



THE UNIVERSITY
of ADELAIDE

Our services

Infrastructure



make
history.

Our services

Infrastructure manages the University's \$2.2 billion facilities portfolio. From major building projects to cleaning and maintenance, Infrastructure is here to ensure University facilities meet your needs.

Campus safety and building access

We safeguard our staff, students and visitors by responding to access requests, and providing after hours access to buildings and common teaching areas, security escorts, and alarm monitoring.

Maintenance

From plumbing and electrical to air conditioning services, our maintenance staff keep the campus running smoothly. Our team is both proactive and responsive.

Cleaning

We manage the daily and periodic cleaning of buildings and can arrange additional regular or ad-hoc cleaning services if required.

Waste management

We manage the disposal of both domestic and specialist waste on campus.

Relocations

We develop and manage relocation plans that fit your needs.

Refurbishments, fit-outs and new builds

We work across the University to help facilities such as offices, labs and teaching spaces meet the needs of staff and students.

We manage all aspects of the building, refurbishment or fit-out process with the assistance of architects and construction companies.

Room booking and venue hire

With an extensive range of indoor and outdoor spaces, we can help you book the right venue for your next event, meeting or conference.

Transport and parking

We provide an inter-campus shuttle bus, and an after-hours shuttle service to help you get where you need to go. We also manage car parking and bike storage on campus.

Signage

We keep wayfinding signage on campus consistent, professional and on brand. We can help you with new signage or updates to existing signage.

Strategic asset and space management

We provide strategic advice on infrastructure options to meet school, faculty and divisional needs.

Mail and courier services

We coordinate Toll and Australia Post to provide mail and courier requirements for all University departments, including local, interstate and international services.

2024 STATS

PROJECTS

74

BUILDING ACCESS REQUESTS PROCESSED

14,500

SERVICE REQUESTS SCHEDULED & AD-HOC

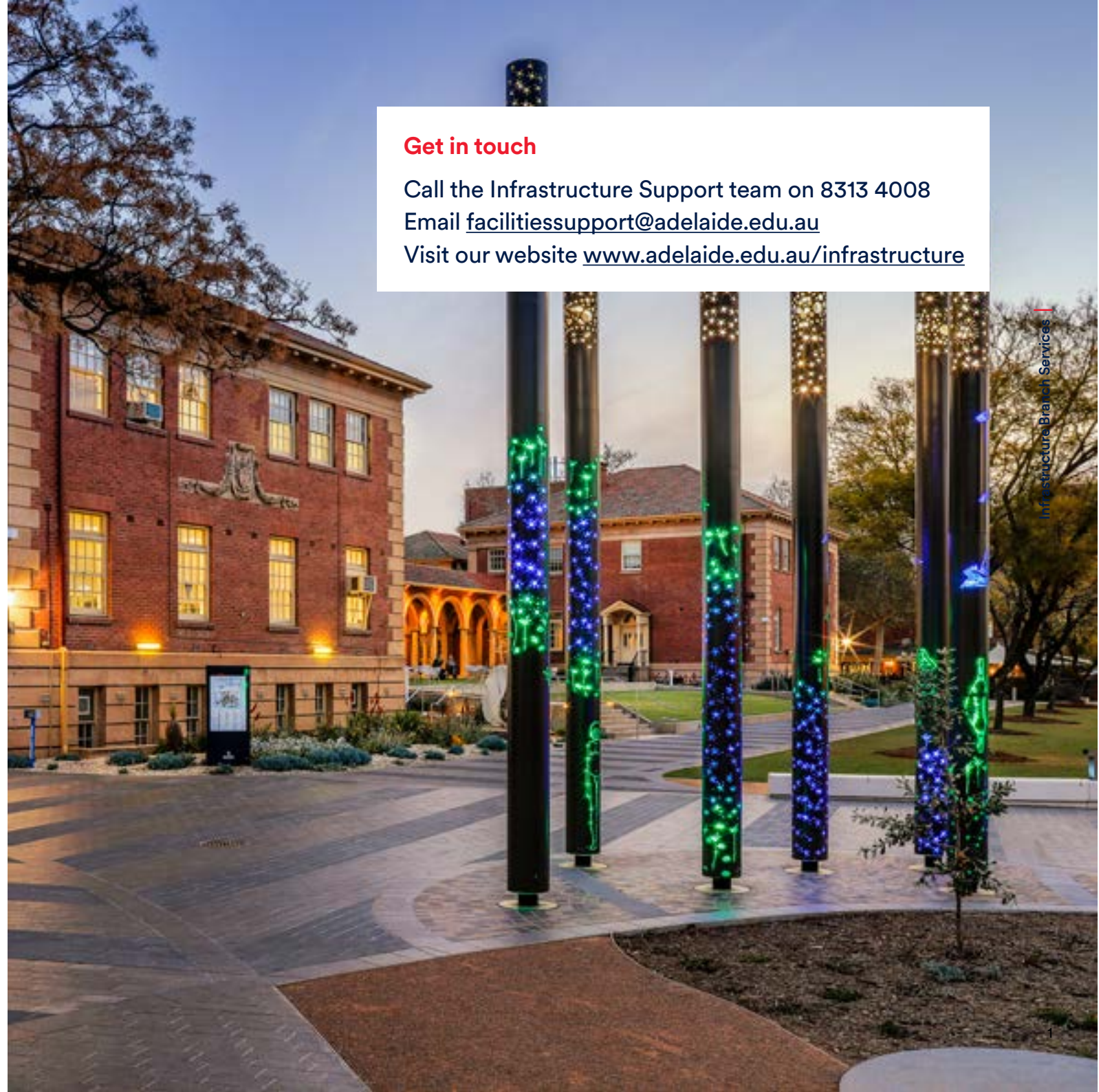
102,000

Get in touch

Call the Infrastructure Support team on 8313 4008

Email facilitiesupport@adelaide.edu.au

Visit our website www.adelaide.edu.au/infrastructure



Campus safety and building access

Security on campus

Security officers are available to assist you 24-hours a day across all campuses, with security offices located at North Terrace, Roseworthy and Waite.

North Terrace - 8313 5444

Roseworthy - 8313 7999

Waite - 8313 7200

AHMS Building Adelaide Health & Medical Sciences (AHMS) - 0477 889 192

Email: security_office@adelaide.edu.au

To report a non-emergency theft or incident call Security on 8313 5444, then SA Police on 131 444.

In a life-threatening emergency dial 000

Step 1

Call '000' for emergency services (fire/ambulance/police)

Step 2

Call Campus Security
8313 5444

After-hours security

To arrange a security escort to your car or bus stop after dark, call your campus security office in advance to book a time.

Building access

Your University ID is pre-programmed with access to the buildings you need to enter. To update or change your building access complete the [online access request form](#).

For immediate access to a locked room or building call, or visit Security at your campus.

Lost property

Lost items are kept by the Security Office for 30 days. You may also like to check with Ask Adelaide, Ask Library or your school/faculty office.

Infrastructure Support responds to more than 22,000 ad-hoc requests annually.



Maintenance

The University has a comprehensive maintenance service schedule, but you can report a problem at any time.

Submit an [online service request](#) if you need assistance with maintenance items such as:

- Leaking roof
- Blocked toilet
- Leaking tap
- Faulty light
- Faulty air conditioning or heating
- Lift breakdown

In the event of faulty or damaged lab equipment, contact your school/faculty office.

Your report or request will be triaged by the support team and assigned a priority, which may change over time, depending on the request.

Priority 1 – Emergency/Danger

e.g. person trapped in lift or power outage in whole building

Priority 2 – Urgent

e.g. blocked toilet or leaking roof

Priority 3 – Non-urgent

e.g. flickering light

Priority 4 – Programmed maintenance

e.g. event setup, quote or periodic clean

Cleaning

Routine cleaning occurs between 12.00am and 7.00am Monday to Friday (excluding public holidays and official closure periods).

Routine cleaning includes mopping, sweeping, dusting and spot-cleaning, plus ad-hoc services to deal with building or weather incidents and non-hazardous spills.

Periodic cleaning of flooring and carpets is generally done during quiet times of the year. Advanced notice is given to stakeholders.

Additional cleaning services

Additional cleaning services can be arranged on either a regular or ad-hoc basis by submitting an [online service request](#).

Should charges apply, you will be provided with a quote that must be approved prior to the service going ahead.

Waste management

General waste, organics and mixed recycling bins are provided in all University buildings and emptied on weekdays. Paper and cardboard bins are emptied as needed.

A battery bin is available in Hub Central for the disposal of small amounts of batteries.

Additional waste disposal

To order extra bins for an event, clean out or recycling station, submit an [online service request](#) (charges may apply).

Specialist waste removal

To arrange for the removal of hazardous, confidential, chemical, biological, e-waste, and medical waste, submit an [online service request](#) (charges may apply).

Relocations

We will work with you to develop a relocation plan that meets your needs. If the relocation is part of a building project, your project manager will be able to provide advice and assistance.

Moving and removing items

To have furniture or other items relocated or removed, submit an [online service request](#). If you need additional furniture, contact the Infrastructure Support team as surplus items may be available.

Signage and campus map updates

Update official University signage and maps by making an [online service request](#).

Changing your mail delivery

To ensure that there are no interruptions to your mail delivery, contact the Toll Priority Mail Room in advance on 8425 1211 to notify the change.

Refurbishments, fit-outs and new builds

Whether it's a small job or major refurbishment, we provide service from inception, quotes and installation through to completion and handover.

Major projects

If your school, faculty or division is considering a major project, contact the [Infrastructure Support team](#) to discuss.

Minor jobs

To arrange minor refresh jobs, such as new shelving, whiteboards or paint, submit an [online service request](#) (charges may apply).

General building project queries

Visit our website for information about [current and completed building projects](#) and key strategies that underpin the University's capital works program.

The Facilities Booking team booked 2,030 events and actioned more than 15,700 provisional bookings in 2024.



Room booking and venue hire

Bookings for the majority of rooms and outdoor spaces on campus are managed by Infrastructure. Most rooms can be booked by students or staff whenever they are not in use for teaching. Conference venues should be booked well in advance.

[View the range of spaces](#) or [book a space](#) for your next event on our website.

Serving food & drinks

View the range of [food and beverage outlets](#) on campus via the website.

To serve alcohol at your event you will need to complete an [Application to Serve Alcohol form](#). Additional conditions, such as security, may also apply.

If you have more questions, contact facilities.booking@adelaide.edu.au

Transport and parking

On campus car parking

Limited parking is available on our campuses. [Information about parking permits](#), including visitor permits, is available on our website.

Cycling

Secure bike sheds and end of trip facilities are located at North Terrace, Waite, AHMS and Rundle Mall Plaza. Complete [Bike Shed Access Form](#) and swipe access will be added to your ID card.

Shuttle bus services

A regular inter-campus shuttle bus service operates between North Terrace, Waite and Roseworthy.

An after-hours shuttle bus service takes students up to 2.5km from the North Terrace campus.

After-hours and commuter shuttle bus services connect Roseworthy Campus with the nearby town of Gawler.

[View up-to-date timetable information](#) on the website.

Signage

Directional, wayfinding, gate and perimeter branded signage is designed to comply with the University's [signage and wayfinding standards](#), to provide a consistent on-campus experience.

New directional and wayfinding signage

To request signage, or an update to existing signage, submit an [online service request](#) (charges may apply).

New promotional signage

For advice on promotional or advertising signage, contact [Marketing](#).

We are committed to continuous improvement. If you have suggestions where we can improve, please let us know at infrastructure@adelaide.edu.au

Strategic asset and space management

The type, amount and quality of space required by organisational units changes over time. Our team can provide information and advice on using space effectively, and on updating your footprint to best meet your needs.

Your space footprint and charges

To understand your area's current space allocation, or if you want to change your allocation, contact the [Infrastructure Support team](#).

Mail and courier services

The central mailroom is located in the Confucius Institute in the Wills building on the North Terrace campus, open between 9.30am and 11.00am weekdays

An Australia Post office is located on the North Terrace Campus, adjacent Hub Central, behind Elder Hall.

Internal mail

Mail (up to A3 size) can be sent to any University department as well as Flinders University, UniSA, Royal Adelaide Hospital, The Queen Elizabeth Hospital, Women's and Children's Hospital and Lyell McEwin Hospital.

Courier services

To book a Toll Fast Courier, call 13 32 78 and quote your account number and department. Alternatively, book via the [Toll website](#).

Large mailouts

Large mailouts can be organised via the University mailroom or the on-campus Australia Post office.

For more information about mail and couriers services email adelaide.mailroom@teamglobal/exp.com or call 7224 6000.



 Further enquiries

The University of Adelaide SA 5005 Australia

free-call 1800 061 459

web adelaide.edu.au

Disclaimer The information in this publication is current as at the date of printing and is subject to change. You can find updated information on our website at adelaide.edu.au. The University of Adelaide assumes no responsibility for the accuracy of information provided by third parties.

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Kurna acknowledgement

We acknowledge and pay our respects to the Kurna people, the original custodians of the Adelaide Plains and the land on which the University of Adelaide's campuses at North Terrace, Waite, and Roseworthy are built. We acknowledge the deep feeling of attachment and relationship of the Kurna people to country and we respect and value their past, present and ongoing connection to the land and cultural beliefs. The University continues to develop respectful and reciprocal relationships with all Indigenous peoples in Australia, and with other Indigenous peoples throughout the world.