WELCOME TO CARNEGIE MELLON UNIVERSITY - AUSTRALIA

On behalf of all faculty and staff, congratulations and welcome to Carnegie Mellon University-Australia (CMU-A). The following guide will assist you preparing for studies in Australia. CMU-A staff and faculty are looking forward to meeting you in Adelaide. Should you have any questions please contact us:

Pixie Yeap, Director of Programs
pyeap@australia.cmu.edu

Kimberley Zerella, Graduate Programs Administrator
kzerella@australia.cmu.edu

Nereshnee Shunmugam, Manager Admissions
nshunmugam@australia.cmu.edu

Anneliese Elmendorp, Student Services Coordinator
aelmendorp@australia.cmu.edu

Ed Barlow, Manager for External Relations
(Careers and Internships)
ebarlow@australia.cmu.edu

Student Accounts Helpdesk
student-accounts@australia.cmu.edu

IT Services Helpdesk
Preferred form of contact: Zoom, Email, Phone
(consulting times: Mon-Fri: 9:00am – 4:30pm (Adelaide time))
Zoom: https://zoom.us/my/cmuaithelp
it-help@australia.cmu.edu
Phone: +61 8 8110 9999 (please leave a message if directed to voicemail - we will get back to you quickly)
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Career Services

- Individual Counselling
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KEY CONTACTS

- Emergency Numbers
- Useful Websites

Useful Websites

- Accommodation and useful services
- Banking
- Jobsites
- Other Useful Websites and Services
INTRODUCTION TO AUSTRALIA

Introducing Australia

Australia is known for its diverse and welcoming people - there are so many reasons to consider studying in Australia. It is the 3rd most popular international student destination in the world as is currently home to nearly 700,000 international students.

Studying in Australia is a fantastic way to further your education and career prospects.

Introducing Adelaide

Adelaide is the capital of South Australia and has a culturally diverse population of 1.3 million people. One of the world’s most liveable cities, South Australian lead a relaxed yet vibrant lifestyle in a state with a rich history, remarkable environment and a love of fine wine and food.

From local fresh food markets, international sporting events and world-renowned arts festivals, it is no surprise why Adelaide is referred to fondly, as the capital of Australia’s Festival State.

The city’s layout means less time is spent commuting and more time enjoying life and with a lower cost of living that other capital cities in Australia you have more money to enjoy it too!!

The location of the CMUA campus is right in the heart of Adelaide’s vibrancy. Situated in the city’s central business district, CMU-A campus is in the Torrens Building, Victoria Square. A heritage listed site; the building served as the central repository for all land titles in South Australia. Opposite the campus is the famous Central Markets where you can sample and buy international foods. Close-by are the State’s three Australian public universities, as well as numerous cultural venues and affordable restaurants, if you like being by the seaside, the beach is only 20 minutes away from the city by public transportation.

As a student, there is so much to experience beyond the classroom.

Introducing Carnegie Mellon University in Australia

CMU-A is a small campus offering a friendly atmosphere and a great deal of individual attention to every student.

Students have access to the campus 24-hours a day, -with classrooms, project rooms, faculty and administrative offices, student lounges, computer clusters and study spaces available.

The Adelaide campus serves as Carnegie Mellon University’s education base in the Asia Pacific region. Accordingly, a significant percentage of the student body comes from this region. The University has an agreement with the Commonwealth Government to provide scholarships to students from developing countries under the Australian Awards program, many of whom also call this region home.

We also welcome students from over 30 countries - Vietnam, Indonesia, Mexico, Colombia, Argentina, and Peru. In addition, students accepted into the University’s main campus in Pittsburgh have the option of pursuing their studies at the Adelaide campus.

Adelaide Quick Facts

Climate

Adelaide enjoys a Mediterranean climate. In general, the weather in Adelaide is hot and dry in the summer (average temperature between 17°C - 30°C) and mild winters (average temperature between 7.5°C - 16°C)
“The 20-minute City”
Known as the ‘20-minute city’, everything in Adelaide is close and easily accessible. Public transport is cheap and plentiful, with buses, trams and trains, and bike paths are marked throughout the city.

The Festival State
Festivals in South Australia sell more tickets than all other states combined, to events such as Adelaide Fringe, Adelaide Festival and WOMADelaide.

Innovating and inventing
South Australia is known for innovation. Inventions from Adelaide and SA include penicillin, chicken salt (which you must try sprinkled on hot chips) and cask wine (a.k.a. the goon sack).

Wining and dining
South Australia’s climate makes it ideal for wine production. The state’s wine industry is responsible for almost 80% of Australia’s wine production.

Equality
South Australia has often been at the forefront of political and social change in Australia. It was the first place in Australia to give women voting rights (and second in the world).

Useful Websites for study in Australia and Adelaide
Study in Australia
South Australian Tourism Commission
Adelaide City Council
Study Adelaide
STUDENT VISA REQUIREMENTS

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may better to apply with the assistance of an accredited agent due their familiarity and experience in the field.

To apply for a visa, you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application.

You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Which Australian government department is responsible for my student visa?

Department of Home Affairs
The Australian Department of Home Affairs will manage your student visa when you arrive in Australia. In your home country, all matters relating to your student visa are managed by the Immigration section of the Australian Diplomatic Mission (the Australian High Commission, Consulate or Embassy).

Your student visa obligations are determined by the conditions on your student visa in your passport. While holding a student visa, you must always comply with these conditions. Common conditions include:

- Enrolment in your program in all compulsory study periods
- Maintaining OSHC for the duration of your visa
- Updating the University within seven days of changing address
- Study no more than 1/3 of your total program in an online delivery mode
- Working no more than 40 hours per fortnight during official academic terms

Checking your visa details and conditions, can be accessed online via the Department of Home Affairs Visa Entitlement Verification Online (VEVO) system.

Education Agents
Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

Useful Website links
Department of Home Affairs – Student Visa
Studying in Australia
PLANNING YOUR ARRIVAL

Arranging Travel, Arriving in Australia, and Customs

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jetlag.

Adelaide international airport is the international airport terminal to Adelaide. Both the international and domestic airport terminals are jointly located just six kilometres from Adelaide City Centre.

All passengers other than Australian and New Zealand citizens need to present the following documents to officers in immigration clearance:
- a valid passport or other acceptable travel document
- a valid visa or authority to enter Australia (including electronic visas)
- a completed and signed Incoming Passenger card, including health and character declaration.

Anyone who arrives without a valid travel document, visa, or authority, might be refused entry to Australia, or delayed until their identity and claims to enter Australia have been confirmed.

Additionally, you may wish to carry copies of:
- Other personal identification documents, e.g. birth certificate, ID card, driver’s licence
- Medical records and/or prescriptions

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

When you arrive in Australian Airports there are Automatic Teller Machines (ATM) available to withdraw money from your overseas bank account. Before you arrive in Australia, you will need to check with your local bank on availability to withdraw money from overseas ATMs and what the associated fees are. It is a good idea to carry a small amount of cash in Australian Dollars, just in case.

It’s a good idea to also become familiar with customs and quarantine laws of Australia before packing. Australia has strict biosecurity and quarantine laws to keep foreign pests and diseases from entering the country. You must declare for inspection all food, plant materials and animal products on arrival in Australia.

What should I pack?
Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. This will significantly limit the number of things you can bring, especially if you will fly within Australia to get to your destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia, but the price may be higher than in your own country.

Seasonal Considerations
Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

You will most likely be arriving in July/beginning of August, the coldest month/s of the year. You will need to bring your winter clothing and may wish to purchase blanket or a heating appliance within the first few weeks of your arrival in Adelaide.
Clothing
On campus, generally students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts or summer dresses are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls.

For festive occasions, you may want to bring traditional dress and accessories.

Study Materials
At Carnegie Mellon University students have access to all required software including all relevant Microsoft Software. We recommend that a laptop should be no more than 2 to 3 years old or we can help you purchase one here at a very good internationally competitive price when you arrive.

The University does not recommend purchasing textbooks prior to arrival. Faculty can change the edition of the textbook they use at short notice requiring a new book to be purchased upon arrival. Furthermore, sometimes different faculty members teach different sections of the same course and may not always use the same text.

You will receive a Course Syllabus for each topic studied as part of your degree. The syllabuses will outline the required texts and additional study materials such as case studies or calculators, which can be purchased in Adelaide, during and after orientation.

Electrical
The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

Medical supplies
Students should consider bringing medical prescriptions, spare reading glasses/contact lenses from their home country as these can be quite expensive in Australia. Refer to the section on Medical Insurance / OSHC for further information.

Duty-free concession
Duty-free concessions are grouped into 3 categories: General Items; Alcohol; and Tobacco; and are available to travellers if they do not exceed the specified amounts. For more information visit Australian Border Force.

Useful Websites:
Advice on what you can and cannot bring into Australia
Australian Customs and Quarantine
Australian Border Force
Adelaide Airport
Bureau of Meteorology
Temporary Accommodation:

It is advisable to arrange short-term accommodation for the first few weeks of your arrival in Adelaide. We recommend this to enable you time to search for longer term accommodation, which requires potential tenants to inspect prior to securing a longer-term arrangement. We recommend that you arrange this prior to your travel to Adelaide.

There are several short-term accommodation options to cater for on-arrival guests:

**Backpacker Hostels:**
- Adelaide Central YHA
- Backpack OZ
- Adelaide Travellers Inn
- Hostel 109 Flashpackers
- Our House

**Student Hostels**
- Adelaide International Village
- Elm Tree Lodge
- Gosse International Student Residence
- Torrens Valley International Residence
- Adelaide Overseas Student Accommodation

**Hotels and Serviced Apartments**
- Adina Apartment Hotel Adelaide Treasury
- Quest on King William South
- Quest on Franklin
- Franklin Apartments
- Breakfree Director’s Studios
- Majestic Hotels
- Sage Hotel Adelaide
- Oaks Adelaide Horizons Suites
- Oaks Adelaide Embassy Suites
- Adabco Boutique Accommodation

**Overseas Student Health Cover (OSHC)**

Medical costs in Australia can be very expensive if you are required to use services without valid insurance. As a student visa holder, it is compulsory to have Overseas Student Health Cover insurance for the duration of your studies and visa. Therefore, it is compulsory to cover the duration of your visa. Your visa will not be issued until OSHC is obtained.

OSHC allows you to access medical services at the same rates as Australian citizens do. Note: AusAID-sponsored students are NOT required to arrange their OSHC – this is done by the University as part of the scholarship agreement.

Students may choose any medical insurance provider, however the university has a preferred supplier agreement with Allianz Global Assistance – OSHC.

Students are required to make the payment together with their tuition deposit payment. Students may choose from the following options:

a) Singles – Covers only the valid student visa holder,

b) Dual Family – Covers one valid student visa holder plus either one adult spouse or recognised de-facto partner or one or more dependent children or

c) Multifamily – covers one student visa holder plus more than one dependant which can only include one adult spouse or recognised de-facto partner and one or more dependent children.
If you prefer the University to purchase overseas health cover with Allianz Global Assistance, please advise the Student Services Coordinator for this to be arranged.

If you have chosen Allianz Global Assistance as your provider and designated the University’s address as your Australian temporarily address, we should receive your membership card which will be given to you at orientation.

If you purchased your OSHC with a different provider, please make sure you bring your membership card with you.

**What is not covered**

It is very important that you refer to your Providers Product Disclosure Statement (PDS) that will outline what is and is not covered as a part of your OSHC policy.

OSHC does not include Extras Cover, however, may be purchased as an additional cost to your OSHC. Alternatively, it may be a good idea to have any procedures conducted in your home country beforehand.

For more information on Private Health Cover including on Reciprocal Health Care Agreements visit the Australian Government’s [Private Health Listing](#).

**Bringing prescription medicines to Australia**

Your OSHC policy provides partial payment of the cost of prescription medicines however you will be required to make a payment.

You may find it worthwhile to bring additional supplies of a prescription with you; please familiarise yourself with [Australia’s Customs and Quarantine](#) rules and regulations when determining what medicines/substances are permitted. You may also wish to contact the Australian consulate or embassy in your home country to confirm that your medicines and quantities carried are permitted. Additionally, please carry a doctor’s letter explaining your medical condition and medications/prescriptions in your onboard luggage if required at boarder control.
YOU HAVE ARRIVED!

You have passed through customs and immigration and enter the arrival halls of Adelaide Airport...Welcome!

As you will most likely be arriving in Adelaide’s winter expect the weather to be a lot cooler than when you left home. Generally, the average temperature in July/August is 16 degrees Celsius so ensure that you have some warm clothing in your carry-on luggage for preparation once you leave the airport.

Travelling from Adelaide Airport

On-arrival pick up
CMU-A can arrange complimentary on-arrival airport pick-up for you. If you would like to access this free service, please provide your flight details and address of your accommodation to CMU-A’s Student Services Coordinator.

Public Transport
Adelaide Metro Bus
If you wish to use public transport to/ from Adelaide Airport, Adelaide Metro offers an express double decker bus service called JetExpress between the airport and the city.

Adelaide Metro also offers a convenient JetBus service to Glenelg, West Beach and the City, servicing all stops on the way.

Both JetExpress and JetBus are Metroticket services. Single trip and daytrip tickets can be purchased from bus drivers.

Pick up and drop off is from the bus stop located on the left-hand side of the plaza as you leave the Terminal. Click here for Adelaide Airport grounds map.

Shuttle Bus
Airport City Shuttle offers a Door to Door service from Adelaide Airport to Adelaide Hotels and Businesses and return.

Bookings are not needed from the airport, please follow instructions below:

On arrival please make your way to the Information and Tourism Bookings Booth located on the ground floor of the terminal opposite the bottom of the escalator. The friendly staff will help you with your booking and inform you of the next shuttle time (approximately every half hour).

City Shuttle Bus operating hours are as follows:
Monday – Friday from 6.30am – 7.30pm
Saturdays from 6.30am – 5.30pm
Sundays from 6.30am – 5.30pm

The cost is $10 per person each way.

Taxi
To exit the airport, there is a designated taxi rank located to the left (western side) of the pedestrian plaza as you walk out of the terminal. Concierges provide a safe environment and allocate taxis to passengers. They can also organise taxis with wheelchair access, five-seaters and maxi taxis for larger groups or station wagons for large amounts of baggage.

There is a $3 levy added to all fares for taxis leaving the airport.
**Accommodation (Long-term)**

There are a variety of long-term accommodation options to consider when studying in Adelaide. When choosing where to live we recommend that for at least the first 6-12 months that you find accommodation close to campus in the Adelaide CBD. This will enable an easier commute to campus, as well as opportunity to become familiar with the city/surroundings and meet other international students. Additionally, considering potential exposure to the COVID-19, living close by to campus may minimise risk as there is less reliance on or minimal time spent using public transport.

Global Masters of Public Policy Management and Information Systems Management students who are residing in Adelaide for approximately 12 months may find that managed accommodations and residential college options more appropriate as utilities, furniture, wi-fi and in some cases laundry costs are included in the weekly rental cost compared to renting privately.

**Managed accommodation**

($200 – 500/week)

These large centres are full of apartments of varying sizes, generally one to five bedrooms. You will get a fully furnished bedroom with 24-hour support and internet included. Generally, student accommodation is conveniently located for students, is secure and safe, and boasts a real sense of community. The downside to this is the internet can slow down at peak times and the rooms can be on the smaller side.

**Residential colleges**

($450-$550/week)

While they appear more expensive than other options, residential colleges do include a lot of extras. They are usually located close to campus, your fully furnished bedroom will be cleaned weekly, study facilities and gyms are supplied, and the meals are included. The downside is that you often must lock in a lease for 12 months and you may not need all the extras that you are paying for.

**Private rental**

($170-$510/week)

This is true independent living, renting an apartment or a house, either alone or with housemates. Living with others is ideal for meeting new people and reducing your costs. However, if you decide to live alone, you will have to pay for everything and may get lonely (depending on your personality, of course). Rentals come either furnished or unfurnished.

**Useful accommodation websites**

- Domain – Useful in finding private rentals
- Realestate.com.au – Useful in finding private rentals and house share accommodation
- Flatmates.com.au – Useful in finding house share accommodation
- Adelaide Student Housing – Professionally managed housing options for the exclusive use of students in Adelaide
- Insider Guides Accommodation Finder – A range of best practice managed student accommodation providers across Australia. These places are high quality, located close to institutions and are competitively priced.

**Managed Houses and Student Apartments**

- Atira Student Living
- Unilodge
- Urban Nest

**Residential Colleges**

- Kathleen Lumley College – Postgraduate Residential College
What support services are available for renters in SA?

Signing a lease imposes responsibilities in accordance with state legislation. If not clearly understood, legal implications could occur. If considering a private rental, it is essential that you know your rights and responsibilities. This information along with additional rental advice can be found at the [Consumer and Business Services](http://www.consumer.gov.au) website.

The [South Australian Tenants’ Information and Advisory Service](http://www.tias.sa.gov.au) (TIAS) can help you understand your rights when renting a room, apartment or house in Adelaide. Visit the TIAS website to learn about bonds, condition reports and where you can ask for assistance with accommodation issues before and after you arrive.

Community Legal Centres (CLCs) are independent community organisations that provide free legal services to the public. They help people who are ineligible for legal aid and cannot afford a private lawyer. Visit the [South Australian Community Legal Centres](http://www.salaw.org.au) website if you think you need legal support for a tenancy issue.

**What costs to expect with long-term accommodation (private rental)**

**Rent and Bond**

Most property owners will require a 12-month lease (tenancy agreement) to be signed which states the terms and conditions of the lease including the weekly rent, when it is due and initial costs. Start-up costs generally include the first 2-weeks in advance plus a security deposit (bond) equivalent to 4-weeks rent. Your bond will be returned at the end of your agreement if no damage has occurred and your rental payments are up to date. For private rentals, this bond is not legally allowed to be more than 4-weeks rent.

For example, a fully furnished 2-bedroom apartment in the Adelaide CBD is on average $400/week. Excluding utility and internet connection costs expect to pay 2 weeks rent in advance + 4 weeks bond, which should approximately AUD $2,400.

Shared houses expect to pay for your share of rent plus a contribution to the security deposit to cover the cost of bond that was returned to the previous housemate.

**Utilities**

- **Energy**
  
  Due to privacy laws in Australia the University is not able to arrange connection of utilities on your behalf. You need to ring utilities companies and arrange new connections a few days before moving to your new home (unless other arrangements are in place with your landlord – ask if unsure). Ring and let each provider know the date and time you would like the connections to be made.

  This is particularly important with electricity (and gas if you have a gas connection) to ensure you are not left without light and heating/cooling etc when you move in.

  There are many energy providers and it pays to do your research to get the best deal. To compare energy providers for both gas and electricity you can visit [Energy Made Easy](http://www.energymadeeasy.com.au).

- **Water**
  
  Water should be already running at any property. Tenants will be responsible for supply and usage charges associated with the property. Sewerage charges are always the responsibility of the landlord.

**Furniture costs**

There are plenty of stores and online marketplaces in Australia offering affordable furniture and other home items. Cheap but quality furniture ideas are suggested:
• **Furniture stores**
  There is one IKEA store located in Adelaide (near the airport), where you can find reasonably priced furniture and homewares.

  Fantastic Furniture and Amart are also good options for larger items, with locations around the city.

• **Second-hand stores**
  If you are looking for one-of-a-kind, affordable furnishings and home items, second-hand stores are fantastic places to look.

  Popular second-hand stores in Adelaide include Vinnies, Salvos and RSPCA op shops, as well as independent shops and boutiques.

• **Online Market Places**
  In Australia, Gumtree and eBay are two of the biggest online marketplaces for new and used furniture and home goods. On Gumtree, you will often find people giving things away for free.

• **Facebook Marketplace**
  Facebook is a great resource for buying (and selling) furniture and homewares. Facebook Marketplace is full of second-hand furniture, appliances, decorative pieces, cookware, and even clothing, electronics, and hundreds of other items.

• **Department Stores**
  Look for your nearest Kmart, Target, Big W or Spotlight – these stores sell everything from furniture and lighting to kitchenware and bedding at low prices.

• **Buy, Swap, Sell**
  You will find plenty of buy, swap, sell groups on Facebook that are dedicated to suburbs around Adelaide. There are also websites such as Ziilch and Freecycle.

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**Living Costs**
This is merely an average guide and does not consider your budget and spending habits.

**Long-term Accommodation**
- Shared Rental - $95 to $215 per person/week
- Rental - $185 to $440 per week

**Other living expenses**
- Groceries and eating out - $140 to $280 per week
- Gas, electricity - $10 to $20 per week
- Phone and Internet - $15 to $30 per week
- Public transport - $30 to $60 per week
- Car (after purchase) - $150 to $260 per week
- Entertainment - $80 to $150 per week

**Education costs**
- Study Materials – approx. $650/year

Source: Study in Australia, 2020

All costs are per year in Australian dollars. To convert to your own currency, visit [XE Currency Converter](https://www.xe.com/convert/)

**Cost of living calculator**
This is a very useful resource to itemise and workout the expected costs and expense associated with living in Adelaide. You will be able to determine your budget [Cost of Living Calculator](#)
When moving accommodation:

During your stay, if you do move accommodation, below is a checklist and guide for you to follow:

- Update your contact details online via the University’s ‘Andrew’ network
- Notify family and friends of your new address
- Notify the Consulate or Embassy of your address details if you have previously registered
- Advise utility providers and arrange disconnections / connections as appropriate
- Find out your local garbage and recycling collection days
- Advise your bank of your new address details/mobile phone
- All students update Student Services studentservices@australia.cmu.edu of your new address
- Clean – Check condition of accommodation when moving in

Money Matters and Banks

On arrival you should change currency, and purchase groceries or other goods to cover your meals for the first few days. Banks have set opening hours (refer to the following section) and are not open on weekends. If you do not have a bank debit card or credit card you should have enough cash to last you for a few days (AUD$300 - $400 should be sufficient).

Also, remember that short-term accommodation providers normally require an up-front payment.

Currency: AUD$1 = 100 cents.
Notes come in denominations of $5, $10, $20, $50, and $100.
Coins come in denominations of 5c, 10c, 20c, 50c, and gold $1 and $2 coins.

The best way to carry most of your money is in the form of a plastic card, especially if that is the way you do it at home. Australia is a card-carrying society. Credit cards such as Visa and MasterCard are widely accepted for most purchases. Charge cards such as Diners Club and American Express (Amex) are not accepted and incur additional fees.

Debit cards are an excellent idea – you can draw money directly from your home bank account using Automatic Teller Machines (ATMs), banks or EFTPOS machines around the country. Any card connected to the international banking network, Cirrus, Maestro, Plus and Eurocard should work, provided you know your Personal Identification Number (PIN).

The most flexible option is to carry both a credit and visa card. Most banks now offer the option of a visa debit card providing flexibility without the dangers of a credit facility.

Tipping

Tipping is not common in Australia. Australian workers are protected by a more generous minimum wage. Taxi drivers don’t expect tips, but it is quite common for the passenger to offer to round up the charge to the nearest dollar.

Banks in Australia

You need to set up an Australian Bank account while living in Adelaide and if you intend to work or if you are a scholarship holder, to receive stipends. Additionally, having an Australian bank account will enable you to easily access funds without attracting fees for international transfers.

There are several banks to choose from in Australia. Most banks allow you to open a bank account online prior to your arrival in Australia. Whether you chose to do this or wait until you arrive in Australia, the account opening process is straightforward.
Documents to bring to the bank

Your passport (Most banks will accept your passport only up to six weeks after your arrival in Australia).

- Your national identity card (if you have one)
- Proof of Australian Address (can be a household bill. If in the first few weeks of arriving in Australia you do not have a permanent address, you may use the campus address as an alternative, however please ensure you update the bank once you have permanent accommodation)
- Proof of enrolment (Carnegie Mellon University student ID card).

Students are also advised to supply a Tax File Number (TFN) shortly after opening an account. Interest received from having funds in your bank account must be reported on in your yearly tax return as part of your annual income earned.

Banks in Adelaide, South Australia

Some of the popular/larger financial institutions are:

- ANZ Bank  Note: Default bank for AusAID Scholarship holders
- BankSA
- Commonwealth Bank of Australia
- National Australia Bank
- Westpac Banking Corporation

Bank opening hours:

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<thead>
<tr>
<th>Day</th>
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<tr>
<td>Monday – Thursday</td>
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<td>*Saturday</td>
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<td>Sundays and</td>
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<td>Public Holidays</td>
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Account types

There are two common types of accounts:

- Every day (access) account
- Investment or passbook accounts


Once you have been identified and open a bank account you will be provided with a debit card, allowing you to shop across Australia and online without paying additional fees.

Automatic Teller Machines (ATMs), contactless payment and PayID

Your debit card allows you to withdraw cash from most ATMs across Australia. Note that using an ATM that is not from your bank may incur a fee. Additionally, supermarkets allow you to withdraw cash at time of payment for your groceries. You can request the pay and cash out option to do so and supermarket assistants can show you how to do this.

You don’t always need to use your debit card though; you can also set up contactless payments so you can pay for things using your mobile phone, meaning you don’t need to carry a card around. PayID is another way to make payments that uses either your mobile number or email address. Ask your bank for more information.

Credit Cards

It is a little more complicated to get a credit card as an international student, as most Australian banks require you to be on a visa and earning minimum amount of money per year.
If you are determined to get an Australian credit card, talk to your nearest bank branch. In most cases, you will need to undergo a credit check and meet certain requirements.

**Bank fees**

In Australia banks charge fees for various services and for transactions in your account. However, as a full-time student you may be exempt from fees. At time of opening your bank account, ask your teller to provide you with details on the types of fees (if any) are charged. Additionally, please refer to the Product Disclosure Statement, which will be provided to you by the bank at time of opening your account.

**Transferring funds**

Setting up in a new country means a lot of expenses and funds being transferred such as to buy books, pay university fees, pay your rent or utility bills to name a few. There are several ways to send and receive funds:

- **Send/Receive money from home:**
  If you have internet banking set up with your bank, you can easily receive funds from home or send money overseas. Just make sure you have all the required codes (SWIFT, Sort and, for Europeans, IBAN) and the correct account numbers. Bank accounts are best for transferring small amounts and paying your everyday expenses. If you are transferring larger amounts of money and want a better exchange rate with lower fees, you may want to consider other services.

  Money transfer companies provide a fast option to send and receive money overseas in minutes. If you shop around, specialist international money transfer companies will often give you a better deal on currency exchange rates than your bank.

  PayPal is perhaps the most well-known money transfer system, but it does attract a currency conversion fee. Otherwise, you can check out dedicated international money transfer services like Western Union, Cohort Go and Flywire.

- **A prepaid credit card is a great way to receive money from home for daily expenses and not fall into the trap of spending more money than you have in your budget. Companies like Vasco Pay offer prepaid cards designed just for students, as well as additional services like weekly discounts so you can get a bit of extra spending power.**

- **Paying your bills**

  BPAY is an electronic bill payment system that enables secure payment for many different expenses, like your monthly mobile phone or other utility bills.

  Look for the BPAY reference number on your bill and then select the BPAY option on your internet, mobile or phone banking account to make your payment.

**Communications**

If you are looking to set up a mobile (cellular) phone, a good place to start is in Rundle Mall - a shopping mall 5 minutes’ walk from campus. We do not recommend any mobile phone provider over any other. You will need to take some ID with you to open a mobile phone account.

Mobile phone providers include:

- Telstra
- Optus
- Vodafone
- Belong

Most carriers provide mobile ‘plans’ to suit your needs and include a relatively low purchase or lease price for the phone itself. Be aware these plans require you to enter a contract for a minimum of 12 months so think seriously before committing yourself.
Another option is to purchase a phone outright and use a pre-paid account. This option frees you from any binding contracts, but call costs are usually higher in comparison. It all comes back to choosing the right option for your needs.

Internet connection
There are several home internet providers in Australia including Optus, Telstra, TPG, iiNet, Belong and more. Services like Compare Broadband are a good starting point if you are unsure of pricing and the options available in your area. Month-by-month and six-month contracts are becoming more common. They work for students regarding contract length but cost more than 12 or 24-month contracts.

After you’ve chosen an internet provider, setting up your home internet is easy. You can buy your own modem or purchase one through your provider. They will then provide you with all the necessary steps required to finish your set-up.

Australia is gradually connecting to the National Broadband Network (NBN), a process that is expected to be completed this year. But, note that speeds in many locations are still quite slow, especially if you come from a country with fast internet.

Free Wi-Fi
All students have unlimited access to the University’s internet facilities 24 hours per day, 7 days per week.

Additionally, your student accommodation will also include wi-fi as part of your weekly rental payments.

Adelaide offers free wi-fi to all public in certain parts of the city, predominantly around the CBD. You will also find free wi-fi at Adelaide Airport – ideal if you have just arrived in Australia and need internet to navigate your way into the city.

Public libraries and community centres usually offer free wi-fi too, and you’ll find that many cafes around Adelaide give decent internet access (either for free or with purchase).

How do I arrange mobile broadband?
If you cannot get a hotspot using your phone and want a good connection for your device, an easy solution is mobile broadband. Visit a Vodafone, Optus or Telstra store and pick up a 4G modem - they start at around $15-20 per month, but prepaid options are also available.

Employment
The Masters programs delivered at the Heinz College are demanding in terms of both required standards and time commitment. Some students may choose not to work and focus on their studies and others may decide to work limited hours.

While on a student visa, you can work up to 40 hours per fortnight during the semester and unlimited hours during semester breaks. A fortnight means 14 days. Australia has laws guaranteeing basic workplace rights, including minimum pay and conditions.

Whatever your decision please consider this seriously and we suggest that you complete a semester of study first before deciding to work or not. Also, if you bring our spouse or partner, their work rights are tied to your student status, and the hours that they can work may be restricted. If you or your partner breaches the work conditions that apply to your visa, the consequences can be serious, and may include visa cancellation.

Tax
Before working in Australia, it is crucial to obtain a Tax File Number (TFN). Your TFN will ensure that you get taxed at the correct rate for work you are doing. You will also require a TFN if you plan on undertaking an internship in Australia. We recommend applying for a TFN when you arrive in Adelaide.
Australia has a tax-free threshold, meaning you will pay no tax if you earn less than the threshold amount in one year. If you have any tax taken from your earnings including interest earned from your bank account, you will need to complete a tax return at the end of the financial year.

For more details on tax including the current tax free threshold as well as information on income tax returns visit the website of Australian Taxation Office

**What is superannuation?**
Often known as ‘super’, it is a financial contribution towards a fund that you use to live on when you retire. You can contribute to your own fund, but most commonly your employer does this. If you are an employee, the law in Australia says you are entitled to receive super from your employer. If you earn over $450 (before tax) in the calendar month, your employer must contribute at least 9.5% of your earnings to your nominated super fund.

This is in addition to your ordinary wage. You can also claim super when you leave Australia. For more information please visit: [http://www.ato.gov.au/Individuals/Super](http://www.ato.gov.au/Individuals/Super)

**Where should I look for a part-time/casual job?**
Many international students use the popular website Seek to find jobs. Other large popular sites include Career One and Indeed. OneShift Jobs and Spot Jobs are also great places to look. These student-oriented sites make it easier for international students to find appropriate roles while studying in Australia.

Seek  
CareerOne  
Indeed  
OneShift Jobs  
Spot Jobs

**Know your rights – Your employment rights**
Additional to your visa conditions, there are other conditions to be aware of and before agreeing to work anywhere it is important to know a few things:

- As outlined above ensure you obtain a tax file number and provide this to your employer.
- The [Fair Work Ombudsman](http://www.fairwork.gov.au) offers an excellent overview of your rights at work in Australia.
- There are [State and Federal award](http://www.fairwork.gov.au) to protect workers’ entitlements. Most pay rates and working conditions are set down in these awards.
- [SafeWork SA](http://www.safework.sa.gov.au) provides information and advice on wages and conditions of employment in South Australia for both State and Federal systems.
- We also recommend that you consult the work rights information maintained by the [Department of Home Affairs - workplace rights for all visa holders working in Australia](http://www.homeaffairs.gov.au)

**Volunteering**
Volunteering will provide you with a vast range of soft skills, improve your ability to communicate, allow you to make new friends, and help you integrate with your new community.

Volunteering may take you further into the local community and allow you to learn about Australian customs. The experience you develop through volunteering can be of great advantage when you apply for a professional role.

**Out and About in Adelaide**

**Transport**
Living in and around Adelaide City, it is quite easy to get to and from campus by walking, riding your bike or catching the free inner-city tram or bus. As an international student you will have access to the same
student discounts as domestic students. Remember to always carry your student ID card with you if you are travelling on a student concession fare.

Public Transport

Adelaide Metro is the city’s public transport system. There are trains, buses, and trams, as well as several free transport systems in the CBD. Public transport in Adelaide generally stops service at midnight and resumes at around 5.00am the following morning. It’s safe and includes:

- Extensive bus, tram and train networks servicing the entire Adelaide metropolitan area
- Discounted tickets for international students
- Free city transport services — Free City Connector Bus & Free City Tram (Entertainment Centre, Botanic Gardens and Festival Plaza. The Free city tram will also take you to the new Royal Adelaide Hospital at the west end of North Terrace.)
- Frequent daytime services and safe after-midnight services
- Availability of taxi and ride-sharing services

The best and most affordable way to use Adelaide’s public transport system is to use a MetroCARD which you can recharge online, or at a variety of shops. International students are entitled to the same concessions for travel as domestic students. There are two types of student cards, be sure to purchase as tertiary student the ‘Green’ concession MetroCard (as pictured below)

For more information visit, about timetables, ticket pricing, and routes visit the Adelaide Metro website.

Walking and Cycling

Adelaide’s wide and well-maintained streets make the city ‘bicycle (& walking)-friendly’. New or good quality second-hand bicycles can be purchased easily. Additionally you can hire a free bike from Adelaide Free Bikes.

If planning on cycling in South Australia there are a few things to remember:
- Under law helmets must always be worn
- Bicycles must not be ridden on the footpath/sidewalk (many roads have designated cycling lanes, otherwise keep to the left-hand side of the road)
- Lights must be used when cycling at night
- Lock your bicycle securely whenever you leave it unattended.

Driving

Motor vehicles in Australia drive on the left-hand side of the road. If you are the holder of a current driver’s licence, you may drive in South Australia provided:

- You also hold a current International Driving Permit.
- Your home country licence is written in English or is accompanied by a certified English translation (Note: both documents must always be carried if driving).

It is important to familiarize yourself with the local traffic rules. It is strongly recommended that you purchase a Driver’s Handbook to learn specifics about traffic rules in South Australia. Learn more about the road rules by visiting this website: https://mylicence.sa.gov.au/my-car-licence/international-drivers
Shopping

Open hours
Supermarkets are open every day from early morning (7:00am) however closing times vary. Larger supermarkets will generally remain open until 9:00pm on weekdays and 5:00pm on weekends.

City-centre retail shop trading hours:
Monday to Thursday 9.00am to 5.00pm
Friday 9.00am to 9.00pm
Saturday 9.00am to 5.00pm
Sunday 11.00am to 5.00pm

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

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

Foods for different cultures
Adelaide is well known for its variety of cuisines and quality produce. Cafes, restaurants, and bars serve cuisines from all over the world. Chinese, Indian, Italian, Japanese, Korean, Vietnamese and many other cuisines are readily available from supermarkets and specialty stores. Halal food is available at many supermarkets, restaurants, and butchers.

The Central Market, which is located opposite the university, offers a wide range of ethnic shops and fresh produce at discounted prices.

Reasonable priced meal
For good, reasonable priced meals in the city, try one of the many eateries in and around the Central Market. There you will find fish cafes and numerous Asian restaurants in Gouger and Grote Streets. For a sample try either the International Food Market in the Central Market Arcade or Rundle Street.

Religious facilities
Adelaide has worship centres for all major religions located within walking distance of the university’s campus. In addition, a prayer room is located on Campus on the first floor for students as well as general members of public. For a listing of religious facilities and state-wide locations visit SA Community.

Personal safety

Sonder
As a CMU-A student you have access to a personalised App - Sonder. This is an on-demand response network providing students with 24/7 safety and wellbeing support.

Students are given priority access to personnel with emergency service experience at any time of the day or week. Support is multilingual, 24-7 and available over the phone and in-person.

App features:
- 24/7 help (including Mental Health and wellbeing concerns).
- “Check on Me” – If meeting someone new or going to an unfamiliar destination makes you feel uneasy or uncomfortable, the “Check on Me” feature enables support staff to contact you regularly to see if you are OK.
- “Track my journey” – Stay connected day or night, whether commuting or out and about this feature will monitor your progress throughout the journey until you feel safe, secure and no longer need Sonder to check in on you.
• Geo-safety alerts – you will receive text notifications on major or minor local events which could impact your safety.

**General Safety**

Adelaide is a safe city to live, work, visit and study however like all cities an element of crime exists.

• You can easily improve your safety in the community by applying the following safety tips:
• Use the “Check on Me” or “Track My Journey” features on the Sonder App
• Plan your trips and tell someone when you expect to return home
• For late night train travel, sit in the first carriage to be near the driver
• If you have a car:
  - Always lock the doors
  - Check inside the car before getting in
  - Change the place you park on a regular basis
  - Do not expose your bag, purse, or phone
• At night, avoid parks and poorly lit streets and lanes
• Keep handbags, purses, or wallets on or close to your body
• Minimise the amount of cash or valuables that you carry
• When using an ATM for banking:
  - Avoid ATMs in dark or isolated locations
  - Do not let anyone see you enter your Personal Identification Number (PIN)
  - Never count your cash in front of other people
• Ensure that valuable possessions (such as laptop computers, jewellery, electrical goods, car etc.) are kept safe
• You may want to purchase insurance to cover your possessions against damage or theft.
• You have the legal right to restrict any person’s access into your home. If a stranger unexpectedly arrives, it is probably best to assess the situation and find out who they are before opening your doors.

**Important Emergency Contact Numbers**

For **Police, Fire or Ambulance**, in the case of an emergency dial 000 (even when your phone cannot get reception).

For **Police** attendance (non-life-threatening) dial 13 14 44.

If you have been sexually harassed or assaulted dial 000 or visit the nearest police station. Yarrow Place Rape and Sexual Assault Service provides free and confidential support for any person who has experience sexual violence. Call 8226 8777

**Cultural adjustment**

International students and their families may experience a wide range of feelings and moods when studying or living in Australia. Emotions experienced can range from excitement to homesickness and frustration. This mixture of emotions is very normal. However, it is important that you seek assistance if you find the process of cultural adjustment is adversely affecting you. We are always available to discuss any concerns.

**Stages of cultural adjustment**

The impact of moving from a familiar to an unfamiliar culture is known as ‘culture shock’. The stages outlined below tend to recur at different times and in different sequence but are quite commonly experienced by anyone experiencing significant cultural change:

1. On arrival in Australia you may feel excited, curious, and stimulated. You may also feel slightly anxious, particularly if it is your first time in another country.
2. After the orientation period you may start to feel slightly depressed, homesick, and stressed. This is often owing to language barriers, workload, and lack of familiar support from family and close friends.

3. You may also feel frustrated and/or confused about your own cultural identity and Australian cultural identity.

4. As time passes you will feel more comfortable, confident, and relaxed as you become familiar with Australian culture and develop support networks.

5. Finally, you will feel full of potential and confident in your identity while living and studying in Australia. You will start to understand and enjoy Australian culture while valuing your own culture. It is common to experience Stage 1 again when you return to your home country (though by this time you will be familiar with the process).

Mental Health and wellbeing support services
Available 24/7 mental health support services:

- Sonder – CMU-A students have access to 24/7 support services by using the Sonder app
- Lifeline – 13 11 14
- Beyond Blue 1300 224 636
- Mental Health Triage Service – 13 14 65

Australian social customs
Learning more about Australian culture can help you feel more settled. It can be useful to observe the habits and customs of the local people.

Equality
Australia is a democracy and Australians believe in equality. Generally, people receive the same level of respect regardless of their employment/job. Because of this attitude towards equality it is illegal to discriminate against others on the grounds of race, gender, social status, politics, or religion. A casual “thank you” to a shop assistant, bus driver or other service provider is appreciated.

Informality
People often use first (given) names even with respected elders. However, when meeting someone for the first time it is a good idea to use a title followed by a family name (e.g. Ms Lee, Dr Brown, Professor Mori) until you are invited by that person to use their first name. It is not standard to use titles such as Ms or Mr with a person’s first name (e.g. do not use “Ms Sarah” if her full name is Sarah Mori).

Conversation
When speaking to people for the first time, some topics that can be raised include family, work/study, hobbies, and entertainment. In your first conversation it is generally not a good idea to ask about age, salary/wages, religion, politics, or relationships. Australians appreciate a person’s ability to laugh at him/herself. Comments that might seem disrespectful or inappropriate are usually intended to be humorous ‘icebreakers’. These are signs that the person feels comfortable with you, rather than intending to hurt you.

Australians generally stand about an arm’s length from each other when in conversation. Any closer and people feel uncomfortable. It is considered polite to maintain eye contact when directly speaking/listening to someone.

Punctuality
Australians are very ‘time conscious’ and punctuality is considered important. In Australia it is considered rude if you do not keep an appointment (or are late for an appointment) and fail to inform the person you had arranged to meet. You should check appointment times and places and allow sufficient time for travel. Arriving a few minutes earlier much better than later. However, punctuality is more relaxed when it comes to social occasions including parties.
Independence

Australians do not have servants. Very few Australians have a cleaning lady or a cook or a gardener comes once a week to provide services. However, most Australians cook and clean for themselves. This applies to the university. Students are expected to take control of their studies, actively engage with staff and faculty, and take full responsibility for maintain campus facilities in clean and tidy condition.

Miscellaneous customs

- **Dress code**
  People tend to dress casually. Formal attire may be required occasionally but will be indicated in advance. It may be useful to note that it is acceptable for women in Australia to wear short pants and brief tops without being considered distasteful.

- **Smoking**
  Smoking is prohibited on public transport, in restaurants/cafes and public buildings. You can be fined for smoking in prohibited areas. Many people consider smoking around others to be rude and inconsiderate. If you are at someone’s home, it is polite to excuse yourself and smoke outside. Note also that tobacco is heavily taxed and therefore very expensive in Australia – think about quitting before you arrive and save money!

- **Queues**
  People form queues to buy goods in shops, to wait for bank tellers, to get on public transport. It is considered impolite to push ahead of someone who is in a queue before you.

- **Rubbish / Litter**
  Place rubbish in rubbish bins. If there are no rubbish bins you should carry the rubbish until it can be put in a bin. You can be fined for throwing rubbish on the ground.

- **Alcohol**
  Alcohol can be legally served to any person over the age of 18. It is also a common part of Australian students’ parties. Do not feel any pressure or reluctance to refuse if you do not want to. Drinking and driving in Australia is a crime.

- **Gifts**
  Gifts are not usually given to lecturers or others in official positions. Offering gifts in these situations can be interpreted as an effort to gain favourable consideration. If an Australian is invited to a meal, she or he may take a small gift (such as flowers or a bottle of wine) to the host. As a student you are not expected to do this. If Australians tell you to “bring a plate” to a meal, they mean bring a plate with some food to share amongst the guests.

  - Clearing your throat noisily, spitting, and not using a tissue or handkerchief are all frowned-upon.

Improving your English

Here are some tools and resources to help improve your English during your time in Australia:

**Speaking:** Join a conversation group. There are plenty of groups through Meetup, South Australia State Library and Adelaide City Council. If you have a friend who is wanting to improve their English, why not text or talk in English?

**Reading and Listening:** Read in English each day – read websites, the local newspapers, online media. Listen to the local television shows, watch English movies, or listen to English podcasts.

**Writing**: Write a daily journal in English. Do little translation exercise by taking a passage from a book or article in your native language and translate to English or do the reverse.
**Australian Slang (Colloquialism)**

**Expressing Yourself**

Aggro: Angry
Full-on: Intense/wild
Heaps: A lot or very i.e. ‘heaps good’
No worries: Don’t worry about it/It’s OK
Ordinary/Average: These two words can mean what they’re supposed to, but they can also be a mild insult, indicating that something is of poor quality
She’ll be right: It will be fine

Try-hard: Someone annoyingly enthusiastic or who tries too much to please others
_____ as: Almost anything could go here: busy, awesome as, tired as. To understand the speaker, just cut off the ‘as’ and add ‘very’ to the front and you’ll get what they mean
Totes: Totally
Jelly: Jealous
Play it by ear: Decide as you go

**At University**

Biro: pen
Dodgy: Poor quality/Not reliable/Suspicious
How ya going/How’s it going? How are you?
How good is that? This is a rhetorical question so you don’t have to answer. It just means ‘that’s good’
Mobile/Mobes: Cell phone
Rubber: Eraser
Pacer: Mechanical/refillable pencil
Reckon: Think/Figure/Assume
Uni: University
Wag: To skip class
Zed: The letter ‘Z’

**Going/eating out**

Arvo: The afternoon
ATM: Automatic Teller Machine/Cash machine
Avo: Avocado
Barbie: BBQ
Bikkie: A biscuit
Bottle-o: Liquor store
Brekkie: Breakfast
Bucks: Dollars
Budgie Smuggler: A pair of Speedos
Cuppa: A hot beverage
Chemist: Drug store/pharmacy
Dunny: Toilet
Durry: Cigarette
EFTPOS: Machine for electronic (card) payments. Stands for Electronic Funds Transfer at Point of Sale
Esky: Ice cooler
Flat White: Coffee with milk or cream
Footy: Football (the game or the ball)
Goon: Cheap wine in a bag.
Grog run: A trip to go and buy alcohol
HJs/Hungry Jacks: Burger King. When Burger King wanted to open stores in Australia, their name had already been trademarked by a small takeaway shop in South Australia, so they became, Hungry Jack’s.
Jelly: Jell-O
Kiwi: A New Zealander (but also a fruit and a bird)
Knock: To criticise something
Macca’s: McDonald’s
Mate: Friend (this can be used passive-aggressively though, so pay attention to the situation)
Mozzie: Mosquito
Petrol: Gas
Pokies: Poker Machine
Sanga: Sandwich
Servo: Service station/gas station
Shout: A round of drinks paid for by a person. If it is your ‘shout’, then it’s your turn to buy everyone drinks.
Skull: To drink something quickly in one go
Straya: Australia
Stubbie: A bottle of beer
Snag: Sausage
Spud: A potato
Veggies: Vegetables
Woop-Woop: The name of an imaginary town, used to indicate a place far away/in the country

In the Workplace
ASAP: As soon as possible
Bludger: A lazy person
Call it a day: Finish what you are doing
Fair go: A fair chance
FYI: For Your Information
Give someone a bell/a holler/a buzz: Call someone on the phone

Lift: Elevator
Moving forward: Thinking about the future/Moving on to the next thing
Reach out: Get into contact with
Sickie: A day off work due to illness (related: Chuck a sickie: To pretend to be sick to get a day off work)
Whinger: Someone who complains a lot.
WHAT TO EXPECT WHILE STUDYING AT CMU-AUSTRALIA

International Student Population
The Adelaide campus serves as Carnegie Mellon University’s Asia Pacific education base. Accordingly, a significant percentage of the student body comes from this region. The University has an agreement with the Commonwealth Government to provide scholarships to students from developing countries under the Australian Awards program, many of whom also call this region home.

We also welcome students from over 30 Countries - Vietnam, Indonesia, Mexico, Colombia, Argentina, and Peru. In addition, students accepted into the University’s main campus in Pittsburgh (United States) have the option of pursuing their studies at the Adelaide campus.

Faculty Advisor
You have been allocated a Faculty Advisor who will guide your academic progress throughout the year. You will be given the opportunity of meeting your Faculty Advisor at specially designated times during the Orientation program. Students will be advised of who their Faculty Advisor is during the Orientation week.

Counselling Services
Counselling services are available to all students. Initially students may prefer to speak to their Faculty Advisor or Director of Programs concerning academic matters. Issues of a more personal nature can be referred to your Student Services Coordinator who will also provide students with the contact details of a dedicated counselling service. Information concerning appointments remain confidential and is not released to University staff. Additionally, use of the Sonder app will provide you with 24/7 Mental Health and Wellbeing services, which also remain confidential.

Student and Family Special Needs
The programs offered at the University are intensive and students are expected to dedicate much of their time towards studies (an average of 12 hours per week for each class taken). Therefore, students should seriously consider the demands of the academic workload and family responsibilities. On an individual basis, we will provide more information about services to students with families.

Facilities for special needs students
The redevelopment of the Torrens Building has considered requirements for people with special needs. Floor plans, signage and adaptive technology have specifically been designed to ensure facilities and services are readily accessible to all.

Childcare
There is a wide range of childcare facilities (including day-care, after-hours, and vacation care) within an easy walk of the campus. Most residential areas in and around the city have childcare facilities. Note however that childcare services are quite expensive and might have an extensive waiting list period. To locate a suitable childcare centre please visit the Australian Government’s Child Care Finder.

If you are bringing your family to Australia, please contact the Student Services team studentservices@australia.cmu.edu.

Student Social Committee
Student Social Committee – a committee responsible for arranging social events throughout the year. These include movie nights, games, and picnics. Students are also invited to attend various events sponsored by the University which may include the opportunity to listen to guest speakers, careers functions, networking events and sporting and cultural events.
Program Handbook

Program Handbooks are available on CMU-A website https://www.australia.cmu.edu/student-experience/current-students.

Tuition fees

CMU-Australia operates on three semesters per year; therefore, tuition is charged per semester. Invoices for tuition are automatically generated at the end of each month and students will receive email notification that the invoices are available for viewing. There may be additional charges such as case study fees, excess printing etc., added to your invoices. You will obtain all the information about tuition fees and when to pay them during orientation. Contact Student Accounts student-accounts@australia.cmu.edu if you have any queries.

Exchange Program

For MSIT and MSPPM students enrolled in the Adelaide campus, you can consider studying in Pittsburgh for an exchange semester to enhance your educational experience and broaden your personal and professional networks.

More information on Exchange Program is available on CMU-A website https://www.australia.cmu.edu/student-experience/pittsburgh-exchange

Policies and Procedures

The College operates under certain policies and procedures, giving the enrolled students certain rights and imposing responsibilities.

Please refer to the following links to learn more about our policies and procedures:

https://www.australia.cmu.edu/student-experience/current-students


Career Services

Career Services provided to students include Individual Counselling, Workshops and Employer Networking. Career Services will assist you to obtain a suitable position preferably prior to graduation and continuing assistance after graduation. Please approach career services within your first semester.

Individual Counselling

Your Careers and Internships specialist will work with you on one-to-one basis to assist you with your Job Search Preparation, Job Search and Acceptance Process.

Individual Counselling will include the following items:

- Assessment of skills and career interests,
- Resume and cover letter reviews,
- Discussion of job search strategies,
- Interview preparation,
- Job offer review and salary negotiation discussions; and
- Alumni contacts and other networks

Your first appointment with the Career Services will take approximately 30 minutes. You should forward to cmua-careerservices@australia.cmu.edu your resume and details of positions you are interested in and any recent cover letters and job applications you have produced at least 2 days prior to your first appointment to enable review and effective using of counselling time.
Workshops
Workshops are offered throughout the year on a variety of job search tools and skills, including resume writing, interviewing, negotiating job offers, business etiquette, and case interviews. Please regularly review the Events Calendar to ensure you do not miss out on any opportunities.

Networking
Career Services arranges networking events creates relationships with employers and arranges on-campus presentations and interviews.

Adelaide has a great vibrant business community. Many successful entrepreneurs have started their businesses alongside well-established ones, thanks to networking and mentoring experiences.

There are many business groups around Adelaide city where you can widen your network, gain valuable knowledge, and support and attend their events. You may also wish to visit the Adelaide City Council’s business website for more information on events and local groups who meet up regularly.

Internships
For students enrolled in the Global MISM, Global PPM, MSIT (21 month) and MSPPM (21 month), internships are a compulsory component.

Please refer to the program handbook to learn more about internships.

Internships can be completed at a variety of organizations including Government, not for profit and private institutions.

If you are considering undertaking your internship in Australia, we recommend that you apply for a Tax File Number as you will need to provide this to your host employer upon commencement. For more info visit: ATO - apply for a TFN

Visa options after graduation
If you are interested in staying in Australia after graduation, you can start looking for other visa options on the Department of Immigration website.
KEY CONTACTS

Emergency Numbers

- 000 – Dial in emergency for Police, Ambulance and Fire Assistance
- 13 14 44 – For Police assistance (non-emergency)

Overseas Student Health Cover (OSHC)
1800 814 781 Allianz Global Assistance OSHC 24-hour helpline

Medical emergencies Hospitals and Poisons Line call:
Royal Adelaide Hospital – 7074 0000 (Adelaide city)
Women’s and Children’s Hospital – 8161 7000 (North Adelaide, inner north)
Flinders Medical Centre – 8204 5511 (Bedford Park, southern suburbs)
Queen Elizabeth Hospital – 8222 6000 (Woodville, western suburbs)
Poisons Information Centre – 13 11 26

For other emergencies, call:
Electric emergencies and power failures – 13 13 66
Gas emergencies/leaks – 1 800 808 526
Water and sewer emergencies – 8381 0300
State Emergency Service (SES) – 13 25 00

Mental Health and wellbeing support services
Lifeline / 13 11 14
If you need someone to talk to about your mental health, this resource is a crisis support hotline.
Beyond Blue / 1300 22 4636
A free counselling service that you can contact if you are feeling depressed or anxious.
Mental Health Triage Service – 13 14 65

Useful Websites

Accommodation and useful services

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<th>Temporary Accommodation</th>
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<td>Backpack OZ</td>
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<td>Adelaide Travellers Inn</td>
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<tr>
<td>Hostel 109 Flashpackers</td>
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<tr>
<td>Our House</td>
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<td>Adelaide International Village</td>
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<td>Elm Tree Lodge</td>
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<td>Gosse International Student Residence</td>
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<tr>
<td>Torrens Valley International Residence</td>
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<tr>
<td>Adelaide Overseas Student Accommodation</td>
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<td>Adina Apartment Hotel Adelaide Treasury</td>
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<tr>
<td>Quest on King William South</td>
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<tr>
<td>Quest on Franklin</td>
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<tr>
<td>Franklin Apartments</td>
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<td>Breakfree Director’s Studios</td>
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<td>Majestic Hotels</td>
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<tr>
<td>Sage Hotel Adelaide</td>
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<tr>
<td>Oaks Adelaide Horizons Suites</td>
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<tr>
<td>Oaks Adelaide Embassy Suites</td>
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<tr>
<td>Adabco Boutique Accommodation</td>
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<td></td>
<td>Student Hostels</td>
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<td></td>
<td>Hotels and Serviced Apartments.</td>
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### Long-term Accommodation

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<tr>
<th>Domain</th>
<th>Private Rentals and House Sharing Websites</th>
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<tbody>
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<td>Realestate.com.au</td>
<td></td>
</tr>
<tr>
<td>Flatmates.com.au</td>
<td></td>
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</tbody>
</table>

| Atira Student Living                         | Managed Housing and Student Apartments     |
| Unilodge                                     |                                            |
| Urban Nest                                   |                                            |

| Kathleen Lumley College                      | Postgraduate Residential College          |

| South Australian Tenants’ Information and Advisory Service | TIAS is a free independent service, helping people maintain their tenancies in private rental, community housing or public housing |

| Cost of Living Calculator                    | Insider guides cost of living calculator in preparing you for expected costs while living in Adelaide. |

| Adelaide Student Housing                     | Professionally managed service providing housing options for the exclusive use of students in Adelaide |

| Insider Guides Accommodation Finder          | Insider Guide’s managed service providing a range of best practice managed student accommodation providers across Australia. These places are high quality, located close to institutions and are competitively priced. |

### Banking

| ANZ Bank                                     | Australia’s and Adelaide’s main banking companies. |
| BankSA                                       |                                            |
| Commonwealth Bank of Australia               |                                            |
| National Australia Bank                      |                                            |
| Westpac Banking Corporation                  |                                            |

### Jobsites

| Seek                                         | Job Seeker websites |
| CareerOne                                    |                                            |
| Indeed                                       |                                            |
| One Shift Jobs                               |                                            |
| Spot Jobs                                    |                                            |

### Communications

| Telstra                                      | Mobile phone providers |
| Optus                                        |                                            |
| Vodafone                                     |                                            |
| Belong                                       |                                            |
| Compare Broadband                            | A website to compare broadband & NBN plans to meet your needs. |
### Other Useful Websites and Services

<table>
<thead>
<tr>
<th>Website/Service Name</th>
<th>About the service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adelaide Airport</td>
<td>Information and services available at Adelaide Airport</td>
</tr>
<tr>
<td>Adelaide City Council</td>
<td>Council website promoting a variety of community places, events, food and wine and accommodation in Adelaide Central Business District.</td>
</tr>
<tr>
<td>Adelaide Metro</td>
<td>Find out more about trains, buses, and trams, including ticketing and timetabling information</td>
</tr>
<tr>
<td>Adelaide Sexual Health Centre (08) 7717 2800</td>
<td>This STD clinic does free, immediate check-ups and provides sexual health information.</td>
</tr>
<tr>
<td>Allianz Global Assistance</td>
<td>Preferred OSHC provider for students at CMU-A</td>
</tr>
<tr>
<td>Australian Border Force</td>
<td>Federal force in protecting Australian Borders. Information on what you can bring and not bring into Australia.</td>
</tr>
<tr>
<td>Australian Consumer Law</td>
<td>Discovering your legal rights regarding shopping or purchasing services.</td>
</tr>
<tr>
<td>Australian Customs and Quarantine</td>
<td>Australian Government advice concerning customs and quarantine</td>
</tr>
<tr>
<td>Australian Human Rights Commission</td>
<td>If you feel you are being treated unfairly because of your race, descent, colour, or ethnic/national origin then make a complaint to the Australian Human Rights Commission.</td>
</tr>
<tr>
<td>Australian Taxation Office</td>
<td>Contact them to arrange a Tax File Number or learn more about payments made to you while you are here. Super advice can be found <a href="#">here</a>.</td>
</tr>
<tr>
<td>Beyond Blue 1300 22 4636</td>
<td>A free counselling service that you can contact if you are feeling depressed or anxious.</td>
</tr>
<tr>
<td>Bureau of Meteorology</td>
<td>Australian Government Weather Bureau</td>
</tr>
<tr>
<td>Child Care Finder</td>
<td>Australian Government website to assist in sourcing appropriate childcare facilities in your area.</td>
</tr>
<tr>
<td>Consumer Business Services</td>
<td>If you require detailed information about obligations and entitlements when buying products and services as well as private rental advice.</td>
</tr>
<tr>
<td>Council of International Students Australia</td>
<td>They are the peak body for the interests and needs of international students.</td>
</tr>
<tr>
<td><strong>Department of Agriculture, Water, and the Environment</strong></td>
<td>Website to provide advice on what to bring and not bring into Australia</td>
</tr>
<tr>
<td><strong>Department of Home Affairs</strong></td>
<td>This government department handles visa enquiries and issues. <a href="https://www.vevo.gov.au">Visa Entitlement Verification Online (VEVO)</a> Check Online Visa entitlements and conditions.</td>
</tr>
<tr>
<td><strong>Fair Work Ombudsman</strong></td>
<td>If you require assistance understanding your workplace rights and responsibilities. To view state and federal award pay rates <a href="https://awrweb.gov.au">State and Federal Award</a></td>
</tr>
<tr>
<td><strong>Health Direct Australia</strong></td>
<td>Outside of GP consultation hours their trained staff can help you treat non-urgent illnesses.</td>
</tr>
<tr>
<td><strong>Immigration SA</strong></td>
<td>Once you have graduated, and you think you have a skill vital to SA, contact them to assist with extending your stay.</td>
</tr>
<tr>
<td><strong>Legal Services Commission</strong></td>
<td>If you need to know what your legal rights are then contact this free legal service.</td>
</tr>
<tr>
<td><strong>Lifeline</strong></td>
<td>13 11 14 If you need someone to talk to about your mental health, this resource is a crisis support hotline.</td>
</tr>
<tr>
<td><strong>Migrant Resource Centre</strong></td>
<td>Support services to help sort out issues while you are here.</td>
</tr>
<tr>
<td><strong>Office of the Training Advocate/ International Student Advisory Service</strong></td>
<td>For independent advice about living, working or studying in South Australia.</td>
</tr>
<tr>
<td><strong>Road Transport Authority</strong></td>
<td>If you plan to drive in Adelaide, then find out about the road rules and what you need to get yourself into a car.</td>
</tr>
<tr>
<td><strong>SA Community</strong></td>
<td>State Government Community Website to source information on various social communities including religious facilities.</td>
</tr>
<tr>
<td><strong>SafeWork SA</strong></td>
<td>South Australia’s workplace health and safety regulator, offering advice and education on workplace health and safety.</td>
</tr>
<tr>
<td><strong>Sexual Health Initiative (SHINE SA)</strong></td>
<td>To talk about sexual health symptoms and advice.</td>
</tr>
<tr>
<td><strong>Sonder</strong></td>
<td>24/7 on demand Health, Safety and Wellbeing service</td>
</tr>
<tr>
<td><strong>South Australian Tourism Commission</strong></td>
<td>Tourism information on places to visit and what’s on in South Australia.</td>
</tr>
<tr>
<td><strong>Study Adelaide</strong></td>
<td>StudyAdelaide will support you during your time in Adelaide with events, programs to get you involved in the community, student awards, employment workshops and more.</td>
</tr>
<tr>
<td><strong>Study in Australia</strong></td>
<td>For basic information about studying in Australia, including information on the Universities and useful contacts.</td>
</tr>
<tr>
<td><strong>XE Currency Convertor</strong></td>
<td>World’s Trusted currency authority</td>
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</table>