

2022

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@jcub.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 JCU Brisbane Campus



Located in
Brisbane's CBD



Trimester System

2%

Ranked in the top 2% of
universities worldwide

Academic Ranking of World Universities 2017



Employment and careers
assistance from **Joblinx**



Five stars for
job success

Good Universities Guide 2017

#1

Rated #1 in Australia for
employer satisfaction

QILT 2017 Employer Satisfaction
Survey National Report

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.

9 Things to Do Before You Arrive at JCU Brisbane

1. Apply for a student visa – go to page 8
2. Make travel arrangements – go to page 8
3. Get to know the suburbs of Brisbane – go to page 18
4. Explore accommodation options – go to page 18
5. Check if you have outstanding conditions on your offer and prepare to bring the documents with you
6. Browse through the Australian Customs and Quarantine Services website to see what you can and cannot bring into Australia – go to page 9
7. Obtain a letter or prescription from your medical practitioner if you have any special medical conditions or medications that you need to take through customs
8. Provide your family and friends with your contact details in Australia
9. Get your stuff ready!

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

1. Explore the beautiful beaches of the nearby Gold and Sunshine Coasts, accessible by train or bus
2. Spend a day exploring Mt Tamborine in the Gold Coast Hinterland, exploring the quaint shops, walking through lush rainforest and viewing the beautiful waterfalls
3. 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
4. Watch the sunrise whilst floating through the sky in a hot air balloon
5. 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!
6. Get vertical and go rock climbing – Kangaroo Point Cliffs in Brisbane and the Glasshouse Mountains on the Sunshine Coast offer perfect outdoor adventures
7. Take a ferry to North Stradbroke Island or Moreton Island, and experience the Great Outdoors for which Australia is famous
8. Visit 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
9. Take a Whale Watching tour, departing from the Sunshine or Gold Coast and see the whales on their annual migration. (May – October)
10. Get up close with Australian wildlife at Australia Zoo at Beerwah, Sunshine Coast



Visas

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. Many students apply for a visa on-line or via the Australian Diplomatic Mission in their country.

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 Australian diplomatic post with which you lodge your application.

You must ensure to allow enough time for processing between lodging your application and Orientation Week ('O' Week), as it may take some time to process. Average visa processing times can be found on the [Department of Home Affairs](#) website.

How to apply for a Student Visa

You may be able to apply for a student visa online through the [Department of Home Affairs](#) website.

Important: If your online application is lodged when you are outside Australia, you must also be outside Australia before the visa can be granted. Refunds are not available if you enter Australia on another type of visa before your online application has been decided.

You should complete your application with as much information as possible at the time of lodgement. Applications with missing information may take longer to finalise.

Helpful links:

- [Student visa information](#)
- [List of Australian embassies and representative offices](#)

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 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
- Work restrictions depending on the visa subclass you hold. Check the [Department of Home Affairs](#) website for more information

A full list of [mandatory student visa conditions](#) can be found online.

Be aware of your visa end date; this end date will be indicated on your visa grant documentation. Alternatively you can view your visa date and conditions using [Visas Entitlement Verification Online \(VEVO\)](#).

Please make plans to leave Australia before the end date of your student visa. 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.

Organising Your Travel

You will need to make your own travel arrangements to Australia. Please try to arrive a few days before the start of the compulsory Orientation to allow you time to settle in.

More information on the compulsory

workshops and Orientation program can be found [online](#).

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 (e.g. birth certificate, ID card, driver licence etc.)
- Medical records and/or prescriptions

If you have a permanent or temporary disability and need special study conditions or support services, ensure you have noted this on your Application form. Once onshore, if you need assistance in classes or exams, contact academicadmin@jclub.edu.au

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

Australian Customs Services and Quarantine are 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.

If you're 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. Students have received fines for not declaring items.

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. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

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 treating a passenger who is under your care, provided that you have a prescription or a letter from your doctor to confirm that the medicine was prescribed by a medical practitioner.

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. You can find a list of prohibited medication on the [Therapeutic Goods Administration](#) website.

To find out how to apply for a permit contact the [Therapeutic Goods Administration](#).

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.

Clothes

People from other countries may choose to wear their national dress. Brisbane students usually dress informally; jeans, shorts 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

Will My Mobile Phone Work in Australia?



Australian mobile phone networks operate on the GSM 900 / 1800 frequency bands. You should check your phone's 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.

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

Other items you might need to include (most can also be purchased in Australia):

- Alarm clock
- Sunscreen, sunglasses and a hat
- bath towels, bed sheets, pillow cases
- Dictionary (bilingual)
- Small sewing kit
- Music CDs or iPod
- Toiletries
- Umbrella
- Insect repellent
- Scientific or graphics calculator
- Camera
- Micro recorder for lectures
- Spare glasses or contact lenses
- Your optical prescription
- Photos of friends and family
- Swimming suit
- Small gifts from home
- Electricity adaptor
- Ethernet cable

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin.

You may need to buy an adaptor or have the plugs changed when you arrive. If the item runs on 110V power it may be cheaper to purchase a new item rather than an adapter.

Mobile phones & laptops

You can bring items such as a laptop computer, and similar electronic equipment, duty free into Australia provided that Customs is satisfied these items are intended to be taken with you

Australia: Thongs

New Zealand: Jandies

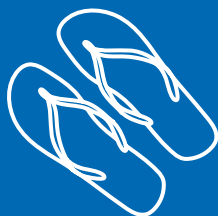
Hawaii: Slippers

UK: Flip Flops

South Africa: Slops

or Plakkies

South Pacific: Go-Aheads



Thongs Around the World

on departure. For more information visit [Australian Customs and Border Protection Service](#).

Your arrival

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick YES if you are carrying any food, plant material (including wooden souvenirs), or animal products. This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose these in quarantine 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.

When you first arrive in Australia you will be required to make your way through Australian Immigration. An Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia. Once you have passed through the immigration checks you will move to

baggage claim to collect your luggage. Check that nothing is missing or damaged. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage or loss.

You may see a quarantine detector dog at the baggage carousel or while waiting in line to pass through immigration. Do not touch the dog and follow any instructions asked of you by the quarantine officer.

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, weapons, medications, animal or plant materials or their derivatives. For more information about bringing in these items visit the [Department of Agriculture](#) website.

Keeping in contact

Before you leave home, provide your family and friends with your flight details and the address of where you will be staying when you arrive. 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.

Where we are



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.

Expect to pay \$45 – \$55 for a one-way trip from the airport into the city.

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

Rideshare and Uber

Brisbane Airport is one of the first Australian airports to enable rideshare pick up services. 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.

Accommodation Considerations

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?

Brisbane accommodation

Finding the right place to live is one of the most important considerations when settling down in a new country. See [Accommodation](#) for more information, or for alternative accommodation options please visit the [Choose Brisbane](#) website.

Important: You are responsible for the costs of your accommodation and you may be required to provide the accommodation provider with a deposit or credit card details on arrival to finalise the booking. Please also see page 18.

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. Find out if your family is eligible and how they can come to Australia on the [Department of Home Affairs](#) website.

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
- Possible higher rent for a larger home
- Employment opportunities for your spouse are not guaranteed
- Extra costs for food, clothing and other necessities
- The effect on you and your studies if your family is not happy in Australia
- Whether your children will adjust to school in Australia
- Waiting lists for child care centres and the expense of placing them in one

You may find it useful to arrive in Australia first and adjust to living in Australia and then arrange for your family to join you. For more information visit the [Department of Home Affairs](#) website.

Child care

If you need childcare there are various options available to you. Child care in Australia can cost over \$90 per day per child. There can be long waiting lists for places in some childcare centres.

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

Many schools offer before and after school care programs (usually 7am-8.45am and 3.30pm-6.00pm). These programs may incur additional fees. Children who need these programs must be registered with the school.

Schools

If you would like to bring your children to Australia with you, consider the following:

- 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 one trimester in advance

- The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child

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.

Also take into consideration the distance from the school to JCU Brisbane, the suburb in which you intend to live and the method of transport you plan to use.

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

Money & Finances

Accessing money

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.

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\$1500 to AU\$2000 available for the first two to three weeks to pay for temporary accommodation and transport. Consider bringing most of this money as either traveller's cheques or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash.

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.

Handling 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, American Express and Diners Club are available in some locations. Remember that repayments to many of these cards can only be made in the country where they were issued. You may be asked to provide identification when making a purchase with your credit card. 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

Academic Excellence Scholarship

JCU Brisbane recognizes exceptional academic effort by students by offering a scholarship-based [Academic Excellence Award](#) system which runs over a three trimester period. Students can first qualify for the Academic Excellence Award recognition after the completion of their first trimester of study. All awards are made in the trimester following the trimester in which the student qualifies.



Budget Tips

Find tips below on how to best handle your funds when it comes to general spending, food and drink, transport, entertainment and textbooks.

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.

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 grocery store 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 grocery store.

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.

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. Look at buying plane tickets early to get the best deal. Use [webjet.com.au](#) to compare specials. If travelling shorter distances, consider taking the bus.

Looking to go somewhere local with a group? You can call the local taxi company on 131 008 and ask for a Maxi Taxi that will hold up to 10 people. By sharing the cost, you can get where you need quickly at a low price.

Entertainment

There are many free attractions and activities happening 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!

Check out the JCU Brisbane Student Association [Social Clubs](#) and [Facebook](#) page and get in touch to join in.

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 & restaurants. Brisbane and South East Queensland has a wealth of beautiful natural attractions – you can pack lunch and have an amazing day of exploring often for only the cost of transport.

Textbooks

Secondhand textbooks are much cheaper than buying them new – just make sure you get the correct edition.

Visit The Resource Centre on level 2 if you wish to buy or sell second hand textbooks.

You can also buy the title online from [coop.com.au](#) or [bookdepository.com](#), or instore from one of the following Brisbane based bookstores:

- [QU Books](#)
3/39 Campbell St
Toowong, QLD 4066
- [American Book Store](#)
7/39 Campbell St
Taringa, QLD 4066

Grocery Store

Milk 2L..... \$2
Loaf of bread..... \$1-\$5
Butter 250g..... \$3
Minced meat 500g..... \$5
Beef sausages 500g..... \$4
Eggs (free range) doz..... \$6-\$8
Tofu 250g..... \$3
Breakfast cereal 375g..... \$3-\$5
Apples 1 kg..... \$6
Pasta 500g..... \$1
Pasta sauce..... \$3
Frozen pizza..... \$5
Canned tuna 500g..... \$4

Strawberry jam 500g..... \$3
Vegemite 380g..... \$7
Orange juice (100%) 2L..... \$4-\$6
Noodles 5 pack..... \$4
Honey..... \$5
Deli meat..... \$4
Rice 1kg..... \$2
Cheese..... \$4
Bananas 1kg..... \$3
Laundry powder 1kg..... \$4
Toothbrush..... \$2-\$4
Toothpaste 100g..... \$3

Meals

Fast food chain..... \$10-\$15
Main meal at a restaurant.... \$15-\$30+
House beer or wine in a pub.. \$5-\$8



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.

Expense	Approximate cost per week (A\$)
Rent (share accommodation)	\$100 – \$225
Groceries and eating out	\$80 – \$280
Gas, Electricity	\$35 – \$140
Mobile Phone and Internet	\$20 – \$55
Public Transport/Travel	\$15 – \$55
Miscellaneous (clothes, toiletries, medical)	\$30 – \$80
Total per week	\$280 – \$835

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: www.studyinaustralia.gov.au

Culture Shock

Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides and the different cultural expectations, attending to daily responsibilities and behaviours previously taken for granted can cause stress. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.

Overcoming Culture Shock

Once you realise you have culture shock, moving on will depend on you. It is you who must take some positive steps to feel better, and the sooner you take

them, the better!

Recognition: Remember that culture shock is a normal part of your adjustment. Symptoms include: reactions to situations that may not be normal for you; you may be more emotional or more 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.

Be objective: 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!

Set goals: These should be small tasks that you can accomplish each day. If you feel like staying home, plan a trip to the

post office or shop to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in English for 30 minutes. Each goal that you achieve will give you more self-confidence.

Share your feelings: 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.

Remember, if you are experiencing culture shock or difficulty adjusting, you can always come to speak to JCU Brisbane support staff.



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

Explore how the university works. 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.

- What [important dates](#) do you need to be aware of?
- Where do you [find the JCU Brisbane campus](#)?
- What are the [online portals](#) you will be using?
- What is the difference between a lecture and a tutorial? (page 43)
- What do successful students do in their first week in Australia? (page 42)
- Read through the [Frequently Asked Questions](#) on the JCU Brisbane website to see what other students are asking

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](#)?

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 is possible that you will initially have problems finding 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](#)?
- Where do you go for [help](#)?

4

Practise listening to Australian English. Visitors to Australia often remark about the difficulty in understanding the Australian accent. Understanding what we hear is an important skill for communication because we need to understand what people are saying before we can respond in any way. It is also important because we spend a lot of our time listening – it has been calculated that students spend over 50% of their time listening.

- Watch some Australian film and TV. [Screen Australia](#) has some great suggestions
- Australia Plus TV produces Australian English language learning video content and English programs for a range of levels
- What are some [note taking strategies](#) to use before, during and after lectures?

Living in Brisbane



Lifestyle

Brief history of Australia

Australia's original inhabitants, the Aboriginal and Torres Strait Islander people, are the custodians of one of the world's oldest continuing cultures. They have been living in Australia for more than 40,000 years.

The rest of Australia's people are migrants or descendants of migrants who arrived in Australia after the first settlement in 1788.

In 1945 Australia's population was around 7 million people. Since then, more than 6.5 million migrants have settled in Australia, significantly broadening its social and cultural profile.





Today Australia has a population of over 25 million people. Approximately 25% of Australians were born overseas.

Migrants have enriched almost every aspect of Australian life, from business to the arts, from cooking to comedy and from science to sport. They, in turn, have adapted to Australia's tolerant, informal and broadly egalitarian society.

General Information

State	Queensland
Population	Over 2.2 million people
Climate	Subtropical
Language	English
Time Zone	GMT/UTC + 10 hours
Currency	Australian Dollar (\$AU)
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!



Tourism and Hospitality is the largest industry in Queensland.



Queensland has the world's largest sand island, Fraser Island.



Queensland is home to the World Heritage Listed Great Barrier Reef.



Queensland has Australia's biggest theme parks with Sea World, Movie World, Wet 'n' Wild and Dreamworld located on the Gold Coast.



Queensland's coastline stretches for 7,400km.



More than 16% of Brisbane households speak a language other than English at home.



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.



Brisbane's Story Bridge is one of only three bridge climbs in the world!



Accommodation

Expectations

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 may come fully furnished. While others do not, there are various second hand and inexpensive furniture retailers available.

Where to look

There are a number of ways you can search for and find accommodation, including:

- Book a room at [Student One](#); premium living within walking distance of JCU Brisbane campus. Or get an accommodation at [Unilodge](#) to live close to your classes in a supportive community that will help you get involved in Brisbane's exciting student lifestyle.
- Visit [realestate.com.au](https://www.realestate.com.au) or [domain.com.au](https://www.domain.com.au) to view properties listed through a real estate agent
- Visit [gumtree.com.au](https://www.gumtree.com.au) or [flatmates.com.au](https://www.flatmates.com.au) to view classified ads
- Check out the student noticeboard on level 1 as current students will often post notices if they have a room available to rent

Popular suburbs for student accommodation include:

- Brisbane CBD
- Fortitude Valley
- Highgate Hill
- Kangaroo Point
- Mt Gravatt
- Mt Gravatt East
- Nundah
- Robertson
- Runcorn
- South Brisbane
- Spring Hill
- Sunnybank
- Sunnybank Hills
- Upper Mt Gravatt
- Windsor



Advantages and Disadvantages of Living Close to the City

Advantages:

- Close to the JCU Brisbane campus
- Close to potential employers (i.e. restaurants / cafés)
- Cost of public transport is less
- Closer to nightlife and entertainment venues

Disadvantages:

- Cost of accommodation is more expensive

Renting in Queensland

Before you rent accommodation in Australia, it is important that you understand your rights and responsibilities as a tenant.

We strongly recommend that you visit the [Queensland Residential Tenancies Authority \(RTA\) website](#) prior to signing any leases for off-campus accommodation.

Things you may need to be aware of if you rent a property:

- **Rights and responsibilities of the tenant and landlord:** There are rules that apply to renters and landlords in Queensland, it is important you are aware of them. Read about them [online](#)
- **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

Choosing a Room mate Checklist



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

Tenancies Authority (RTA). Find out more [online](#)

- **A tenancy agreement/lease:** A tenancy agreement / lease is a written 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. Find out more [online](#)
- **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. Find out more [online](#)
- **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 may also have to pay for electricity, gas or water. Visit the RTA website's [Charging for utilities page](#) or [Rent and other payments page](#) for more information. Note: you may also be asked to pay up to two weeks rent in advance

- **Disputes:** If a disagreement occurs between you and your landlord or agent check if the issue is covered in your rental agreement. Find out about your rights as a tenant and [dispute assistance](#) online
- **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:

- [Choosing a rental property](#)
- [A comprehensive guide to renting](#)
- [Ways you may be asked to pay rent](#)

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 [Skype](#).

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
4. (eg Queensland would be 7 instead of 07)
5. 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 on a 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, PDA, iPod, 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. Students can access the internet services on university computers located in The Resource Centre or computer rooms by signing in using their JCU username.

To connect to the campus WIFI network follow these steps.



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 mold 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?

Transport

Buses and trains

Buses and trains run regularly between the city and suburbs. You can use Translink's [Journey Planner](#) to plan your route. Remember to check the bus number and the bus direction to make sure that you will end up at your intended destination.

You can also use the "Get Directions" option on [Google maps](#) for information on ways to get around the city. This site can provide directions for cars, public transport options and best routes for pedestrians and bicycles.

Taxis

Taxis can be expensive but if you are travelling together in a group it can be cheaper and more convenient than a bus. Taxis known as 'maxi-taxis' can take as many as 10 passengers. It is advisable to book them in advance. It is the law in Australia for all passengers in taxis to wear seat belts. You cannot bargain with a taxi driver for a fare as the meter is always used. The contact number for taxis Australia-wide is 131 008.



Bikes

Many students find that riding a bicycle is an easy and affordable way to get to/from the campus and around the surrounding suburbs.

[CityCycle](#) is a public bike hire service in Brisbane. Bike hire and return is available 24/7 and hire is free for 30 mins and under, which makes this a cost effective means of transport over short distances.

You can buy inexpensive new bicycles from shops like Big W, Target or K-Mart. There are also a number of specialized bicycle shops. If you prefer to buy a second-hand bicycle look at the University's notice boards as well as on

[gumtree.com.au](#) or in the [Courier Mail newspaper](#).

In Australia it is compulsory for all cyclists to wear an approved bike helmet and you can be fined for not wearing one when riding your bicycle. Cyclists must obey the road rules, just like cars and other motor vehicles. They must ride on the left-hand side of the road at all times, obey traffic lights and road signs, and give way to pedestrians at pedestrian crossings. Cyclists may also be convicted for drink driving or using a mobile phone while riding. Please visit [Queensland road rules and bike user guide](#).



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
- It is illegal in all Australian states and territories to use a hand-held mobile phone while driving. This includes talking, sending text messages, playing games, taking photos/video or using any other function on your phone. Using a hand held mobile phone is also illegal when your vehicle is stationary but not parked (e.g. when you're stopped at traffic lights)
- You must only have the maximum number of passengers in the car as per the car's specifications
- To avoid accidents, 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



Ridesharing

Ridesharing services such as Uber are common within Brisbane and South East Queensland. Order your ride using your preferred app.

Driving

If you plan to drive a car or ride a motorbike while you are in Australia you need to know the road rules before you attempt to drive. One of the leading causes of death in Australia is from road accidents and international visitors are at high risk. We advise all international students who are planning to drive in Australia to undertake some driving lessons.

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 Rd, Carindale QLD 4152
- [Indooroopilly Shopping Centre](#)
322 Moggill Rd, Indooroopilly QLD 4068
- [Westfield Chermside](#)
Gympie & Hamilton Rd, Chermside QLD 4032

- [Westfield Garden City](#)

Logan Rd & Kessels Rd, Upper Mt Gravatt QLD 4122

Business hours

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. On weekends stores have limited opening hours. Retail stores generally open from 9:00am – 4:00pm on Saturday and 11:00am – 4:00pm on Sunday.

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

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.



Money & Finances

Accessing Your Money

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.

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 have student accounts. You will require your student ID card to prove you are a student and to gain access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see this [website](#).

To open a bank account, you will need:

1. Your passport (with arrival date stamped by Australian immigration)
2. Student ID card
3. Money to deposit into the account (this can be as little as \$10)

Most people in Australia use internet banking or telephone banking, which enables them to manage their money and pay bills online. You can also visit a branch of your bank to access money, pay bills and make enquiries over-the-counter.

Banking hours

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

Automatic Teller Machines (ATMs)

ATMs can be used to withdraw cash from an account 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. Some ATMs also allow you to deposit cash and cheques into your account. 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's anything suspicious, don't use the machine at that time (report any suspicions to the police on 131 444)
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations
- If you simply want to check your account balance or transfer funds between accounts, you can use online banking

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 – it's a good idea to keep a record of this number handy at all times, just in case.

Paying bills

Most bank accounts offer lots of easy options for paying bills. Most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

Important: direct debits are 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 dishonour fee.

Account statements

Most banks will provide regular statements for your accounts.

Telephone and Internet banking statements are also available.

Safety when carrying money

- Don't carry large amounts of cash or advertise the fact that you are carrying money
- Divide your cash into different locations on your person (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
- Divide your bank/credit cards and keep them in separate locations
- Be very careful how you carry your handbag, 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@jcub.edu.au

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, any 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 everyday
- **Binge drinking** – Limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.

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.

Brisbane Sexual Health Services
(Princess Alexandra Sexual Health)
Princess Alexandra Hospital
199 Ipswich Rd, Woolloongabba QLD 4102
Phone: 3176 5881

Mental health

Going abroad is not a cure for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems.

However, living and studying in a foreign environment frequently creates 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. In particular, if students are concerned about their use of alcohol and other

controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad. (Source: Education Abroad Program, UCLA)

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

Opening Hours: Monday – Friday
9am – 4pm (public holidays excluded)
Phone: 07 3001 7895

Email: studentcounsellor@jcu.edu.au

Medical Services

What do I do if I'm sick?

There may be times during your studies that you need to access medical services. If you feel sick and are not in an emergency situation, make an appointment with a doctor or general practitioner (GP). If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment.

Seeing a doctor

If you need to see a doctor after hours, House Call Doctor Brisbane is available. Phone: 13 55 66. The service is free, and the doctor comes to you, instead of you having to find your way to the doctor's office. More information can be found here: <https://housecalldoctor.com.au/after-hours-gp-brisbane/>

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc.

The doctor will then give you some advice regarding management of your illness and may give you a prescription

for some medication.

If you have had, or need, to take time off studies you will need to get a medical certificate from the doctor to provide to the University. If you are sick on the day of your exam you will need to apply for a deferred exam and have medical evidence of your illness. See [Deferring Exams or Applying for Special Consideration](#).

If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist doctor.

It is important to note that if you are dissatisfied with the diagnosis or service of the doctor you see, you have the right to obtain an opinion from another doctor.

Attending an Australian hospital

If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your insurance cover, and your current health condition. The triage nurse will determine

the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a doctor, or have to wait, it is customary to keep you in the emergency room for several hours to



monitor your condition before releasing you to go home or admitting you to hospital in more severe cases.

Pharmacies

Doctors' surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a pharmacy or chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescriptions are not held at the pharmacy or chemist. If the doctor has given you a repeat of the medication the pharmacist will give you back a copy of your prescription which you will need to bring in again when your medication runs out.

Prescription 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. Many pharmacists will offer you the option of having a "generic" brand of medicine. If the prescription medicine the doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your doctor.

International prescriptions will not be filled by Australian chemists or 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/chemists 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 regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking or if you have any medication allergies.

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

Lady Cilento Children's Hospital
501 Stanley St, South Brisbane QLD 4101
Phone: 07 3004 7888

Royal Brisbane and Women's Hospital
Bowen Bridge Road & Butterfield St,

Herston QLD 4029
Phone: 07 3646 8111

Princess Alexandra Hospital
199 Ipswich Rd, Woolloongabba QLD 4102
Phone: 07 3176 2111

Prince Charles Hospital
Rode Rd, Chermside QLD 4032
Phone: 07 3139 4000

Medical centres

Brisbane City Doctors
Manor Apartments, 289 Queen St, Brisbane QLD 4000
Phone: 07 3221 3366

Brisbane Central Station Medical Centre
198-202 Adelaide St, Brisbane QLD 4000
Phone: 07 3236 3409

Market St Medical Practice
1/10 Market St, 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 coverage 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 **My OSHC Assistant 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?

Overseas Student Health 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 Global Assistance 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. There are a number of simple ways to make a claim:

- **My OSHC Assistant app:** upload photos of your receipts and submit your claim in the app
- **Online claim:** use the interactive claim form on the ACA website
- **Manual claim:** complete a claim form and scan and email to ACA along with medical receipts
- **Cash Claim:** visit the ACA on-campus representative. Further information can be found on the [ACA website](#)

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 Worldwide Partners Office at 310 Ann St, Brisbane.

COVID-19 (Coronavirus) advice for the JCU Brisbane community

Queensland offers a range of resources including the Queensland student hub network, an international student hotline and student support staff dedicated to supporting and encouraging students. For more information, please see here for the most up to date information regarding COVID-19 (Coronavirus).



Working in Australia

Permission to work

International students studying on a student visa will automatically receive permission to work with their visa grant. Student visas have conditions on the number of hours you are allowed to work. Find out more on the [Department of Home Affairs](#) website.

Important: You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when it is out of session. Your course is considered to be in session for the duration of the study period, including study week and the exam period. Breaching any of your student visa conditions may result in visa cancellation.

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 many different ways to find a job in Australia:

- [Joblinx](#) provides information, advice and guidance on careers and employment to all enrolled JCU Brisbane students
- Classifieds: Search for jobs using the [Courier Mail](#) newspaper



Taxation

Taxes

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

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 \(ATO\)](#) or phone 13 28 61, 8am to 6pm Monday to Friday.

For translating and interpreter service phone: 13 14 50.

Taxation returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return.

You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online [ATO's myTax program](#)
- List of registered [tax agents](#)
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June)

Superannuation

If your monthly wage is more than AU\$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) 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.

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 or cigarettes. Please note that purchasing alcohol or cigarettes on behalf of people under 18 years of age is illegal
- Smoking 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
- Children under the age of 12 must be supervised by an adult

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 do break the law you may need legal assistance or advice. Information about legal services in Queensland can be found on the [Legal Aid website](#).

Home security

House break-ins can occur in Australia. We recommend locking all entrances to your residence before leaving.

Some general security tips:

- 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 and valuables out of sight
- Home security is an issue 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

Home fire safety

You can take some simple steps to reduce the risk of fire in your accommodation:

- Improper use of power boards and double adaptors can lead to fires
- Be careful to keep electrical appliances away from water
- Hair appliances take time to cool down, allow them to cool on a non-flammable surface before storing
- Computers, monitors and TVs can overheat and cause fires even when not in use
- Lightbulbs can become very hot. It is dangerous to cover a lamp with any type of fabric. To dim a lamp use a lower wattage globe
- Do not smoke in bed
- Dampen cigarette butts before putting them in the rubbish
- Make sure your candles are on properly designed candle holders, don't leave your room or go to sleep when a candle or oil burner is alight
- Do not put candles or oil burners near windows as curtains can catch fire easily
- Always stay in the kitchen while food is cooking; turn off the cooking appliance before you leave the room or go to bed

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

In case of First Aid, please approach staff on Level 6 or Level 7.

Internet safety and security

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

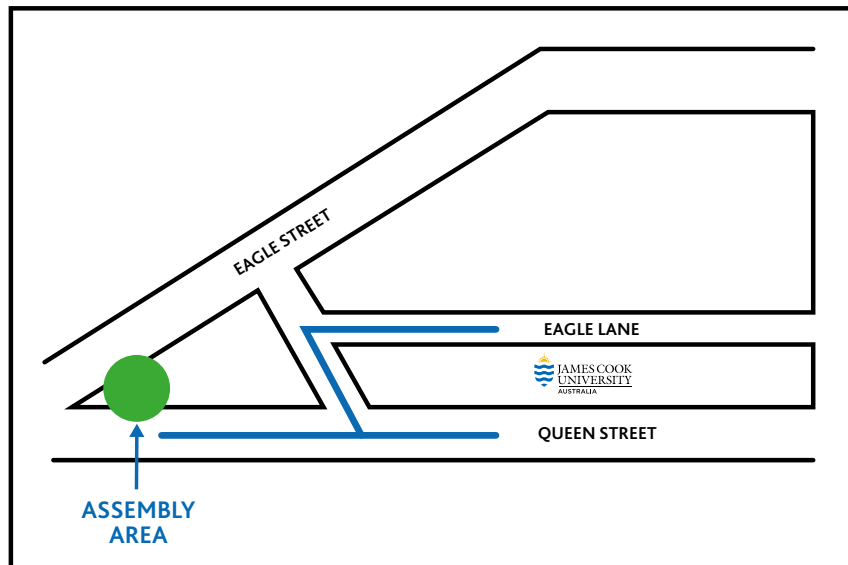
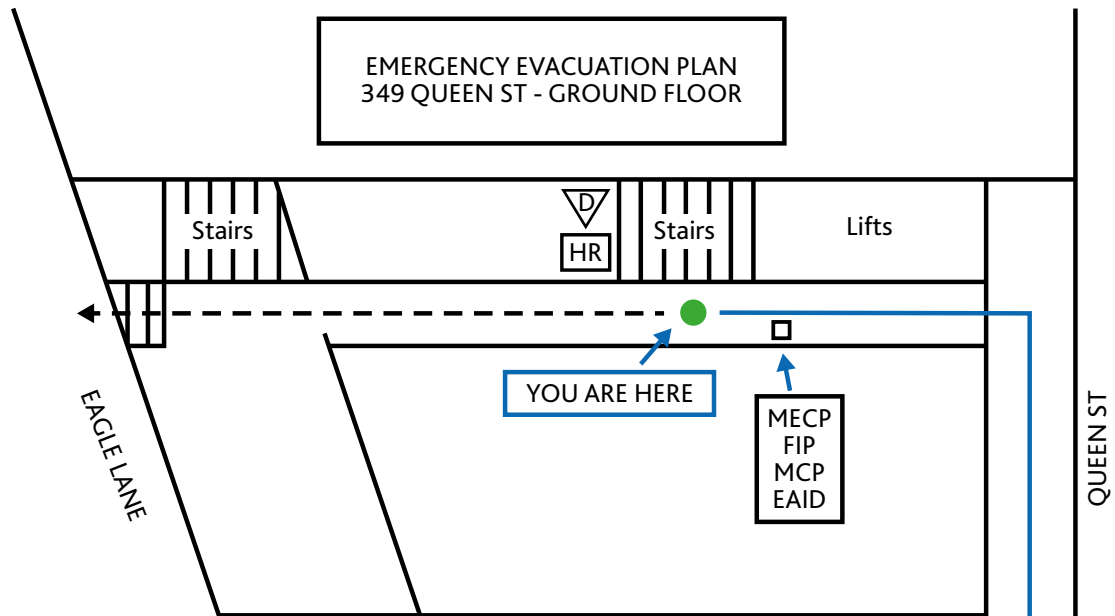
- Install anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly.
- Delete suspicious or unknown emails immediately. Don't open these emails.
- Don't download files or applications

Plan Your Escape in a Fire



1. Get down on the floor and crawl to the door
2. Get out of your room and close the door
3. This prevents smoke and fire from spreading
4. Alert others
5. When outside stay out
6. 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

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](#).

Personal safety

Looking after your safety, health and wellbeing is important. While Brisbane is a relatively safe city, the following general tips will help keep you safe during your time in Queensland and Australia.

If you are going out at night remember:

- Think ahead – consider how you are going to get home – pre-book a taxi or arrange transport with a friend
- Never hitch-hike
- Make sure that you stay with your friends and that someone knows

where you are at all times

- Make sure you have enough money to get home
- Keep away from trouble – if you see any trouble or suspect that it might be about to start – move away from the scene. Alert the police if necessary
- Be wary of casual requests from strangers, like someone asking for a cigarette or money
- Try not to carry your wallet in your back trouser pocket
- If you are socialising in a public place never leave your drink unattended
- Don't take your passport, it can be very expensive and difficult to replace if lost
- Stay in well-lit areas as much as possible
- Walk confidently and make eye contact with people when walking – let them know that you have noticed their presence

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

Public transport safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise your safety, including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

Buses: When waiting for a bus avoid isolated bus stops, stand away from the curb, have your Go Card ready and check timetables prior to travel to avoid long waits. When you are on the bus keep an eye on your belongings and if something bothers you let the driver know.

Taxis: Phone for a taxi prior to travel as a record is kept of all bookings made, speak up if the driver takes a different route to the one you specified, take note of taxi identification and stay alert to your surroundings.

If you are uncomfortable in the taxi you can ask the driver to stop; you can also read out the taxi identification number and advise the driver you will report him/her if they don't stop.



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 contains 10 grams of alcohol.

Keep in mind:

- You can find the number of standard drinks on the back of pre-packaged beverages
- Some hotels don't serve standard drinks – they might be bigger. 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
- Pre mixed bottled drinks often contain more alcohol than a standard drink

Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. Smoking is restricted in public areas such as shopping centres, hotels, restaurants, clubs, bars and in some workplaces.

Smoking on campus is prohibited.

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 online.

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,

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.



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. Wait until you feel you have built a relationship with them, know more about them and feel comfortable with them.

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. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily
- 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 St, 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 3pm
- Seek shade
- Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
- Wear suitable clothing that provides good sun protection
- Wear UV protective sunglasses
- Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun and reapply according to the directions

Beach Safety

Conditions along the coast of Australia change considerably; make sure you are aware of different beach conditions in any place you visit. Recognising danger signs and awareness of surf conditions is an essential part of staying safe at the beach:

- Find the flags and swim between them – the red and yellow flags mark the safest place to swim at the beach
- Look at the safety signs – they help you identify potential dangers and daily conditions at the beach
- Ask a surf lifesaver for advice – surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water
- Get a friend to swim with you so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult
- Raise your hand for help – if you get into trouble in the water, stay calm, and raise your hand to signal for help. Float with a current or rip
- Avoid swimming at unpatrolled beaches, swimming at night or under the influence of alcohol, and running or diving into water

Identifying a rip

A rip is a strong current running out to sea. While the water may appear calm, rips may be present. The following features will alert you to the presence of a rip:

- Darker colour, indicating deeper water
- Murky brown water caused by sand stirred up off the bottom
- Smoother surface with much smaller waves, alongside white water (broken waves)
- Waves breaking further out to sea on both sides of the rip
- Debris floating out to sea
- A rippled look, when the water around is generally calm

Escaping from a rip

If you are caught in a rip:

- Don't Panic – stay calm
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore
- If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help
- Remember to stay calm and conserve your energy

Bush and Outback Safety

Walking

- Travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track
- Check the weather forecast and be prepared for unexpected changes in weather
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen

lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map

- Always carry a current map. Read maps and signs carefully. Stay on the track and stay behind safety barriers
- Never dive into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls
- Do not feed or play with native animals. You might get bitten or scratched
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park
- Always carry a spare tyre, tools and water. If travelling to remote areas off major highways take extra food, water, fuel and tyres. Do not overload your vehicle and never carry spare fuel inside an enclosed vehicle
- If you have trouble with your vehicle, don't leave your vehicle because it will provide you with shade and protection from the heat. Wait for help to come to you
- Hire appropriate emergency communication equipment, such as a satellite phone or an Emergency Position Indicating Radio Beacon device (EPIRB)
- Obey road closure signs and stay on recognised routes
- Fires in desert and bush areas can spread very quickly. If required, be prepared to evacuate the area immediately
- Australian wildlife and livestock often graze on the roadside and can stray onto the road. Be very careful when driving at sunrise, sunset and at night, when animals are most active. If an animal crosses in front of you brake gently, do not swerve wildly to avoid it
- During daylight hours always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles

Storm Safety

Storms and tropical cyclones are more common during storm season from October to the end of April.

Tropical cyclones are low pressure systems that are severe weather events that must be taken seriously to lessen property damage and ensure personal safety. It is important to be prepared for a cyclone before a warning is issued.

For further information regarding the cyclone warning system, preparing for cyclones and safety procedures, visit the following websites:

- [Bureau of Meteorology](#)
- [Queensland Government Emergency Services](#)

Dangerous Animals & Plants

Queensland is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them – they are not used to close contact with humans and may hurt you.

If you are visiting parks or forests:

- Be wary of animals in their natural habitat: Stay well back from goannas, flying foxes (bats), bush turkeys and water dragons
- Be very careful about approaching any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them
- Never feed or play with wildlife as it encourages them to get close to

humans which is not good for them or for us

Animals in Queensland

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 10cms. They can be commonly found in most houses in Brisbane. These lizards are harmless and actually help by eating flies and mosquitos.

Mosquitos in Queensland can carry diseases. Check that the property you are moving into has fly screens on the windows and doors. It is important to protect your skin around dawn and dusk when the mosquitos 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 never play with or try to catch the snake yourself.

Bites and 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 stung or bitten.

The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or 000.

General first aid for bites and stings

For bites or stings from the following creatures seek first aid assistance straight away, stay calm and as immobile as possible.

- All species of Australian snakes, including sea snakes
- Funnel web spiders
- Blue ringed octopus
- Jellyfish including: box jellyfish and irukanji
- Cone shell stings

For all other bites and stings:

- Seek or apply basic first aid
- Wash with soap and water and apply an antiseptic if available
- Ensure that your tetanus vaccination is up to date
- Apply an ice-pack to reduce local pain and swelling
- Pain relief may be required eg. paracetamol or an antihistamine (to reduce swelling, redness and itch)

You should seek medical advice if any other symptoms or signs of infection develop.



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. This 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.

Try to maintain a sense of perspective:

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. Listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

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, and assists your friends and family to understand your experiences which will smooth the transition when you return home.

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 Association.

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 would have washing machines for clothes. If not, Laundromats are often 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 widely available in Australia, in chemists, supermarkets or service stations. 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 flushed 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: Or 'bring your own' normally refers to beverages. 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 of food to share when invited to a BBQ

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

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?'

Fair dinkum: Honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'

To be crook: To be sick or ill

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 buy everybody a drink, however it is acceptable to say that you do not drink (alcohol)

Bloke/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, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'

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

Public Holidays & Special Celebrations

Australians hold certain days each year as special days of national significance. We recognise some days with public holidays.

EKKA Show Holiday also known as the EKKA is for the local annual agricultural and horticultural festival.

Christmas in Australia is a multicultural affair. Our traditions are often mingled and derived from a mixture of other countries. We have Christmas trees, Father Christmas (Santa), Christmas carols and gifts which are a familiar Christmas scenario, but Christmas dinner is more likely to be a barbeque in the backyard or a picnic on a beach, with champagne instead of eggnog and pavlova instead of plum pudding.

Australia Day: Marks the founding of the first settlement in Australia by European people. Should the day fall on a Saturday or Sunday it is traditional to have the Monday following the weekend as a public holiday.

Anzac Day: The day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to remember those who fought for our nation and those who lost their lives in battle.

Holidays in 2022

New Year's Day	Saturday, 1 January
Australia Day Holiday	Wednesday, 26 January
Good Friday	Friday, 15 April
Day following Good Friday	Saturday, 16 April
Easter Sunday	Sunday, 17 April
Easter Monday	Monday, 18 April
Anzac Day	Monday, 25 April
Labour Day	Monday, 2 May
EKKA Show Holiday	Wednesday, 10 August
Queen's Birthday	Monday, 3 October
Christmas Day	Sunday, 25 December
Boxing Day	Monday, 26 December
Boxing Day Holiday	Tuesday, 28 December

Recreation

Sport

Australians are crazy about their sports – we don't just like it, WE LOVE IT! From cricket and football (the oblong and the round ball variety) to surfing and athletics, there are endless opportunities to participate (or to spectate) in sport during your time in Queensland.

At JCU Brisbane, there are a handful of sporting clubs affiliated with the JCU Student Association:

- JCU Brisbane Cricket Team
- JCU Brisbane Health and Fitness
- JCU Brisbane Bike Club

To contact any of these sporting organisations visit the [Student Association website](#).

Fitness Centres or Gyms are common throughout Brisbane and 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. Check out [Meetup.com](#) to meet other likeminded individuals.

Clubs, Societies and Organisations Queensland offers a diverse mix of hobby groups, clubs, societies and organisations. These include environmental groups, literature clubs, photography, bushwalking, public speaking and sporting groups to name a few. Search for your own hobby by visiting Brisbane City Council's [Community Directory](#) for a list of all sporting clubs and organisations in Brisbane.

There are clubs and societies available on campus, run by your fellow students. The JCU Brisbane Student Association supports students in forming clubs and societies. See [Social Clubs](#) for more information on the current social clubs at JCU 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 pub scene duos and bands to choral ensembles and dance groups, are sure to keep your weekend calendars full. To find out what's happening on campus follow JCU Brisbane on [Facebook](#), [Instagram](#) and [Twitter](#) to stay up to date.

Check out the following sites for information about local events.

- [What's on in Brisbane](#)
- [Visit Brisbane](#)
- [Must Do Brisbane](#)
- [Choose Brisbane](#)



Looking for a Travel Destination?

CAIRNS, QUEENSLAND

How to get there:

- Flights \$200 – \$400 round trip

Where to stay:

- Hostel \$15–\$30 per night

What to do:

- Skyrail Rainforest Cableway – \$80 return trip
- Snorkelling trip to Green Island near Cairns – \$90 day trip
- Port Douglas – 1hr drive from Cairns – gateway to the Daintree National Park

MELBOURNE, VICTORIA

How to get there:

- Flights \$200 – \$400 round trip

Where to stay:

- Hostel \$20–\$50 per night

What to do:

- See a game of Australian Rules Football (AFL – March through to September) at the iconic MCG (\$17 concession)
- Explore the many laneways, art galleries and theatres (\$0 – \$90)

SYDNEY, NEW SOUTH WALES

How to get there:

- Flights \$150 –\$400 round trip

Where to stay:

- Hostel \$20–\$50 per night

What to do:

- Climb the Sydney Harbour Bridge from \$250
- Visit the Taronga Zoo and take part in the Wild Ropes Challenge. Entry ticket to the Zoo from \$36. Wild Ropes Challenge with Zoo visit from \$70 per ticket

ULURU, NORTHERN TERRITORY

How to get there:

- Flights to Alice Springs \$600–\$800
- Flights to Uluru \$300–\$800

Where to stay:

- Hostels in Alice Springs \$25–30 per night

What to do:

- 3 day outback experience \$300 – \$500





Studying at JCU Brisbane

The JCU Code of Conduct

The Code of Conduct sets out your rights and responsibilities as a student. It is important that you are aware of what JCU expects from you. You also need to know what you can expect from JCU.



Top 10 Things to Do After You've Arrived in Brisbane

1. Check in at JCU Brisbane – bring your passport/photo ID to Student Services to let staff know you have arrived onshore
2. Get an Aussie SIM card for your phone or check out mobile options – [see page 20](#)
3. Update your contact details in eStudent including semester residential address and phone numbers – [see page 44](#)
4. Enrol in your subjects through eStudent if you've not already been able to do so – [see page 43](#)
5. Attend the Essential Academic Skills Workshop during O week – [see page 42](#)
6. Collect your JCU Brisbane Student ID card once you have been notified it is ready to collect – [see page 44](#)
7. Apply for student concession on your Go Card once you've received your student ID – [see page 13](#)
8. Attend the International Student Orientation on Friday of O week – [see page 42](#)
9. Order your Overseas Student Health Cover online – [see page 28](#)
10. Consider opening an Australian bank account – [see page 24](#)



Arrival onshore and Orientation 'O' week

As soon as you arrive in Brisbane check-in on campus by presenting at Student Services with your passport/photo ID. If you are already onshore please check-in at least 2 weeks before the trimester starts.

Orientation Week, or 'O Week', is the official start to your university studies and is held in the week prior to the start of the trimester. To facilitate your success at JCU Brisbane you will be required to attend the Essential Academic Skills Workshop. This workshop will introduce you to the practices and requirements to meet the JCU academic standards and attendance is compulsory.

You can find a copy of the [Registration and Orientation Program](#) online.

International Student Orientation Session

This session is held on the Friday of O Week each trimester. Attendance at the information session is compulsory.

During the session you will meet other international students and receive a welcome pack containing information about JCU Brisbane and the local area. Free lunch and refreshments will be provided.

If you are unable to attend the session, please contact register@jcup.edu.au for information on alternative sessions.

Computer account and email

JCU's wireless network is called Eduroam, follow [these steps](#) to connect your laptop or wireless device.

As part of online registration, you will be instructed on how to setup your JCU email account.

If you're unable to login to your account, or need help changing your password you will need to contact JCU IT Helpdesk

- Phone: 07 4781 5500
- Email: ithelpdesk@jcu.edu.au

University staff will only use your JCU email to communicate with you, so it is important that you check your JCU email regularly. Any official email correspondence from you to the university should also come from your JCU account.

Subject selection

JCU Brisbane has three trimesters per year which are also known as study periods (SP). The [Academic Calendar](#) can be found online.

Students who are completing a Bachelor or Masters program at JCU Brisbane will need to view their Recommended Study Plan to see the list of subjects in which they will need to enrol. [Recommended Study Plans](#) are available online.

Still unsure of what subjects you need to enrol in? Come to Student Services or email register@jcub.edu.au for assistance.

If you want to gain credit for specific subjects at your home university, you will need to liaise with your home university academic advisors to make sure that the subjects you study at JCU will transfer back as official credit.

Enrolling in subjects

You can manage your enrolment online through the [eStudent portal](#). This online system allows you to enrol in and withdraw from subjects.

If you need help to enrol in your subjects, please read through the information on the [Self Enrolment](#) page, visit Student Services or email register@jcub.edu.au for assistance.

Online enrolment closes at the end of Week 1 of the Study Period; after this date you need to contact Student Services if you want to change your enrolment. If you have trouble enrolling, email register@jcub.edu.au for assistance.

Types of study

- **Lectures:** Lectures are one or two-hour presentations by academics called "lecturers". Lectures usually contain theoretical information and relevant examples relating to core concepts within the subject. They may also contain information about upcoming assessment and exams. Lectures can have between 20 and 150 people in attendance, so student/lecturer interaction is minimal. You will usually have one to two lectures per week for each subject. If your lecturer has opted to record your lecture it will be made available via LearnJCU. Log into LearnJCU and select the appropriate subject folder. Any recorded lectures will be located in the subject folder.
- **Tutorials/seminars:** Most subjects will also have one to two-hour tutorials or "tutes". These are facilitated by "tutors" or "mentors". Tutes give you the opportunity to discuss content and issues related to the lectures and discuss any course readings. These classes are usually smaller with 10-30 students and more informal than the lectures. They encourage interaction, critical thinking, questioning and an opportunity to clarify your understanding of core concepts. It's also a great opportunity to discuss upcoming assignments or exams. Participation in tutes may make up part of your final grade so it is vital that you attend your tutes well prepared and willing to participate.
- **Online learning:** Most of your study will be via face-to-face learning, however some subjects may incorporate online-based resources for assignments or for tutorial or practical work. LearnJCU is the online space where students can find subject requirements, assessment information, staff contact details, subject readings and lecture documents plus a range of tools that can facilitate group and individual work including discussion forums, wikis, blogs, audio recordings and tests.



Timetable

You can access the [timetable online](#).

To check your timetable, you will need to check for clashes and choose your preferred time for repeated classes. If you need assistance, visit Student Services, or contact register@jcu.edu.au.

Student ID and swipe access cards

JCU Brisbane issues all enrolled students with a student identification (ID) card. The ID card incorporates your photograph, student ID number and enrolment status. Your ID card allows you to borrow books from The Resource Centre, print and copy on campus, provide proof of ID when discussing your enrolment with JCU Brisbane staff, identify yourself when attending exams, and to receive a student discount at some entertainment and dining venues.

Students who are enrolled in a full-time load of 3 subjects will also be able to apply for a concession fare on public transport. As a new student you will

obtain your student ID card during O week. You will need to have completed all components of Registration and will be notified via text message when your cards are ready to collect. You will be required to provide photographic ID (preferably your passport) to verify your identity when collecting.

Every JCU Brisbane student can apply for a unique swipe access card. This allows access to the building after hours. For more information about how to apply, please [see here](#).

If you lose your ID card or swipe access card, you will need to pay a replacement fee (\$15 ID card or \$25 swipe access card). Payment can be made using the [Student Request Form](#) and you will be notified via text message when it is ready to collect. Cards are to be returned at the completion or cessation of studies or a replacement fee is payable.

Update your address

It is a condition of your student visa that you advise JCU Brisbane of your address

and contact phone number within 7 days of arriving in Australia and within 7 days of any subsequent changes to your address or mobile phone number during your studies. You can do this by logging into [eStudent](#) and clicking the My Details tab. Select the appropriate submenu and follow the steps to update your address and phone details.

Important dates

You should become familiar with all important dates in the JCU Brisbane calendar, in particular payment due date and census date (last day to make changes to your enrolment without academic and/or financial penalties). The [JCU Brisbane Academic Calendar](#) is available online.

You must not make travel bookings for dates that fall during the examination period. JCU regulations do not allow you to sit exams before they are scheduled. Deferred exams are only granted in exceptional circumstances.



Fees and Charges

When/how do I make payment?

Student fee statements are issued online via eStudent. You will not receive an invoice in the mail. New students are required to familiarise themselves with eStudent and check it regularly. Your account information will be available via eStudent once you have enrolled in subjects. The information will include the amount, due date, and payment methods. Simply click on the "My Finances" tab to view this information.

The payment due date relates to the relevant study period. Refer to the JCU website for more information on [payment due dates](#) and the JCU Brisbane [Academic Calendar](#).

Paying your tuition fees

You can pay your tuition fees via the following methods:

Make a direct deposit (online transfer) if you have internet banking by transferring the required fees in to the account below:

- Account Name: James Cook University
- BSB: 064-817
- Account Number: 10472870
- Swift Code: CTBAAU2S (Swift code is used for international transfers)

You must use your student ID number in the description. This will ensure the Finance department can identify the payment and allocate the amount to your 'My Finance' account.

BPAY is also available for \$AUD bank transfers. Information on how to pay via BPAY, as well as the biller code and customer reference number, can be found at the bottom of your Fee Statement & Tax Invoice. Find more information on how to use BPAY at [bpay.com.au](https://www.bpay.com.au).

Or refer to the JCU Brisbane website at <https://www.jcu.edu.au/brisbane/study-essentials/student-finances> for further details.



What amount will I have to pay?

When you commence your program at JCU Brisbane, tuition fees for the first study period are usually charged in advance according to the amount stipulated in your letter of offer. However, if you did not pay the full amount, or you have an enrolment overload (more subjects enrolled in than you have paid for), you will have additional fees to pay by the relevant study period payment due date.

International Tuition fees are subject to annual increases as approved by the JCU Vice Chancellor.

What if I change my enrolment?

If you add or delete subjects, your tuition fees will change. It is your responsibility to check eStudent and pay any additional fees by the payment due date. If you are reducing your enrolment or an overpayment has been made, you can apply for a refund by completing an [Application for Refund, Early Withdrawal without Financial Penalty for International Students](#).

Ensure that your enrolment load meets the condition of your visa at all times. Students studying on a student visa are required to maintain a full time study

load of three subjects unless approved otherwise. This will ensure students finish their studies by the end date on their Confirmation of Enrolment (CoE). Extensions are only granted in very limited circumstances.

Other fees and charges

The [Student Services and Amenities Fee \(SSA Fee\)](#) was introduced by the Australian Government to improve services and facilities for students both on and off campus.

All JCU Brisbane students are required to pay the Student Services and Amenities (SSA) Fee.

Other fees such as Overseas Student Health Cover (OSHC) are not part of the International Tuition Fees and are not included on your JCU Brisbane fee statement.

Copying and printing

Copying and printing is available for all students in the The Resource Centre on Level 2. Ensure that you have your student card with you at all times as you will need it to add credit to allow you to print and photocopy.



Defer your fees (Domestic Students only)

FEE-HELP is a government loan program used by Australian citizens, permanent humanitarian visa holders and some New Zealand citizens to defer payment of their subject fees. See [here](#) for more information regarding eligibility for FEE-HELP.

Portals

While you study at JCU you will become familiar with numerous student portals where you will manage your enrolment and personal details as well as access academic information.

- **eStudent:** Is where you can view and update most of your personal details, check your study plan and current enrolment, enrol and withdraw from subjects, view and pay your fees and charges, as well as check your most recent results
- **LearnJCU:** Is your academic information portal. In LearnJCU you can access study materials presented by your lecturers; discuss topics with teaching staff and students enrolled in your subjects, submit assignments, and more. LearnJCU will list your lecturer's contact information and scheduled consultation times. Ensure you use your JCU email account when contacting your lecturers. LearnJCU is available for use 4 weeks prior to the start of the relevant study period

Managing Your Enrolment

External study

If you are studying on a student visa you cannot enrol in more than 25% of the total study load per trimester in online, distance or external study.

International student visa-holders cannot study entirely through online, distance or external study in any compulsory study period.

Completion within expected duration

It is a condition of your student visa that you complete your studies at JCU Brisbane by the end date listed on your Confirmation of Enrolment (CoE). International student visa-holders must therefore enrol in the full study load (3 subjects) for each of the compulsory study periods, unless:

- You have been advised in writing by the University to take a reduced load, as a result of an intervention strategy
- You have been given an approved leave of absence or approval for deferment due to compassionate or compelling circumstances
- You have only one or two subjects remaining to complete your course
- If you are not sure in which subjects you should enrol, please visit Student Services for assistance.

Extending your studies

If you have not completed your studies by the end date stated on your Confirmation of Enrolment (CoE) you will need to apply for a new CoE.

Under the ESOS Act, the National Code 2018 allows the University to provide a further CoE for you under 3 circumstances:

- Implemented Intervention Strategy
- Approved Leave of Absence
- Compassionate or compelling circumstances

To apply for a new CoE you will need to email your request to enrolments@jcu.edu.au

Changing course

It is only possible to change your course after you have commenced studying your principal course.

Once you have commenced your principal course you will need to complete the following steps to request a course transfer:

Step 1 – Check the course structure

Check the course structure of your current course and the course you wish to transfer into, to see which subjects may be eligible to credit across.

Step 2 – Complete the [Course Transfer Application](#) and email to enrolments@jcu.edu.au.

Make sure you complete the Advanced Standing (credit for previous study) section of this form to see if you are eligible to transfer credit into your new course. If you require assistance, visit Student Services.

You must submit your application by the closing date (the last day of exams of the preceding study period).

Early completion

If you complete your studies at JCU Brisbane more than one month prior to the end date listed on your Confirmation of Enrolment (CoE), the University is required to report your completion to the Department of Home Affairs.

JCU Brisbane will send an email to your JCU email address notifying you this has occurred. You should contact the Department of Home Affairs to discuss the impact of this on your student visa.

Leave of Absence

International students studying in Australia on student visas are not normally eligible for Leave of Absence, other than in compassionate or compelling circumstances. In these instances, students should contact Student Services regarding their situation.

The University has an obligation in certain circumstances to advise the Department of Home Affairs where an international student studying in Australia takes Leave of Absence. This report may result in the cancellation of your CoE which may affect your student visa and work rights.

Withdrawal from a subject

Prior to the last day to enrol/withdraw online, you can withdraw from subjects using eStudent, however you must make sure that you can still complete your course by the end date on your Confirmation of Enrolment (CoE).

We recommend that you read over the JCU [International Tuition Fee Payment and Refund Procedure](#) for information about any refunds that you may be entitled to.

You may be required to complete an [Application for Refund, Early Withdrawal without Financial Penalty for International Students](#) if you are withdrawing after census date.

Campus transfer

You have the opportunity to [transfer campus](#) between Brisbane and Townsville, Cairns or Singapore campuses. You will need to complete the [Campus Transfer Application](#) and return a scanned copy via email to enrolments@jcu.edu.au

Withdrawal from JCU

If you wish to withdraw from JCU Brisbane at any time, please speak to staff regarding your situation.

If you do decide to withdraw from your studies, you will need to complete the [online withdrawal application](#) and may need to provide supporting documents. If you are transferring to another education provider, you will need to provide a copy of your new Letter of Offer.

After we receive written confirmation that you wish to withdraw from JCU Brisbane, we will report your withdrawal to the Department of Home Affairs. It is your responsibility to contact DHA and discuss the implications of your withdrawal on your student visa.

We recommend that you read over the JCU [International Tuition Fee Payment and Refund Procedure](#) for information about any refunds that you may be entitled to. You may also wish to contact your OSHC provider to discuss any possible refunds.

Release to transfer provider

If you are a student visa holder you cannot transfer from JCU Brisbane to another education provider within the first 6 months of your principal course of study, unless you have been granted release from JCU Brisbane.

To apply for release, you will need to complete the [online withdrawal application](#) and upload a copy of your new Letter of Offer. Your request will be assessed against the JCU [Transfer of International Student Visa Holders to Other Educational Institutions policy](#).

Applying to Graduate

In anticipation that you pass all required subjects, and are eligible to graduate, you will be allocated to a graduation ceremony based on your course and course location. You will be allocated to a ceremony after the relevant census date of your expected final study period. An email will be sent to your JCU email account once you have been allocated to a ceremony. To fully understand the process read the [Graduation information](#).

Complaints and Grievances

If there is something you are not happy with, we encourage you to try and resolve the matter with the relevant staff member or student through informal discussion. This informal method of resolution allows the parties to explore options and make their own decisions about how to resolve a complaint, rather than having a third party make and enforce a decision.

If the problem cannot be resolved informally, please forward your [complaint or feedback](#) via email to Senior Associate Dean Academic, Dr Ashley Orth ashley.orth@jcub.edu.au.

If you feel the matter is still not resolved, then you can make a formal complaint. You can find further information about how to lodge a [formal complaint](#) online.

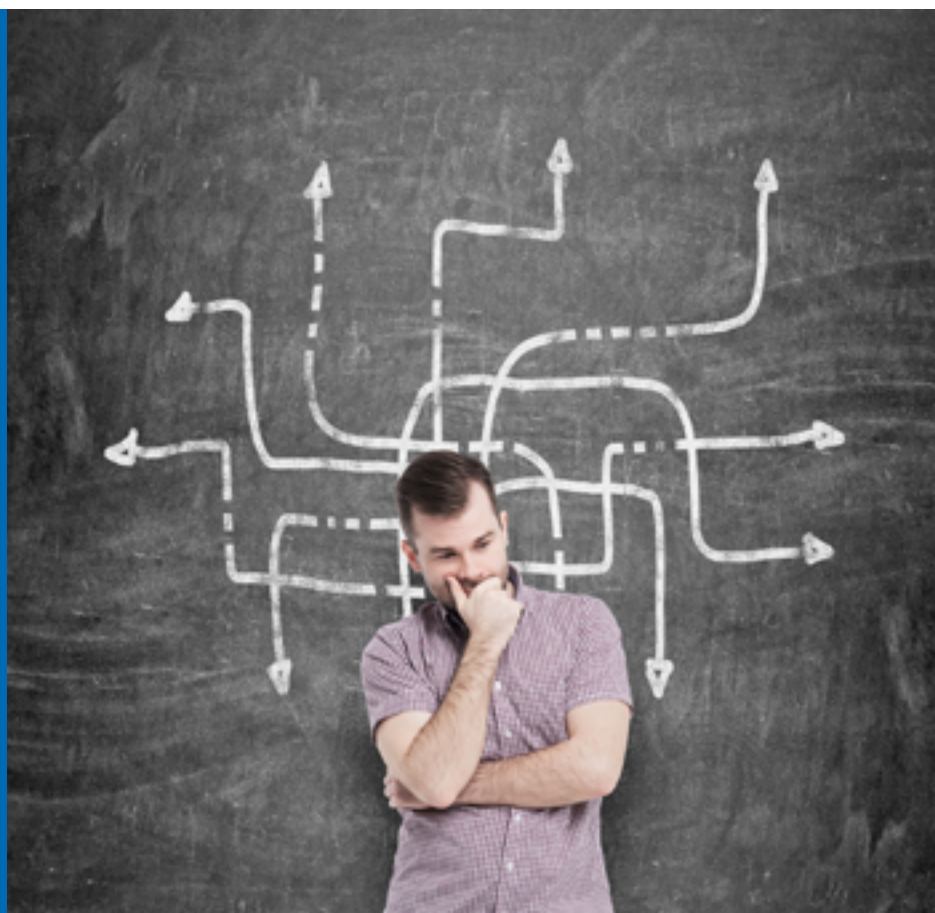
There are a number of free and confidential services from which you can seek assistance with regard to making a formal complaint. See Support Services on page 53.

Calculating Six Months Completion of the Principal Course

The start date for calculating the six month limitation period is when the student starts, or is scheduled to start, their principal course.

Where a student has had a break from their studies due to a deferment or suspension, that break is not counted for the purpose of determining if the student has completed six months of the principal course.

As JCU Brisbane has a trimester based system, a student must complete 2 trimesters in their principal course before they can transfer without release.



Keys to Success

As a university student you are responsible for your own learning. The following tips will help you on the pathway to academic success.

- **Independent learning:** Means that you are responsible for completing the required readings, undertaking any further research and finishing any required tasks on your own. Your teacher may not personally inquire about your progress in a subject, question your non-attendance in classes, or question your non-submission of work

If you don't ask questions your lecturer or tutor will assume that you have no problems. Independent learning allows you freedom in your study, but also requires constant self-monitoring of your own academic progress. It's up to you to keep track of your commitments

- **Time management and organisation:** For many students, academic challenges are related more to a lack of organisation than to a lack of ability. Learning to organise your workload, cope with competing priorities and ensure you schedule enough time to complete all your tasks is essential for achieving academic success. Your timetable includes face-to-face

teaching hours, but these can be as few as 3 hours of classroom contact a week. In addition to classroom contact you are also expected to spend additional time completing your own independent study and working on assignments. It can be helpful to treat your study as if you had a full-time job. The key is to plan your time carefully, ensure you have a balanced workload and also remember to build in time for fun and relaxation too

- **Lectures and Tutorials:** Although it might sound obvious it is important to attend all your classes. If for some reason you can't attend a class, ask your lecturer/tutor to help you catch up. It is also a good idea to contact the lecturer/tutor and let them know beforehand if you are going to be absent from class and request any materials you may miss
- **Understanding weighting of assignments:** There may be some differences within the learning environment in Australia, compared to what you are used to back home. Each of your subjects will have its own outline which is available on LearnJCU. Ensure that you are familiar with the course requirements and understand the weighting of assignments. You may have assessable components (e.g. quiz, assignment or participation) due within the first few weeks of the trimester. Most subjects at JCU

Brisbane will have only two major assignments and one final exam. This may mean that the weighting for each assessment could be high (e.g. assignments worth 60% of the final grade). It is important that all assessments are completed, as achieving a satisfactory grade requires passing all assessable components listed in the subject outline

- **Workshops and academic assistance:** Find out what [workshops](#) are available at the start of each trimester to help you improve your learning and writing skills. Workshops can help you gain confidence with note-taking, essay writing, oral presentations, effective reading, time management, maths and more. Workshops are free – speak to The Resource Centre staff or the Manager Teaching and Learning on Level 2 for more information
- **Mentor:** Sign up for a [student mentor](#). A mentor can answer your questions and help you adjust to university life in Australia
- **Ask questions:** If you don't understand the content of your subjects, or what is expected of you in an assignment, or anything else related to your studies don't be afraid to ask. You will be given the contact details for your lecturers/tutors in your first classes. Keep those details somewhere safe and don't be afraid to use them when needed





English language support

If English is an additional Language for you, you are encouraged to check out any relevant workshops being offered during the trimester. There are workshops that will help you improve your English skills. As part of Orientation you will attend an Essential Academic Skills Workshop to set you up for success in your studies at JCU Brisbane.

Below, you can find links to resources which can help you with your academic English skills.

Vocabulary

Choosing the right word (pdf): This list of frequently used academic words will help you build your academic vocabulary

Academic Phrasebank: You can use this site to assist you with your academic writing. It aims to provide you with examples of writing according to the main sections of a research paper, e.g. describing methods, reporting results or discussing findings

Editing

Develop your English: This guide provides some valuable hints on how to

successfully edit your own writing. The guide includes common error codes used by editors and examples of common errors and their corrections

Language editing checklist (pdf): Use this checklist after you have edited your writing to identify your weaknesses and common errors

Grammar

Guide to grammar and writing: On this website, you can find an extensive guide to English grammar with example sentences and interactive quizzes

Preposition list: This booklet by Josef Essberger lists 150 English prepositions and shows you examples of their use in context. You can also test your understanding of prepositions with quiz questions at the end of the booklet

Websites with English as a Second Language (ESL) resources

ESL resources for students: This is a page with links to resources that assist students by answering general questions about the English language and helping with grammar problems, idioms, and

academic conventions. It includes a large number of links to online courses, grammar sites, vocabulary activities and help with specific tasks

Academic English café: On this site you can take free English language quizzes on grammar and writing topics, practise with real academic vocabulary, read model essays on many academic topics and listen to authentic English language programs

English First: The EduFind Online Test Centre is a site where you can work through fully interactive tests and educational games to improve your skills. There is no charge but you do have to register to use this resource and your browser must accept cookies and have Flash Player installed. Once you are registered you can also keep track of your test scores over time. While the test itself is free, it is part of a commercial site so there are some optional extras that require payment

Activities for ESL students: This site has quizzes, bilingual quizzes, tests, exercises and puzzles to help you learn English as a Second Language

ESL writing & reading: On this site you can learn writing and reading skills that will help you through your academic career

Plagiarism and misconduct

Plagiarism is using another person's work or words without full acknowledgement.

Plagiarism is a serious breach of academic integrity and can have serious consequences for your future career.

Please note that plagiarism can include:

- Quoting word-for-word from another's work without clear acknowledgement
- Paraphrasing the work of others by altering a few words, changing their order or closely following their structure without acknowledgement
- Cutting and pasting directly from the Internet
- Failing to acknowledge the sources you use to produce your work.
- Inaccurate referencing/citation of another's work
- Unauthorised collaborating and colluding with other students.
- Using a professional agency in the production of your work

JCU Brisbane lecturers use a variety of tools to detect if students have copied work from elsewhere. Plagiarism detector software SafeAssign is one example. Your lecturers may let you use SafeAssign to check your draft assignments. The software produces a report that flags any suspicious sections, so it is a good tool to minimize the chance of accidental plagiarism.

In addition, JCU Brisbane's [Resource Centre](#) and [Learning Advisors](#) offer face-to-face tutorials about academic writing that can help you to master these skills.

Exams & Grading

What materials can I take into the exam room?

Each exam has its own list of authorised materials, including calculators, textbooks, readings and dictionaries. These authorised materials may have a condition where they cannot be 'annotated' which means they cannot contain any handwritten text or sticky notes.

Check the authorised materials for each of your exams carefully. See the [Exam Guidelines](#) for more information. Ask your lecturer if you are not clear about what is authorised.

If you are found with unauthorised materials (including blank notepaper) in an exam you could be investigated in accordance with the [Student Academic Misconduct Requirements](#) policy.

You are not permitted to take food or snacks into an exam room. If you need these during your exam, you will need to alert JCU Brisbane's Academic Support staff before the exam. The only drink permitted in an exam is bottled water. It must be in a clear bottle with the label removed. Coloured bottles are not allowed.

Dictionaries

English dictionary: When an English dictionary is authorised for an exam, a dictionary will be available in the exam room and you can ask the exam supervisor to consult it.

Bilingual dictionaries: Bilingual dictionaries will not be provided in the exam room but you may bring one with you, provided it is an authorised material for that exam.

Electronic dictionaries: These dictionaries are not permitted in an exam under any circumstances.

Special consideration

You can apply for special consideration if you experience difficult circumstances, such as a severe medical condition or personal trauma, before, during or after an exam.

If you are granted special consideration, your lecturer will consider your circumstances when marking your exam paper. Your lecturer may also permit you to sit a supplementary exam.

To apply for Special Consideration complete the [Application for Special Consideration in an Examination](#) form.

Submit the completed form as soon as possible before or on the scheduled exam date along with any required supporting documentation.

Deferred exams

If you cannot attend your exam at the scheduled time due to exceptional circumstances such as illness or circumstances beyond your control, you may apply for approval to sit a deferred exam.

To apply, complete the [Application to Defer an Examination](#). More information about [deferred exams](#) is available online.

Forms can be submitted before, or no later than, three University working days after the date of your exam. Your application must include appropriate supporting documents.

Information on the type of supporting documents you may require for [special consideration](#) is available online.

If your reasons for requesting to defer your exam are less than exceptional, the University can decline your application.

If you are granted approval to sit a deferred exam, your result for the subject on eStudent will show an interim result of 'ED'. If your application to sit a deferred exam was not approved, your result will show as 'X' (Fail).



Explanation of final grades

Information regarding final grades can be found [online](#) and are as follows:

Grade	Definition
HD	Pass with High Distinction (85%-100%)
D	Pass with Distinction (75%-84%)
C	Pass with Credit (65%-74%)
P	Pass (50%-64%)
S	Satisfactory (a passing level in an ungraded subject)
F	Fail (<50%) <ul style="list-style-type: none"> • did not meet the passing requirements in a graded subject; or • possible outcome under the Academic Misconduct Procedure
X	Fail: <ul style="list-style-type: none"> • did not complete any assessment (did not make a reasonable attempt to meet the criteria of the assessment); or • possible outcome under the Academic Misconduct Procedure
U	Unsatisfactory (failed to reach a passing level in an ungraded subject)
WD	Withdrawn (withdrew before the prescribed last date for withdrawal without academic penalty) (Administrative process only)
FW	Fail (withdrew after the prescribed last date for withdrawal without academic penalty)
SP	Pass after sitting a supplementary examination or supplementary assessment

Appealing an assignment mark

Prior to requesting a remark, you must have sought and received feedback about your performance for the assessment from the lecturer or Associate Dean concerned.

A remark can be requested on any piece of assessable work within 10 working days of the mark being provided to the student. Please see the [Review of Assessment and Student Access to Examination Scripts and Materials Policy](#) for more information or email academicadmin@jcup.edu.au if you need assistance.

Appealing a final grade

If you have genuine concerns about your subject grade, you need to raise these as soon as possible after results are released. Check your understanding of the assessment requirements including what was to be assessed, the assessment methods, and the weighting/value of each assessment item.

If you wish to discuss your result, get in touch with your lecturer or the Associate Dean.

If unresolved after discussing your results with your lecturer/the Associate Dean, you will need to apply for a formal review. Read the information on [Assignment and subject results](#). Note, any appeal must be submitted no later than:

- 20 working days after the Results Publication Date for the relevant Study Period or
- 20 working days after publication of deferred and supplementary results

If you have any questions regarding examinations, contact academicadmin@jcup.edu.au

Academic Progression Policy

It is a condition of your student visa that you maintain satisfactory academic progress throughout your studies; failing to do so may jeopardise your enrolment at JCU Brisbane and your student visa.

If you believe you may be at risk of failing to maintain satisfactory progress contact the Manager Teaching and Learning, Brett Vance at brett.vance@jcu.edu.au.

Find out more about the [academic progression policy](#) online.

Support Services

Student Services – Ground Floor

[Student Services](#) staff are here to help you throughout your studies.

Opening Hours: Monday – Friday, 9:00am – 4:30pm (public holidays excluded)

Phone: 07 3001 7800

Email: enrolments@jcu.edu.au

The Resource Centre – Level 2

[The Resource Centre](#) provides ongoing support for students during their academic journeys at JCU Brisbane.

Opening Hours: Monday to Friday 9:00am – 4:30pm (public holidays excluded)

Phone: 07 3001 7813

Email: brisbanelibrary@jcu.edu.au

Learning Advisors – Level 2

[Learning Advisors](#) can provide you with study skills and academic support. Services include workshops about academic reading, writing, speaking, presentations, referencing, English grammar and note-taking. They also offer courses and programs to assist in the transition to tertiary study, individual and group support for students as well as online learning resources and editing skills support.



Opening Hours: Monday – Friday 9:00am – 4:30pm (public holidays excluded)

Phone: 07 3001 7843

Email: tlc@jcu.edu.au

Student Counsellor

At JCU Brisbane, free [counselling services](#) are available to all students.

Reasons for choosing to meet with a Student Counsellor are varied – it doesn't have to be about uni and it doesn't need to be a major concern, we are here to support you. Book an appointment time [online](#).

Phone: 0437 865 606

Email: studentcounsellor@jcu.edu.au

Student Advocate

A professional [Student Advocate](#) is available to assist with any academic concerns. They will clarify the options available to you and, if you so wish, help you to pursue appropriate action. Your discussion with the advocate is confidential. Any action will only be taken with your consent.

Phone: 0475 978 961

Email: gian.corpuz@jcu.edu.au

Career and Employment Service – Level 2

[Joblinx](#) provides information and guidance about careers and employment to all enrolled students. This free service assists students to gain work experience and provides access to a full range of training programs to facilitate the development of skills needed for success in a global workplace.

Phone: 07 3001 7815

Email: info@joblinx.com.au

Mentors

[Student Mentors](#) help new students by providing support and information about life at University.

Student Association

The JCU Brisbane [Student Association](#) provides services and amenities to students such as student representation to the University, entertainment, sporting facilities and academic and welfare support to all students.

JCU IT Helpdesk

Phone: 07 4781 5500

Email: ithelpdesk@jcu.edu.au



Contact Information

Community Information and Support Services

Brisbane City Council
07 3403 8888

Royal Brisbane and Women's Hospital
07 3646 8111

Mater Hospital
07 3163 8111

Sexual Health Services
07 3837 5611

Brisbane Domestic Violence Service
07 3217 2544

Beyond Blue
1300 224 636

Policelink (non-urgent police reports)
131 444

Lifeline (for mental health issues)
131 114

Suicide Callback Service
1300 659 467

Emergency

Ambulance / Police / Fire Brigade
000

Recreation & Tourism

Brisbane Visitor Centre
07 3006 6290

Department of Home Affairs

299 Adelaide St, Brisbane QLD 4000
131 881



**JAMES COOK
UNIVERSITY**
BRISBANE • AUSTRALIA

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