

The following information may be useful to all prospective and current international students at Avenues College in relation to specific services available.

Your Student Visa

As an international student on a student visa, you must:

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell us if you change your address or other contact details
- meet the terms of your written agreement with Avenues College
- maintain satisfactory course progress and attendance.

Important Phone Numbers and Useful Websites

International Education Services is located on the Ground Floor West, 31 Flinders Street, Adelaide.

Phone: +61 8 8226 3402

Fax: +61 8 8226 3655

Postal Address: PO Box 1152, Adelaide, SA, 5001

Website: <https://www.internationalstudents.sa.edu.au/en/>

IES Emergency contact number +61 401 123 205

Please note that this 24 hour service is for student related emergencies only (i.e. student airport arrival delays, student health/safety concerns).

Translation Services

Phone translation service: 131 450

<https://www.tisnational.gov.au/Non-English-speakers>

Websites

Information for international students about living in Australia:

- Insider Guides - <http://insiderguides.com.au/>
- StudyAdelaide - <https://studyadelaide.com/>
- City of Adelaide – <https://www.cityofadelaide.com.au/>
- Surf Lifesaving SA - <http://www.surflifesavingsa.com.au/>
- **The Training Advocate in South Australia** - If you are an international student in South Australia, the Office of the Training Advocate can provide you with independent advice or guidance about all aspects of living, working or studying in South Australia. <http://www.trainingadvocate.sa.gov.au/home/international-students>

Triple Zero – 000

Triple zero calls are free.

When you call Triple Zero (000):

- do you want police, fire or ambulance?
- stay calm, don't shout, speak slowly and clearly.
- say exactly where to come - give an address or location.

Examples of when to call:

- someone is seriously injured or in need of urgent medical help
- your life or property is being threatened
- you have just witnessed a serious accident or crime.



Emergency calls from mobile phones

- Call Triple Zero (000) as normal.
- If Triple Zero (000) doesn't work, call 112.
- You don't need credit on your mobile phone to call Triple Zero (000) or 112 – it is always free.

Locked handset

- You can call Triple Zero (000) without having to unlock the keypad or key in a PIN.

Emergency Services Translation Service

- If you have difficulty understanding English you can ask for an interpreter once you have been transferred to the emergency service you requested. This service is free.

Your location

- When you call Triple Zero (000) on your mobile, it won't automatically give your exact location.
- If you don't know your exact location, using the Emergency+ app to call Triple Zero (000) can assist. The app provides you with GPS coordinates which you can tell the emergency call-taker.
- The Emergency+ app is available to download free of charge from <http://emergencyapp.triplezero.gov.au/>

Visit the following website for more detailed information about calling Triple Zero (000):

<https://www.triplezero.gov.au/Pages/default.aspx>