

2023

UNDERGRADUATE & POSTGRADUATE

Student Orientation Guide



JAMES COOK
UNIVERSITY
AUSTRALIA

Brisbane



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Welcome to JCU Brisbane

“Welcome to James Cook University Brisbane, a diverse community dedicated to providing students with a high quality education in a friendly and supportive environment. At JCU Brisbane we pride ourselves on delivering real world learning opportunities to ensure your study provides you with a valuable qualification in today’s competitive business world.

Located in the heart of Brisbane’s central business district, JCU Brisbane’s high rise campus provides students from all over the world with the opportunity to attend classes and explore everything our beautiful city has to offer. With access to countless cafes, parks, Queen Street shopping mall, and a view of the iconic Story Bridge within walking distance, we’re confident there is something here for everyone.

Smaller class sizes mean you will have greater access to lecturers, highly educated professionals who are motivated to teach and guide you to succeed. We offer a broad range of experiences and engagement with the university community in order to provide you with a truly Australian experience. We encourage you to take full advantage of the facilities and services JCU Brisbane has to offer.

Comfortable winter temperatures and warm summers mean we enjoy an outdoor lifestyle. With only a relatively short commute by car or train, you can experience what makes this state such a wonderful place to live. Why not visit the beautiful beaches of the Sunshine Coast and Gold Coast or



explore the rainforests and waterfalls of our surrounding mountains? We know the big move to Brisbane may at times be overwhelming but we hope Brisbane can be your home away from home.

I wish you every success during your time at JCU Brisbane.”

*Kevin Anderson
Campus Director*

Academic Staff



“On behalf of the Academic staff I would like to welcome you to James Cook University Brisbane.

I have been working here since the campus opened in 2006 and during my time here I have found that this campus offers a great culture for its students. We are a smaller campus and I’m confident this provides our students with all the best opportunities to excel and access staff support.

As the Senior Associate Dean Academic, I look forward to meeting you all through the course of your studies and I wish you the very best as you embark on this new adventure in beautiful Brisbane.”

Dr Ashley Orth
Senior Associate Dean Academic
ashley.orth@jcu.edu.au

“It is my great pleasure to welcome all of our students to our JCU Brisbane Campus. James Cook University is a well established University with many successful graduates. Your journey, to become another successful JCU graduate, starts here with us.

At JCU Brisbane, we are fortunate to have a diversity of excellent academic, administrative and support staff. We are all here to assist you to achieve your ultimate outcome, whether that is to obtain your desired job, or to truly enjoy your educational experience, or both. We hope that your journey with us will be pleasant and will lead you to continue with your process of life-long learning.

I look forward to meeting all of you throughout your journey with us, and I wish you the very best in your studies.”

Dr Elizabeth O’Brien
Acting Dean Academic
elizabeth.obrien2@jcu.edu.au



Before You Arrive...

Need to Know

- Currency: Australian dollars (\$)
- Language: English
- ATMs: Nationwide
- Credit Cards: Visa and Master Card are widely accepted
- Visas: All visitors to Australia need a visa, except New Zealanders. Check out [Department of Home Affairs](#) for more information
- Driving: Drive on the left; the steering wheel is on the right
- Tipping: Not required; you can tip 10% in restaurants if you're happy with the service

About Brisbane

Brisbane is renowned for its multicultural society, warm sunny climate, close proximity to beautiful beaches, low crime rate and friendly people.

In addition, the relatively low cost of living compared to other Australian capital cities including Melbourne and Sydney, makes Brisbane a great choice.

James Cook University Brisbane Campus is housed in a modern high-rise building in the Central Business District (CBD).

The campus is located within walking distance of the riverfront, Queen Street shopping mall and the Queensland State Library. With discounted public transport services available for full-time students, it's easy to explore and experience everything Brisbane City has to offer.



Brisbane's Top 10

1. Take a stroll through Southbank Parklands
2. Enjoy spectacular views from the Mt Coot-tha lookout
3. Cruise the Brisbane River by CityCat
4. Travel to beautiful Moreton Island and snorkel around the wrecks
5. Have a picnic at New Farm Park
6. Check out the Australian wildlife at Lone Pine Sanctuary
7. See a live stage show at QPAC or visit the exhibitions at the Gallery of Modern Art (GoMA) or Queensland Art Gallery
8. Take a tour of Brisbane's City Hall which is also home to the Museum of Brisbane
9. Head to Suncorp Stadium or the Gabba to watch a live sporting match
10. Climb Brisbane's iconic Story Bridge



Why Choose James Cook University Brisbane

Students who choose to study at JCU Brisbane will graduate with a tertiary qualification from a respected and highly acclaimed university. In addition to this, students will develop connections with a world-renowned business, recognised for achievements in vocational and tertiary education, training, employment, recruitment and apprenticeships.



Important Things To Do Before You Leave Home

- Purchase a laptop
- Make travel arrangements
- Get to know the suburbs of Brisbane
- Explore accommodation options
- Browse through the Australian Customs and Quarantine Services website to see what you can and cannot bring into Australia
- Organise documents to satisfy COE conditions if required
- Organise a folder for official documents - eg. passport, visa grant letter, letter of offer, COE, payment receipts, insurance policies, original or certified copies of academic documentation, other personal identification documents, medical records/prescriptions
- Organise special medications if required
- Provide your family and friends with your contact details in Australia
- Further detailed information can be found within this publication.

Fun Facts

- Australia's national colours are green and gold
- Australia's floral emblem is the wattle
- The animals on the Australian Coat of Arms are the Red Kangaroo and the Emu. These animals were chosen to symbolise a nation moving forward (as neither animal can walk backwards!)
- Australia is the driest inhabited continent on earth, with the least amount of water in rivers, the lowest run-off and the smallest area of permanent wetlands of all the continents
- Australia is home to more than one million species of plants and animals, many of which are found nowhere else in the world, and less than half have been described scientifically

Things to Do in South East Queensland

- Explore the beautiful beaches of the Gold Coast and Sunshine Coast
- Spend a day exploring Mt Tamborine in the Gold Coast Hinterland; visit the quaint shops, walk through lush rainforest and view the beautiful waterfalls
- Get lost in the World Heritage-listed Gondwana Rainforests, only an hour or two's drive from Brisbane; visit Springbrook, Natural Bridge, even spend the night and see the glow worms light up the night
- Take a ferry to North Stradbroke Island or Moreton Island, and experience the Great Outdoors for which Australia is famous
- Enjoy the 360 degree views from the observation deck of Skypoint on the Gold Coast, or if you're feeling adventurous you can even climb to the top!
- Get vertical and go rock climbing – Kangaroo Point Cliffs in Brisbane and the Glasshouse Mountains on the Sunshine Coast offer perfect outdoor adventures
- Watch the sunrise whilst floating through the sky in a hot air balloon
- Visit K'Gari (formerly Fraser Island), the largest sand island in the world. See beautiful pure water lakes, sand dunes and native animals such as dingoes and kangaroos in the wild
- Take a whale watching tour, departing from the Sunshine Coast or Gold Coast and see the whales on their annual migration (May – October)
- Get up close with Australian wildlife at Australia Zoo at Beerwah, Sunshine Coast



Family

Bringing your family to Australia

Before bringing your spouse and/or children to Australia, you will be asked to prove that you can support them financially. You are required to identify all family members on your initial visa application. If this is not done it may mean that they will not be granted visas.

Before making a decision to bring your family to Australia it is important to consider:

- The cost of airfares for your family to and from Australia
- Higher rent for a larger home
- Extra medical expenses
- Extra expenses for food, clothing and other necessities
- Child care expenses
- Waiting lists for child care centres
- School fees, uniform and school supplies expenses
- Your children's adjustment to school in Australia
- The effect on you and your studies if your family is not happy in Australia

You may find it beneficial to adjust to living in Australia first and then arrange for your family to join you.

For more information visit the [Department of Home Affairs](#) website.

Child care

If you need child care there are various options available to you. Child care in Australia can be expensive. There can be long waiting lists for places in some child care centres.

There are many professionally staffed childcare centres in Brisbane city and suburbs. See [Queensland Government](#) for more information on Early Learning and Child Care in Australia.

Schools

It is a condition of your student visa that children 5 years or older must attend formal schooling while they are in Queensland. You will need to provisionally enrol your child in a school before you leave your home country and you will have to pay the school fees in advance.

When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, school size, extra-curricular activities and the size of individual classes.

For further information visit [Education Queensland International](#).

Money & Finances

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and it is important to be aware of all fees, charges and ease of access to your funds.

Financial Support

A scholarship is a great way to make the most of your student experience, meet people to build your professional network, and enjoy greater financial freedom.

Check out our current JCU Brisbane scholarships at www.jcu.edu.au/brisbane/courses/scholarships

Be money smart

The Australian Government has a website moneysmart.gov.au that can give you Australian financial guidance information, including: budgeting, tax, banking, insurance, superannuation, buying a car and how to avoid financial scams.

How much to bring

Make sure you have sufficient funds to support you when you first arrive. It is recommended that you have approximately AU\$4000 to AU\$6000 available for the first two to three weeks to pay for temporary accommodation and transport.

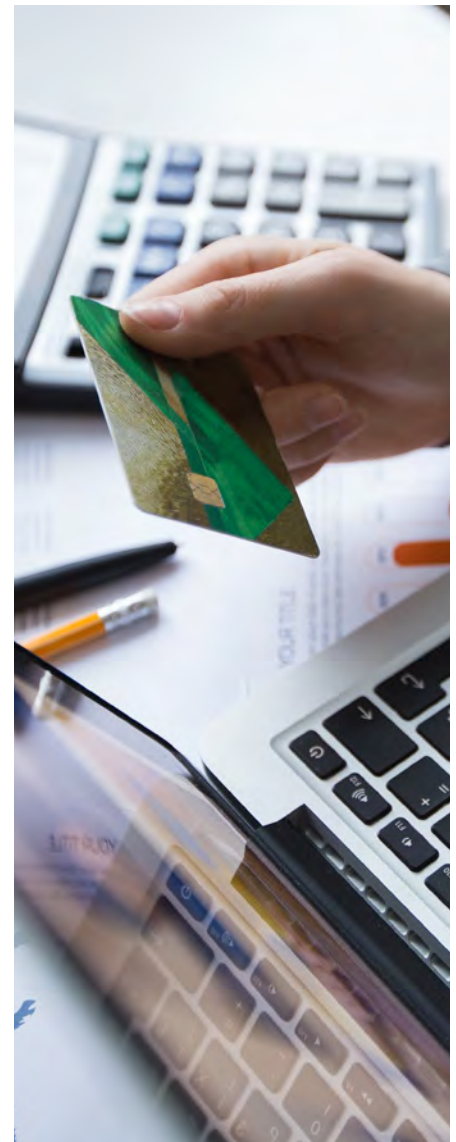
Currency Exchange

Only Australian currency can be used in Australia. Once you have arrived in Australia, you can change money at any bank or at currency exchanges. Search online for banks and currency exchanges in Brisbane before you arrive.

Managing & accessing your funds

There are various ways in which you can manage and access your funds:

- Electronically transfer funds into your Australian account at any time; banks usually charge a fee for each electronic transfer made
- Automatic Teller Machines (ATMs) with the Cirrus Logo are easily accessible (including at the airport) and allow you to withdraw cash from your overseas bank account (if your ATM card has international access). Check this with your financial institution before leaving home
- Visa and MasterCard are widely accepted in Australia. Do not rely on being able to get a credit card from an Australian bank when you arrive as Australia has strict credit, repayment and identification laws.



Setting up a bank account

You can choose to open an account in any bank in Australia. Before setting up a bank account we recommend that you research the services and fees provided by the major banks. Many banks offer student bank accounts. You will require proof of enrolment to gain access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see canstar.com.au.

To open a student bank account, you will need:

- Photographic identification
- Proof of Australian address
- Proof of enrolment
- Money to deposit into the account (as little as \$10)

Banking hours

Most bank branches are open from Monday to Friday, 9:00am – 4:00pm (excluding public holidays). Automatic Teller Machines (ATMs) remain open 24 hours a day.

ATMs (Automatic Teller Machines)

ATMs can be used to withdraw cash by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Please be aware that you may be charged a fee for using another bank's ATM. Fees for using ATMs can vary between banks and between accounts.

Using an ATM

You will be given a Personal Identification Number (PIN) which you will enter into the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. These general rules should be followed for ATM safety:

- Have your card ready when you approach the machine
- Be aware of your surroundings; ensure no one is close enough to see you enter your PIN. Take a look around as you approach the ATM and if there is anything suspicious, don't use the machine at that time.

Report anything you consider suspicious to the police on 131 444.



EFTPOS can also be used to withdraw cash at many other places, like supermarkets and service stations.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. Most banks have a 24-hour telephone number for reporting lost cards. You can also lock, cancel or order a replacement card on your bank's website or app.

Paying bills

Most transaction accounts and savings accounts allow you to pay bills electronically via internet banking or direct debit.

Important: direct debit is a convenient way to pay everyday bills. Make sure you've got enough money in your account to cover the cost of the debit or you might end up with an overdrawn account or a dishonor fee.

Account statements

Most banks will provide regular statements for your account. Telephone and internet banking statements are also available.

Safety when carrying money

- Don't carry large amounts of cash or don't make it obvious that you are carrying money
- Keep your cash in different locations on your person (eg. front pocket, coat pocket or shoes)
- Keep your wallet in one of your front pockets at all times
- Do not carry cash in a backpack or back pocket
- Separate your bank/credit cards and keep them in different locations
- Be very careful how you carry your bag, and never leave it open for someone to slip their hand inside

What should I do if I get into financial trouble?

If you get into financial trouble and feel you won't be able to pay your tuition fees, please send an email outlining your situation to the Finance Team as soon as possible – finance@jcup.edu.au.



Budget Tips

Find tips below on how to best handle your funds when it comes to general spending, food and drink, transport, and entertainment. You can also find some helpful information about budgeting and saving at <https://insiderguides.com.au/money-and-banking>

General

Ask about student discounts everywhere you go. Make a weekly budget and stick to it. Try writing down everything you spend for a week and work out where your money is going.

Shop around before making large purchases. Many stores will also offer to match a competitor's price if you have seen it cheaper elsewhere. Be sure to consider buying things second hand.

Transport

The most cost-effective way to take public transport in Brisbane is to purchase a Go Card. This is an 'electronic ticket' which you can use on all bus, train, ferry and tram services throughout Brisbane, Gold Coast and Sunshine Coast regions. Students enrolled in a full-time load of 3 subjects will be eligible for a [student concession](#).

Get a bike! A cheap second-hand bicycle will be a great investment to cut transport costs, expand your horizons and keep you fit.

Food & drink

Never go grocery shopping hungry! Local farmers markets may have fresh fruit and vegetables cheaper than supermarkets.

Check out what is on special at the supermarket and look out for home brand products – they are usually cheaper. Buy in bulk and save. Buy some healthy snacks in bulk and keep them with you – a handful of nuts and a piece of fruit is cheaper and healthier than fast food. Take a reusable water bottle with you and fill it up for free where possible.

Petrol stations and convenience stores are often more expensive than shopping at a supermarket.

Prepare lunch at home rather than buying it in the city. The JCU Brisbane [Student Lounge](#) has microwaves available for use on campus. You can pack a 'cut lunch' with sandwich fillings, salads, fruit and juice to bring with you.

Eating at a restaurant is fun and a nice treat – however it can be expensive to do it regularly. You can pack a picnic for a fraction of the cost and enjoy it with friends in one of the many beautiful locations in the city.

Restaurants, bars and nightclubs have water available to you for free. Make sure you ask for tap water, otherwise they may sell you expensive bottled water. Drinking alcohol at a pub, bar or nightclub can be expensive. Limit your intake to protect your health and your finances.

Entertainment

Brisbane offers many free attractions and activities throughout the year. Search 'What's on Brisbane' to find out what's happening and the associated costs. Make a calendar of the things you want to do, so you don't miss out!

Many museums and art galleries have free entry. For those that have an admission price, ask about the student discount. Some places have 'cheap Tuesday', including movie cinemas and restaurants. Brisbane and South East Queensland have a wealth of beautiful natural attractions – you can pack lunch and have an amazing day of exploring often for only the cost of transport.



Cost of living

The cost of living in Brisbane is generally lower than for other capital cities such as Sydney or Melbourne. Many JCU Brisbane students choose to live in the suburbs and share accommodation. To the right is a table of estimated costs for food, rent, travel and extras during your stay in Australia. All costs are listed in Australian Dollars (AUD) and are subject to change.



The table below provides a guide to the approximate cost of living in Brisbane.

Weekly Expense	Estimated Weekly Costs (AUD)
Rent (share accommodation)	\$95 - \$215
Groceries and eating out	\$140 - \$280
Gas/electricity	\$10 - \$20
Mobile phone and internet	\$15 - \$30
Public transport/travel	\$30 - \$80
Miscellaneous (clothes, toiletries, medical)	\$30 - \$80
Entertainment	\$80 - \$150
Total Estimated Weekly Costs*	\$400 - \$855

*All prices are to be used as a guide only and can vary based on individual circumstances. For more information regarding living in Australia visit the Study in Australia website at:

<https://www.studyaustralia.gov.au/>

Useful link: www.insiderguides.com.au/cost-of-living-calculator

Accommodation

Expectations & considerations

Looking for accommodation can sometimes be stressful. The more preparation you can do before you arrive the better. Do some research into the way Brisbane is laid out and the areas where most students choose to live. Think about the advantages and disadvantages of living close to campus or in the suburbs. Some rental properties come fully furnished while others do not. If you need to obtain furniture, there are various second-hand and inexpensive furniture retailers available.

It is important to consider carefully the type of experience you wish to have when deciding where to live. Keep the following things in mind when deciding where to live:

- Will noise bother you?
- Will sharing a bedroom or a bathroom be okay for you?
- Would you prefer to live within walking distance to the University and the city, or are you happy to take public transport?

Where to look

Finding the right place to live is one of the most important considerations when settling down in a new country. There are a number of ways you can search for and find accommodation, including:

- See [Accommodation](#)
- Book a room at [Student One](#); premium living within walking distance of JCU Brisbane campus
- Visit realestate.com.au or domain.com.au to view properties listed through a real estate agent Popular suburbs for student accommodation include:
- Visit gumtree.com.au, flatmates.com.au or flatmatefinders.com.au to view classified ads
- Use [Translink's Journey Planner](#) to make sure public transport is available so you can get to classes on time and get home safely if you have evening classes

Popular suburbs for student accommodation include:

- Brisbane CBD
- Runcorn
- Fortitude Valley
- South Brisbane
- Highgate Hill
- Spring Hill
- Kangaroo Point
- Sunnybank
- Kelvin Grove
- Sunnybank Hills
- Mt Gravatt
- Toowong
- Mt Gravatt East
- Upper Mt Gravatt
- New Farm
- West End
- Nundah
- Windsor
- Robertson
- Woolloongabba





Renting in Queensland

The majority of students choose to rent their accommodation for the duration of their studies. The Queensland Government [Residential Tenancies Authority \(RTA\)](#) website provides all the information you will need to find out about renting, including the following important points:

- **Rights and responsibilities of the tenant and landlord:** It is important that you are aware of and understand the rules that apply to renters and landlords in Queensland
- **Bond/Security Deposits:** At the start of tenancy you may be asked to pay a rental bond; this is a security deposit paid before you move in. If you damage the property or do not clean it before leaving, the landlord has a legal right to keep some or the entire amount of the bond; otherwise the landlord must organise to have the bond returned to you within a month of you moving out of the accommodation. A bond is usually equivalent to four weeks rent. Make sure that you get a receipt when you pay your bond. The landlord must lodge the bond with the Residential Tenancies Authority (RTA) either by the renter or landlord.
- **A tenancy agreement/lease:** A tenancy agreement/lease is a written agreement between the tenant and landlord. It states the period of tenancy, rent amount and any special terms. It is important to remember that a lease is a legally binding contract. It can be expensive to break a lease if you change your mind about renting the property.
- **Restrictions:** The tenancy agreement may contain restrictions, such as not permitting smoking or animals in the residence. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.
- **Entry condition report:** This document describes the condition of the residence at the time you move in. Make sure that you review this document carefully before you sign it to make sure that it accurately reflects the condition of the property. Take photos to provide further evidence.
- **Rent and other payments:** You will pay rent for the period of the tenancy agreement. The amount of rent and how it should be paid will be detailed in the tenancy agreement. In addition to rent, you usually pay for utilities such as electricity, gas, phone and internet. You may also be charged for water. Visit the RTA website's Charging for utilities page or Rent and other payments page for more information.
- **Disputes:** If a disagreement occurs between you and your landlord or agent, speak with them first and try to find a resolution. If a resolution is unattainable, the RTA can assist.
- **Maintenance:** The landlord/agent is responsible for keeping the property in good condition. As the tenant you are responsible for looking after the property and keeping it clean and damage free. Your responsibilities may include lawn, pool and [smoke alarm maintenance](#)

Helpful links:

- <https://insiderguides.com.au/rental-rights-tenant/>
- <https://www.rta.qld.gov.au/before-renting/choosing-a-rental-property>
- [Pocket guide for tenants - other languages](#)
- <https://www.rta.qld.gov.au/starting-a-tenancy/rent-payments>



Choosing a Roommate Checklist



- Bills and expenses – do you expect to share costs or is everyone independent? How do you plan on splitting expenses?
- Is preparing and buying food a group effort or not?
- If you have dietary or cultural requirements, will your roommate consider that when preparing or buying food?
- Who cleans and how often?
- How much privacy do you need?
- Are the bathrooms shared?
- Do your potential housemates smoke? You may also want to clarify your stance on alcohol or illegal substances.
- What are their likes and dislikes?
- What are their opinions on overnight visitors?
- Is a social gathering at the house a group decision?
- Are they interested in exploring the region?
- What are they studying?

Inspecting a Rental Property Checklist



- It's a good idea to take notes of each property you inspect, for example the address, rent and agent
- Are there laundry facilities?
- Is there a telephone line already connected?
- Do the light fittings work?
- Is the oven gas or electric?
- Do the toilet and shower work?
- Is there dampness or mould on the walls?
- Is the place furnished? What kind of furniture does it have?
- What kind of heating/cooling is there?
- Are there fly-screens on the windows and doors of the property?
- Is it close to transport, shops, and campus?
- Will the area be noisy?
- Is there good security?
- Will the landlord carry out any repairs before you move in?

Student Visa

Australian Department of Home Affairs - [Applying for a student visa](#)

Most international students will require a student visa to study in Australia. Some other visa holders are also eligible to study as international students in Australia. Apply for your visa online in or outside of Australia.

In order to apply for a student visa, you will need a valid passport, an electronic Confirmation of Enrolment (eCoE), evidence of Overseas Student Health Cover (OSHC) and any other documentation required by the Department of Home Affairs.

It is imperative to allow sufficient processing time for your visa to be finalised between lodging your application and your arrival in Brisbane for the Orientation period (2 weeks before lectures commence), as processing times vary. Check the visa processing time guide on the [Department of Home Affairs](#) website.



Organising Your Travel

You will need to make your own travel arrangements to Australia. Try to arrive a few days before the start of the Orientation period (2 weeks before lectures commence) to allow you time to settle in.

Information regarding Orientation will be sent to your personal email which you provided on your application form. If you have not received an email inviting you to register for Orientation, please email register@jcup.edu.au.

Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport
- Copy of your visa grant letter
- JCU Brisbane Letter of Offer
- Confirmation of Enrolment (eCoE) issued by JCU Brisbane
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents (eg. birth certificate, ID card, driver licence etc.)
- 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 or scan and email copies to your email address.

What to bring

[The Australian Border Force](#) is very strict. Before you start packing, visit the [Department of Agriculture](#) webpage for information on what you cannot bring into Australia. Also read about what can't be mailed into Australia and let friends and family know.

Some items you might bring from overseas can carry pests and diseases. Items that may be prohibited, subject to restrictions or may pose biosecurity risks include, but are not limited to: food, meat, fruit,

plants, seeds, wooden souvenirs, weapons, medications, animal or plant materials or their derivatives, soil (on shoes for example). This includes fruit given to you during your flight.

If you are in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane.

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check what baggage allowances your airline has and think carefully about what you are going to pack. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Clothes and other items

Brisbane students usually dress informally; jeans and t-shirts are considered standard wear. Bring some loose, comfortable clothes for the warmer months, and suitable winter clothing for the cooler months. You may have one or a few formal occasions throughout your stay so bring along formal attire. For festive occasions, you may want to bring traditional dress and accessories.

Other items you might need to include:

- Mobile phone compatible with Australian SIM card
- Prescriptions (including optical)
- Spare glasses (spectacles) or contact lenses
- Laptop in working order
- Adaptor

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 your plugs changed when you arrive.



Visa conditions

You must hold a valid passport and student visa at all times while in Australia. It is your responsibility to ensure that your passport and student visa are current, and that you apply for any renewal before your passport or visa expires.

If you are granted a visa, you must be aware of and abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. JCU Brisbane is obliged to report students who breach their student visa conditions to the Department of Home Affairs.

These conditions include (but are not limited to):

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months (or two trimesters at JCU Brisbane), unless granted release to transfer provider
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days
- Adhere to work restrictions

You can check your visa details and conditions by referring to the [Department of Home Affairs](#) website.

If you have not finished your studies by the end date stated on your CoE, you will need to apply for a new CoE and a new student visa.

JCU Brisbane staff cannot provide visa advice. For information on Australian visa matters please visit the [Department of Home Affairs website](#) or phone 131 881.

Mobile phones & laptops

You can bring items such as a laptop, and similar electronic equipment for personal use, duty free into Australia provided that Customs is satisfied these items are intended to be taken with you on departure. For more information visit [Department of Home Affairs](#).

Bringing medications into Australia

Medicines brought into and taken out of Australia may be subject to customs controls. You can bring some medications into Australia for the purpose of treating your own medical condition or an immediate family member travelling with you, provided that you have a prescription or a letter from your doctor to confirm that you are under their treatment and that the medications have been prescribed for your personal use.

Ensure that the maximum amount of medicine you bring is equivalent to 3 months' supply. Some medications are prohibited from being brought into Australia unless you hold a permit.

For further information, visit the following sites:

<https://www.odc.gov.au/travellers/travelling-or-australia-medicines-and-medical-devices>

<https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in/categories/medicines-and-substances>

What if I run out of medication while I am in Australia?

If the medication you require is a prohibited import, you cannot import additional quantities by mail. You should consult a local doctor. If the medication is not approved in Australia and there is no suitable alternative, a local doctor may be authorised to import the medication on your behalf.

Your arrival

Before landing in Australia, passengers are given an Incoming Passenger Card to complete. This is a legal document. Have the following items handy to help you fill in this card: passport, boarding pass, pen with blue or black ink, address details for your first night's accommodation. On this card, you must declare ALL items you are carrying that may be prohibited, subject to restrictions or may pose biosecurity risks by checking YES on the card. You can be fined for not declaring items. If you have items you don't wish to declare, you can dispose of these in the biosecurity bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than AU \$10,000 in cash, you must also declare this on your Incoming Passenger Card. It is strongly recommended however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

After landing, you will make your way through Passport Control. A Customs & Border Official will check your documents and may ask you a few questions about your plans for your stay in Australia.

If you have an ePassport from an eligible country, you can scan your passport at an automated Smart Gate. After Passport Control, you will move to Baggage Claim to collect your luggage. Check that nothing is missing or damaged. Staff at the Baggage Claim Counter will help you to find your belongings or lodge a claim for damage or loss.

You may see detector dogs and their handlers at the baggage carousel or while waiting in line to pass through The Customs and Border Checkpoint. Do not touch the dogs and follow any instructions asked of you by the handlers.

Once you have your luggage you will proceed to the Quarantine Checkpoint. At the Quarantine Checkpoint, you may be required to present your bags for an x-ray or inspection. Border Force Officers have legislative powers to conduct baggage examinations and to question travellers to identify breaches of certain customs, quarantine and other Commonwealth legislation, including the import and export of prohibited goods. If you answered "yes" to any of the biosecurity risk item questions on your Incoming Passenger Card, an officer will ask you about the items and may wish to see them.

Biosecurity risk items will be inspected and, if they are safe, will be returned to you.

Keeping in contact

Once you have arrived in Australia, let your family and friends know that you have arrived safely. It is important to always let someone know where you are and how to contact you by phone or email.



Thongs Around the World

- Australia: Thongs
- New Zealand: Jandals
- Hawaii: Slippers
- UK: Flip Flops
- South Africa: Plakkies
- South Pacific: Go-Aheads



4 Things Successful Students Do Before They Arrive

It is said that before anything else, preparation is the key to success. However, many students don't think about their studies until the trimester has already begun. Then they spend the first few weeks trying to get organised. If you prefer to get a head start, here are 4 things you can do before arriving in Australia to increase your chances of academic success.



1

Studying in another country can be both an exciting and rewarding experience, but it may also bring changes, which can sometimes make you feel overwhelmed.

Explore the [JCU Brisbane website](#)

- What [important dates](#) do you need to be aware of?
- Where do you [find the JCU Brisbane campus](#)?
- Read through the [Frequently Asked Questions](#) on the JCU Brisbane website to see what other students are asking

3

Find ways to connect with others. Eating well, exercising, sleeping properly, having friends, are all part of a well-balanced life. When you move to a new environment, it may be difficult to find this balance, and this increases the chances of you sometimes feeling unhappy or experiencing culture shock. Having a few good friends with whom you can study and share your experiences will boost your academic performance.

- What are some ways to [make new friends and connections](#)?

2

Identify the main features of academic writing. The ability to write in an academic style is something you develop as part of your university study. It will be useful to know the variety of academic writing styles and rules before you start assignments.

- What are the different types of [academic writing](#) used in assignments?
- What is [referencing](#)?
- What is [plagiarism](#)?
- What are some [note taking strategies](#) to use before, during and after lectures?

4

Practise listening to Australian English. Visitors to Australia often remark about the difficulty in understanding the Australian accent. We need to understand what we hear in order for us to respond in an appropriate way. The four major communication skills are reading, writing, speaking and listening, with listening being the most frequently used skill.

- Watch some Australian film and TV. [Screen Australia](#) has some great suggestions
- Check out [ABC Education](#) for Australian English language learning video content

Transport from the Airport

Train

The [Airtrain](#) is a direct train that runs regularly from Brisbane International and Domestic airport terminals to the city. From the city you can take connecting rail or bus services to surrounding suburbs.

Shuttle bus

[Con-x-ion](#) runs a door to door transfer service from Brisbane International and Domestic airport terminals to your accommodation.

Taxi

Taxis are available 24/7 from sheltered taxi ranks outside Brisbane International and Domestic airport terminals. A taxi meter will always be used and will determine the cost of your travel.

Use the [Fare Estimator](#) for an estimation of the cost dependent on your destination.

Rideshare and Uber

Order your rideshare using your preferred app and follow the signs at the airport to the designated "Ride Booking" area to meet with your driver.

Living in Brisbane







Diversity & Inclusion

At JCU Brisbane, we believe in the strength of diversity and an inclusive and respectful learning and working environment. We celebrate the uniqueness of every individual, cultivating an environment where all members of the JCU Brisbane community feel valued, respected, and empowered to contribute their best. By fostering a culture of inclusion, we aim to create a workplace that nurtures creativity, innovation, and collaboration.

Let us know how we can further support you by contacting our [Wellbeing Team](#).

General Information	
State	Queensland
Population	Over 5 million people
Climate	Subtropical
Language	English
Time Zone	GMT/UTC + 10 hours
Currency	Australian Dollar (AUD)
Cost of Living	Relatively low compared to other Australian capital cities such as Sydney and Melbourne

Weather	
	Dec — Feb Average temperature: 27°C
	Mar — May Average temperature: 23°C
	Jun — Aug Average temperature: 17°C
	Sep — Nov Average temperature: 22°C



There are more than 100 islands off the Queensland coast



Queensland has more than 200 national parks to explore!



Queensland receives an average of 261 days of sunshine each year —hence its nickname, The Sunshine State



Queensland has the world's largest sand island, K'Gari (formerly Fraser Island)



Queensland's tip is the northernmost point of Australia, the Cape York Peninsula



Queensland is home to The Great Barrier Reef, the largest thing on Earth and visible from outer space



Queensland's coastline stretches for 7,400km



Queensland boasts some of the oldest dinosaur footprints in the world



Queensland is nearly five times the size of Japan, seven times the size of Great Britain and two and a half times the size of Texas



Some of Queensland's biggest industries include peanuts, bananas, pineapples, cotton, sugar cane and wool

Adjusting to Life in Australia

Living and studying abroad is an exciting adventure, however it can also present a range of challenges. Adjustments to many areas of your life will need to be made, these include cultural, social and academic.

Adjustment to a new country and culture is a process that occurs gradually and takes time. You may experience a wide variety of feelings and reactions. For example, you may feel confused, nervous, irritable, uncertain and dependent on others. If you experience these things, then you likely have culture shock.

<https://immi.homeaffairs.gov.au/settlement-services-subsite/files/english-ausco-easy-read-culture-shock.pdf>

Culture shock is a normal part of your adjustment. Symptoms include: reactions to situations that may not be normal for you; you may be emotional or sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it. The following advice may help:

Listen, observe and ask questions: Allow yourself time to observe those around you and patterns of both verbal

and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand, as this will reduce the chance of confusion or misunderstandings.

Get involved: Make an effort to meet people and become involved in groups both on campus and in the wider community. Establishing friendships and joining groups is the best way to experience and learn about Australian culture. Find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

Maintain a sense of perspective and objectivity: When confronted with difficulties, remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Try to analyse objectively the differences between Australia and home. Look for the reasons why we do things differently in Australia. Remember that customs and norms are (mostly) logical to the locals, just as your customs and norms at home are logical to you!

Maintain some of the routines and rituals you had at home: This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country with a group of friends.

Communicate with friends and family at home: Communicate regularly with your friends and relatives at home about study and life experiences. This will help you keep connected with important social networks.

Maintain your sense of humour: Remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is okay to make mistakes.

Ask for help: Don't be afraid to ask for assistance or support if you need it. In addition to the student counsellor, there are many other services available to you on campus to ensure you have a successful and enjoyable time in Australia.

Finally, relax and enjoy the journey: Join a club, go for a walk, explore the local area and make the most of your time here in Australia.

Aussie Values & Culture

Australian society values respect for the freedom and dignity of the individual, freedom of religion, commitment to the rule of law, democracy, equality for men and women and equality of opportunity for individuals, regardless of their race, religion or ethnic background.

If you experience behavior that does not reflect Australian values you can seek advice and support from JCU Brisbane staff and the members of the JCU Brisbane Student Board.

Politeness

'Please' and 'thank you' are words that are very helpful when dealing with other people and buying goods or services.

When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not.

When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, 'Excuse me' to get a person's attention and 'sorry' if we bump into them. We also say, 'Excuse me' or 'pardon me' if we burp or belch in public or in a person's home.

You should always try to be on time for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them.

Have a read through [A Guide to Australian Etiquette](#) and [Australian Culture Core Concepts](#) for an insight into Australian cultural norms.

Hygiene

Having an understanding of Australian hygiene expectations can help you integrate more easily into Australian society.

Australians are sensitive to other people's body odours. It is expected that one will be aware of their personal odour and take the necessary measures to ensure that their personal odour does not cause discomfort to those around them.

It can get quite hot and humid in Queensland especially during the summer months. Having a daily shower will add to your comfort and well-being.

If working in close proximity to others concentrated perfumes and colognes may cause some discomfort to others.

Most houses, units and apartments have washing machines for clothes. If not, laundromats are available in many suburbs where one can regularly wash clothes for a few dollars.

Be aware of any odours that may emanate from removing your shoes especially in a closed environment.

After using the toilet facilities, it is expected that you wash your hands in the bathroom basin. All public toilet facilities will have a basin to wash your hands and paper towels or air dryers with which to dry your hands.

Australians are very conscious about dental health and from a young age are encouraged to observe proper dental hygiene.

Female sanitary items are available at pharmacies, supermarkets, service stations and some public toilet facilities. These items should be disposed of in appropriate sanitary bins and not flushed down the toilet

Toileting habits may differ in many cultures. In Australia, the common practice is to sit on the toilet seat and to use toilet paper to clean oneself, disposing of the toilet paper into the toilet and flushing it away. In some countries, the soiled paper is disposed of in bins – this must not be done in Australia.

Tipping

Tipping is not generally expected or practised in Australia, because employees of the Australian service industry are covered by minimum wage laws and do not rely on tips for their income. It is acceptable to leave a small tip (perhaps 10%) should you feel you have received exceptional service.

Australian slang

Common words or 'slang' may seem strange. Slang words start from many different sources, some words are shortened versions of longer words. If you are unsure what an expression means, ask the person who said it to explain. Some common expressions are:

Bring a plate: When you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests.

BYO: In the context of a party, you may be told to BYO ("Bring Your Own") to let you know you should bring your own beverage of choice to the event. It normally refers to alcoholic beverages but if you do not drink alcohol, it is acceptable to bring juice, soft drink or an alternative. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.

Arvo: This is short for afternoon. "Drop by this arvo" means "Please come and visit this afternoon".

Fortnight: This term describes a period of two weeks.

Barbeque, BBQ, barbie: Outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals.

The host serves the meat with salads and bread rolls. It is common to ask if you should "bring a plate" when invited to a BBQ. Most barbies are BYO.

Snags: Sausages, usually cooked at a BBQ, usually made of beef or pork.

Chook: This is short for chicken.

Cuppa: A cup of tea or coffee. "Drop by this arvo for a cuppa" means "Please come and visit this afternoon for a cup of tea or coffee".

Loo: Means toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. "May I use your toilet please?" Some people ask, "Where's the loo?"

Crook: To be sick or ill. "I'm feeling a bit crook today."

Flat out: Is to be busy with work, study or social commitments.

Shout: Means to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to "shout a round", meaning to buy everybody a drink.

Blake/fella: A man. Sometimes if you ask for help, you may get an answer to "see that bloke over there".

How ya goin?: "How are you going?" means "How are you?" It does not mean "What form of transport you are taking?" Sometimes it can sound like "ow-ya-goin-mate".

Togs: Or swimwear, also referred to as bathers, bikini or swimmers.

More examples of Australian slang can be found here:

<https://insiderguides.com.au/essential-aussie-slang-international-students/>





Recreation

Recreation Sport and Arts

There are many and varied recreational activities on offer in Brisbane. Whether you love sport, conservation or the arts, you are sure to find an activity for you.

Fitness Centres or Gyms are common throughout Brisbane and the suburbs:

- [Fitness First](#)
- [F45](#)
- [Jetts](#)
- [Snap Fitness](#)

In the Brisbane community, you will find a variety of sporting activities including; football, rugby, martial arts, dancing, rock climbing, canoeing, kayaking and basketball.

Brisbane also offers a diverse mix of hobby groups, clubs, societies and organisations. These include environmental groups, literature clubs, photography, bushwalking and public speaking to name a few.

Visit <https://www.mycommunitydirectory.com.au/Queensland/Brisbane> or <https://www.qld.gov.au/recreation> for information on events, clubs and organisations in Brisbane.

Entertainment and nightlife

Brisbane enjoys a thriving nightlife and offers a multitude of entertainment venues attracting big name acts, artists and shows. The diversity of local acts, from the pub scene to choral ensembles and dance groups, are sure to keep your weekend calendars full.

Check out the following sites for information about local events.

- [Visit Brisbane](#)
- [Must Do Brisbane](#)
- [Choose Brisbane](#)

Public Holidays

Our National Public Holidays are New Year's Day, Australia Day, Good Friday, Easter Monday, Anzac Day, Christmas Day and Boxing Day.

All other public holidays are individually declared by the state and territory governments.

See <https://www.australia.gov.au/public-holidays> for further information.

Will My Mobile Phone Work in Australia?



Australian mobile phone networks operate on the GSM 900 / 1800 frequency bands. You should check your phones instruction booklet or call the phone's supplier to see if your handset is compatible.

If your phone is marketed as 'GSM', 'tri-band' or 'quad-band' there is a good chance that it will work. You also need to ensure that your phone is not carrier locked if you want to use it with an Australian SIM card.

Services

Telephones

Calling overseas from Australia

To call an international phone number from Australia:

1. Dial the international access code (0011)
2. Dial the country code
3. Dial the area code (if required)
4. Finally dial the phone number

For example: if calling France (country code +33) Dial 0011 33 then the local code and phone number.

Many students find that the most effective way to call home is by using WhatsApp or FaceTime.

Calling Australia from overseas

To contact Australia:

1. Dial the international access code from that country (this will vary from country to country)
2. Dial the Australia country code (61)
3. Dial area code without the first zero (eg. Queensland would be 7 instead of 07)
4. Finally dial the phone number

For example, to call the JCU Brisbane campus, dial +61 7 3001 7800.

Mobile/cell phones

Before bringing your mobile phone to Australia have a read of [Australian Phone Networks and Frequencies Explained](#) to see if your phone will operate here. If you are unable to use your mobile in Australia, then there are a wide range of options open to you. Firstly, decide whether a pre-paid mobile phone or a phone plan suits your needs. Consider the following before agreeing to a phone plan:

- Can you meet the expected costs for the entire period of the contract?
- Are there any charges for ending a contract early?
- Can you alter your contract if required?
- Does the contract include a handset or do you have to provide your own?

You may find websites such as [whistleout.com.au](#) and [youcompare.com.au](#) useful when making decision on a mobile phone. If purchasing a plan you will need to take identity documents including passport, student card and credit card.

Internet Access

In Australia, there are a number of ways you can connect to the internet – via an ADSL2+, NBN, or Mobile/Wireless Broadband service.

If you don't want to set up physical ("fixed line") internet connection, a mobile/wireless broadband connection is your best option. This service

essentially has the same coverage as mobile phone services, so it is available almost everywhere. The first thing to do is find a provider to set up your service which you can do online or over the phone. Some providers offer a month to month plan, others will require you to sign a contract that may last up to two years. You can compare broadband plans [comparebroadband.com.au](#) to find the best deal to suit your budget.

Free wireless internet

In Australia you can access the internet from many public areas: hotels, libraries, airports, and internet cafes. If you bring your laptop, iPhone, etc, most of these places offer free wireless Internet, and you can find free WiFi hotspots in most common public areas.

Please keep in mind that Australian internet services/speed may not be what you are used to. Sometimes it may be faster or slower depending on your home country's internet speed.

Internet access on campus

Students are given unlimited internet access for study purposes on-campus via the WiFi network Eduroam. You can access the internet services on university computers located in The Resource Centre, computer labs or study nooks by signing in using your JCU username.

Transport

Brisbane is an easy city to get around/ The metropolitan area has a great range of options for moving around the city with ease.

- Trains
- Buses
- Ferries
- Driving
- Taxi
- Rideshare
- Touring
- Cruises
- Cycling & Scooting

Visit <https://www.australia.com/en/places/brisbane-and-surrounds/getting-around-brisbane.html> for information about these modes of transport.



Key Road Rules to Follow

- You (and your passengers) must wear seatbelts at all times while the vehicle is in motion. If you are driving, it is your responsibility to ensure that all of your passengers are wearing seatbelts
- As a passenger, you can also be fined for not wearing a seatbelt
- Children under seven years of age must be restrained in a suitable and properly fastened child restraint or booster seat when travelling in a car. The type of restraint depends on the age of the child. Read more about child restraints at [qld.gov.au/transport/safety/rules/children](https://www.qld.gov.au/transport/safety/rules/children)
- It is illegal to hold a mobile phone in your hand or have it resting on any part of your body, such as your lap, when driving. This applies even if you're stopped in traffic. The phone does not need to be turned on or in use for it to be an offence. <https://www.qld.gov.au/transport/safety/road-safety/mobile-phones>
- You must only have the maximum number of passengers in the car as per the car's specifications
- To avoid accidents on a long journey, make sure that you take a 15 minute rest break every two hours
- Watch out for pedestrians at pedestrian (zebra) crossings and at stop signs



Overseas driver's licence

You may drive in the state of Queensland with your current overseas licence for the duration of your stay in Australia as a student on a student visa. This is on the condition that the licence is current and in English, or that you carry a certified translation of it with you. For details of certified translators in Brisbane visit [National Accreditation Authority for Translators and Interpreters Ltd](#). If your home country licence expires whilst you are in Australia, you will need to obtain a Queensland driver's licence from Queensland Transport.

Drinking alcohol and driving

It is your choice to have a few alcoholic drinks with friends at a party or when you are out at a nightclub. However, if you are planning to drink alcohol, the best option is to leave your car at home. If you do plan to have a few drinks, designate someone to be the driver for the occasion. A 'designated driver' agrees not to drink alcohol at all and makes sure that everyone gets home safely.

Police conduct Random Breath Tests (RBTs) throughout Queensland any time of the year to deter and detect drink drivers. Visit the [Queensland Police](#) website for further details about driving in Queensland.

In Australia the amount of alcohol in your blood must not be more than 0.05% if you are driving a motor vehicle, scooter or riding a push bike on a roadway. It is estimated for men this is no more than two standard drinks in the first hour and one standard drink each hour after that. For women it is no more than one standard drink each hour. Be aware that this is a guide only; your blood alcohol content can vary depending on gender or body size.

If you are on a learner or provisional licence, you must have a blood alcohol content of 0.0%. Do the right thing, don't drink and drive!



Shopping

Brisbane has a number of shopping centres. The major shopping centres include:

- **[Queen Street Mall](#)**
Queen Street Mall
Brisbane QLD 4000
- **[Westfield Carindale](#)**
1151 Creek Road
Carindale QLD 4152
- **[Indooroopilly Shopping Centre](#)**
322 Moggill Road Indooroopilly
QLD 4068
- **[Westfield Chermside](#)**
Gympie Road & Hamilton Road
Chermside QLD 4032
- **[Westfield Mt Gravatt](#)**
Logan Road & Kessels Road
Upper Mt Gravatt QLD 4122



Business hours

In the suburbs, retail stores are usually open between 9:00am and 5:30pm on Monday, Tuesday, Wednesday and Friday. Thursday is "late night shopping" when stores stay open until 9:00pm. Friday is "late night shopping" in the CBD. On weekends, retail stores generally open from 9:00am – 5:00pm on Saturday and 10:00am – 4:00pm on Sunday.

Major supermarkets are generally open from 7:00am – 9:00pm Monday to Saturday, and Sunday 9:00am – 6:00pm.

It's always best to check the stores' websites for opening hours.

Bargaining/haggling

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price.

Purchasing an item

The most common methods of purchasing items are by cash or card, also known in Australia as EFTPOS (Electronic Funds Transfer at Point of Sale). Visa and Mastercard are the most commonly accepted cards.

Working in Australia

Work Restrictions

Student visa holders can work no more than 48 hours a fortnight while studying. Student visa holders have no work restrictions when their course of study or training is not in session. This ensures that student visa holders are able to focus on obtaining a quality Australian education and qualification, while remaining able to gain valuable work experience, and contribute to Australia's workforce needs. Students must make sure they are aware of any changes to visa conditions, including work rights.

For more information see the [Department of Home Affairs](#) website. A full list of [mandatory and discretionary](#) student visa conditions can be found online

For information about your rights and responsibilities at work, visit [Fair Work Australia](#)

Finding work

Working in Australia is a great cultural experience however you should not rely on income from employment when budgeting to pay for tuition fees or living expenses.

There are several ways to find a job in Australia:

- [Joblinx](#) provides information, advice and guidance on careers and employment to all enrolled JCU Brisbane students
- Online: [seek.com.au](#), [careerone.com.au](#) and [au.linkedin.com/jobs](#)

Taxation

Taxes

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn. You may be required to lodge a [tax return](#) every year to ensure you pay the correct taxes or to receive a tax refund.

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at the [Australian Taxation Office \(ATO\)](#).

Superannuation

Your employer must contribute an additional sum equal to 11% of your wage into a superannuation account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

For more information on how you may be able to claim your superannuation, visit the [Australian Tax Office](#) website.



Health

Emergencies

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial **000**. For non-emergency transport to the hospital, take a taxi or public transport.

Mental health

Lifeline's **13 11 14** service is staffed by trained volunteer counsellors 24 hours a day, every day of the week. They can provide you with advice, emotional support and information about support services that are available in communities around Australia.

Suicide callback service

The Suicide Callback Service provides free phone counselling for anyone affected by suicide. If you are feeling suicidal, or worried about someone call **1300 659 467**.

Poison

The Poisons Information line provides the public and health professionals with prompt, up-to-date and appropriate information to assist in the management of poisonings and suspected poisonings. The Australia-wide Poisons Information Centres have a common telephone number: **131 126**.

Emergency translation

For translation service in an emergency situation dial **1300 655 010**.

General Health

Maintaining good health is of vital importance when studying abroad.

Physical health

A big part of staying healthy involves eating healthy foods, and getting enough exercise. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website nutritionaustralia.org.

- Exercise – Do at least 30mins of moderate exercise a day
- Sleep – Get at least 8-9 hours of sleep a night
- Nutrition – Keep a balanced diet remembering to eat lots of vegetables and fruit every day
- Alcohol – Limit your consumption of alcohol and avoid binge drinking

Sexual health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner's health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. Always use condoms as condoms are the only form of contraception that protects against STIs and unplanned pregnancy.

[Queensland Sexual Health Services](#) provides a list of services and contacts.

Mental health

Living and studying in a foreign environment may create unexpected physical and emotional stress, which can exacerbate otherwise mild disorders.

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behavior.

If you find yourself struggling with some of these issues, please make an appointment to speak to the JCU

Brisbane counsellor. This is a free and confidential service you can access to talk about any issues that could have an adverse impact on your life and studies. Bookings can be made [online](#). If you have a question, immediate concern or cannot find a suitable appointment time, contact the Counsellor by phone or email.

JCU Brisbane Counsellor

Access: Face-to-face, video, and phone consultations available

Phone: 1300 469 675

Location: JCU Brisbane Campus

Email: studentcounsellor@jcub.edu.au

Medical Services

What do I do if I'm sick?

In your home country, you may visit a hospital when you are sick. We don't do this in Australia. If you go to a hospital when you don't need to, you will likely spend many hours waiting for treatment.

When to go to Emergency (hospital): Immediate medical care required

When to visit a GP (General Practitioner): Cold & flu, sprains, rashes, earache, infection etc.

When to visit a pharmacy: Cold & flu, skin conditions, minor allergies, cuts etc.

Visit the [Queensland Health](#) website for further information about the above.

Access the [Find a Health Service](#) link for information on finding services such as :

- General practice
- Emergency Department
- Hospital
- Pharmacy
- Find a different service



Prescription medication

Doctors' surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a pharmacy to obtain the medication. Medication prescribed by your doctor is not free. You must pay the pharmacy. In some instances you may be able to claim a portion of the medication cost back from your OSHC provider.

International prescriptions will not be filled by Australian pharmacies. You will need to see a doctor in Australia and have a new prescription written.

Your familiar brands and medication dosages may not be available in Australia. Your Australian doctor will be able to advise you of the best course of action.

Over-the-counter medication

Pharmacies also provide a variety of over-the-counter medications which do not require a prescription. These are useful for treating colds, headaches, allergies and the like. Ask the pharmacist on duty for advice.

Dental and optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist, you will need to make an appointment and pay the full fee of this service. To take out extra cover contact your OSHC provider directly.

Interpreter services

There are a variety of healthcare professionals from many different cultural backgrounds in Australia. You may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the [Translation and Interpreting Service \(TIS\)](#) can be used. Phone: **131 450**.

Medical Facilities in Brisbane

Hospitals

Mater Hospital Brisbane

Raymond Terrace,
South Brisbane QLD 4101
Phone: 07 3163 8111

Queensland Children's Hospital

501 Stanley Street
South Brisbane QLD 4101
Phone: 07 3068 1111

Royal Brisbane and Women's Hospital

Cnr Butterfield Street and Bowen Bridge Road
Herston QLD 4029
Phone: 07 3646 8111

Princess Alexandra Hospital

199 Ipswich Road
Woolloongabba QLD 4102
Phone: 07 3176 2111

Prince Charles Hospital

627 Rode Road
Chermside QLD 4032
Phone: 07 3139 4000

Medical centres

Brisbane City Doctors

Manor Apartments 289 Queen Street
Brisbane QLD 4000
Phone: 07 3221 3366

Brisbane Central Station Medical Centre

10/198 Adelaide Street
Brisbane QLD 4000
Phone: 07 3236 3409

Market St Medical Practice

Level 1 10 Market Street
Brisbane QLD 4000
Phone: 07 3229 9209



Overseas Student Health Cover (OSHC)

All student visa holders must have Overseas Student Health Cover (OSHC) which provides medical and hospital insurance in Australia. You must not arrive in Australia before your health insurance starts.

Exceptions: You do not need OSHC if you are:

- a Norwegian student covered by the Norwegian National Insurance Scheme
- a Swedish student covered by Kammarkollegiet
- a Belgian student covered under the Reciprocal Health Care Agreement with Australia

Your education provider can organise your OSHC for you, or you can select an approved OSHC provider yourself and pay the policy. If you elected to have JCU arrange Overseas Student Health Cover on your behalf, your cover will be provided by [Allianz Care Australia \(ACA\)](#).

Your OSHC only covers you while you remain on a student visa. If your visa status changes at any time while in Australia, contact your OSHC provider to arrange for appropriate health insurance and to discuss any refunds you may be entitled to. It is your responsibility to ensure that you have appropriate health insurance while you remain in Australia.

The following information only applies if JCU Brisbane arranged your OSHC. Within the first week of your arrival at JCU Brisbane, you will receive your certificate of insurance (COI) via your JCU email address. Your next step is to register for online services – visit the [ACA website](#) and create an online account. You will need your JCU email address and your policy number which can be found on your CoE. Once you have created your account, download the Allianz MyHealth app on your phone to access your e-membership card, submit a claim, find a doctor and much more. You can also order a physical membership card by logging into your account and selecting Order a membership card. Check your Australian address is correct and submit your request. Your card will be posted to your Australian address.

What does OSHC cover?

OSHC helps you cover the cost of medical treatment while studying in Australia. OSHC benefits are similar to the cover Australians receive through Medicare (Australia's public health care system).

- Doctor's appointments: Allianz Care Australia helps cover medical costs when you see a doctor or specialist
- Emergency ambulance: You're covered for emergency ambulance transport to hospital for admission and on-the-spot emergency treatment
- Hospital costs: You're covered for hospital treatment and

accommodation. You can choose to go to hospital as a public or private patient

- Prescription medicine: If you're prescribed medicine from your doctor, you may be able to claim back money for items included in the [Pharmaceutical Benefits Scheme \(PBS\)](#). Please refer to the [Policy Document](#) which states in detail what is covered and what is not covered under your OSHC policy.

How to make a claim

You will need to have paid your medical bill in order to make a claim for reimbursement. Simple ways to make a claim:

- Allianz MyHealth app: upload photos of your receipts and submit your claim in the app
- Email claim: download the claim form from ACA website and complete. Scan and email to ACA along with receipts.

If you have any queries about your membership or need help making a claim or renewing your policy, you can call 13 67 42 or visit the Allianz Care Australia office at 310 Ann St, Brisbane.

COVID-19 advice for the JCU Brisbane community

Please visit the [Queensland Government Health and Wellbeing](#) site for the most up to date information regarding COVID-19 (Coronavirus).



Safety

Obeying the law

When you were granted a visa to study in Australia, you signed a document (Australian Values Statement) agreeing to respect Australian values and laws for the duration of your stay. Breaking Australian laws could result in a fine, the cancellation of your visa or imprisonment.

Some common laws in Australia:

- You must be over 18 years of age to purchase alcohol, cigarettes and vaping products. Purchasing these products on behalf of people under 18 years of age is illegal
- Smoking and vaping in some public places is illegal
- You cannot buy, sell, possess or use illicit drugs including marijuana, amphetamines and opiates
- You cannot carry weapons, including knives or guns
- You must wear a helmet when riding a bicycle, motorbike or scooter
- It is illegal to offer or receive a bribe for services, including those provided by a government official
- Acts of violence against other people, property or animals is a criminal offence. This includes violence against your family members

Information about [laws and the legal system](#) in Australia can be found online.

Important: not being aware that your actions are illegal is not a valid defence.

Legal services and advice

If you need legal assistance or advice, see the following links for information about legal services in Queensland:

Legal Aid Queensland

www.legalaid.qld.gov.au/Get-legal-help

Queensland Law Society

www.qls.com.au/Find-a-Solicitor/Search

International Student Support Hotline

www.studyqueensland.qld.gov.au/live-in-queensland/student-support

Home security

House break-ins can occur in Australia. Some general security tips:

- Lock all doors/entrances when you go out and keep your front door locked when you are at the back of the house
- Do not leave messages on the front door, it lets people know you are not home
- Avoid having parcels left on the door step
- When out, leave a radio or television on or a light in the evening to give the impression you are home
- Keep cash, mobile phones and valuables out of sight
- Home security is important for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens and reliable locks on them

Please also see information from the [Queensland Police Service](#)

Home fire safety

Most fatal fires are preventable. Take the precautions as advised by the Queensland Government to minimise the risk of fire in your home.

[Fire safety in the home](#)

Fire safety on campus

In case of fire on the JCU Brisbane premises, be aware that there are two alert tones; the first tone is a warning (beep – beep) and the second tone is the evacuation tone (whoop – whoop).

If you hear the warning tone during unstaffed hours, evacuate the building immediately. If you hear the alert tone during staffed hours, wait for the evacuation tone and follow directions given by staff. Always be aware of the nearest Emergency Exit. After hearing the alert tone, proceed to the building's Emergency Assembly Area and remain there until advised.

First aid on campus

If you require First Aid, please approach our First Aid Officers on Level 6.

JCU Brisbane staff cannot provide you or any student with any medications, including panadol and paracetamol.

Internet safety and security

There are some simple precautions you can take to ensure internet safety:

- Install anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly.
- Delete suspicious or unknown emails immediately. Don't open them.
- Don't click on links or download files or applications from suspicious websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.
- Use long and random passwords. Untrustworthy people may contact you over the internet or by phone. If an offer seems too good to be true, it probably is. Find out more at [Scamwatch](#) or www.cyber.gov.au/

Plan Your Escape in a Fire



Get down on the floor and crawl to the door

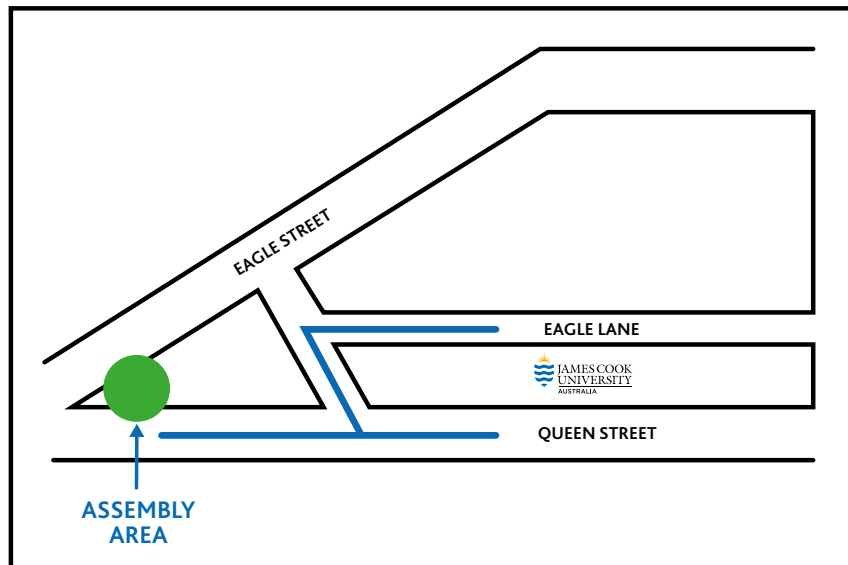
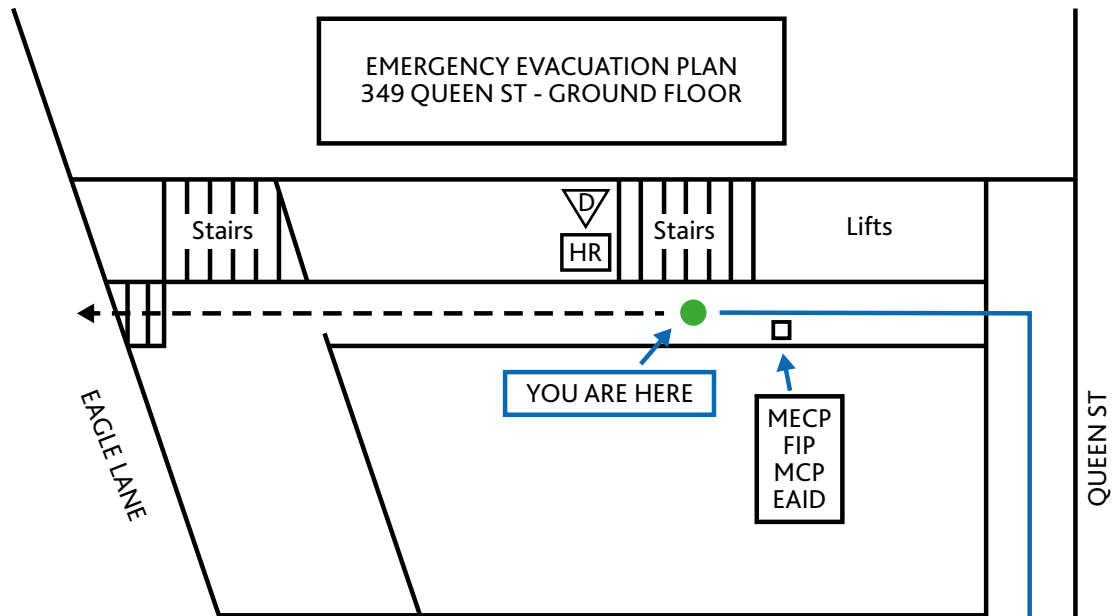
Get out of the room and close the door; this prevents smoke and fire from spreading

Alert others

When outside stay out

Call 000

JCU BRISBANE EMERGENCY EVACUATION PLAN



LEGEND					
	Fire Hose Reel		Primary Exit Route		Master Emergency Control Panel
	Fire Extinguisher Dry Chemical		Secondary Exit Route		Fire Indicator Panel
			Assembly Area - Large Tree		Manual Call Point
					Emergency Alarm Initiating Device

Personal safety

Looking after your safety, health and wellbeing is important. While Brisbane is a relatively safe city, The Queensland Police Service (QPS) provides practical personal safety advice that aims to maximise your safety and enhance your quality of life.

www.police.qld.gov.au/safety-and-preventing-crime/personal-safety/adult-safety

This website provides advice on:

- Personal safety strategies
- Dealing with confrontation
- Safety in the home
- Safety out and about
- Safety on public transport
- Safety in the car
- Safety in the workplace
- Safety in the social scene

Further safety tips can be found at the [Study in Australia website](#).



Alcohol, Smoking and Drugs

Standard drinks

Knowing standard drink measures can help you to monitor your alcohol consumption and control the amount you drink. Different types of alcoholic drinks contain different amounts of alcohol. A standard drink is equal to 10 grams of pure alcohol.

Keep in mind:

- Every alcohol product in Australia is required to be labelled with the number of standard drinks it contains
- Some hotels don't serve standard drinks – large wine glasses can hold two standard drinks or even more
- Drinks served at home often contain more alcohol than a standard drink
- Cocktails can contain as many as five or six standard drinks, depending on the recipe

Smoking & Vaping

Australian law makes it an offence to sell or supply tobacco and vaping products to a person under the age of 18 years. Smoking and vaping is banned in eating and drinking venues, education and healthcare facilities and a number of outdoor public areas such as pedestrian malls and public transport waiting points.

Smoking and vaping on campus is prohibited.

Further information can be found at www.qld.gov.au/health/staying-healthy/atods/smoking/laws

Drugs

Buying, selling, possessing or using illegal drugs including marijuana, amphetamines and opiates is against the law. If you are caught you will face penalties including fines and imprisonment.

More about drug-related issues can be found at www.health.gov.au/topics/drugs.

DANGER: Drink Spiking!

Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times.

Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time.

Never accept an open container of drink if you did not see it being poured. If you suspect you or your friends have had a drink spiked, call 000 immediately to report it and get help.



Safety when meeting new people

When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don't give them any of your personal details like your full name, your phone number or your address. With people you don't know well, always arrange to meet them in a public place, instead of inviting them to your home or going to their house.

When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. Be careful at first, until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, remain cautious until you feel you know them reasonably well and can trust them. Crimes against international students are sometimes committed by people from their own culture.

If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication "norms" (widely acceptable behaviour), make an appointment to talk it over with the JCU Brisbane counsellor.

Sexual assault

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain precautions may make it more difficult for a possible perpetrator:

- Walk with confidence and purpose
- When socialising, be smart. Stay in control. Leaving drinks unattended leaves them open to being spiked
- Avoid isolated or unlit places
- Be wary of strangers, whether they are on foot, in cars or at parties
- Respect your intuition
- If placed in a situation where you feel uncomfortable, say "No!" loudly and with conviction

What should I do if I am sexually assaulted?

It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality.

Your first point of contact should be the police.

1. Call the police on **000**.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.
3. Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker.
4. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been

assaulted, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter, JCU Brisbane counsellor or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

- Statewide Sexual Assault Helpline
Phone: 1800 010 120
dvconnect.org/sexual-assault-helpline
- Brisbane Rape and Incest Survivors Support Centre
15 Morrisey Street, Woolloongabba
QLD 4102 Phone: 07 3391 0004
brissc.org.au
admin@brissc.org.au



Sun Safety

Queensland has a high rate of skin cancer which can be prevented by following these sun safety tips:

- Minimise your time in the sun between 10am and 4pm
- Wear a hat and UV protective sunglasses
- Wear suitable clothing that provides good sun protection
- Wear a SPF 50+ water-resistant sunscreen to protect your skin and apply 20 minutes before you go outside

Beach Safety

Queensland's iconic beaches are famous all over the world, attracting millions of local residents, interstate tourists and international guests alike. However, not all beachgoers are aware of the potential dangers they may encounter.

The size and strength of the surf, unpredictable rips and gutters, and dangerous marine creatures can all pose a risk for swimmers and beachgoers. It is important that you know how to protect yourself in the water and understand the warning

signs and flags to ensure you remember your trip to the beach for all the right reasons.

[Surf Lifesaving Queensland](https://www.surflifesavingqueensland.com.au) provides important safety advice including:

- Beach flags and beach signs
- Top tips for swimming at the beach
- Rips and waves
- Marine stingers
- Alcohol and swimming
- Rock fishing
- What to do if you get into trouble

The Australian Government [StudyAustralia](https://www.studyaustralia.gov.au) website also provides pertinent information.





Bushwalking & National Park Safety

Bushwalking is an ideal way to immerse yourself in Queensland's natural wonder. With a myriad of well-marked trails catering to all skill levels, whether you're a seasoned trekker or novice explorer, there's a perfect path waiting for you.

Meandering through lush rainforest and following serene creeks, these trails lead to breathtaking viewpoints, hidden waterfalls, and secluded beaches. Safety is paramount during your bushwalking adventure. Visit the Queensland Government [Parks and Forests](#) website for important information.

Storm Safety

Storms or thunderstorms can be unpredictable and can occur with little warning, which is why it is important to understand your risk and have a plan in place to help reduce its effects on you, your family or housemates and your home.

Storms can comprise of heavy rainfall and flash flooding, damaging winds, lightning strikes and hail. Storms can last many hours and travel long distances, potentially causing considerable damage to homes and vehicles, and causing loss of power, isolation and flash flooding.

For further information regarding preparation for storms and safety procedures, visit the following websites:

- [Bureau of Meteorology](#)
- [Queensland Government Get Ready Queensland](#)

Living with Wildlife

Queensland is home to a variety of wildlife. Even if they seem friendly to you, keep a safe distance from native animals such as goannas, flying foxes and possums and refrain from feeding them as this can disrupt their natural diet and behaviour.

Some information about wildlife you will likely encounter can be found at the [Queensland Government](#) website.



Living in Queensland means living close to nature. Sometimes nature can come a little closer than you might expect. It is important for you to be aware some animals might find their way into your homes.

Geckos are small lizards which range in size from 1.5 to 10cm. They are commonly found in most houses in Brisbane. These lizards are harmless and actually help by eating flies and mosquitoes.

Mosquitoes in Queensland can carry diseases. Check that your accommodation has screens on the windows and doors. It is important to protect your skin around dawn and dusk when the mosquitoes are most active.

Ants often find their way into Queensland homes especially prior to rain. Make sure you don't leave any food out and wipe down benches and counters thoroughly.

Cane Toads may be found in backyards. They are not dangerous to humans unless ingested but can kill pets including dogs and cats.

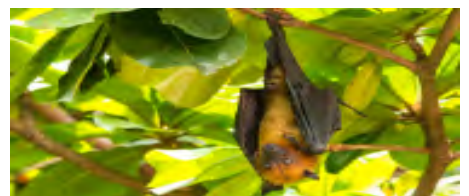
Snakes - Australia has over 140 species of snakes, some of which are highly poisonous. If you find a snake in your house, stay well back and contact a snake catcher to remove it. Never try to catch the snake yourself.

Bites & Stings

Most insects in Queensland are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them if you want to avoid being bitten or stung.

The Queensland Government [Poisons Information Centre](#) provides information on bites and stings and general first aid to treat them.

You should seek medical advice if any other symptoms or signs of infection develop. Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites and stings, medical attention should be sought immediately. Call 000 for an ambulance.





**JAMES COOK
UNIVERSITY**
BRISBANE • AUSTRALIA

Contact us

BRISBANE

Sarina Russo Plaza
349 Queen Street
Brisbane QLD 4000
Australia

Tel + 617 3001 7800
Email enquire@jcub.edu.au
Web www.jcub.edu.au

CRICOS Code 00117J

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