



University of
South Australia

International Student Guide





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 a few 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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Settling In





Where should I live?



Check out UniSA's new Student Accommodation by urbanest. It's located in the heart of Adelaide's CBD on Bank Street, just a few minutes walk from our City East and City West campuses, and is directly across from Adelaide's central railway, bus, and tram stations, which link to a number of suburbs. You can choose to live in a shared apartment or your own studio.

There are several other accommodation options to choose from that will suit your specific needs and budget as well, including private rentals and homestay.

We understand that finding a place to live can be confusing, so if you need advice in finding accommodation, we can help. You can talk to our friendly Accommodation Services Advisers in person, by email or by phone.

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. Take a look at our Housing FAQs
- ✓ understand the details of the lease/contract before agreeing to it. If unsure, get advice from Accommodation Services at UniSA or the Tenancies Branch
- ✓ avoid rental scams on social media and external share-accommodation websites.

Don't...

- ✗ rent accommodation without a written lease/contract
- ✗ pay cash (e.g. rent or bond) without getting a receipt
- ✗ commit to share accommodation without first clarifying 'house rules' (cleaning, bills, etc.) with housemates.



Search for 'Accommodation Tips' at UniSA's YouTube channel.
youtube.com/unisouthaustralia

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.

accommodation@unisa.edu.au
 ☎ **8302 0877**

Tenancies (Consumer and Business Services)

91 Grenfell Street
 Adelaide SA 5000
 Mon to Fri, 9.00am to 5.00pm
 (except public holidays)

☎ **131 882**



Consumer Advice and Protection

Consumer protection laws are a form of government regulation, which aim to protect the rights of consumers. You can contact Consumer & Business Services (CBS) for further information.

91 Grenfell Street
Adelaide SA 5000

Mon to Fri, 9.00am
to 5.00pm (except
public holidays)



131 882

Where can I shop?

Adelaide has a wide range of shopping options. From the city centre, to large suburban shopping mall complexes, to local area shopping "strips", all 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 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.



China Town, Gouger St, Adelaide

You will also find a variety of markets in the Adelaide area, such as the Adelaide Central Market or Farmers Market at Wayville, which 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.

Trading Hours

City centre shop trading hours

Monday to Thursday	9.00am to 5.00pm
Friday	9.00am to 9.00pm
Saturday	9.00am to 5.00pm
Sunday	11.00am to 5.00pm

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 supermarkets in the suburbs are open every weeknight until 9.00pm.

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



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 adelaidemetro.com.au 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 InfoCentre (on the corner of King William Street and Currie Street), at the Adelaide Railway Station, or call the InfoLine or visit their website.

 **1300 311 108** adelaidemetro.com.au

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

Getting a car or motorbike licence?

Service SA


EDS Centre, 108 North Terrace Adelaide SA 5000

Mon, Tues, Thurs, Fri,
9.00am to 5.00pm
Wed, 9.30am to 5.00pm
(except public holidays)

 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



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 at least one internal course in each compulsory study period and you must not undertake more than 33% 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.

These are only some of the conditions that may apply, more information about visa requirements can be found online at unisa.edu.au/visaconditions

Need help?

If you have any questions regarding your student visa please make an appointment with a Student Adviser (International).

unisa.edu.au/internationalsupport



Department of Home Affairs

70 Franklin Street
Adelaide SA 5000

Mon to Fri, 9.00am to
4.00pm (except public
holidays)

 131 881

homeaffairs.gov.au

Translating and Interpreting Service (TIS National)

Telephone Interpreter
Service 24 hours

 131 450

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' website.

internationaleducation.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**.

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 visit unisa.edu.au/complaints

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

 8302 0911 (Monday to Thursday)


 1800 600 067
(toll free Monday to Thursday)

 0414 950 645 (Friday)

Office of the Training Advocate

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

Level 5, 131-139 Grenfell Street
Adelaide (Entrance at corner of
Grenfell Street and Hyde Street)
Mon to Fri, 9.00am to 5.00pm
(except public holidays)

 1800 006 488 (toll free)
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



Working in Australia

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 work and some types of voluntary work.

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

unisa.edu.au/workinginaustralia



Know your rights

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 a Student Adviser (International) at **unisa.edu.au/internationalsupport** or visit the Fair Work Ombudsman **fairwork.gov.au/contact-us**
Fairwork infoline 13 13 94
Open 8am - 5:30pm Monday to Friday

UnISA's Legal Advice Clinic offers free legal advice on a range of matters. For more details and to make an appointment, visit **unisa.edu.au/communityclinics**

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

88 Grenfell Street
Adelaide SA 5000
Mon to Fri, 8.30am to 4.30pm (except public holidays)

 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 prior to exams.

unisa.edu.au/exams



Health Cover

Department of Home Affairs 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 by recognised providers, as well as limited cover for some prescription medicines.

Appointments with Specialist Doctors

Appointments with a specialist doctor, such as such a Surgeon or Gynaecologist, require a referral from a General Practitioner (GP). Check with your OSHC to ensure that you have cover for these appointments before attending.

Bupa Australia is the University's preferred OSHC provider.
bupa.com.au/students

You can meet with a Bupa representative on campus. Locations and times for Bupa services can be found online.
unisa.edu.au/OSHC



Medical Matters

UniSA Health Medical Clinics are conveniently located at both City East and City West Campus providing medical care to the UniSA community and the public.

Our Clinics

UniSA Health Medical Clinics provide personal and preventative care for healthy living, and integrate a deep understanding of UniSA's patient demographic and cultural diversity into their services.

Cost of Services

You should remember to bring your OSHC card with you to see the doctor as students with Bupa, Allianz or NIB can have their claim transmitted directly to their fund. If you're with another OSHC provider, you'll need to pay in full at the time of your consultation, however you can claim the amount back from your OSHC provider afterwards.

Types of Services Available

- Routine appointment and urgent appointment
- Serology & Vaccination for placements
- Travel Medicine
- Medical Certificates for missed tutorials or exams
- Sexual Health, STI Checks & Gardasil vaccine
- Contraception including Implanon & Mirena
- Family Planning & Obstetric Shared Care
- Skin Cancer Checks & Excisions
- Mental Health & Counselling
- Chronic Illness Management

Access to Medicines

Some medicines such as Panadol and Ibuprofen are available straight from the pharmacy. Many medications require a script from a GP (doctor) before collection from the pharmacy. The doctors at UniSA Health Medical Clinic can review your current medications and make sure you have the right support for your condition while you are studying at UniSA.

What to do if you are suddenly unwell?

If you are suddenly unwell or have an injury, please call the clinic on 1300 172 996. Our nursing team will either make a time for you to be seen at our clinic or refer you to the best service for your situation.

Asthma Management

Adelaide has one of the highest rates of Asthma & allergy in the world. We encourage students to see a doctor on arrival to update their asthma management plan for the local conditions.


Hospitals are for emergencies

Hospitals in Adelaide are there if you have a serious injury or life-threatening situation like chest pain.

unisamedical.com.au

After hours Medical Care:

The National Home Doctor Service provides bulkbilled care at your home when the UniSA Health Medical Clinic is closed.

 Call 13 7425 to access after hours doctors.



Safety

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



On campus

Your safety is paramount to us here at UniSA, so security plays a very important role. Security officers patrol the campuses by day and 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.**

Call Campus Security

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

Security offices on campus:

City East, Centenary Building,
Level 3 (Room C3-48)

 8302 2222

City West, Jeffrey Smart Building,
Level 1 (Room JS1-O5C)

 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

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 or touch a hand-held mobile phone for any reason while driving including when you are stationary in traffic.

EMERGENCY CALLS

**Police, Ambulance, Fire
Phone: 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.

To book an appointment, please contact Campus Central or visit unisa.edu.au/student-services.



Search for 'UniSA Student Services' at UniSA's YouTube channel.
[youtube.com/unisouthaustralia](https://www.youtube.com/unisouthaustralia)

International Student Services



Make an appointment with a Student Adviser (International) on your campus.

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



Looking for a part-time job?

UniSA's Career Services offer support while you're at university. Services include internships, placements and job opportunities; career planning workshops; networking and events.

unisa.edu.au/careers

Career Services

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

Our Career Services help 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



Study Support

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

They provide resources and strategies to assist with developing the academic and professional communication skills needed in your courses.

Learning Advisers provide support through workshops, individual consultations, and online self-help resources.

If you've got a quick question or need some help, ask Study Help PALS!

Study Help PALS are current students trained to provide friendly, informal study support at 'drop-in' sessions on your campus.

unisa.edu.au/studyhelp



Counselling

Need to talk with someone?

The UniSA Counselling Service has a team of qualified and experienced counsellors trained to work with students from diverse backgrounds.

Counsellors aim to help students build strengths, improve wellbeing and achieve academic success. This free and confidential 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
- adjusting to life and study in Adelaide.

unisa.edu.au/counselling

Need help now?

Crisis Care

4pm to 9am Mon to Fri
24 hours weekend
and public holidays



131 611

Lifeline

24-hour telephone
counselling



131 114

Out-of-Hours Crisis

Confidential Support
Services

5pm to 9am Mon to Fri
24 hours weekends
and public holidays



1300 107 441

Text 0488 884 163



Access and Inclusion

Access and Inclusion offers a range of services for students who have a disability, impairment, chronic health condition, or significant caring responsibilities.

Services include enrolment support, academic and exam adjustments, assistive technology and equipment, and individually tailored Access Plans. They are free and confidential, open to all UniSA students, and can be delivered via phone or in person.

You can book an appointment with an Access & Inclusion Adviser at any campus by booking online, visiting your nearest Campus Central, or calling 1300 301 703.

unisa.edu.au/accessinclusion



Research & Transferable Skills Development

Are you studying for a research degree?

Professional Research and transferable skills development for research degree candidates is available through UniSAEDGE. Use our online one-stop-shop, EDGEEx, to access training and development activities and resources offered by training specialists across UniSA, including Schools and Divisions, the Library, Research Education, Research Integrity and Career Services.

The activities offered through EDGEEx are designed to support continuous research and transferable skills development throughout your candidature so you can develop the skills you need, when you need them.

unisa.edu.au/researchstudents/workshops



Education

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 the 'Education and learning' page at sa.gov.au.



Childcare and Pre-school

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

For further information about the education system in Australia and directory of public and private schools, visit the Department for Education international students at internationalstudents.sa.edu.au

31 Flinders Street
Adelaide SA 5000

📞 8226 1000

📞 1800 088 158 (free call)

education.customers@sa.gov.au



Religious Needs

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.

The multifaith Association of South Australia multifaithsa.org.au may be a good place to start.

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.

unisa.edu.au/religiousneeds

Prayer rooms

There are prayer rooms located on each metropolitan campus. Check the UniSA campus maps for locations.

unisa.edu.au/Campus-Facilities/Maps-Tours/

Student Associations



USASA

The University of South Australia's Student Association (USASA) is a not-for-profit student-owned organisation that's all about providing services and a voice for students. Plus, USASA membership is free for all UniSA students!

Through USASA you can:

- Join student clubs
- Access free academic advocacy
- Get your hands on freebies and cheap textbooks
- Attend awesome events
- Access on-campus support and information
- Stay in the loop with essential student news and discounts

usasa.sa.edu.au

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

Connect with your UniSA



Search for 'UniSA Campus Life' at UniSA's YouTube channel.
youtube.com/unisouthaustralia



Student Life

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

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 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.

Study Adelaide: offers a year long calendar of free and discounted events and activities that give students the opportunity to meet, make friends and immerse themselves in different aspects of Australian Culture studyadelaide.com

UniSA Community



Connect 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? Check out the Getting Online module — unisa.edu.au/gettingonline

Having trouble adjusting? Don't hesitate to contact the friendly UniSA counselling staff — unisa.edu.au/counselling

UniSA Social

#UniSA

UniSA

[f UniSA](#)
[t universitysa](#)
[i universitySA](#)
[in University of South Australia](#)
[u unisouthaustralia](#)

UniSA Sport

[f unisasport](#)
[i unisasport](#)

Volunteering and Community Engagement [f unisavolunteering](#)

Library

[f universitysalibrary](#)

USASA

[f USASAAdeleide](#)

Connect with your campus

City East

[f UniSACityEast](#)

City West

[f UniSACityWest](#)

Magill

[f UniSAMagillCampus](#)

Mawson Lakes

[f UniSAMawsonLakes](#)



Download the **UniSA App**



University of South Australia

For further information:

unisa.edu.au

Telephone 1300 301 703

Email CampusCentral@unisa.edu.au

Follow us:



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@UniversitySA



[unisouthaustralia](https://www.youtube.com/unisouthaustralia)



UniversitySA



UniSA App

Information correct at time of printing (November 2018)

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