways of saying goodbye to someone.

### Formal greetings

You would usually shake hands when meeting someone in a formal situation. Both men and women shake hands.

### Names

First names are used more frequently in Australia than in other countries. Last names are family names (i.e. 'Edward Kelly': Kelly is the family name; Edward is the first name, and the name you would use if you were his friend).

Titles tend to be used only in formal situations or when first meeting someone. People will usually introduce themselves to you by the name that they wish to be called.

### Lifestyle

It is acceptable for both men and women to drink alcohol and to drink alcohol in bars together. However, not all Australians drink alcohol and it is common to ask for a non-alcoholic drink.

Smoking is not permitted in almost all buildings; if you want to smoke, you will usually have to go outside and you must dispose of butts in bins or ashtrays after extinguishing them.

In July 2010 The University's North Terrace campus became a **smoke-free campus**, including all out door areas.

### OTHER TIPS...

- People line up in queues when waiting to purchase something. It is considered impolite to push ahead of someone in a queue.
- Being on time is important; make sure you know meeting times and places. Phone ahead if you expect to be late.
- Tipping is not compulsory in Australia. It is only normal to tip when someone gives you exceptional service (i.e. at a restaurant).



# PLACES TO VISIT IN ADELAIDE



Listed below are some places close to the University to visit.

## **South Australian Museum**

North Terrace, entry is free

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## **Migration Museum**

behind the SA Museum

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## **Art Gallery of South Australia**

North Terrace, general admission is free

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## **State Library** North Terrace

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## **Zoological Gardens** Frome Road

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## **Botanical Gardens**

North Terrace, entry is free

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## **Tandanya National Aboriginal Cultural Institute** 253 Grenfell Street

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## **Adelaide Central Markets**

between Gouger and Grote Street



# FOR AN ADVENTURE

**Spend a day at the seaside.** Catch the tram from the city to Glenelg, South Australia's major beachside precinct. Alternatively, catch a train or bus to Brighton, Semaphore or Aldinga beach.

**Catch the train to Port Adelaide** for the museums, river cruises and famous dolphin sanctuary. Continue on to Semaphore and visit the cafés or have lunch, coffee or a drink on the beach.

**Catch a bus to Mount Lofty** and take a walk in the bush, or see some Australia's diverse native wildlife at Cleland Wildlife Park. Morialta Falls and Waterfall Gully and Belair National Park also offer great walks and are easily accessible by public transport.

**Try out the Paddle Boats** on the Torrens River or catch the 35-minute Pop-Eye Cruise Boat to the Adelaide Zoo from the Elder Park Wharf in front of the Festival Theatre.



For more ideas about events and places to visit refer to the following websites or visit one of the Tourist Information centers:

[www.international.adelaide.edu.au/newsletter](http://www.international.adelaide.edu.au/newsletter)

[www.southaustralia.com](http://www.southaustralia.com)

[www.cityofadelaide.com.au](http://www.cityofadelaide.com.au)

[www.thethousands.com.au/adelaide](http://www.thethousands.com.au/adelaide)

## **South Australian Visitor and Travel Centre**

18 King William Street

## **Adelaide Visitor Centre**

Rundle Mall

# MY QUESTIONS

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# MY INFORMATION

## MY ACCOMMODATION DETAILS

Address: .....

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Tel: ..... Email: .....

## LOCATION OF LOCAL SHOPS

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## BUS/TRAIN/TRAM

### Accommodation TO University

Bus/Train/Tram Number: ..... Stop Number: .....

### University TO Accommodation

Bus/Train/Tram Number: ..... Stop Number: .....

## NEW FRIENDS' CONTACT DETAILS:

Name: .....

Tel: ..... Email: .....

Name: .....

Tel: ..... Email: .....

Name: .....

Tel: ..... Email: .....

# USEFUL NUMBERS

## EMERGENCY

Police, Fire & Ambulance	000
Royal Adelaide Hospital	8222 4000
Police: non-urgent attendance and general enquiries	131 444

## UNIVERSITY

University Security—North Terrace 24 hours	8313 5990
University Security—Waite Terrace 24 hours	8313 7200
University Security—Roseworthy Terrace 24 hours	8313 7999
International Student Centre	8313 4828
International Student Centre facsimile	8313 4352
Accommodation Service	8313 5220
The University of Adelaide Village	8463 2000
University Health campus doctors	8313 5050
Counselling Centre counselling and self-help resources	8313 5663
Colgate Dental Clinic Dental Hospital—Frome Rd	8313 3437

## ADELAIDE UNIVERSITY UNION

Education and Welfare Officers	8313 5430
Student Employment Service	8313 4406

## PUBLIC TRANSPORT

Passenger Infoline bus, train & tram information	8210 1000
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