



## SURVIVING AND THRIVING IN SOUTH AUSTRALIA

This book – an initiative of the South Australian Department of Trade and Economic Development – aims to make your first months in Adelaide as stress-free as possible.

It is also designed to be a reference guide once you have settled in, providing information on everything from accommodation, working and shopping to entertainment and personal safety. Get to know its contents as soon as possible, and keep the guide in a handy spot for quick reference in the months and years ahead.

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

Disclaimer: While the Department of Trade and Economic Development and other contributors have attempted to ensure that the material in this booklet is accurate at the time of release, the booklet covers a range of matters that are subject to regular change. No liability for negligence or otherwise is assumed by the department or its contributors should anyone suffer a loss or damage as a result of relying on the information given in the booklet. Users are advised that information should always be verified at the source agency or organisation whenever possible.

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# SETTLING IN

New Yorker magazine once called Adelaide “the last well planned metropolis on earth” – and newcomers soon pick up on this fact.

Adelaide’s city centre was planned with utmost precision in 1836 by Surveyor – General Colonel William Light (Light Square is named after him), with wide city streets and central squares ringed by 900 hectares of lush parklands.

In almost every sense this layout sets the scene for modern-day Adelaide. Traffic moves relatively freely; people are relaxed and friendly; the air is clean and clear; and public transport gets you to white sandy beaches or the Adelaide Hills within half an hour.

But settling in always takes time – allow yourself a few months to really feel at home.

## CLIMATE

Because of its Mediterranean climate, Adelaide has hot, dry summers and wet, cold winters. Be aware of the harshness of the sun in summer and always wear a hat and sunscreen, particularly in the middle of the day.

It rarely snows in South Australia, but it gets cold and wet in winter. Umbrellas and rain jackets are essential when you are out and about in the winter months.

SEASON	MONTHS	CONDITIONS	DAY TEMPERATURE
Summer	December–February	Mainly hot and dry	25°C–35°C
Autumn	March–May	Mainly dry	20°C–25°C
Winter	June–August	Cool and wet	10°C–15°C
Spring	September–November	Little rain	20°C–25°C



# GOVERNMENT

A three-tier government system exists in Australia comprising the Federal Government, State and Territory governments and local governments (South Australia is covered by 68 local councils). Each level of government has responsibility for the provision of different services that are available to the community.

All have representatives elected by the people and extensive bureaucracies responsible for delivering programs, services and initiatives.

It is worth checking out the following websites for the range of services offered by each, and to identify your local council. You will find a wide variety of information including local sporting clubs, free internet access and how to apply for government jobs.

Federal Government  
[www.australia.gov.au](http://www.australia.gov.au)

State Government of South Australia  
[www.sacentral.sa.gov.au](http://www.sacentral.sa.gov.au)

Local Government Association of SA  
[www.lga.sa.gov.au](http://www.lga.sa.gov.au)



# ACCOMMODATION – HOME OWNERSHIP

## Owning your own home

South Australia has a lower cost of living than most other state and territories in Australia.

About 70 per cent of South Australia households either own or are buying their own homes. These homes are generally bought privately; the most common form of sale is via a real estate agent or conveyancer, but you can also buy directly from the owner.

For more information visit the real estate pages at [www.yellowpages.com.au](http://www.yellowpages.com.au) and [www.realestate.com.au](http://www.realestate.com.au)

## Real Estate Institute

The Real Estate Institute of South Australia (REISA) is the peak industry body representing more than 2,000 real estate professionals.

REISA operates an information service that provides responses to enquiries from the public. This service is available Monday to Friday from 9am-12noon and 1pm-4pm.

[www.reisa.com.au](http://www.reisa.com.au) or  
[www.propertyview.com.au](http://www.propertyview.com.au)



# ACCOMMODATION – RENTING

## Tenants' rights and responsibilities

In South Australia, rental accommodation is covered by the Residential Tenancies Act. This Act specifies the rights and responsibilities of both the landlord and tenant.

For information and advice on the rights and responsibilities of tenants when renting private accommodation contact:

### Office of Consumer and Business Affairs – Tenancies

Level 1, 91–97 Grenfell Street  
Adelaide SA 5000

Telephone: 8204 9544

Website: [www.ocba.sa.gov.au/tenancies](http://www.ocba.sa.gov.au/tenancies)

## Quick guide to renting

The following information is an edited version of the more detailed Guide to Renting, published by Study Adelaide and the Central Community Legal Service (CCLS). For the full guide, contact the CCLS on telephone 8342 1800 or visit [www.studyadelaide.com](http://www.studyadelaide.com). Remember: always seek additional guidance before signing a contract.

### Signing a lease

Found a great place to live? Before moving in, you'll need to sign a lease or Rental Tenancy Agreement. This is a contract between you and your landlord outlining things like the amount of rent to be paid and how long you can stay in the premises.

Before signing, make sure you understand the contract and are happy with its terms and conditions. If in doubt, ask a friend who speaks good English to help or telephone the Translating and Interpreting Service on 13 1450 (fees apply).

Once you sign the lease, you are entitled to receive a copy from your landlord within 21 days.

### Types of leases

**Fixed-term lease:** If you know how long you are staying in a particular area, you may wish to consider a fixed-term lease. This means a landlord cannot ask you to leave before the end of the agreed period (unless you have breached the conditions of the lease). While this sounds great, be aware that should your plans change and you wish to leave before the end of the agreed time, you may need to pay the rent until a new tenant is found. You could even be asked to cover the advertising costs of finding someone new.

**Periodic (unfixed):** If you are unsure about how much time you will spend in a particular area, a periodic lease may be a better option to consider. In such an arrangement the good news is that you only have to give your landlord 21 days written notice if you want to move out. The bad news is that your landlord only has to give you 90 days' notice (and 60 days in some circumstances) if they want you to leave.

## Rent

Often you will be asked to pay up to two weeks' rent in advance. If you pay the rent in cash or by cheque, the landlord must give you a receipt. If the rent is paid directly into a bank account no receipt is required.

## Bond

When you sign a lease, you are required to pay a 'bond'. This money is lodged by your landlord with the Tenancies Branch and returned to you in full when you move out, provided you have not damaged the property and have paid your rent in full and on time.

Make sure you receive an official receipt when you pay the bond. Bond is calculated on weekly rent: if you pay less than \$250 a week the bond will cost no more than four weeks' rent but if you pay more than \$250 a week the bond will cost up to six weeks' rent.

## Inspection sheets

Before moving in, it is a good idea to fill out an Inspection Sheet which records anything that is broken or damaged in the premises. This prevents you being unfairly blamed for damaging anything that was already broken before you moved in. It also protects the landlord, helping to prove if you have damaged anything.

## Sharing a house

How reliable are your house mates? It is important to know, because if the lease is in your name, you are responsible for debts, damage and other problems even if these are not caused by you. You are also responsible for paying gas and electricity bills and cancelling accounts when you move out, if they are in your name.

## Rooming house residents

Are you considering renting a room in a rooming house?

Visit <http://ocba.sa.gov.au/tenancies/rooming/index.html> to find out about your rights and obligations.

## Gas, electricity and water

While in most cases you will need to pay for your own electricity and/or gas, most contracts will allow you to use 136 kilolitres of water per year without cost. However, some agreements may require you to pay for all water including the supply charge. Be sure to check your contract.

## Contents insurance

Although unlikely, fire and theft can occur. To protect valuables kept at your rental property, you should consider taking out contents insurance. Before entering into an insurance policy, make sure you understand the contract and are happy with its terms and conditions.

Visit [www.yellowpages.com.au](http://www.yellowpages.com.au) under 'Insurance' to find out more.



# ACCOMMODATION – RENTING

## When renting your own place

### You must:

- Pay your rent on time
- Keep the premises clean and tidy
- Pay for items you or your guests break or damage.

### You can:

- Have guests stay over without permission from the landlord.

### You must not (and could be evicted if you):

- Use the premises for illegal purposes (such as using, making or growing illegal drugs)
- Make changes to the property (for example, painting the walls) without permission from the landlord
- Interfere with the reasonable peace, comfort or privacy of another person who lives near the premises (for example, playing loud music).

### The landlord must:

- Provide the premises in a clean and reasonable state
- Maintain and repair the premises

- Allow you peace, comfort and privacy
- Pay council rates and land tax charges
- Give receipts for rent (unless paid directly into a bank account)
- Keep proper records
- Provide and maintain locks on the premises
- Give seven days' written notice to inspect the property.

### The landlord cannot:

- Inspect the premises more than once every four weeks
- Enter the premises at unreasonable hours to collect the rent
- Enter the place whenever they feel like it (other than to collect rent).

### The landlord can enter the premises:

- In an emergency
- For repairs and maintenance at a reasonable hour, provided 48 hours' written notice is given
- During the last 28 days of the tenancy to show the premises to new tenants.

If your landlord breaches their responsibilities, contact the Residential Tenancies Tribunal. Their advice telephone line is 8204 9544.



## Increasing the rent

If you have a fixed-term lease, the landlord cannot increase the rent during this time unless the contract states otherwise. If you have a periodic (unfixed) lease, the landlord must give you at least 60 days' written notice telling you when the rent will increase and by how much. The landlord cannot increase the rent in the first six months and the rent cannot be increased more than once every six months.

## Repairs

Accidents do happen and if you or your guests break or damage something that is part of the property, you need to inform your landlord and pay for the cost of repairs. Your landlord is responsible for maintenance, such as repairing a leaking roof, so if you notice a problem, let your landlord know so that arrangements can be made to fix it.

## Pests and vermin

Sometimes unwelcome guests (such as ants, cockroaches, fleas, spiders, mice and rats) can make your home their home. If they were present in the house or unit when you moved in, the landlord must remove them. But if the house was pest-free when you moved in, it is your responsibility to have them eradicated. Exceptions include white ants (landlord's responsibility) and European wasps (local government).

## Evictions

If you have done something wrong, your landlord may evict you (force you to leave). To do so, they must give you a written notice outlining the problem and giving you seven days to fix it. If nothing changes in that time, you may be forced to leave the premises. Contact the Tenancies Branch for advice.

## The Residential Tenancies Advice Line

Do you need more information? The Residential Tenancies Advice Line can provide free advice on 8204 9544.

## Residential Tenancies Tribunal

While disputes are uncommon, they can happen. The Residential Tenancies Tribunal can help you solve disagreements, giving you and your landlord a chance to present your particular views at a hearing during which a legally binding order will be made. If required an interpreter can be organised by contacting the Tribunal Registrar. You cannot be represented at the tribunal by a friend or relative.

## Cleaning and repairs

When leaving a rental property, you must make sure the premises are clean (even steam cleaning the carpets if necessary). The landlord will conduct a final inspection before you leave. While you will have to pay for any damage you or your guests have caused, you will not have to pay for normal wear and tear on the premises, such as peeling paint or worn carpet.

## Bond refund

If there is no damage and you have paid your rent on time, your bond money must be refunded when you move out. Ask for a bond refund form from your landlord or download one at [www.ocba.sa.gov.au/tenancies/res/bondrent/refund.html](http://www.ocba.sa.gov.au/tenancies/res/bondrent/refund.html)

# ACCOMMODATION – RENTING

## Essential household services

Whether you rent or buy, there are a number of household services that you may need to have connected to the property. Try to give the providers of these services a few days notice before you expect to move into a new property.

Before signing any contract for household services, you need to check that the service you are committing to is needed, given your living arrangements. In some cases people have signed up to a three year contract for electricity supply, even though they were living in temporary housing. It is important to understand the terms and conditions of agreements with suppliers before making or signing any contracts for household services.

There are a number of electricity and gas distributors in South Australia. Please check [www.yellowpages.com.au](http://www.yellowpages.com.au) under 'Electricity Distributors' and 'Gas Suppliers'.

Some major providers are:

### Electricity

TRUenergy	13 3466
Origin Energy	13 2493
Energy Australia	13 8808

### Gas

AGL	13 1245
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### Water

SA Water Customer Service	1300 650 950
United Water Service difficulties Account enquiries	1300 883 121 1300 650 950

## Disconnecting utilities

When you move out, always remember to advise your electricity, gas and telephone providers and cancel these services.



# CULTURAL GROUPS

One in five South Australians (or 300,000 people) was born overseas – half in English-speaking countries and the other half in countries where English is not the dominant language. Among those groups from non-English speaking countries, our largest communities are from Europe and Vietnam. The state is blessed with a wonderful mix of cultures and influences because South Australians were born in 200 countries around the globe.

Various multicultural community groups are a very valuable source of information and support for new migrants. You are encouraged to find and make contact with any organisation that best represents your interests and cultural heritage.

## To find South Australian multicultural organisations, visit:

- The State Government website: [www.sacentral.sa.gov.au](http://www.sacentral.sa.gov.au) (look under 'Community Support')
- The Multicultural Communities Council of SA website: [www.multiwebsa.org.au](http://www.multiwebsa.org.au) or call them on 8345 5266
- The SA Multicultural and Ethnic Affairs Commission website: [www.multicultural.sa.gov.au](http://www.multicultural.sa.gov.au) or call them on 8226 1944
- The Multicultural Youth SA website: [www.mysa.com.au](http://www.mysa.com.au) or call them on 8212 0650



# PLACES OF WORSHIP AND RELIGIOUS ORGANISATIONS

ORGANISATION	STREET ADDRESS	TELEPHONE
Adelaide Hebrew Congregation	13 Flemington Street GLENSIDE	8338 2922
The Adelaide Mosque	20 Little Gilbert Street ADELAIDE	8231 6443
Islamic Society and Council of South Australia	658 Marion Road PARK HOLME	8277 8725
Beit Shalom Synagogue	39-41 Hackney Road HACKNEY	8362 8281
Buddha House Centre for Advanced Buddhist Studies	1 Fisher Street TUSMORE	8333 2824
Buddhist Temple	45 Smith Street THEBARTON	8443 5856
Ganesha Hindu Temple	3A Dwyer Road OAKLANDS PARK	8298 1278
Gurdwara Sahib Adelaide	10 Princes Highway GLEN OSMOND	8379 4420
Guru Nanak Society of Australia Gurdwara Sahib	7A Barham Street ALLENBY GARDENS	
Korean Adelaide Presbyterian Church	309 The Parade BEULAH PARK	8364 1751
Chinese Christian Church	10 Pitt Street ADELAIDE	8202 5848
St Francis Xavier's Cathedral (Catholic)	19 Wakefield Street ADELAIDE	8231 3551
St Steven's Lutheran Church	152 Wakefield Street ADELAIDE	8223 5491
St Peter's Cathedral (Anglican)	27 King William Road ADELAIDE	8267 4551
SA Zhu-Lin Buddhist Association	151-155 May Terrace OTTOWAY	8447 4022
Uniting Church SA www.sa.uca.org.au	Level 2, 212 Pirie Street ADELAIDE	8227 0822

For a full listing of churches and places of worship, see the Yellow Pages business telephone directory ([www.yellowpages.com.au](http://www.yellowpages.com.au)) under 'Churches, Mosques and Temples' and 'Organisations - Church and Religious'. Street directories also contain this information.

# GETTING AROUND

## Public transport

Adelaide's public transport system includes buses, trains and the tram. Using the public transport system will enable you to get to the far reaches of the city. You will find everything you need to know about Adelaide's public transport system (including timetables and route information) at [www.adelaidemetro.com.au](http://www.adelaidemetro.com.au)

You can also visit the Passenger Transport Information Centre at 79 King William Street in Adelaide or telephone 1300 3111 08 or Toll Free 1800 182 160. They are open 8am – 6pm Monday to Friday, 9am – 5pm Saturday, 11am – 4pm Sunday and closed on public holidays.

### Free city centre buses and trams

Free buses were introduced to the Adelaide city centre in the 1970s and were an instant hit. The City Loop (99C) service takes users on a circle around the city, past the South Australian Museum, the State Library of SA, the Art Gallery of SA, the Royal Adelaide Hospital, Botanic Garden, Rundle Street (East End), the Adelaide Central Market, the Hindley Street precinct and the city's university campuses.

The tram line will take you from North Terrace to South Terrace, travelling along King William Street.

### Buying tickets

First buy a ticket, then validate your ticket by inserting your ticket into the validating machine inside the vehicle. Keep your ticket until your journey has ended and remember to validate your ticket on every journey (you could be fined if you don't).

### Single trip and day trip tickets

These can be purchased from the driver on all buses and the conductor on all trams. They can also be purchased using vending machines on trains. A single trip ticket is valid for two hours and can be used as many times as you like within those two hours. A day trip ticket lasts for one day.

### Multi-trip tickets

These save you money by giving you 10 trips for the price of seven. They can be purchased from the Passenger Transport Information Centre, selected post offices, service stations, newsagents, delicatessens and the Adelaide Railway Station. Multi-trip tickets are available for travel within peak times and travel is cheaper during off-peak times. Multi-trips are not available for purchase on buses.

### Student discounts

All local and international students are entitled to a concession when buying tickets. You will need to show your student identification to obtain a concession and ensure you have your student card with you during your journey, as on-board inspectors may ask to see it.

### Adelaide Connector

The Adelaide City Council also has a free bus service linking north and south Adelaide called the Adelaide Connector. It runs seven days a week (except public holidays) and generally during shopping hours. For timetables and map details, visit [www.adelaidecitycouncil.com](http://www.adelaidecitycouncil.com)

### Street Directories and Maps

Street directories and maps are good guides for finding locations and directions. You can purchase street directories at a variety of outlets including: Bookstores, Department Stores, Discount Stores, Newsagents, Map Shops, Service Stations and RAA shops. Digital maps e.g. [www.whereis.com](http://www.whereis.com) are also useful.

# GETTING AROUND

## Taxis

Adelaide taxis are clean and convenient.

To get a taxi, telephone for a driver to collect you or look for taxi ranks located around the city. Taxi fares are fixed by the meter and are not negotiable, and taxi drivers do not expect tips. Taxi companies include:

- Adelaide Independent Taxis: 13 2211
- Suburban Taxis: 13 1008
- Yellow Cabs: 13 1924

## Bicycles

Adelaide is a great outdoors city with good bike paths and cycling lanes, but there are a few things to remember:

- By law, you must wear a helmet at all times when cycling
- When using bicycle lanes or shared paths, always keep left and give way to pedestrians
- All bikes must be fitted with a working bell and brakes
- Front and rear lights are required for riding at night or in hazardous weather conditions – you must be visible from 200 metres. (And always wear brightly coloured clothing at night.)

## Walking

In Australia cars are driven on the left-hand side of the road. Always look both ways before crossing a road. Where there are pedestrian lights always obey 'walk' and 'don't walk' signs.

## Buying a car

Are you planning to buy a car? Then contact the Office of Consumer and Business Affairs (telephone 8204 9777 or visit [www.ocba.sa.gov.au](http://www.ocba.sa.gov.au)) for their booklet on consumer rights when purchasing a new or second-hand vehicle.

The Advertiser (especially the Saturday edition) and The Trading Post (available in newsagents on Thursdays) have extensive listings of cars for sale.

The Royal Automobile Association (RAA) can also help by carrying out a mechanical inspection of the car. A small fee will be charged for this service. Telephone 8202 4600 or visit their website at [www.raa.net](http://www.raa.net)

It is illegal to drive an unregistered vehicle in Australia. Vehicle registration includes compulsory third party insurance, which covers any costs incurred for personal injury to another person if you are involved in an accident. Contact Transport SA on 13 1084 or visit [www.transport.sa.gov.au](http://www.transport.sa.gov.au) to arrange car registration or visit one of their offices listed in the White Pages telephone directory ([www.whitepages.com.au](http://www.whitepages.com.au)).

Registration Third Party Person insurance does not cover damage to cars or property, so it is recommended that you take out additional third party property insurance. If the car is of high value, comprehensive insurance is also recommended. You can find insurance agencies listed in the Yellow Pages business telephone directory ([www.yellowpages.com.au](http://www.yellowpages.com.au)) under 'Insurance – Motor Vehicle'.

## RAA

You should also consider joining the RAA, to enable an RAA operator to come to your assistance (free of charge for members) if your car breaks down. Telephone the RAA on 8202 4600 for more details on how to become a member.

## Renting a car

To rent a car you generally need to be over 25 and have a full driver's licence, although conditions vary between companies. The Yellow Pages business telephone directory ([www.yellowpages.com.au](http://www.yellowpages.com.au)) has a full listing of car rental companies under 'Car and/or Minibus Rental'. Be sure to ring around to compare prices.

## Driver's licences

If you hold a current foreign driver's licence, you can use it to drive in Adelaide if:

- You also hold a current International Driving Permit;
- Your foreign licence is written in English or is accompanied by an English translation of the details on the foreign licence;
- You have not held a current permanent visa under the Commonwealth Migration Act 1958 for more than three months,
- You have not been disqualified from driving in South Australia or elsewhere.

Students, tourists and people working in South Australia on temporary visas are permitted to drive on their foreign licence only while it is current. You are required to carry your licence (and English translation if applicable) at all times when driving. You must produce the licence and your temporary visa to Police on request. If your foreign licence expires, you are required to obtain a South Australian driver's licence.

If you have permanent residency, you are only permitted to drive using an international driver's licence for three months. After that, you are no longer considered a 'visitor' and will need to gain a South Australian Driver's Licence. South Australia recognises the driver licensing and testing standards in some countries. If you hold, or have held within the preceding five years, a drivers licence for a car or motorcycle only, you may not be required to undertake equivalent driving tests in South Australia.

To check whether your country participates in this waiver, visit [www.dtei.sa.gov.au](http://www.dtei.sa.gov.au)

Further information is available from Transport SA Registration and Licensing, Ground Floor, EDS Centre, 108 North Terrace, Adelaide, telephone 13 1084 or visit their website: [www.dtei.sa.gov.au](http://www.dtei.sa.gov.au)

## Road laws

There are strict traffic and drink driving laws in South Australia. By law, all people travelling in a motor vehicle must wear a seatbelt. Occupants 16 years or over are responsible for their own seat belt use. The driver is responsible for those under 16. Heavy fines apply for non-compliance.

It is also illegal to:

- Drive over the speed limit. Look out for speed limit signs – they're generally set at 40km, 50km or 60km in housing areas and 100km or 110km on the open road
- Drive under the influence of alcohol or drugs (the legal blood alcohol limit in South Australia is 0.05 grams per 100 millilitres)
- Talk on a handheld mobile telephone while driving
- Drive a motorbike or scooter without a helmet (passengers must wear a helmet too).

# FOOD AND SHOPPING

South Australia has always been synonymous with good food and wine, and its migrants have contributed greatly to creating a flourishing restaurant and shopping scene over the past 30 years.

As a result, you can enjoy everything from Cantonese yum cha to Aussie pie floaters (and thousands of dishes in between). You can also buy great local, fresh produce cheaply and easily. And as a general rule, you don't need to bargain for goods or leave a tip in Australia.

## City centre shop trading hours

Monday to Thursday:	9am–5.30pm
Friday:	9am–9pm
Saturday:	9am–5pm
Sunday:	11am–5pm

## Adelaide suburban shopping hours

Monday to Wednesday:	9am–5.30pm
Thursday:	9am–9pm
Friday:	9am–5.30pm
Saturday:	9am–5pm
Sunday:	11am–5pm

## Extended shopping hours

Most suburban shops stay open until 9pm on Thursdays and city shops are open until 9pm Fridays. A number of supermarkets in the suburbs also remain open until 9pm on week nights. Convenience stores and petrol stations can also be found throughout the city and suburbs and many are open seven days a week for extended hours, although you might pay extra for the convenience.

## Halal food outlets

The Muslim Women's Association can provide a comprehensive list of Halal food outlets across Adelaide. They will also let you know the location of Adelaide's mosques, Islamic clothing outlets, Islamic schools and female Muslim doctors. Telephone 8212 0800 or email [mwa222@hotmail.com](mailto:mwa222@hotmail.com)

## Adelaide Central Market

Dating back to 1869, The Adelaide Central Market remains the heart of Adelaide's cuisine scene. It's always buzzing with activity; the freshest South Australian food and produce, stalls, cafes, brilliant Asian food halls and more. Specialty shops sell Asian and European produce and there is a Halal butcher.

The Central Market is located between Gouger Street and Grote Street in Adelaide.

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

### Trading hours

Tuesday:	7am–5.30pm
Wednesday:	9am–5.30pm
Thursday:	9am–5.30pm
Friday:	7am–9pm
Saturday:	7am–3pm

Closed Mondays, Sundays and public holidays.

## Regional retail centres

There are a number of shopping precincts throughout South Australia. You are advised to locate the centre nearest you and find out when shops open. In suburban Adelaide major centres include:

### Southern and eastern suburbs

Westfield Marion  
297 Diagonal Road, Oaklands Park SA 5046  
Telephone: 8298 1188

### Southern suburbs

Centro Colonnades  
Beach Rd cnr Goldsmith Drive Noarlunga Centre  
Telephone: 8384 2000

### Northern and eastern suburbs

Westfield Tea Tree Plaza  
976 North East Rd Modbury SA 5092  
Telephone: 8264 4011

### Western suburbs

Westfield West Lakes  
111 West Lakes Blv West Lakes SA 5021  
Telephone: 8159 4330

Centro Arndale  
470 Torrens Rd Kilkenny SA 5009  
Telephone: 8445 2155

For details visit [www.westfield.com.au](http://www.westfield.com.au)  
and [www.centro.com.au](http://www.centro.com.au)

## Department stores

The main department stores in the city are Myer, David Jones and Harris Scarfe (all located in Rundle Mall and selected suburban centres). Target, Big W and K Mart also offer clothing, shoes and homewares (sheets, electrical goods) at reasonable prices. Major discount stores such as Cunningham's Discount Warehouse, The Reject Shop, Go Lo and Cheap as Chips carry a wide range of household items and stationery at very cheap prices.

## Second-hand goods

You will find cheap second-hand clothes, household goods and furniture at second-hand shops and charity shops across Adelaide (the Salvation Army, Goodwill and St Vincent de Paul Society are good examples). Look in the Yellow Pages business telephone directory ([www.yellowpages.com.au](http://www.yellowpages.com.au)) for locations.

Also look out for 'Garage Sale' signs beside the road, particularly on Saturday mornings. For many people this is a good way to buy second-hand household items and clothes, and bargaining is acceptable. Garage sales are also often advertised in The Advertiser and community newspapers like Messenger.



# EDUCATION AND CHILDCARE

Under Australian law, children between the ages of 5 and 16 must attend school. You should enrol your school age children in a school as soon as possible. Generally, the children of temporary or provisional visa holders can access the public education system for the same costs as local citizens.

## Schools

Adelaide has a long tradition of quality education and boasts a world-class education system from preschool to university. This includes a range of child-care options, exceptional public and private schools (several offering the international baccalaureate curriculum), world-class universities and a wide range of technical and further education institutes.

Preschools are available for all 4 year old children. Preschool helps children to develop physically, emotionally and socially in the year before going to school.

It is compulsory for children between 5 and 16 years old to receive schooling. Children usually start school when they are 5 and often continue until they are 17 or 18 years old, in preparation for university or other further education. Generally, children under 12 or 13 years old attend **primary school** and older children attend **high school** (also called 'secondary school').

A number of secondary schools also offer adult re-entry.

*My School* enables you to search the profiles of almost 10,000 Australian schools. You can quickly locate statistical and contextual information about schools in your community and compare them with statistically similar schools across the country.

[www.myschool.edu.au](http://www.myschool.edu.au)

For information on schools in South Australia, visit:

- State Government Department of Education and Children's Services:  
[www.decs.sa.gov.au](http://www.decs.sa.gov.au)
- Association of Independent Schools of SA:  
[www.ais.sa.edu.au](http://www.ais.sa.edu.au)
- Catholic Education Office South Australia:  
[www.cesa.catholic.edu.au](http://www.cesa.catholic.edu.au)

## New Arrivals Program

The New Arrivals Program (NAP) centres, which are strategically located throughout the metropolitan and country areas, provide intensive English language support for students who are newly arrived in Australia with a language and cultural background other than English.

Students who have been in Australia for less than 12 months (18 months for students in Reception and year one) are eligible to enroll in the New Arrivals Program. During their time in the program, students are taught English for social interaction and cultural understandings, as well as English language literacy skills for successful participation in all areas of the school curriculum.

The New Arrivals Program provides the only opportunity for students to learn English intensively across areas of the curriculum in relatively small classes. There are various support services available to students in NAP centres including Bilingual School Support Officers, Community Liaison Officers, School Counsellors and a Guidance Officer.

It is strongly recommended where possible that eligible new arrivals attend NAP centres. For a list of NAP centres:

[www.decs.sa.gov.au/curric/pages/ESL/](http://www.decs.sa.gov.au/curric/pages/ESL/)

## Childcare

There are many types of full-time and part-time child care services available for children too young to go to school and for outside of school hours. You will find a range of child care options in the Yellow Pages telephone directory ([www.yellowpages.com.au](http://www.yellowpages.com.au)), including preschools or kindergartens, which prepare children for school; child care and daycare centres, which look after younger children; and family daycare, where children are looked after by another parent along with their own family.

There are also playgroups, where parents and their children get together for the children to learn to interact together and for the parents to chat and share information.

If you have an interest in playgroups contact:

Playgroup SA: 1800 171 882

## Tertiary education

Adelaide is home to five internationally recognised universities: University of Adelaide, Flinders University, University of South Australia, America's prestigious Carnegie Mellon University, UCL School of Energy and Resources and Cranfield University.

Eight institutes of Technical and Further Education (TAFE) provide more than 300 vocational education and training courses designed to meet the demands of the workforce. Apart from TAFE, more than 600 registered training organisations also offer accredited training programs in a wide range of subjects.

It should be noted that provisional visa holders will have to pay international student fees when accessing the tertiary education sector.

For further information:

TAFE SA

[www.tafesa.edu.au](http://www.tafesa.edu.au)

The University of Adelaide

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

Flinders University

[www.flinders.edu.au](http://www.flinders.edu.au)

University of South Australia

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

Carnegie Mellon University

[www.cmu.edu.au](http://www.cmu.edu.au)

Cranfield University

[www.cranfield.ac.uk/australia/index.jsp](http://www.cranfield.ac.uk/australia/index.jsp)



# MONEY

It is not necessary to carry large amounts of cash in Adelaide. Most shops accept payment by EFTPOS (see below) and bills can be paid via the internet.

The Australian currency is the Australian dollar. Notes: \$5, \$10, \$20, \$50, \$100. Coins: 5c, 10c, 20c, 50c, \$1, \$2.

## Banks

In Australia, people generally deposit their money in a bank, building society or credit union. Most income including salary and wages is paid directly into an account. Australians use credit cards for many purposes.

It is advisable to open a bank, building society or credit union account **within six weeks of your arrival**, as during that time you will need only your passport for identification. After six weeks you will need additional identification to open an account, and you may have difficulty if you don't have the many documents as required to open an account under normal circumstances.

Normally, to open a bank or credit union account in Australia, you need to pass the '100 point' test to prove your identity. A birth certificate, citizenship certificate or passport will give you 70 points, a driver's licence will give you 40 points, and additional points can be gained by providing utility bills proving your name and address. Your bank can provide further details.

Advise your bank of your Tax File Number (TFN) to avoid higher rates of taxation on interest earned.

For further information on opening a bank account go to the website below:

Smarter Banking – make the most of your money  
[www.bankers.asn.au](http://www.bankers.asn.au)

There are many banks and building societies to choose from in South Australia, and they generally offer similar services. Most banks can also give you access to internet banking.

See listings under 'Banks' or 'Credit Unions and Societies' in the Yellow Pages business telephone directory ([www.yellowpages.com.au](http://www.yellowpages.com.au)).

Telephone numbers for the major institutions are:

- ANZ: 13 3333
- AMP Banking: 13 3030
- BankSA: 13 1376
- Bendigo Bank: 13 2220
- Commonwealth Bank: 13 2221
- NAB: 13 2265
- St George Bank: 13 3330
- Westpac: 13 2032
- Australian Central Credit Union: 13 1321

## ATMs and EFTPOS

An Automatic Teller Machine (ATM) is a machine operated by a bank or credit union that dispenses banknotes and allows limited transactions 24 hours a day. ATMs can be found at banks and shopping centres, allowing access to cash both during and outside of business hours (using a credit card or plastic key card available from your bank).

Electronic Funds Transfer at Point of Sale (EFTPOS) is available in most Adelaide shops and allows you to use a credit or bankcard to purchase goods. At some shops you may also be able to withdraw cash when making an EFTPOS transaction.

# MAIL AND INTERNET ACCESS

## Receiving mail

Before you know your permanent address in South Australia, you can arrange to get your mail delivered to your nearest Australia Post office, or the General Post Office (GPO) on King William Street in central Adelaide. Mail can be addressed to you at:

Your name  
 Poste Restante  
 C/- General Post Office  
 ADELAIDE SA 5001  
 AUSTRALIA

You will need to produce identification (e.g. passport), to collect your mail at the GPO. Mail is held for a month and then returned to the sender if not collected.

## Sending mail

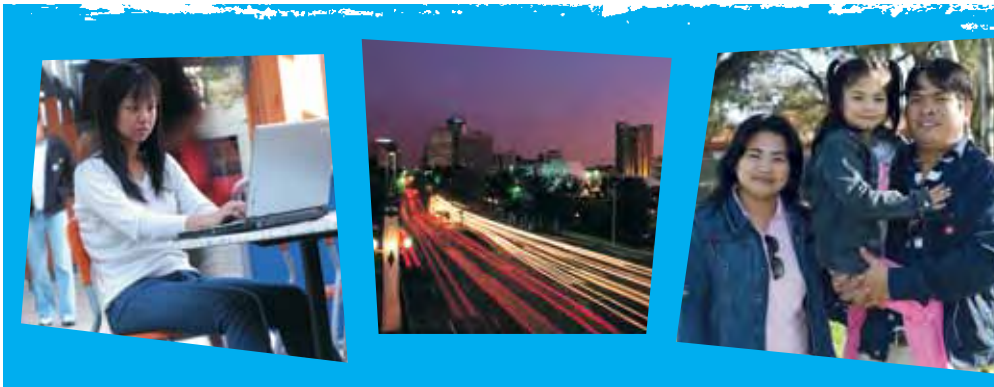
In Australia most people send letters and parcels via Australia Post. You will find Australia Post offices and shops in most major shopping centres and in every suburb. Many bills can also be paid at Australia Post shops.

Australia Post offices are open from 9am–5pm on week days, but you can generally buy stamps from local newsagents. Letters and postcards can be posted within Australia for as little as 55 cents. Sending aerogrammes to any country overseas costs less than sending a letter.

For pricing details, Australian postcodes and the location of your nearest Australia Post office, visit [www.auspost.com.au](http://www.auspost.com.au)

## Internet access

You can enjoy free internet access at Adelaide City Council centres in the central business district, and the council is also working towards wireless coverage throughout the city in the next few years. Most council libraries now offer free internet access to their members, but you generally have to book first.



# LANDLINE TELEPHONES AND MOBILE TELEPHONES

Local telephone calls from and to landlines in Australia are low cost and un-timed. Calls to mobile telephones, interstate and overseas attract a much higher rate and are timed calls.

Overseas call costs vary depending on the telephone company you use, and many telephone companies offer special deals for overseas calls in off-peak times. Pre-paid international phone cards are often a much cheaper option – look online or at newsagencies.

International call prefixes are listed at the back of the White Pages telephone directory. [www.whitepages.com.au](http://www.whitepages.com.au)

**Phone numbers:** Telephone numbers beginning with 1800 are free calls if you ring from a private telephone and cost the same as a local call if you ring from a payphone. Numbers beginning 13 or 1300 are charged at local call rates. Some 1300 and 1800 numbers can only be used from outside the capital city. Mobile phone rates apply to calls from mobile phones.

For numbers not beginning 13, 1300 or 1800: if ringing from outside Australia, dial the Australia prefix 61, then the area code without the 0, then the number. If ringing from within Australia but outside the state or territory, dial the area code, and then the number.

## ‘Certified copies’ of documents

‘Certified copies’ of documents mean copies authorized or stamped as being true copies of originals by a person or agency recognized by the law of your country. In Australia, they must be certified by Justice of the Peace or Commissioner for Declarations or by a person before whom a Statutory Declaration may be made. To find a JP: [www.aged.sa.gov.au/services/justic\\_peace/find\\_jp.php](http://www.aged.sa.gov.au/services/justic_peace/find_jp.php)

## Connecting a telephone in your home

There are two main carriers of home telephone services in Australia: Telstra and Optus. Telstra is the company that owns the telephone infrastructure. There are two types of connection:

### **New services connection (may take up to five days)**

Used where there is no telephone point and where a technician is required to visit your home to install one. A charge will apply.

### **An existing connection (may take up to two days)**

Used where a service can be connected without a technician visiting your home. A fee will apply. You will need to meet Telstra’s credit rating to receive full access (local, interstate or overseas). Until then, to call someone overseas, you can purchase a Phone Away card from Telstra shops, post offices and most newsagents. This is a pre-paid calling card that works from virtually any telephone in Australia.

A mobile telephone may be the most convenient option to arrange upon arrival, until you have a more permanent address.

Telstra (for connection and service) telephone 13 2200 or [www.telstra.com.au](http://www.telstra.com.au)

Telstra Interpreter Numbers

- Mandarin 1800 678 876
- Cantonese 1800 302 683
- Vietnamese 1800 644 500
- Others 131 450

Optus (for connection and service) telephone 1800 111 494 or [www.optus.com.au](http://www.optus.com.au)

# LIVING + WORKING + DOING BUSINESS IN COUNTRY SOUTH AUSTRALIA

Regional Development Australia is a joint Commonwealth, South Australian and local Government initiative to support regional South Australia. It operates the following shopfronts for business and community development services.

## **ADELAIDE HILLS, FLEURIEU AND KANGAROO ISLAND REGION**

Regional Development Australia Adelaide Hills, Fleurieu and Kangaroo Island Incorporated  
3 Eyre Terrace, Victor Harbor, SA 5211  
Tel: 8552 1557

38 Adelaide Road, Mount Barker, SA 5251  
Tel: 8391 1374

## **BAROSSA REGION**

Regional Development Australia Barossa Incorporated  
21 Elizabeth Street, Tanunda, SA 5352  
Tel: 8563 3603

## **FAR NORTH REGION**

Regional Development Australia Far North Incorporated  
500 Stirling Road, Port Augusta SA 5700  
Tel. 8641 1444

## **LIMESTONE COAST REGION**

Regional Development Australia Limestone Coast Incorporated  
Old Town Hall Building, Commercial Street East, Mount Gambier SA 5290  
Tel: 8723 1057

## **MURRAY AND MALLEE REGION**

Regional Development Australia Murraylands and Riverland Incorporated  
137 Adelaide Road, Murray Bridge SA 5253  
Tel: 8535 7170

6 Kay Avenue, Berri SA 5343  
Tel: 8580 8500

## **YORKE AND MID NORTH REGION**

Regional Development Australia Yorke and Mid North Incorporated  
85 Ellen Street, Port Pirie SA 5540  
Tel: 8842 3115

31 Hallett Street, Kadina SA 5554  
Tel: 8821 1099

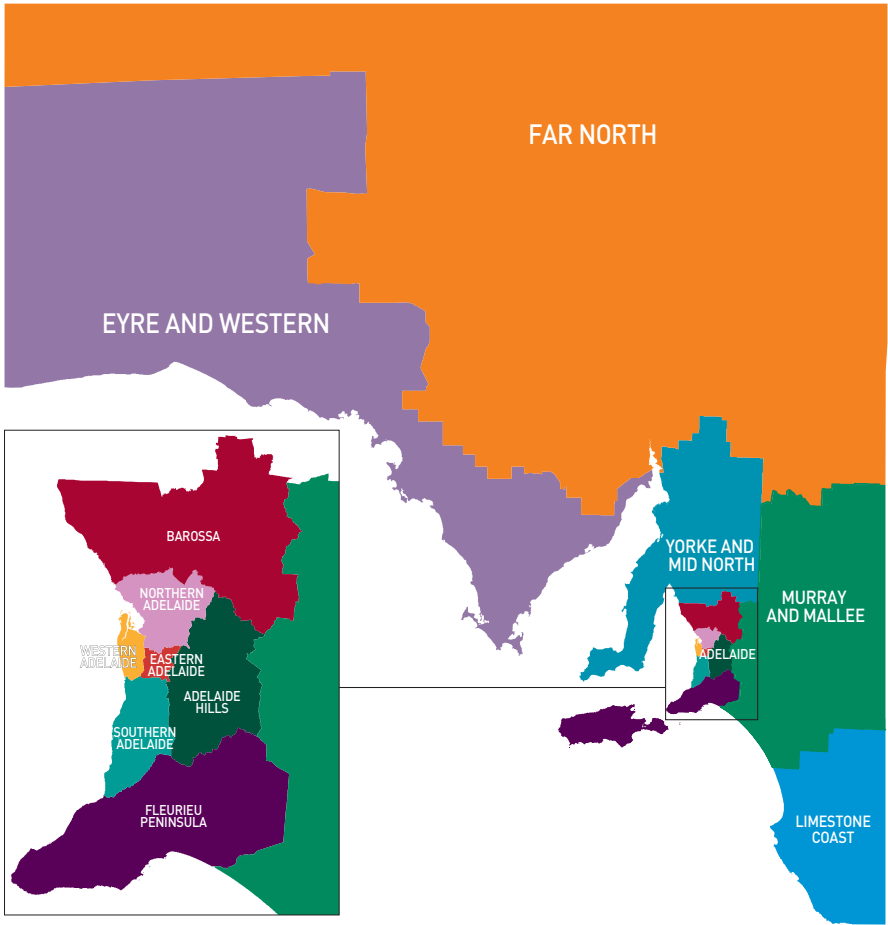
2/17 Lennon Street, Clare SA 5453  
Tel: 8842 3115

## **EYRE AND WESTERN REGION**

Regional Development Australia Whyalla and Eyre Peninsula Incorporated  
89 Liverpool Street, Port Lincoln SA 5606  
Tel: 8682 6588

127 Nicolson Street, Whyalla Norrie SA 5608  
Tel: 8645 7811





Here's to a happy, healthy life in Adelaide, but just in case ...

## Doctors

You will find doctors listed under 'Medical Practitioners' in the Yellow Pages business directory ([www.yellowpages.com.au](http://www.yellowpages.com.au)). It is advisable to register with a doctor when you arrive. A consultation will cost around A\$50, but remember to check whether you will be required to pay when booking the appointment. The amount you pay will depend on your insurance and health cover. Receipts are provided for insurance purposes.

## Emergency medical attention

Everyone in Australia has access to emergency medical treatment. For life-threatening or acute conditions from the accident and emergency unit of any public hospital, 24 hours a day.

If you, your family or a friend has a life-threatening injury or acute illness, telephone **000** for ambulance transport to hospital. This is a free call from any telephone.

It is important to use ambulances only in emergencies. Ambulance transport is expensive; therefore it is advisable to take out ambulance insurance as soon as possible. Some private health funds include the cost of ambulance cover in their service offerings. Be sure to check at time of joining.

Pharmacists may give simple advice for minor health issues.

## Dentists, optometrists, physiotherapists

The Yellow Pages ([www.yellowpages.com.au](http://www.yellowpages.com.au)) lists all providers of these services, but be aware that costs for treatment vary. Costs for some dental work can be high, so be sure to get quotes before treatment.

## Medicare eligibility

For permanent residents, citizens and temporary residents from countries with reciprocal health arrangements, the Australian Government provides help with medical expenses and hospital care through a scheme called **Medicare**. Medicare pays for most of the costs of visits to the doctor, x-rays, blood tests, public hospital care and certain other services.

To find out if you are eligible and to register with Medicare, you should go to a Medicare office with your passport, travel documents and visa.

Medicare **does not pay** towards ambulance costs, dental services, physiotherapy, spectacles, podiatry, chiropractic services, or private hospital accommodation.

All workers have a Medicare levy deducted from their wages. **Provisional visa holders who are unable to access Medicare benefits are entitled to a refund at the end of the financial year.** For details see the Australian Tax Office website.

Medicare  
[www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au)

ATO  
[www.ato.gov.au](http://www.ato.gov.au)

Medicare Levy Exemption  
[www.ato.gov.au/individuals/content.asp?doc=/content/40501.htm](http://www.ato.gov.au/individuals/content.asp?doc=/content/40501.htm)

# HEALTH + SAFETY

## Private health insurance

Private health insurance is available from several health insurance companies. The insurance will partially cover the costs of services such as private dental, optical and physiotherapy services in addition to fees associated with hospitalisation, depending on the premiums paid. However, it does not guarantee you a 100 per cent rebate of fees associated with hospitals, doctors and other medical expenses.

It is strongly recommended that provisional visa holders not entitled to Medicare take out private health cover to cover themselves and their families to at least the level of Medicare. The following providers may be of help to people seeking a basic level of health insurance.

Australian Health Management (AHM)

Telephone: 13 4246

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

Australian Unity

Telephone: 1300 886 474

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

Manchester Unity

Telephone: 13 1372

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

Medibank Private

Telephone: 13 2331

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

Mutual Community

Telephone: 13 1243

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

MBF

Telephone: 13 2623

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

Health Partners

Telephone: 1300 113 113

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

## Medication

In Australia, pharmacies or drug stores are called 'chemists'. For some medicines you will need a prescription from a doctor.

## Hospitals

General hospital services are available through a network of public, private, community, religious and other hospitals. The major metropolitan health units are: Royal Adelaide Hospital, Queen Elizabeth Hospital, Lyell McEwin Health Service, Noarlunga Health Service, Modbury Public Hospital, Flinders Medical Centre and The Women's and Children's Hospital.

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

Flinders Medical Centre

Flinders Drv, Bedford Park SA 5042

Telephone: 8204 5511

Lyell McEwin Hospital

Haydown Rd, Elizabeth Vale SA 5112

Telephone: 8182 9000

Modbury Hospital

Smart Rd, Modbury SA 5092

Telephone: 8161 2000

Noarlunga Hospital

Alexander Kelly Drv, Noarlunga Centre

Telephone: 8384 9222

Royal Adelaide Hospital

North Tce, Adelaide SA 5000

Telephone: 8222 4000

The Queen Elizabeth Hospital

28 Woodville Rd, Woodville South

Telephone: 8222 6000

Women's & Children's Hospital

72 King William Rd, North Adelaide

Telephone: 8161 7000

## Ambulance Services

This is provided state-wide by the SA Ambulance Service, including air ambulance. There is a substantial fee associated with ambulance transportation and it is recommended that you take out ambulance insurance.

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

## Common health problems

### Sunburn

Due to the harshness of the sun in Australia, you need to be careful to avoid getting sunburnt. As well as being uncomfortable in the short term, sunburn can lead to skin cancer. You are most likely to get sunburnt between the hours of 11am and 3pm. You can, however, still burn on a mild or cloudy day. Spend as much time as possible in the shade when outdoors. Wear clothing that covers your arms, legs, back and neck. Choose a broad-brim hat and wear it when outdoors in the sun. Check that sunglasses have a UV filter and provide adequate protection from the sun. Always wear an SPF 30+ sun screen when spending time outdoors. These are available from chemists or supermarkets. Make sure you reapply sun screen every two hours if swimming or sweating. For more information go to [www.sunsmart.com.au](http://www.sunsmart.com.au).

### Dry skin

As South Australia is a dry state, skin can dry out quickly and lead to peeling or cracking of the skin and lips. Use moisturiser and lip balm in summer and drink plenty of water all year round.

### Hayfever

Hayfever is an allergic reaction to flower or grass pollen, dust mites or pet hair. It can affect some people, particularly in spring (September–November) and late summer (February–March). Anti-hayfever products are available from a chemist.

### Mosquito bites

Mosquitoes are a problem in Australia, particularly in the summer months in the evening and night. There is no malaria in Australia but there is a very small risk of a strain of dengue fever. Avoid being bitten by mosquitoes by covering up and using insect repellents which can be purchased from chemists and supermarkets.

### Influenza (flu) and colds

Colds and flu are not uncommon in Australia and usually occur during seasonal changes. Symptoms include sore throat, runny nose, headaches and sometimes a fever. You should see a doctor and drink plenty of liquids if you are suffering from a cold or flu.



# GETTING HELP

## Mental health

People who feel depressed, anxious or suicidal can access free help from a number of support groups. LifeLine (freecall 13 1114) offers 24 hour counselling as well as further information and resources if required.

A youth-specific service, Reach Out ([www.justask.org.au](http://www.justask.org.au)) offers free help on a range of mental health and health issues that affect young people and students.

## Addiction

Advice, counselling and support is freely available to people who have a drug, alcohol or gambling addiction.

Narcotics Anonymous Australia  
Telephone: 8231 4233

Alcoholics Anonymous Australia  
Telephone: 8346 3255  
[www.aa.sa.org](http://www.aa.sa.org)

Gamblers Anonymous  
Telephone: 8212 6933

## Family planning and sexual health

ShineSA offers support services on a range of issues relating to family planning, pregnancy and sexual health. A special 'Multicultural Community' section on the website has fact sheets in different languages.

Telephone: 8300 5300  
[www.shinesa.org.au](http://www.shinesa.org.au)

## Legal aid

Every person in South Australia is entitled to use the law to protect their rights and interests. The Legal Services Commission offers legal help to people who cannot afford to pay for private legal representation.

Telephone: 8463 3555  
[www.lsc.sa.gov.au](http://www.lsc.sa.gov.au)



# PERSONAL SAFETY

Adelaide is one of the safest cities in Australia, but it is important to think about your safety.

## The police

The police in Australia are friendly and helpful, have a duty to protect everyone and can always be safely approached. They are committed to promoting crime prevention and uphold the country's laws, but they are also there to help you out of difficult situations. To find your nearest police station, go to the official South Australia Police website [www.sapolice.sa.gov.au](http://www.sapolice.sa.gov.au) or look in the White Pages telephone directory.

**In cases of emergency telephone 000. In cases where it is not an emergency but where police attendance is required telephone 13 1444.**

## Seeking help

If you have anything stolen, are assaulted, followed or threatened, you can contact the police who will always encourage you to report the incident. Do not worry about language difficulties because the police will find someone (free of charge) who speaks your language. You can ask someone who you trust to contact the police on your behalf, or even do it anonymously.

Your local police station can provide helpful advice about crime prevention and a home security assessment, if required. They can also provide you with a Crime Report Number which you will need if you wish to make an insurance claim for theft.

## Emergencies

In an emergency – where there is a danger to life or a crime is in progress – you can contact the police, fire brigade or ambulance by dialling 000 from any telephone. This call is free of charge but should be used in emergencies only.

## Reporting a crime

To report a non-emergency minor crime, call the Police Call Centre on 13 1444 or ring your local police station.

Bank SA Crime Stoppers encourages members of the community to share information about criminals or crime. You can contact Bank SA Crime Stoppers on telephone 1800 333 000 and provide information anonymously, seven days a week.

## Taking care of your safety

### On the street

Keep alert, walk confidently. If you feel unsafe, especially at night, head for the nearest well lit or populated area. Always walk against the flow of motor traffic and, if possible, walk with friends. If you regularly walk alone, vary your route and carry a personal alarm. Let someone know where you are going and the time you will return. Minimise the amount of money you carry.

### On public transport

Check timetables to limit waiting periods at transport stops. If possible, stand in a well-lit area near other people. When travelling, sit near others or near the driver. If you are harassed in any way, complain loudly to draw attention to yourself.

### ATM banking

Avoid using Automatic Teller Machines (ATMs) in isolated or dark locations – instead, use one in a supermarket or service station. Be aware of people around you or watching you. Don't let anyone see you enter your Personal Identification Number (PIN). Count your cash out of sight of other people.

# PERSONAL SAFETY

## Mobile telephones

Keep your mobile phone out of sight when not in use. Never leave your mobile phone unattended in public – especially in a pub, club or café. Ensure your phone has the Personal Identification Number (PIN) and security code activated. Contact your network carrier, then the police if your phone has been lost or stolen. Your IMEI (International Mobile Equipment Identity) number is unique to your phone. Press \*#06# to display the number, write it down and keep the details in a safe place for future reference. Networks can use this information to block your phone if lost or stolen.

## Car safety

Always have your keys ready before approaching your car. Park your car in a well-lit and highly visible area, keep doors locked and your bag, briefcase, mobile telephone and other valuables out of sight. Don't respond to aggressive actions from other drivers. Stay calm and avoid eye contact. Don't drink and drive.

You can be fined if you:

- Drive while under the influence of drugs or alcohol
- Talk on a mobile telephone
- Speed
- Drive an unroadworthy car.

## Beware of drink spiking

'Drink spiking' is when someone puts a drug in your drink. This does sometimes happen. Remember this when accepting a drink from a stranger or leaving your drink unattended. Tell one of your friends or bar staff if you feel unwell.

## Beach safety

Be careful in South Australian waters. Some parts of the coast have powerful currents and tides. Shark attacks are rare but do sometimes occur. It is safest to swim at popular beaches. Areas marked by red and yellow flags are patrolled by surf life-savers. Never mix alcohol and swimming.



# THEFT

Take the time to protect your belongings from theft – mobile telephones, laptops, cameras and other electronic items are highly prized by thieves.

It is recommended that you invest in household contents insurance. Contact reputable insurance brokers and insurance companies to obtain quotes for suitable insurance to cover your situation. Then insure your belongings and nominate valuables in your insurance policy. Insurance brokers can be found in the Yellow Pages ([www.yellowpages.com.au](http://www.yellowpages.com.au)).

Keep records of makes and model numbers for any equipment you own or purchase. Have your name and telephone number engraved on valuables such as laptop computers. Always lock your car, hide valuables and never leave your keys in the ignition, even when paying for petrol. Don't leave doors or windows open in your place of residence.

Be aware of scams. Don't give out personal details to strangers, however friendly they may appear. Never give out personal, address or bank details, even over the internet. Banks will never ask for a PIN by email – if you are asked, it is a scam.



# AUSTRALIAN LAWS YOU SHOULD KNOW ABOUT

In Australia you are considered to be an adult if you are 18 years old or older. A juvenile justice system exists for those under 18.

## Alcohol

People under the age of 18 years are not permitted to purchase or consume alcohol in public. If you buy alcohol for someone under 18 in licensed premises, you, the person you are buying it for and the person who sold it to you are committing an offence.

Some public areas are 'dry zones'. This means that drinking is not permitted in these areas, other than inside licensed venues such as pubs or hotels.

There are heavy penalties for people who 'drink and drive'. The legal limit in South Australia is 0.05 grams per 100 millilitres.

## Drugs

There are severe penalties for illegal drug use or drug dealing. Avoid being in any situation where illegal drugs are involved.

## Smoking

It is illegal to:

- Lend, give or sell cigarettes or tobacco to anyone under the age of 18
- Buy cigarettes or tobacco on behalf of a person under the age of 18
- Smoke in any enclosed public area.

## Gambling

Young people under the age of 18 are not permitted to gamble. If you are under 18 you are also not permitted in gambling places such as the casino or gaming areas in local pubs and clubs with gaming facilities.

## Nightclubs and entertainment venues

A person under the age of 18 is not allowed in a licensed entertainment venue after 9pm. You may need to provide proof of age to buy alcohol or enter a licensed venue. It is an offence to provide false identification.

## Stealing, vandalism

There are severe penalties for anyone involved in stealing, shoplifting or damaging public property. Penalties will vary depending on the severity of the crime.

## Harassment and discrimination

South Australia prides itself on being a multicultural and tolerant society. In Australia, it is generally illegal to discriminate against anyone based on gender, sexuality, marital status, pregnancy, race, physical or intellectual impairment, or age. Most educational institutions and many workplaces now have anti-discrimination policies in place.

Equal Opportunity Commission

Telephone: 8207 1977

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

# ENJOYING SA

South Australia is a state of diversity – “a brilliant blend” as our tourism slogan goes. There are festivals celebrating everything from food and wine to the arts, horses and cycling. You can walk among sea lions on the beach on Kangaroo Island or ride a camel in the outback. And from Adelaide, nothing is very far away.

## Coastline

You have 4,800km of South Australian coastline to explore, a seemingly endless stretch of beaches whose waters are alternately wild and welcoming. Breathe the salt air at a sleepy seaside town, encounter our dramatic maritime history and keep an eye out for our most famous shoreline visitors, the whales and dolphins.

## Kids

There is much for children to do in Adelaide. Head to great skate parks on North Terrace in the city or at West Beach. Go wet and wild at the Beach House in Glenelg (and then ride the tram back to the city). Visit the Adelaide Zoo or take a ride on paddle boats and Popeye at Elder Park in the city. Many libraries, museums, galleries and the Adelaide Festival Centre also have special programs for children.

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

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

## Wildlife

South Australia is covered in vast parks and reserves – places where you can truly feel at one with nature. These include the world-famous Kangaroo Island – seven times the size of Singapore and mostly covered with pristine natural habitat. Here there are many opportunities to see Australia’s unique animals – the koalas and wallabies, platypuses and echidnas – truly flourishing in the wild.

## Wine

The wine-grape growing regions around and in close proximity to Adelaide are among the world’s most idyllic. They are especially enjoyed by walkers and cyclists who traverse the gently rolling landscapes, occasionally stopping to eat in the tranquil surrounds of a vineyard or quiet country pubs. Wine regions within two hours of Adelaide include the Barossa Valley, the Adelaide Hills, McLaren Vale and the Clare Valley.

## Outback

Adelaide is often referred to as the ‘Gateway to the Outback’. Why? Because within five hours’ drive you will find yourself among vistas you have only ever imagined – time-shattered mountains, blinding salt lakes and deserts. You will never forget your first visit to an outback town, such as Coober Pedy, where you can still fossick for the rare gemstone, opal.

## City hopping

Because of our geographical location, nowhere is too far from Adelaide. Melbourne, Sydney, Perth and even Uluru (Ayers Rock) are only short flights away. All domestic carriers have special deals available from Adelaide airport.

The South Australian Visitor and Travel Centre at 18 King William Street in the city can meet your every need when it comes to planning a holiday or quick break in this great state. Or you may call 1300 655 276 or visit [www.southaustralia.com](http://www.southaustralia.com)

## Nightlife

Adelaide’s hot zones for nightlife are the pubs, clubs and bars of Rundle Street in the east and Hindley Street and Light Square in the west.

More information:

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

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

# THE ARTS

South Australians have always enthusiastically embraced the arts, and more than 400 festivals and events are now held across the state each year. Listed below are some of the events and venues helping to shape Adelaide's reputation as the festival capital of Australia.

## The Festival of Arts

One of the most prestigious arts festivals in the world, this biennial event attracts audiences from across Australia and the globe and captivates and transforms the city centre.

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

## WOMADelaide

Staged since 1992 in Adelaide's beautiful Botanic Park, this annual world music festival runs over three days and features hundreds of performers from countries around the world.

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

## Adelaide Festival Centre

The first multi-purpose arts centre built in Australia and still an arts icon today, staging some of the best shows in the world including the popular Adelaide Cabaret Festival. You will also find cafes; a shop selling giftware, music, books and performance related product lines; exhibitions and an arts and craft market on Sundays.

[www.afct.org.au](http://www.afct.org.au)

## Adelaide Fringe Festival

Held annually in February and March, this is Australia's biggest Fringe festival and the second biggest in the world. Attractions include everything from comedy and theatre to visual and digital arts.

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

## Adelaide Symphony Orchestra

The ASO is envied around the globe for world-class performances and is located in Hindley Street in the city.

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



# ADELAIDE – THE FAMILY FRIENDLY CITY

The population of Adelaide is around 1.2 million people and is large enough to offer the services and experiences you would expect of a big city, yet small enough that you can enjoy our wide open spaces and ease of access to all parts of the city. Families moving to Adelaide will find it offers a lifestyle change where safety, relaxation and a sense of community are a way of life.

## Green space

One of the unique features of Adelaide is that the Central Business District (CBD) is surrounded by open parklands. It was designed that way in 1837 and we have proudly maintained our 'green belt' ever since. Picnic spots provide barbecues, tables, seats, running water, children's play equipment, ponds and lakes. Opportunities to discover and explore nature abound just ten minutes from the city centre.

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

## Beach space

On the western side of Adelaide are beautiful, sandy beaches, many of which are easily

accessed by public transport. The beaches are open all year round and patrolled by surf lifesavers and water police throughout summer.

## Youth space

South Australia celebrates the young. National Youth Week is held annually in South Australia and is a chance for young people to be active and engaged, creative and acknowledged, involved and celebrated. Young people in Adelaide can learn what is happening on the local music scene, what movies to see and CDs reviewed by reading the free street magazines such as Rip It Up, Onion and dB.

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

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

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

## Active space

There is no excuse for sitting on the sidelines in Adelaide. Great sports websites for kids include:

Athletics: [www.littleathletics.com.au](http://www.littleathletics.com.au)

Aussie Rules: [www.afl.com.au](http://www.afl.com.au)

Baseball: [www.baseballsa.org.au](http://www.baseballsa.org.au)

Cricket: [www.cricketsa.com.au](http://www.cricketsa.com.au)

Softball: [www.sa.softball.org.au](http://www.sa.softball.org.au)

Swimming: [www.vacswimsa.com](http://www.vacswimsa.com)

Tennis: [www.tennis.com.au](http://www.tennis.com.au)



# SPORT

## South Australians are great lovers of sport – both as participants and spectators.

The Adelaide City Council's 'Getting Active' section lists 60 clubs in the city centre, from belly dancing, rowing and cricket to soccer, chess and lawn bowls.

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

## Australian Rules Football (AFL)

Adelaideans are passionate supporters of Australian Rules Football, with two local teams playing in the national competition: Adelaide Crows and Port Adelaide Power. State and amateur league matches are also played on ovals across the state on weekends in winter.

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

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

## Life. Be In It

This is a community organisation promoting healthy living, and one of its most popular programs is 'Come 'n' Try' which encourages people to have a go at new sports. Free activities include judo, rowing and netball.

[www.sa.lifebeinit.org](http://www.sa.lifebeinit.org)

## Soccer

The world game is growing in popularity across Australia, in line with the success of our national and local teams, and here it is no different. Adelaide United is the state's representative team in the national league.

If you are interested, you may like to join an amateur team or learn more about Adelaide United by phoning the South Australian Amateur Soccer League on 8353 7355 or visit

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

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

## Cricket

The world-renowned Adelaide Oval is the epicentre of the sport in South Australia, with international and state matches regularly played here over summer. The South Australian Cricket Association is responsible for promoting the game in South Australia.

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

## Golf

South Australia has a wide variety of golf courses for you to enjoy, ranging from exclusive world-class clubs in Adelaide. You can find all the information on courses and clubs on the South Australian Golf Association website.

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

## Tennis

Tennis SA is the governing body to provide the best opportunity for all people who wish to enjoy the game of tennis either competitively or socially in South Australia.

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

# IMMIGRATION SOUTH AUSTRALIA: ABOUT US

Immigration South Australia is the key State Government agency in South Australia that aims to attract overseas skilled migrants to our state. We offer various support services to assist new migrants to settle quickly and smoothly.

The Commonwealth Department of Immigration and Citizenship (DIAC) has introduced a number of State Specific and Regional Migration Schemes (SSRMs) designed to better attract skilled and business migrants to specific States.

These include:

- Regional Sponsored Migration Scheme (RSMS)
- Skilled - Sponsored
- Skilled - Regional Sponsored
- Business skills visas.

Immigration SA can provide nominations or sponsorships under these schemes to suitably qualified candidates. Please note that Immigration SA is not involved in assessing or granting visas.

The responsibility for setting immigration criteria, assessing and granting visas rests with DIAC. However, State sponsorships or certifications are given priority processing by DIAC.

For further information:

- Write to Immigration South Australia, GPO Box 1264, Adelaide 5001, South Australia
- Email: [immigration.sa@sa.gov.au](mailto:immigration.sa@sa.gov.au)
- Or visit the website: [www.immi.gov.au](http://www.immi.gov.au)



# JOB OPPORTUNITIES

South Australia offers many and varied job opportunities across a range of key industry sectors. These include healthcare, engineering, ICT, wine, bioscience, advanced manufacturing, defence, construction, medical research hospitality and mining.

Some occupations and professions may need licensing and registration before employment can be found. Immigration SA strongly urges new migrants to contact the relevant licensing or registration board for your occupation to learn of the local requirements before migrating.

## JOB HUNTING

One of the hardest things about finding a job is knowing where to look! A comprehensive listing of job vacancies appears every Saturday in Adelaide's major newspaper, The Advertiser. Jobs are also advertised in Saturday's edition of our national newspaper, The Australian. There are many jobs which are advertised through the internet on the following sites:

[www.mycareer.com.au](http://www.mycareer.com.au)  
[www.careerone.com.au](http://www.careerone.com.au)  
[www.seek.com.au](http://www.seek.com.au)  
[www.hiwages.com](http://www.hiwages.com)  
[www.nowhiring.com.au](http://www.nowhiring.com.au)  
[www.DayWork.com.au](http://www.DayWork.com.au)

It should be noted that all the major recruitment firms also have websites that might be useful and you should check them regularly.

### Writing a job application

Employers in Australia will generally expect you to write a one-page letter of application, accompanied by a short resume detailing your formal education, training and work experience.

Include a minimum of personal details – just write your name, address, contact telephone

number and email address and appropriate information such as whether you hold a driver's licence.

Registering with [www.seek.com](http://www.seek.com) (it's free), will allow you to create your own resume online and give you a good idea of the kind of resume expected by Australian employers. Also, do not be afraid to phone and ask the employer if you need to clarify something in the job advertisement.

The South Australian government funds the Skills Recognition Service located at 55 Currie Street to advise new arrivals on a number of issues, including how to structure a letter of application and a resume.

Often employers will ask for local referees which for new arrivals may be difficult to provide. However one of the best ways of establishing new networks, including people willing and able to be referees, is to become a volunteer with the various community organisations that rely on volunteers to deliver programs. For more information on volunteering go to [www.volunteering.sa.org.au](http://www.volunteering.sa.org.au)

# SKILLS RECOGNITION SERVICES

Skills Recognition Services supports newly arrived migrants with the recognition of their overseas qualifications and skills for the purpose of gaining skilled employment.

The service supports any person residing in South Australia who has work rights.

Particular attention is offered to people who have been sponsored by the South Australian Government through the Skilled Migration Program.

For people with professional/para professional or technical qualifications and skills, Skills Recognition Services can offer:

- Letters of Comparative Assessment of Qualifications – for the purpose of assisting employers to understand the level of qualifications achieved by an individual
- Information/advice on pathways to recognition where registration or professional membership is mandatory
- Support with researching the South Australian job market and, where necessary, referring individuals to state-funded employment programs
- Case management support for people experiencing difficulties with the process of getting recognition of their overseas-gained qualifications
- Case management support for people who have been unable to gain skilled employment.

For people with trades skills and qualifications, Skills Recognition Services can offer:

- Support with identifying pathways to recognition and licensing (if required) of trade skills
- Guidance with the preparation of applications for recognition to various assessing bodies
- Information about further training, recognition of prior learning or trade testing
- Case management for people experiencing difficulties with recognition and/or skilled employment
- Access to Skilled Work SA – a series of forums and workshops
- Access to the Skilled Employment Program for those at risk of becoming long-term unemployed.

For further details contact SA Works-Skills Recognition Services on 1800 658 887

or [www.work.sa.gov.au](http://www.work.sa.gov.au) or email [srs@saugov.sa.gov.au](mailto:srs@saugov.sa.gov.au)

Street address: Ground floor, 55 Currie Street, Adelaide SA 5000.

# EMPLOYMENT LINKAGES SERVICES

Within the Employment Linkages Services Program, the following recruitment consultancies have been selected to assist new migrants gain employment by providing guidance, advice and referral to potential employers as well as follow-up to overcome any initial problems when placed into work.

Check the following websites to learn which sectors these employment agencies service. This will help you choose the most suitable agency to contact. Before you make arrangements to meet any of the ELS service providers you should ensure:

- You have your overseas qualifications assessed by Skills Recognition Services
- A current resume detailing qualifications, training and employment history.

Allstaff Resources  
263 South Road, Mile End, SA 5031  
Tel: 8354 2112  
[www.allstaffresources.com.au](http://www.allstaffresources.com.au)

ARA Jobs  
30 Regency Road, Kilkenny, SA 5009  
Tel: 8268 4444  
[www.arajobs.net](http://www.arajobs.net)

Human Interest Partners  
Level 1, 192 Waymouth Street, Adelaide, SA 5000  
Tel: 8216 0400  
[www.hipartners.com.au](http://www.hipartners.com.au)

MPS People Solutions  
Level 9, 55 Currie Street, Adelaide, SA 5000  
Tel: 8210 8585  
[www.mpsgroup.com.au](http://www.mpsgroup.com.au)



# PAY RATES

The South Australian workplace is governed by a number of Federal and State laws and awards that set out the conditions and wage rates for a range of jobs in different industries. To help people understand the complexities associated with pay rates, rights and responsibilities, the Federal Government has set up the Australian Government Workplace Authority.

The Workplace Authority provides free advice and information to both employers and employees covered under Federal Industrial awards. If you have a query about any aspect of your job or award you should visit [www.fairwork.gov.au](http://www.fairwork.gov.au) or contact them on 1300 799 675.

Casual work is paid hourly, but some companies may try to pay by the 'session' (pay a total amount for a shift) which is much less than the award wage. This is illegal. It is also illegal for employers to hire a worker on a 'trial basis' for no pay. If you work, you are entitled to the correct level of pay for the total time that you work.

Once you're working, it is your employer's responsibility to ensure you are paid the correct amount of money and that the right amount of tax is taken out of your wage. Most employers will pay your wage directly into your bank account but some pay cash. No matter how you're paid, you must receive a pay slip which includes details such as how many hours you worked and how much tax was deducted. While unlikely, it's important to keep your pay slips in case there is a problem or dispute with your employer.

Your employer will also ask you to fill out a Tax File Number Declaration form (this is different from a Tax File Number application).

If you have worked for several employers throughout the year, be sure to remember to include all group certificates in your end of financial year tax returns.

Employer's obligations

<http://www.businessmigration-sa.com/migrant/support/business#5>



# YOUR TAX STATUS

The first \$6,000 of your income in a financial year is 'tax free' – you only pay tax if you earn more than this. The financial year is from 1 July to 30 June and 'income' does not just mean wages – interest earned on investments is also counted.

If you have two or more part-time jobs, you can only claim the \$6,000 tax-free threshold with one employer. For more details visit [www.ato.gov.au](http://www.ato.gov.au)

All workers in Australia are required to submit tax returns each financial year. Returns must be lodged with the Australian Tax Office (ATO) by the end of October for the previous tax year. While the forms can be confusing, the ATO can help. However, it may be in your best interests to contact a registered tax agent.

## Tax File Number

A Tax File Number (TFN) is a unique number issued to you by the Australian Taxation Office and is very important – without one you may pay more tax than necessary. You keep your TFN even if you move interstate, change jobs, change your name, etc. To apply, visit [www.ato.gov.au](http://www.ato.gov.au) or visit ATO's shopfront in SA: 91 Waymouth Street Adelaide

# WORKPLACE SAFETY

You are entitled to a safe and healthy workplace, but if you are injured at work, you can lodge a workers' compensation claim. This will cover you for medical expenses and/or lost wages. For more information visit [www.workcover.com](http://www.workcover.com) and the SafeWork SA site [www.safework.sa.gov.au](http://www.safework.sa.gov.au)

## Equal opportunity

It is illegal to disadvantage anyone on the basis of race, religion, age, gender, marital status, sexual preference or a disability. For details, visit the Equal Opportunity Commission website at [www.eoc.sa.gov.au](http://www.eoc.sa.gov.au) or contact them on 8207 1977.

# STARTING YOUR OWN BUSINESS

In South Australia, small businesses, (which are businesses employing less than 20 people), are a major, and vital part of the economy, directly influencing employment rates, productivity and prosperity. Over 95% of all businesses are small businesses, with 62% run by owner operators, and a further 33% between 1 and 19 staff.

The government has acknowledged the essential role played by small business, and provides a network of support organisations.

In the metropolitan area of Adelaide, there are 10 Business Enterprise Centres with trained and experienced Business Advisers who provide guidance, assistance and advice to small business operators.

This assistance includes direct consultation, the provision of specific information, referral to appropriate advisers and access to a wide range of workshops and assistance programs.

Similar advice and resources are available in the major regional areas of South Australia through the 13 offices of Regional Development Australia.

These services are designed specifically to support small business, and while a nominal charge is made for attendance at workshops, advisory services are free.

## Business Enterprise Centres:

### Eastside BEC

2/294 Payneham Road  
PAYNEHAM 5070  
Ph: 8132 0377

### Enterprise Adelaide BEC

25 Pirie Street  
ADELAIDE 5000  
Ph: 8203 7815

### Inner Southern BEC

903b South Road  
CLARENCE GARDENS 5039  
Ph: 8351 0227

### Inner West BEC

30 -32 Stirling Street  
THEBARTON 5031  
Ph: 8159 8700

### Northern Adelaide BEC –Gawler

2 Lyndoch Road  
GAWLER 5118  
Ph: 8256 0930

### Northern Adelaide BEC – Elizabeth

95 Womma Road  
ELIZABETH WEST 5113  
Ph: 8256 0900

### North West BEC

6 Todd Street  
PORT ADELAIDE 5015  
Ph: 8440 2440

### Salisbury BEC

Innovation House  
MAWSON LAKES 5095  
Ph: 8260 8205

### Southern Success BEC

5/209 Main South Road  
MORPHETT VALE 5162  
Ph: 8326 6511

### Tea Tree Gully – BEC

114 Tolley Road  
ST AGNES 5097  
Ph: 8397 9555

## Regional Australian Centres

### Offices of “Regional Development Australia”

<b>Berri</b>	6 Kay Avenue Ph: 8580 8500
<b>Clare</b>	2/17 Lennon Street Ph: 8842 3115
<b>Kadina</b>	31 Hallett Street Ph: 8821 1099
<b>Kingscote Kangaroo Island</b>	2 Kingscote Terrace Ph: 8553 32111

<b>Mt Barker</b>	38 Adelaide Road Ph: 8391 1374
<b>Mt Gambier</b>	Old Town Hall Building Commercial Street Ph: 8723 1057
<b>Murray Bridge</b>	137 Adelaide Road Ph: 8535 7170
<b>Port Augusta</b>	Lot 500 Stirling Road Ph: 8641 1444
<b>Port Lincoln</b>	89 Liverpool Street Ph: 8682 6588
<b>Port Pirie</b>	85 Ellen Street Ph: 8632 5633
<b>Tanunda</b>	2 Elizabeth Street Ph: 8563 3603
<b>Victor Harbor</b>	3 Eyre Terrace Ph: 8552 1557
<b>Whyalla</b>	127 Nicholson Avenue Ph. 8645 7811

## Financial advice

Discuss your business plans with your bank manager and your accountant. A good accountant will be as committed as you are in making the right choices for your business.

- AMP Banking: [www.amp.com.au/banking](http://www.amp.com.au/banking)
- ANZ: [www.anz.com](http://www.anz.com)
- BankSA: [www.banksa.com.au](http://www.banksa.com.au)
- Bendigo Bank: [www.bendigobank.com.au](http://www.bendigobank.com.au)
- Commonwealth Bank: [www.commbank.com.au](http://www.commbank.com.au)
- NAB: [www.nab.com.au](http://www.nab.com.au)
- St George Bank: [www.stgeorge.com.au](http://www.stgeorge.com.au)
- Westpac: [www.westpac.com.au](http://www.westpac.com.au)
- Institute of Chartered Accountants in Australia: Telephone 1300 137 322

## Laws and rules

There may be laws that will affect your business. Information about licenses and permits that may be required for your particular business can be obtained from the Office of Consumer and Business Affairs and industry peak bodies. It is recommended that you consult a solicitor before starting your business. Solicitors can be found through The Law Society of SA and in the phone book. Certain fees will apply.

- The Office of Consumer and Business Affairs  
[www.ocba.sa.gov.au](http://www.ocba.sa.gov.au)
- The Law Society of South Australia  
Telephone: 8229 0222 [www.lssa.asn.au](http://www.lssa.asn.au)

## Finding the right premises

When finding the right premises, look at the structural condition and make sure the lease document specifies who is responsible for repairs and maintenance. Discuss the lease with your solicitor before you sign it. The local council will give you advice about whether the zoning regulations allow your business to be operated in the location you have chosen.

- Local Government Association:  
Telephone 8224 2000 [www.lga.sa.gov.au](http://www.lga.sa.gov.au)

## Doing your homework

Contact your possible suppliers and understand their terms and conditions. Investigate as much as you can about your chosen venture. If you need further advice, talk to a business adviser at the Business Enterprise Centre Network: [www.southeastern.biz/Doing-Business-in-SA/Business-Networks](http://www.southeastern.biz/Doing-Business-in-SA/Business-Networks)

# EMERGENCY CONTACTS

SERVICE	TELEPHONE
Police, ambulance or fire emergencies (24-hour Freecall)	000 (or 112 from mobile)
Non-emergency police attendance	13 1444
Local Police Stations – Please refer to Yellow Pages <a href="http://www.yellowpages.com.au">www.yellowpages.com.au</a>	
Royal Adelaide Hospital	8222 4000
Women’s and Children’s Hospital	8161 7000
Flinders Medical Centre	8204 5511
The Queen Elizabeth Hospital	8222 6000
Poisons Information Centre	13 1126
Crisis Care	13 1611
Kids Helpline – Freecall	1800 551 800
Lifeline 24 hour counselling service	13 1114
Rape and Sexual Assault Service	1800 817 421 / 8226 8777 AH
Mental Health Emergency Crisis	13 1465
Interpreting Services	13 1450 / 8226 1990
RAA Emergency Road Service	13 1111
Legal Services Commission Advisory Service	1300 366 424



# USEFUL TELEPHONE NUMBERS

## Directory Assistance

National 1223  
International 1225

## Consulates, embassies and high commissions

Consulates can offer advice on issues in your own country, but most are based in Canberra. For a complete listing of countries, contact numbers and websites, visit [www.dfat.gov.au/geo](http://www.dfat.gov.au/geo)

## Local councils

There are 68 councils across South Australia, all offering a range of services for residents.

To find your council, go to [www.lga.sa.gov.au](http://www.lga.sa.gov.au)

## Universities and TAFE SA

- Flinders University  
Telephone: 8201 3911
- The University of Adelaide  
Telephone: 8313 4455
- University of South Australia  
Telephone: 8302 6611
- Carnegie Mellon University  
Telephone: 8110 9900
- TAFE SA (International Education Services)  
Telephone: 1800 882 661
- South Australian Training Advocate  
Telephone: 1800 006 488

## Household utilities

- AGL (electricity)  
Telephone: 13 1245
- SA Water  
Telephone: 1300 650 950
- Origin Energy (electricity and natural gas)  
Telephone: 13 2461
- Telstra (telephone)  
Telephone: 13 2200
- Optus (telephone)  
Telephone: 1800 111 494

## Employment

- Australian Tax Office  
Telephone: 13 2861
- Licensing Trades People Builders  
Telephone: 8204 9696

## Accommodation

- Residential Tenancies Advice Line  
Telephone: 8204 9544
- Translating and Interpreting Service (fees may apply)  
Telephone: 13 1450

## Immigration

- Immigration South Australia  
Telephone: 8303 2420
- Department of Immigration and Citizenship (DIAC)  
Telephone: 13 1881
- Multicultural Youth South Australia  
Telephone: 8212 0085

## Transport

- Passenger Transport Information Centre (Adelaide Metro)  
Telephone: 1300 311 108
- RAA (Royal Automobile Association)  
general enquiries  
Telephone: 8202 4600
- Transport SA  
Telephone: 13 1084

## Tourism

- South Australian Visitor and Travel Centre  
Telephone: 1300 655 276

## Shopping

- Rundle Mall Management  
Telephone: 8203 7200
- Westfield Marion  
Telephone: 8298 1188
- Westfield Tea Tree Plaza  
Telephone: 8264 4011
- Westfield West Lakes  
Telephone: 8159 4330
- Centro Arndale  
Telephone: 8445 2155
- Centro Colonnades  
Telephone: 8384 2000

## Translating and Interpreting

- Translating and Interpreting Services (fees may apply)  
Telephone: 13 1450
- Interpreting and Translating Centre: Tel: 8226 1990,  
Address: 24 Flinders Street  
Adelaide

# THINGS TO DO

THINGS TO DO – ON ARRIVAL ACCOMMODATION	URGENCY	NOTES:
<input type="checkbox"/> Pay rent with the rental card provided by Housing SA at an office or agency of Australia Post		
<input type="checkbox"/> Attend allocation meeting with Housing SA program consultant		
<input type="checkbox"/> Start searching for permanent, longer term private accommodation. (pg 4-8)		

# THINGS TO DO

THINGS TO DO – PRIVATE ACCOMMODATION	URGENCY	NOTES:
<input type="checkbox"/> View the website of the Office of Consumer and Business Affairs (OCBA) to learn about the responsibilities of a residential tenant. <a href="http://www.ocba.sa.gov.au/tenancies/">www.ocba.sa.gov.au/tenancies/</a> If you require language translation assistance. <a href="http://www.ocba.sa.gov.au/consumeradvice/lotel/index.html">www.ocba.sa.gov.au/consumeradvice/lotel/index.html</a> (pg 4)		
<input type="checkbox"/> Arrange for services to be connected to your new home: Electricity, Gas, Water, Telephone and Internet (if required). (pgs 8,20)		
<input type="checkbox"/> To purchase inexpensive furniture and other items for your new home, research the Yellow Pages business telephone book or the internet for second-hand goods from organisations such as the Salvation Army (Salvos) stores, Good Will, St Vincent de Paul Society, Anglicare. (pg 15)		
<input type="checkbox"/> Arrange Insurance to protect your home and contents from fire, water damage, theft of belongings, etc (pg 29)		
<input type="checkbox"/> Visit the website of SA Water for advice to conserve water usage in your home and the current rules relating to the restriction of water to your garden. <a href="http://www.sawater.com.au">www.sawater.com.au</a>		
<input type="checkbox"/> Visit your local council or website to find out about available services, for example – rubbish bin collection, the location of the local library (for books, newspapers, internet service, etc). <a href="http://www.lga.sa.gov.au">www.lga.sa.gov.au</a>		

# COMPLETE UPON ARRIVAL

COMPLETE UPON ARRIVAL	URGENCY	NOTES:
<input type="checkbox"/> Register with Immigration SA at Level 6, The Conservatory, 131-139 Grenfell St, Adelaide.		
<input type="checkbox"/> Register to attend an information session with Immigration SA. Tel: 8303 2400		
<input type="checkbox"/> Apply for a South Australian Driver's licence. Tel: 13 1084 (pg 13)		
<input type="checkbox"/> Enrol children in school. (pg 16-17)		
<input type="checkbox"/> Open a bank account. (pg 18)		
<input type="checkbox"/> Arrange a telephone; mobile or residential landline. (pg 20)		
<input type="checkbox"/> For permanent Visa holders and people from countries with reciprocal health arrangements, register with Medicare. (pg 23)		
<input type="checkbox"/> For Provisional Visa holders, purchase private health cover to the level of Medicare (minimum). (pg 24)		
<input type="checkbox"/> Visit the Skills Recognition Services 55 Currie Street, Adelaide. Tel: 1800 658 887 (pg 37)		
<input type="checkbox"/> Apply for a Tax File Number (TFN) with the Australian Taxation Office. (pg 40)		

# NOTES: