Welcome to UniSA

Welcome to the University of South Australia. You are about to begin your new life as an international student. It will be a great intellectual adventure.

The university is a truly international institution. I’m very proud of our cultural diversity. Our academic staff come to us from 75 countries and we educate thousands of international students each year. We look forward to your contribution to campus life.

Moving to a new country is a big challenge. I arrived in Adelaide from Ireland two years ago and I know what it’s like to establish yourself in a new community.

We provide many support programs and services. I encourage you to make the most of them. This International Student Guide has been designed to prepare you for your life in Adelaide and for studying at the University of South Australia.

I wish you every success on your academic journey and I look forward to seeing you on campus in the near future.

Professor David Lloyd
Vice Chancellor and President
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Where should I live?

Looking for accommodation? We can help.

Adelaide has a wide range of accommodation options to choose from, which can suit your specific needs and budget. These options include, residential colleges, student apartments, student hostels, private rentals and homestay.

We understand that finding a place to live can be confusing, so if you need help in finding accommodation we can offer advice and assistance.

Start by heading to unisa.edu.au/accommodation which features a rental database with UniSA reviewed housing options and provides a range of information to help you make an informed decision. You will also find a wide range of information, resources and advice by other students that can help.

If you would like to talk to someone in person our friendly Accommodation Services advisers will be able to assist with any questions.

unisa.edu.au/accommodation
accommodation@unisa.edu.au  8302 0877

Your accommodation checklist

Do...

☑️ make a realistic list of your accommodation needs, including your budget
☑️ plan ahead – allow plenty of time to research options and advice on unisa.edu.au/accommodation
☑️ know your rights and obligations as a renter in South Australia
☑️ understand the details of the lease/contract before agreeing to it. If unsure, get advice from Accommodation Services at UniSA or the Tenancies Branch
☑️ attend the information session during Orientation at UniSA
☑️ avoid rental scams on social networking and external share-accommodation websites

Don’t...

☒ rent accommodation without a written lease/contract
☒ pay any money (e.g. rent or security bond) without getting a receipt
☒ commit to share accommodation without first clarifying ‘house rules’ (cleaning, bills, etc.) with housemates.

Have a problem?

Please let us know if you have any concerns about your housing situation or your rights as a tenant. The sooner you do this, the better. Our advisory staff are happy to guide you.

Tenancy dispute
Tenancies (South Australia)
Level 1, 91-97 Grenfell Street
Adelaide SA 5001
Mon to Fri, 8.30am to 5.00pm (except public holidays)
131 882

Find out more and watch at UniSA’s YouTube channel.
Where can I shop?

Adelaide has a wide range of shopping options from the city centre, to large suburban shopping mall complexes and local area shopping “strips”. All of which will offer you a variety of choices, whether you’re looking for food, groceries, fashion, household goods or entertainment.

**Food and groceries**

Once you find long term accommodation it is a good idea to become familiar with the range of shops in your local shopping area as these are generally the most convenient for grocery shopping. Your local supermarket will offer a wide range of foods and general household groceries.

You will also find a variety of markets in the Adelaide area; the Adelaide Central Market and Farmers Market at Wayville that offer farm fresh produce.

Adelaide also offers a wide range of local specialty grocers in Chinatown for regional Asian (Chinese, Japanese, Korean and Malaysian) and Indian foods.

**Extended shopping hours**

Late-night trading is available in the suburbs on Thursdays until 9.00pm and in the city centre on Fridays until 9.00pm.

Most malls and supermarkets in the suburbs are open every week night until 9.00pm.

Malls and supermarkets are also open 11.00am to 5.00pm on Sundays.

**Trading Hours**

**City centre shop trading hours**

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Monday to Thursday</td>
<td>9.00am to 7.00pm</td>
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<td>Friday</td>
<td>9.00am to 9.00pm</td>
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<tr>
<td>Sunday</td>
<td>11.00am to 5.00pm</td>
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Getting around

Getting around Adelaide is easy whether on foot, by tram, bus, train, bike or car.

Public transport

Adelaide Metro is the local public transport system for city and suburban buses, trains and trams. Visit <a>adelaidemetro.com.au</a> to find out routes and timetables. They also provide a journey planner so you can plan your travel ahead.

Metrocard

It’s easy to get a ticket; simply purchase a Metrocard and charge it with your required amount of fares.

You can purchase Metrocards at the Adelaide Metro Info centre at 79 King William Street, Adelaide (on the corner of King William and Currie Streets), at the Adelaide Railway Station, or call the Info line or visit their website.

1300 311 108 adelaidemetro.com.au

Getting a car or motorbike license?

EDS Building, 108 North Terrace Adelaide SA 5000
131 084

Emergency Car Assistance

The Royal Automobile Association of South Australia (RAA)

41 Hindmarsh Square Adelaide SA 5000
8202 4600
Emergency number: 131 111

Know your rights and responsibilities

Remember to always carry your student ID card if you are travelling on concession fares. All full-time students are eligible for concession fares.
Know your student visa conditions

As an international student on a student visa, you have a number of visa conditions you must meet:

- It is your responsibility to ensure that your passport and student visa are current, and that you apply for any renewal before it expires.
- You must ensure that you are enrolled in an at least one internal course in each compulsory study period and you must not undertake more than 25% of your total program externally (includes online).
- You cannot have more than a 28 day calendar gap between periods of enrolment, with the exception of the end of year break.
- You are required to complete your program within the duration specified on your Confirmation of Enrolment (CoE). This generally requires you to enrol in a full-time load per semester.
- Your CoE may ONLY be extended in compassionate or compelling circumstances, e.g. if you have had an approved leave of absence or if it is part of an (academic) intervention strategy. You must have the required documentation to support your claims.
- If you wish to vary your enrolment, you MUST first discuss your situation with your Program Director (PD).

You must also ensure that you:

- attend classes
- demonstrate satisfactory academic performance
- enrol in accordance with your study plan
- do not work more than 40 hours per fortnight during teaching periods
- do not work in Australia before your program commences
- have current Overseas Student Health Cover (OSHC) for the entire length of your student visa
- inform the University of any change to your address or telephone contact details (your home country details should also be noted) within seven days.

Need help?

If you have any questions regarding your student visa please make an appointment with an International Student Officer.
unisa.edu.au/internationalsupport

These conditions are not extensive and more information about visa requirements can be found at unisa.edu.au/visa
ESOS information

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

Further important information on the ESOS Framework can be found on the ‘ESOS legislative framework’ page at aei.gov.au

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

Do you have a complaint?

The University is committed to providing a harmonious work and study environment and provides a process that aims to resolve student complaints as quickly and satisfactorily as possible. Complaint procedures relating to academic programs, decisions of committees, administrative operations and individual staff members are described in Policy No: C-17.3 Student Grievances Resolution. This is available on the ‘Student complaints resolution’ page on the UniSA website.

For more information on UniSA’s process for resolving difficult issues or complaints, including clear steps for what you need to do to resolve an academic issue or a situation where you have suffered harassment or unlawful discrimination please refer to the ‘Issues and complaints’ resource on the UniSA website.

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

Email: ombud@unisa.edu.au

Telephone Interpreter Service 24 hours

131 450

Office of the Training Advocate

Can assist with problems unrelated to study including accommodation, scams, employment or visa related issues.

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

USASA is the university’s Student Association and they provide FREE advice and confidential advocacy on on a range academic issues.

USASA.Advocate@unisa.edu.au
As an international student you may wish to work while studying in Australia. Your international student visa stipulates specific requirements to working whilst studying. It is important to know your responsibilities to keep your visa valid.

Coursework students are permitted to work up to 40 hours per fortnight during the academic year and full-time during university semester breaks. If you work more hours than this, you will be in breach of visa conditions and your visa may be cancelled. This rule applies to paid and voluntary work.

Higher Degree Research (HDR) students are permitted to work unlimited hours pursuant to their visa, the University recommends that full-time research degree students undertake paid employment for no more than eight hours per week.

unisa.edu.au/careers

Employees’ rights (such as minimum pay, health and safety working conditions) are protected under state and federal government legislation in specific employment awards.

If you have any doubts about your employment conditions you can contact an International Student Officer at unisa.edu.au/internationalsupport or visit the Fair Work Ombudsman fairwork.gov.au

Tax File Number
You must apply for a Tax File Number before you start working in Australia and complete a tax return each year.

Australian Taxation Office
26 Franklin Street, Adelaide SA 5000
132 861
ato.gov.au
Entitlement to **Extra Time in Exams (ENTEXT)**

Did you know that as an international student with English as a second language, you may be entitled to extra time in exams?

If you identified yourself as an international student from a non-English speaking background when you enrolled, your ENTEXT (Entitlement to Extra Time in Exams) will be displayed by a red E on your student ID card. You must bring this card with you to all examinations.

If you did not identify yourself as an international student with English as an additional language when you enrolled, you need to contact Campus Central to amend your records.

[unisa.edu.au/campuscentral](http://unisa.edu.au/campuscentral)

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**Health Cover**

The Department of Immigration and Border Protection requires all international students on student visas and their families (on dependant visas) to pay for health insurance during their stay in Australia. This insurance is called Overseas Student Health Cover (OSHC).

OSHC includes cover for visits to the doctor, some hospital treatment, emergency ambulance cover as well as limited cover for medicines.

Allianz Global Assistance is the University’s preferred OSHC provider [oschallianzassistance.com.au](http://oschallianzassistance.com.au)

You can talk directly to an Allianz Global Assistance representative on campus to find out more or to make a cash claim when you need to. Campus locations and times when staff are available for the OSHC cash claim service can be found under ‘Health Cover’ on the UniSA website.
Safety

Adelaide is a safe city but it is still important to be aware of your surrounds and act safely.

On campus
Your safety is paramount to us here at UniSA, so security plays a very important role. UniSA's Campus Security is available 24 hours a day, seven days a week. Security officers patrol the campuses by day and offer even stronger protection at night. They can provide you with first aid or help in an emergency. UniSA Security Services are available on each campus and operate 24/7.

Security offices on campus:
- City East, Centenary Building, Level 3 (Room C3-48) ☎ 8302 2222
- City West Jeffrey Smart Building, Level 1, Room JS1-05C ☎ 8302 0000
- Mawson Lakes, Building A, Level 1 (Room A1-15) ☎ 8302 3333
- Magill, Block 1 (B1), Level 1, Room B1-37 ☎ 8302 4444
- Whyalla Main Building, Level 1, adjacent to main entrance ☎ 8647 6050

Call Campus Security
- Call 88888 from internal University telephones
- Call 1800 500 911 (24hr, free call)
- Use a security phone
- Use the SafeZone app

Off campus
- Know the number for police, ambulance and fire attendance and program the emergency number into your mobile phone.
- Use a bus, tram or train timetable to plan your travel and avoid unnecessary delays.
- Sit with others with whom you feel comfortable or near the driver's compartment.
- Keep personal items including wallets, laptops and bags close to your body or out of sight.

At home
- Ensure that you and your house are fire safe by checking for working smoke alarms in your house.
- Don’t leave doors or windows open at your place of residence.
- Protect your property from damage and theft with Contents Insurance.

On the road
- Cars travel on the left in Australia. When crossing the road, always look right first.
- Adelaide has a lot of bike lanes. When cycling you are required by law to wear a helmet. You should also have a light and bell on your bike.
- When travelling in a car you must wear a seat belt at all times.
- You must not exceed the legal limit of alcohol of .05 whilst driving a car, motorbike or bicycle.
- You must not use a mobile phone for any reason while driving including when you are stationary in traffic.

EMERGENCY CALLS
Police, Ambulance, Fire Telephone: 000
For non-emergency Police attendance phone: 131 444
We’re here to help

Student Services

UniSA’s dedicated student services are here to help you succeed during your time at university.

As a UniSA student, you have access to a range of personal, academic and social support services, with staff located on each campus to answer your questions and make your life at university easier.

unisa.edu.au/studentservices

From the moment you step off the plane, to your first day on campus and right throughout your studies, UniSA is here to support you.

Our dedicated International Student Services provide guidance and information to students studying at UniSA.

They offer a range of specialised services and resources to help you including:

• life in Adelaide and studying at UniSA
• information and advice about student visa and work rights
• support for partners and families
• advice about academic policies and procedures

We also offer a range of useful online resources about living and studying in Adelaide that can make the most of your time at university.

unisa.edu.au/internationalsupport
Career Services

Want to make the most of your UniSA studies and launch your dazzling career?

Our Career Services helps students to build their employability, with a range of services and resources to maximise graduate opportunities.

Starting a career plan early gives students the time to build their resumes and prepare for the job market. To help students enhance these skills, Career Services provides information, advice and guidance on: career planning, job hunting in Australia and globally, networking, volunteering and postgraduate study.

unisa.edu.au/careers careers@unisa.edu.au

8302 7860 search UniSA Career Services

Language and Learning Services

Language and Learning Advisers provide academic language and learning support to all students, whether native or non-native speakers of English.

They provide strategies and resources for developing your spoken and written English during your studies. They also assist with developing the academic and professional communication skills needed in your courses and your chosen profession.

Language and Learning Advisers provide support through workshops, one-to-one consultations, and online self-help resources unisa.edu.au/L3

If you want to find out more visit unisa.edu.au/languagelearning

Looking for a part-time job?

UniSA’s CareerShop offers support while you’re at university. Services include internships, placements and job opportunities; career planning workshops; networking and events.

unisa.edu.au/careershop
UniSA has a range of services available for you if you have an ongoing disability, mental health or medical condition.

Disability services are aimed at minimising the impact of disability, medical or mental health conditions on your study.

Services include enrolment support, academic and exam adjustments, and strategies for successful study.

Disability Advisors are available on each metropolitan campus and provide confidential services and advice aimed at maximising your participation and success.

unisa.edu.au/disability

Counselling Services

Need to talk with someone?

The UniSA counselling service has a team of qualified and experienced counsellors trained to work with diverse student populations and issues.

Counsellors aim to help students build strengths, improve well-being and achieve academic success. The counselling service at UniSA is committed to providing culturally sensitive counselling for all students.

Counselling may help with:

- personal or family issues
- managing anxiety or depression
- personal Crisis
- managing cultural change

unisa.edu.au/counselling

Need help now?

Crisis Care
4.00pm to 9.00am weekdays
24 hours weekend and public holidays
131 611

Lifeline
24-hour telephone counselling
131 114

Disability Services

UniSA has a range of services available for you if you have an ongoing disability, mental health or medical condition.

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Disability Advisors are available on each metropolitan campus and provide confidential services and advice aimed at maximising your participation and success.

unisa.edu.au/disability
Do you have dependent children?
If you have dependent children aged between 5 and 17 years who have come to live with you in Australia then you must by law make arrangements for them to attend school. You have the option of enrolling your children in a public (state government) or private (independent, with religious affiliation or non-denominational) school.

To ensure a quality education for your children, all schools operate within the South Australian Curriculum Standards and Accountability (SACSA) Framework (Reception to Year 10) and South Australian Certificate of Education (SACE), (Years 10 to 12).

For details about enrolling your child, fees and application forms visit ‘Education for your children’ at unisa.edu.au/internationalsupport

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Research Education Advisers

Are you a research student?
The Research Education team offer on-campus workshops, professional development opportunities, and online resources for research students.

For students studying for a Doctor of Philosophy, a Masters by Research or a Professional Doctorate by Research, the Team provide workshops on proposal and thesis writing and other relevant topics.

Individual appointments with Research Education Advisers are also available.

unisa.edu.au/researcheducation

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Education

Do you have dependent children?
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To ensure a quality education for your children, all schools operate within the South Australian Curriculum Standards and Accountability (SACSA) Framework (Reception to Year 10) and South Australian Certificate of Education (SACE), (Years 10 to 12).

For details about enrolling your child, fees and application forms visit ‘Education for your children’ at unisa.edu.au/internationalsupport
Children may attend childcare from birth to 3 years of age and preschool (kindergarten) from the age of 4 years, however attendance is optional. Childcare for babies is available through childcare centres and family day care.

For further information about the education system in Australia and directory of public and private schools see the ‘Education for your children’ page on the UniSA website.

More information can be found under ‘Childcare’ on the UniSA website.

During your stay in Adelaide you may wish to contact cultural organisations, groups or societies for recreation, celebration of national days, welfare advice or support.

For more information on cultural organisation, visit unisa.edu.au/internationalsupport

Chaplains

Chaplains are available to all students for details about religious events and groups on campus, as well as providing pastoral care for a wide range of needs. You can contact chaplains directly and they are provided by specific denominations but are open to being a resource for anyone seeking their service.

The University has a list of approved chaplains on the ‘Chaplains’ page at unisa.edu.au/counselling

Prayer rooms

There are prayer rooms located on each metropolitan campus. For a list of the room locations, visit unisa.edu.au/religiousneeds
There’s more to university life than lectures, tutorials and late night cramming.

Discover the opportunities available to get the most out of your university experience and along the way, build your networks, develop your skills and increase your employment opportunities. Join a club or start your own! Find out about the many great events happening throughout the year at all of UniSA’s campuses.

unisa.edu.au/studentexperience

Student Experience

Student Associations

USASA
University of South Australia’s Student Association (USASA) is your organisation. Student-owned and run, it provides:

VOICE for student opinion and to develop leadership skills
ADVICE to students with academic issues
PLAY for students via events, social and academic clubs

unisa.edu.au/usasa

Council of International Students Australia (CISA)
CISA is the national peak student representation body for international students. CISA’s objectives are to advocate for the interests of international students and facilitate network building among stakeholders who have an interest in supporting international students. CISA also host an annual national forum and round table events.

cisa.edu.au

Make new friends
Get involved in the UniSA community through the many social activities on campus.

Attend Orientation: O-Week is a must to meet your peers and make new friends.

Join UniSA Sport: get involved in a one of the many sports clubs or even represent UniSA at the Australian University Games.

Join a club: get involved in a USASA social or academic club and meet like-minded friends.
UniSA Community

Link to the whole UniSA community online — unisa.edu.au
Are you a New Student? Start here — unisa.edu.au/newstudents
Access your email, enrolment and more through the Student Portal — my.unisa.edu.au/public/studentweb
Campus Central should be your first point of call for all your questions — unisa.edu.au/campuscentral

Learn more about the Student Experience — unisa.edu.au/studentexperience
Need help navigating the UniSA web environment? Do a workshop with Online @ UniSA — unisa.edu.au/onlineunisa
Having trouble adjusting? Don’t hesitate to contact the friendly UniSA counselling staff — unisa.edu.au/counselling

UniSA Social

UniSA
Facebook UniSA
Twitter universitysa
Instagram universitySA
Search University of South Australia
unisouthaustralia

UniSA Sport
Facebook unisasport
Instagram unisasport

Volunteering and Community Engagement
Facebook unisavolunteering

Library
Facebook universitysalibrary

USASA
Facebook USASAAdeelaide

Connect with your campus

City East
Facebook UniSACityEast

City West
Facebook UniSACityWest

Magill
Facebook UniSAMagillCampus

Mawson Lakes
Facebook UniSAMawsonLakes

Download the new UniSA Student App