WELCOME TO THE UNIVERSITY OF QUEENSLAND

Congratulations on receiving an Australia Awards Scholarship or Australia Awards Fellowship from the Australian Government. We are proud to welcome you to The University of Queensland (UQ) and are committed to supporting you during your studies.

UQ works closely with Australia Awards in your home country and in Australia to ensure that your educational experience is successful. We hope your UQ experience will empower you to develop the skills and knowledge to drive change and contribute to your country’s long-term development. Please feel welcome to contact your Student Contact Officer at the International Scholarships Unit if you have any questions or concerns.

This guide has been designed to prepare you for your arrival in Queensland and life as a UQ student, so please read it carefully. You can find more information at www.australiaawards.gov.au.

AUSTRALIA AWARDS PRE DEPARTURE GUIDE 2017

CRICOS PROVIDER NUMBER 00025B
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CONTENTS

IMPORTANT DATES

<table>
<thead>
<tr>
<th>2017</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>JANUARY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 January</td>
<td>New Year’s Day holiday</td>
<td></td>
</tr>
<tr>
<td>6 January</td>
<td>Australia Day</td>
<td></td>
</tr>
<tr>
<td>FEBRUARY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11 February</td>
<td>Summer Semester ends</td>
<td></td>
</tr>
<tr>
<td>20–24 February</td>
<td>Orientation Week</td>
<td></td>
</tr>
<tr>
<td>27 February</td>
<td>Semester 1 starts</td>
<td></td>
</tr>
<tr>
<td>MARCH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>31 March</td>
<td>Census date (Semester 1)</td>
<td></td>
</tr>
<tr>
<td>APRIL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14 April</td>
<td>Good Friday</td>
<td></td>
</tr>
<tr>
<td>17 April</td>
<td>Easter Monday</td>
<td></td>
</tr>
<tr>
<td>17–22 April</td>
<td>Mid-semester break</td>
<td></td>
</tr>
<tr>
<td>24 April</td>
<td>Semester 1 resumes</td>
<td></td>
</tr>
<tr>
<td>25 April</td>
<td>Anzac Day</td>
<td></td>
</tr>
<tr>
<td>MAY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 May</td>
<td>Labour Day holiday</td>
<td></td>
</tr>
<tr>
<td>JUNE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5–9 June</td>
<td>Revision period</td>
<td></td>
</tr>
<tr>
<td>10–24 June</td>
<td>Examination period</td>
<td></td>
</tr>
<tr>
<td>24 June</td>
<td>Semester 1 ends</td>
<td></td>
</tr>
<tr>
<td>26 June–23 July</td>
<td>Mid-year break</td>
<td></td>
</tr>
<tr>
<td>JULY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17–21 July</td>
<td>Graduation week</td>
<td></td>
</tr>
<tr>
<td>17–21 July</td>
<td>Mid-year Orientation</td>
<td></td>
</tr>
<tr>
<td>24 July</td>
<td>Semester 2 starts</td>
<td></td>
</tr>
<tr>
<td>AUGUST</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16 August</td>
<td>Royal Queensland Show Day</td>
<td></td>
</tr>
<tr>
<td>31 August</td>
<td>Census date (Semester 2)</td>
<td></td>
</tr>
<tr>
<td>SEPTEMBER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25 Sept–2 Oct</td>
<td>Mid-semester break</td>
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<tr>
<td>OCTOBER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Oct</td>
<td>Queen’s Birthday holiday</td>
<td></td>
</tr>
<tr>
<td>3 October</td>
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<td></td>
</tr>
<tr>
<td>18 Oct–3 Nov</td>
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<tr>
<td>NOVEMBER</td>
<td></td>
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<td>Graduation weeks</td>
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<td>Christmas Day</td>
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<tr>
<td>26 December</td>
<td>Boxing Day</td>
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</table>

FAST FACTS

50,000+ STUDENTS FROM MORE THAN 2830+ ACADEMIC STAFF

140 COUNTRIES

(12,600 INTERNATIONAL)

4000+ COURSES TO CHOOSE FROM
HIGHLY RANKED

A TOP 50 UNIVERSITY

A FEW THINGS WE’RE PROUD OF

UQ is ranked in the top 50 as measured by the QS World University Rankings. A degree from UQ shows you have achieved a globally competitive standard of excellence at one of the world’s most respected universities.

<table>
<thead>
<tr>
<th>RANKED</th>
<th>TOP 30 IN THE WORLD IN 11 SUBJECTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Mineral and Mining Engineering</td>
</tr>
<tr>
<td>12</td>
<td>Environmental Science</td>
</tr>
<tr>
<td>17</td>
<td>Agriculture and Forestry</td>
</tr>
<tr>
<td>18</td>
<td>Education</td>
</tr>
<tr>
<td>21</td>
<td>Psychology</td>
</tr>
<tr>
<td>23</td>
<td>Development Studies</td>
</tr>
<tr>
<td>25</td>
<td>Chemical Engineering</td>
</tr>
<tr>
<td>25</td>
<td>Communication and Media Studies</td>
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<tr>
<td>26</td>
<td>Accounting and Finance</td>
</tr>
<tr>
<td>29</td>
<td>Veterinary Science</td>
</tr>
<tr>
<td>30</td>
<td>Nursing</td>
</tr>
</tbody>
</table>

QS World University Rankings by subject 2016

AU$380M in research grants

More national teaching awards than any other Australian university

Good University Guide Five-star rating for Staff Qualifications and Research Grants
KEY CONTACTS

Contact the International Scholarships Unit
Level 8, Building 69
The University of Queensland
Brisbane QLD 4072 Australia
W: www.uq.edu.au/international
E: sponsored.students@uq.edu.au
(North Asia, South East Asia (excl. Indonesia)
T: +61 7 336 66260
Indonesia, Pacific Islands, Caribbean
T: +61 7 336 54056
(Africa, Middle East, South Asia, Central Asia,
Nepal & Mongolia )
T: +61 7 336 67864

International Scholarships Unit
The International Scholarships Unit at The University of Queensland manages a range of services for both sponsors and scholarship recipients, from point of application through to graduation and beyond. Student Contact Officers within the International Scholarships Unit manage the relationship between UQ and Australia Awards, report to Australia Awards on your academic progress, and act as a communication channel between you and Australia Awards and vice versa. The International Scholarships Unit can assist you with your enquiries before you arrive and for the duration of your studies at UQ.

International Student Advisors
International Student Advisors (ISAs) provide a range of support services from pre-arrival through to departure. These services relate to studying at UQ, transitioning to university life, and living in South-East Queensland. ISAs can also answer questions about health services, family matters, schooling or childcare, working on a student visa, contacting government departments, and understanding university processes and facilities.

STUDYING AT UQ

Your Academic Program
UQ aims to ensure that you return to your home country with the degree that you were approved to complete. It is expected that you achieve this within original award conditions. To help you do this, UQ is required to monitor your academic progress during and at the end of each semester. UQ then informs Australia Awards of your general progress. It is your responsibility to ensure that your academic program fulfills the overall objectives of your training needs. You are required to ensure that all personal and enrolment details are kept up to date in the University records (myU.net) at all times.

We understand that personal, medical and technical reasons, can affect your academic study. It is important for you to develop a relationship with one or more of the support staff available within your faculty, at Student Services or your Student Contact Officer. If the issues involve an amendment to the scholarship, your Student Contact Officer will be involved in seeking appropriate solutions.

Remember to contact an International Student Advisor or your Student Contact Officer if at any time you become concerned about any matters affecting your study. Early notification will allow a thorough exploration of options. To find out more about your course/academic program visit www.uq.edu.au/study

Award Variations
It is possible that during your study at UQ, events may affect your ability to complete your course requirements within your current award duration.

In this event, your Student Contact Officer and academic staff can assist you and will send a recommendation to Australia Awards for consideration. Options may include:

Program variation
If you wish to change your program, please see your Student Contact Officer in order to determine if it is possible. Approval is needed from Australia Awards in your home country and in some cases your Government. If the change of program requires additional time or cost, it is highly unlikely that it will be approved.

Transfer institutions
This option can only be considered for:
• research students whose supervisors transfer to another institution or
• coursework students whose academic performance does not permit them to continue at UQ.

Transfer requests requiring additional funding will not be approved.

Award reductions
Your scholarship at UQ is for the minimum duration expected to complete the degree program you have requested. However, if you are awarded credit for previous study and you are able to complete your degree within a shorter period, your Student Contact Officer will reduce your scholarship accordingly.

Scholarship Extension
In situations where a student is not likely to finish their studies on time, UQ will consider all possible options in order to avoid the need for an extension. These options include:
• supplementary academic support;
• enrolling in a summer school;
• cross institutional enrolment to repeat failed subjects;
• cross institutional enrolment to repeat/replace failed subjects;
• course downgrade;
• overloading in subsequent semesters;
• termination of the Australia Awards Scholarship if repeated failures have occurred.

Do not assume that extensions will be granted. Try to complete your studies within the original scholarship period. Do not change your program, cancel your enrolment or withdraw from your program without consulting your Student Contact Officer.
BEFORE YOU LEAVE YOUR HOME COUNTRY

Attend a pre-departure briefing

Pre-departure briefings are arranged by Australia Awards in your home country. At the briefing you will be given information to prepare for living and studying in Australia. You will also receive advice on what to do when you first arrive. At some briefings you may meet students who have already studied in Australia.

Know your home government and employer’s conditions

Check your government’s conditions for travelling overseas. Your government may have rules about a number of matters such as renewal of passports, taking money overseas, taxes, voting in elections, marriage overseas, bonds, or termination of scholarships. It is important that you are fully aware of any conditions set by your government for study overseas.

Your home government or employer may have rules about the continuation of your salary while in Australia. It may also place restrictions on your spouse and children joining you in Australia as your dependants while you are studying. You should find out and confirm your entitlements, and any additional employment conditions, if there are any, with your employer prior to departure. Neither your Student Contact Officer nor other university staff are responsible for such matters.

Ensure you have a valid passport and visa

It is your responsibility to present Australia Awards with a current and valid passport. Please ensure that your passport is valid for the duration of your scholarship. If your passport needs to be renewed during your stay in Australia, this is your responsibility. Find out how you can renew your passport while in Australia before you depart. You should inform your Student Contact Officer if you need to renew your passport.

Once your university application has been finalised, Australia Awards may assist you in obtaining a student visa from the Department of Immigration and Border Protection. The cost of this visa will be paid by Australia Awards. Australia Awards Fellowship recipients arrange their own student visa. This student visa will entitle you to enter Australia and remain as a student for the duration of your scholarship.

For visa matters visit www.border.gov.au, call the helpline on 131 881 (in Australia), or contact the Australian Department of Immigration and Border Protection office in your country.

What to bring

- Passport with visa
- Signed Australia Awards contract
- UQ offer letter
- Medical history and prescriptions
- Money: Australia Awards students are encouraged to bring a minimum A$750 with them when traveling to Australia. Initial expenses include full payment of temporary accommodation, public transport, food and other essentials.
- Clothing
- Character, academic and professional references. References may help you secure accommodation or employment
- Certified copies of previous academic transcripts
- Your driver’s license, certified copies of your birth certificate or other identification
- Laptop
- National dress and accessories for festive occasions and small souvenirs from your home country

We recommend that you check your home government or employer’s conditions for travelling overseas before you depart. You should inform your Student Contact Officer if you need to renew your passport.

Never send your own or family members’ passports away without first photocopying and keeping the important Personal Identification and visa pages. Do not send your passport anywhere by regular mail – it must be sent by courier or registered mail.

WHEN YOU ARRIVE IN BRISBANE

Immigration

When you land in Brisbane you will need to provide a contact address on the immigration form. If you do not know your temporary accommodation address, you can give the address of the International Scholarships Unit listed on page 4.

Airport Reception

Airport reception can only be arranged once we have received your travel details from your in-country Australia Awards office. Once we receive this information you will be contacted to confirm if you require airport reception and/ or temporary accommodation. Please make sure you have made contact with the International Scholarships Unit before you leave your home country by emailing sponsored.students@uq.edu.au to confirm your arrangements. Pre-arranged transportation from the airport is free.

A driver will meet you at the airport with a UQ sign, at the Arrival Hall in the international terminal or baggage claim area in the domestic terminal. If no one is there to meet you after you have waited 30 minutes, please contact Student Services: (Mon to Fri, 8.30am – 4.30pm) on +61 7 3365 1704 or UQ Security (outside of business hours) on 1800 800 123.

You will need to tell them your name and student number, your flight number, arrival time and date, and whether you are waiting in the international or domestic terminal.

Public Transport

One of the most picturesque and practical ways to see Brisbane is on the CityCat, a ferry that runs along the length of the river, from UQ’s St Lucia campus to the riverside suburbs of Hamilton. Brisbane also has an extensive bus and train network, so everything you want to see or do is easily accessible.


We recommend buying a go card, an electronic ticket that allows you to travel on all Brisbane public transport services at a discounted price (see https://translink.com.au/tickets-and-fares/go-card for details).

Car purchase, registration, insurance, maintenance and fuel cost is very expensive in Australia. On the Australia Awards stipend the cost will be prohibitive, so we do not recommend purchasing a car. Nonetheless, you may drive legally in Queensland on your home country driver’s license, provided it is current and for the same class of vehicle which you drive in Australia. You need to have your driver’s license with you whenever you are driving. If it is not in English, you also need to carry an International Driving Permit or official translation.

Temporary Accommodation

The International Scholarships Unit will book your temporary accommodation. The temporary accommodation that UQ can arrange is only suitable for unaccompanied students. If you are arriving with family you will need to organise your own temporary accommodation. Please note that you must pay for your temporary accommodation upon arrival.

We recommend that you pack the most important documents, valuables, some clothing and personal items in your carry-on (cabin) luggage. Put a copy of your important documents in your suitcase and leave another copy at home with your family.

For more information visit the Australia Awards website or contact the International Scholarships Unit if you have any questions.
GETTING STARTED

Contact your Student Contact Officer (SCO)

We require all commencing awardees to contact their Student Contact Officer within 24 hours of arrival. Please visit the International Scholarships Unit at the Global Engagement Office in room 820, level 8, Building 69 with your passport and signed Australia Awards contract. Welcome sessions will be held at 10:00am or 2:00pm daily so please ensure you arrive in time to attend either of these sessions.

Information Sessions

Getting Started:
Getting Started sessions are designed to help you make a smooth transition to campus life, and you are required to attend one within the first few days of your arrival.

At this session you will:
- meet an International Student Advisor
- receive information on banking, health and other topics
- find out how to enrol in your courses, and then wait 24 hours before applying. Bring your passport, UQ offer letter and Australia Awards contract when and where you should go please visit: https://www.uq.edu.au/startingatuq/get-your-student-id-card
- receive information on the Queensland rental system, including your rights and responsibilities. This session will provide you with an opportunity to ask questions and meet other students searching for accommodation.
- receive campus and locality maps
- attend an Accommodation Information session
- attend an Introductory Academic Program (IAP)
- attend an Orientation Program (OAP)

The International Scholarships Unit strongly recommends that each new Australia Awards student meets with their Academic Advisor to discuss the requirements of their program.

Accommodation Information Session:
This session is essential for anyone interested in obtaining rental accommodation. Before you commit to any type of permanent accommodation we strongly encourage you to attend.

The topics covered include:
- issues to consider when searching for accommodation;
- the steps involved in applying for rentals;
- your rights and responsibilities as a tenant;
- what to do when moving in and out, as well as issues associated with sharing accommodation.

Students who attend these sessions advise that they experience less issues with their tenancies, and feel more confident accessing the private rental market.

Introductory Academic Program (IAP)

The Introductory Academic program (IAP) is a 4-5 week compulsory course organised by Student Services for all Australia Awards students commencing study at The University of Queensland.

The aim of this program is to provide information on UQ’s academic expectations and help you develop the skills necessary to complete your program. There are sessions on essay writing and critical analysis, as well as information sessions on your scholarship, budgeting, health and other topics.

Semester 2 IAP runs from 12th June to 14th July 2017.

Students studying at Gatton
The Gatton Campus is 90km away from Brisbane. At the commencement of IAP, transportation from Gatton to St Lucia will be arranged for the Welcome Session. The IAP for Gatton students will be held at Gatton.

Students studying at Herston
All Herston based students will attend the Getting Started session, the Accommodation Information session and the IAP at the St Lucia campus. Be sure to advise the Accommodation and GettingStarted staff that your academic program is at the Herston campus.

Herston students will attend all of the IAP at St Lucia, so initial temporary accommodation should be arranged in the St Lucia area.

Enrolment

The UQ Rentals website includes helpful information about the renting process and a database of available rooms in shared houses and vacant properties. There is also an informative suburb guide so you can get an idea of approximate costs and travel times.

To receive your student ID card, you must attend a Getting Started session, enrol in your courses, and then wait 24 hours before applying. Bring your passport, UQ offer letter and Australia Awards contract when you apply.

Each campus has different locations and times for applying for ID cards. To find out when and where you should go please visit: https://www.uq.edu.au/startingatuq/get-your-student-id-card

Getting your student identification card

Top tips for house hunting:

- Never sign up or pay any money for a private rental property without inspecting it first
- Attend an Accommodation information session
- Take some time to consider a few different suburbs – prices, size and quality may vary with location
- Try to meet all of the house-mates before moving into a share-house if possible
- Make sure you can easily access public transport from where you choose to live
- Ensure you understand all of the tenancy documentation before you sign anything
- Before you sign anything, speak to one of our Accommodation Team members so they can check the documentation for you.
General expenses

Brisbane is an affordable city and has a lower cost of living when compared with other Australian capital cities. Nevertheless, you still need to plan and budget carefully. How much it will cost you to live in Brisbane will depend partly on your lifestyle preferences. As a guide, if you are living in shared accommodation off-campus, you can pay approximately AUD$17,400–$25,920 per calendar year while living in Australia. In addition to this amount, you will also need to consider establishment costs such as buying furniture, paying rental bond and setting up electricity, gas and mobile phone accounts.

Concessions and student discounts

UQ students can get many discounts, which are typically accessed using a valid student card. These include discounted products such as software and technology, as well as concession prices for many public services such as transport (using a student go card), cinemas, museums and more.

Expenses upon arrival

Your Student Contact Officer will make every effort to ensure you receive your establishment allowance as early as possible. However, you should bring a minimum of AUD$750 to pay for living expenses within the first few days of your arrival. The best option is to change money into Australian currency in your home country.

Establishment allowance

As an Australia Awards student, you will be provided with a cheque of AUD$5,000 to establish yourself in Queensland. This money can be used to pay for your rental bond (usually equivalent to four weeks’ rent), rent in advance (usually two weeks’ rent), connection fees (internet, electricity, gas, phone), a computer, textbooks and study equipment, and general expenses. This money is not for personal recreation. Any remaining funds should be saved for future needs.

Banking

You should open a bank account when you arrive in Australia. You can place your establishment allowance into the account and the funds should be available the same day. Once you have opened a bank account, please provide your banking details to the International Scholarships Unit’s Finance Officer so they can arrange electronic deposit of your contribution to living expenses.
Contribution to Living Expenses Allowance (CLE)

Your CLE payments are calculated from your date of arrival in Australia and will cease five days after the official release of results or the end of your scholarship period, whichever comes first. The CLE is deposited electronically into your bank account every two weeks. Your first pay date will depend on when you submit your bank account details to the International Scholarship Unit’s Finance Officer.

The CLE will cover your basic living costs while you are studying at UQ. When living in a new culture and environment, it can take a little while to adjust to the new currency and cost of living. Before you arrive in Australia, the CLE and establishment allowance may seem generous, however you need to manage these funds very carefully.

The relatively high price of simple necessities, such as food and rent, may come as a shock. As this is a common issue for new international students, the IAP includes a session on making the most of your stipend. If you experience difficulty managing your money, make an appointment to see one of the International Student Advisors.

Working in Australia

Your studies are your first priority, so we strongly advise that you do not work while your academic program is in session. Working during holiday periods is acceptable. If you are a Research Degree student, your academic program is considered to always be in session. If you plan to work in the holidays, you need to apply for a Tax File Number (TFN), a unique nine-digit number the Australian Government issues to individuals and organisations to help them administer tax and other Australian Government systems. Anyone planning to apply for the Child Care Benefit will also need a TFN. Apply for a TFN at www.tas.ato.gov.au.

At UQ, you can access career advice through the Careers and Graduate Employment team at the UQ Advantage Office. They offer workshops and appointments to discuss issues such as applying for jobs in Australia and planning your career.

uq.edu.au/uqadvantage/careers

LIVING COSTS

Weekly expenses guide

The chart below gives you an idea of the cost of living while you study at UQ. It does not include establishment costs. If you plan to live in off-campus rental accommodation you will also need to factor in money for approximately eight nights of temporary accommodation when you first arrive; buying furniture; setting up electricity, gas, a home phone or a mobile phone account; rental bond (usually the equivalent of a month’s rent; rental bond is refundable when you leave your rental property, provided the property is in a good condition); and two weeks’ rent in advance.

In 2017, estimated establishment costs for one student living off-campus are AU $3000, and for a family living off-campus (two adults and one child) they are AU $7900. Please be advised that this is a guide only and prices may vary depending on personal lifestyle. Amounts are based on 2016 living costs.

You should allow for a four to five per cent increase in living expenses each year. The table does not include textbooks, clothing, entertainment, printing, and health-care costs. A more detailed monthly expenses guide, including costs of daily items, is included on our website.

future-students.uq.edu.au/daily-living

<table>
<thead>
<tr>
<th>(WEEKLY INDICATIVE GUIDE ONLY)</th>
<th>STUDENT LIVING IN ON CAMPUS COLLEGE</th>
<th>STUDENT LIVING IN OFF CAMPUS COMMERCIAL PRIVATE PROVIDER</th>
<th>STUDENT LIVING IN OFF CAMPUS SHARE HOUSE</th>
<th>STUDENT WITH DEPENDANTS LIVING OFF CAMPUS (TWO ADULTS, ONE CHILD)</th>
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</thead>
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<tr>
<td>Rent</td>
<td>$450–$600</td>
<td>$250–$335</td>
<td>$150–$250</td>
<td>$350–$450</td>
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<tr>
<td>Utilities – including gas, electricity and water</td>
<td>included in rent</td>
<td>most included in rent – check with individual provider</td>
<td>$15–$25</td>
<td>$15–$45</td>
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<tr>
<td>Food</td>
<td>$100–$125</td>
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<td>$250–$315</td>
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<tr>
<td>Mobile phone</td>
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<td>Public transport</td>
<td>$10</td>
<td>$20–$25</td>
<td>$20–$25</td>
<td>$65–$75</td>
</tr>
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</table>
Schooling

Within Queensland, school is compulsory for children from 6.5 to 16 years of age, although children may start Preparatory Year (Prep) as early as 4.5 years of age. Parents of school-aged children must enrol them at school and ensure they attend school every school day, unless there is a reasonable excuse for absence, such as illness.

Australia Awards students are eligible for a waiver of state school (government/public education) tuition fees, however you should expect costs of approximately $5500 per term, per child, for expenses such as books, uniforms, sports and excursions. For non-state schools or tertiary institutions you will be charged full tuition fees. The school year consists of four terms. It begins at the end of January and finishes in mid-December.

Arrange Childcare

Study at ease, knowing your child is being well cared for close-by. A number of independently operated childcare, family day care, kindergarten, and after-school care facilities operate on or near all UQ campuses. There are four on-campus childcare centres at St Lucia and one at Gatton. That give priority to children of UQ students and staff. Contact on-campus centres directly (see table below) to find out about vacancies, or search for other services using the web links below.

Childcare resources for parents and carers

mychild.gov.au
education.qld.gov.au/parents
careforkids.com.au/child-care/ebf

Schooling continued

Students can join the schooling system at any time of year. For school dates and holiday information, see: www.education.qld.gov.au/public_holidays
It is not guaranteed that you will be able to enrol your child in the primary school nearest to your permanent accommodation. International Student Advisors have experience with this issue and you are advised to discuss school vacancies with them before selecting permanent housing.
If you have school-aged children, you should email Student Services for assistance with applying for schooling and obtaining a Confirmation of Enrolment (CoE) which provides proof of enrolment for your child’s dependant visa application. The Department of Immigration and Border Protection requires that you submit a conditional CoE with each dependant visa application for any school-aged children. The application fee is currently $228 (inclusive of GST) per child.
Once you arrive in Queensland you can then register your children to attend a specific school near where you will be living.
To apply for CoE:
1. Fill out the application form, which can be downloaded at https://eqi.gov.au/PDF/eqi-student-application-form.pdf
2. Email the completed application form, including payment information and receipt, to internationalstudents@uq.edu.au, or take to Student Services reception along with:
   • Your passport and visa
   • Your child’s or children’s passport(s)
   • Your child’s school acceptance letter, if applicable (most people will not have this at this stage)
   • Your Australia Awards contract number
3. Education Queensland International will email you the CoE within two weeks. If you do not receive the CoE within this timeframe please email internationalstudents@uq.edu.au

Detailed information about enrolling children in school will be given during the IAP.

If your family joins you, please ensure you have certified copies of the following documents:

- Valid passports
- Birth certificates
- Marriage certificates
- Children’s immunisation, and medical and dental records
- School records and report cards
- Your partner’s qualifications and academic transcripts
- Your partner’s work references

CHILDRE NCENTRES AGE CONTACT PHONE

UQ Mackay
Campus Kindergarten 2–5 yrs W: uq.edu.au/campusmackay E: campus.kindergarten@mackay.uq.edu.au +61 7 3365 3894
Margaret Cribb Childcare Centre 6 wks–5 yrs W: mccc.org.au E: margaretcribb@mccc.org.au +61 7 3365 1509
Munro Centre 6 wks–4 yrs W: myuchd.gov.au E: munrocentre@internode.on.net +61 7 3766 9119
Playhouse Parent and Childcare Centre 6 wks–5 yrs W: playhouse@uq.edu.au +61 7 3377 2231
UQ Gatton
Free Range Kids 6 wks–5 yrs W: freerangekids.com.au E: uqchildcare@uq.edu.au +61 7 5460 1080

Children with a disability

If you have a child with any type of physical, intellectual or sensory disability, please make contact with student services prior to your arrival in Brisbane. You can discuss practical and financial implications related to childcare and schooling as well as availability and cost of therapeutic services with an advisor.

www.uq.edu.au/student-services/contact

Information on Childcare

There are long waiting lists for childcare, especially on or close to the St Lucia campus. If you will need childcare services within the first few months of arrival, contact a childcare centre on or near your campus before you leave your home country to put your child’s name on a waiting list. Placements are not guaranteed.
Childcare centres are usually closed on weekends and after 6pm on weekdays. If you have classes at these times you will need additional childcare minding support from family or friends.

As an Australia Awards student, you may be eligible to receive childcare benefits from the Australian Government. Comprehensive information on applying for this benefit will be provided during the IAP. You cannot apply for the childcare benefit before you have confirmed a place in a childcare centre at the University of Queensland.

While International Student Advisors cannot give your child a place in a childcare centre, they can discuss aspects of childcare with you. In addition to the centres shown at the bottom of this page, the websites at the end of this childcare information section can assist you to locate additional children centre.
You need to know the suburb of your campus (e.g Herston/St Lucia) or of your permanent address (e.g Indooroopilly/Tewong).

Your Children’s Safety

Legislation exists in all states to ensure the safe care and supervision of children. While there is some variation between states, this generally means that children must be looked after by appropriate carers. The suitability of a carer depends on the age of the child, the duration of care and the number of children. Children under the age of 12 cannot be left unattended.

The effect on you and your studies if you have childcare and household duties
• Long waiting lists and expenses for childcare centres or after school care
• The higher cost of housing, transport, utilities and food for your family
• Cost of medical and dental care, visas, passports and airfares
• Limited employment opportunities for your partner (do not base your budget on your partner working)

Family Health Care

Before dependant visas are issued, you will need to provide evidence of payment of family health cover. You need to pay the difference between the single rate of OSHC (paid for you by Australia Awards) and the family rate of OSHC. The family rate of OSHC covers your immediate family members (spouse and/or dependent children under 18th birthday).

To arrange family health cover:
1. Contact your Student Contact Officer to confirm that your single OSHC has been paid
3. Select the ‘Students’ drop down menu
4. Select ‘Upgrade to Family Cover’
5. Enter your policy number (your UQ student number followed by UQA)
6. Pay by credit card
7. Wait between 24–48 hours
8. Print the temporary certificate (this certificate is acceptable as proof of payment of family OSHC)

If your family joins you, please ensure you have certified copies of the following documents:

- Valid passports
- Birth certificates
- Marriage certificates
- Children’s immunisation, and medical and dental records
- School records and report cards
- Your partner’s qualifications and academic transcripts
- Your partner’s work references

Family Health Care

Think very carefully about the following issues before deciding to bring your family:

- The effect on you and your studies if your family is not happy in Australia
- The cost of living, transport, utilities and food for your family
- Cost of medical and dental care
- Visa, passports and airfares
- Dependant visa conditions

The International Scholarships Unit will provide you with information on the processes to follow and if requested, will write on your behalf to the post to confirm your student status. We can also provide some of the documentation required by the relevant Department of Immigration and Border Protection office for the issue of dependant visas. Students that choose to apply for dependant visas prior to arriving in Australia will need to obtain the necessary documentation from their relevant Australia Awards Country Office or High Commission.

Institutions are responsible for providing documentation for students applying for a Dependant Visa, if requested by the relevant Department of Immigration and Border Protection office, to ensure visas for accompanying family are arranged in an efficient and timely manner.

For more information on current visa requirements for accompanying family, please contact the Department of Immigration and Border Protection.
Visaconditions/visa-conditions-family

Do not purchase air tickets for your family until their dependant visas have been approved.
**Your Support**

**New2UQ**

Want advice about settling into life at UQ and beyond?

- Specifically designed for first-year students, New2UQ offers academic and social orientation activities to help you make the most of your studies and life at UQ.
- Some topics and advice offered include: settling into university life, who to go to and how to ask for help, time management skills, writing assignments in appropriate format, career options you never considered.
- How to create an amazing resume.

**Counselling**

University can be exciting and rewarding, but can also be a time of change and stress.

- A UQ counsellor can help someone to listen without judgment, offer new perspectives, and help you to find solutions for problems you may be facing.
- UQ free service for all students is strictly confidential.

- Student counsellor: W: uq.edu.au/student-services/counselling T: +61 7 3365 1704

**Equity support**

At UQ, we foster an inclusive learning environment.

- If you are concerned you have been discriminated against or harassed, it’s important you report it.
- Discrimination and Harassment Contact Officers can provide you with information, support, or advice.
- UQ Ally Network is another source of support if you identify as lesbian, gay, transgender, bisexual, or intersex (LGBTI).
- They are a visible network of empathetic peers.
- UQ’s Ally Network is another source of support.
- Visit UQ Answers online or contact one of our three Student Centres for help with: forms and student letters, payments and fees, orientation, academic records, admissions and enrolments, examinations, grievances, document certification, student visas.
- We solve problems: if we can’t help you, we’ll find someone who can.

**International Student Services**

International Student Services (ISS) provide a range of support services from pre-arrival through to departure.

- These services relate to studying at UQ, transitioning to university life, and living in South-East Queensland.
- ISS can also answer questions about health services, family matters, schooling or childcare, working on a student visa, contacting government departments, and understanding university processes and facilities.
- International advisors: W: uq.edu.au/student-services/international-students T: +61 7 3365 1704

**Disability support**

Access support for your disability, illness, injury, mental illness or medical condition.

- UQ offers ongoing support services including access to assistive technology, equipment, computer facilities, participation assistance, note-taking, alternative print formats, exam adjustments, and busing with your faculty so that you can equivalently study.
- Call or make an appointment with one of our Disability Advisors.


**Academic Assistance**

If you are feeling stressed about your progress in a particular course it is very important that you seek help as early as possible.

- As an Australia Awards scholar you can access a range of services.
- You should start by speaking with your course coordinator and your Academic Advisor in your school, if you are worried about course content.
- Student Services organise a range of workshops to help students develop their academic skills.
- For more information view the workshop calendar below.
- Student Services also have Learning Advisors and Peer Editors available for one-on-one appointments.
- You will need to contact Student Services to make an appointment.

**Supplementary Academic Support**

Supplementary Academic Support (SAS) is an entitlement that all Australia Awards scholars are able to access. Funds accrue at a rate of $500 per semester and can be used for individual tutoring, editing of a research project/thesis or for domestic conference attendance that is directly related to your program.

- You must complete a Supplementary Support Request Form and have it signed off by your course coordinator or supervisor before submitting it to your Student Contact Officer in the International Scholarships Unit for approval.
- Written approval must be received before any support can be accessed.
- One-on-one tutoring is generally approved for an initial eight hours, with extensions possible depending on how much SAS you have accrued.

- You can use Supplementary Support for conference attendance, however, only Research Higher Degree students will be approved for international conferences.
- If approval for conference attendance is given, it will be for registration only and this is also dependent on the cost of registration and the amount of Supplementary Support available.
- Conference attendance will generally not be approved during the first semester.

**Religious and community support**

On campus, matters of faith and spirituality are generally handled by the Multi-Faith Chaplaincy.

- The chaplains associated with the Chaplaincy reflect the diversity and richness of Australia’s spiritual landscape.
- Through the Chaplaincy, you can connect to local churches, mosques and other places of worship, meet other students that share your faith, or learn about a faith different from your own.

Discrimination on the grounds of one’s religious beliefs or practices is against the law in Australia. UQ has clear policies in place that support these laws.

Any instances of discrimination experienced by students can be referred to the SHOC team.

- You can contact SHOC at Morrison Hall, Building 38, UQ St Lucia Campus, Monday-Friday, 8:00am-4:00pm.

**UQ Union**

The UQ Union represents students across all UQ campuses. They offer a range of services and support, including Student Help On Campus (SHOC), where you can access advice on issues including legal, education, welfare, employment, gender and sexuality, environmental initiatives, women’s rights and indigenous rights.

- UQ Union also administers student clubs and societies. UQ has 190+ clubs and societies, so you can make friends and meet students with similar interests.
- UQ Union provides comprehensive health services to current students of The University of Queensland.

**Health Services**

The University’s Health Service (UQS) is an accredited general practice providing comprehensive health services to current students of The University of Queensland.

- The UQ Health Service operates clinics at UQ St Lucia and Gatton campuses.
- Students from other UQ locations are welcome to visit these clinics.

**Other Student Services**

- Student Services organise a range of workshops to help students develop their academic skills.
- For more information view the workshop calendar below.
- Student Services also have Learning Advisors and Peer Editors available for one-on-one appointments.
- You will need to contact Student Services to make an appointment.

- SHOC Support Request Form and have it signed off by your course coordinator or supervisor before submitting it to your Student Contact Officer in the International Scholarships Unit for approval.
- Written approval must be received before any support can be accessed.
- One-on-one tutoring is generally approved for an initial eight hours, with extensions possible depending on how much SAS you have accrued.

- You can use Supplementary Support for conference attendance, however, only Research Higher Degree students will be approved for international conferences.
- If approval for conference attendance is given, it will be for registration only and this is also dependent on the cost of registration and the amount of Supplementary Support available.
- Conference attendance will generally not be approved during the first semester.

- Any Supplementary Support funds not used during the scholarship period will not be paid out to students and all residual funds will be returned to Australia Awards.
Australia Awards provides:

- a mobility allowance for studying in Australia
- a range of entitlements, including: scholarship, travel to and from your home country, and a contribution allowance

Responsibilities

You are expected to:

1. make sure you keep the University informed of your current home address and personal phone number at all times
2. advise your Student Contact Officer immediately if you change your bank account
3. accept full responsibility for your family's welfare needs should you choose to have them join you
4. accept personal responsibility for any debts you have made in Australia and make sure these are paid before leaving the country
5. obey the laws of Australia, the State of Queensland and regulations of The University of Queensland
6. return home after completing your study, and remain there for at least two years before applying for any other visa to enter Australia.

Scholarship conditions

Your Australia Awards scholarship is the result of an agreement between the Australian Government and your University. After completing your scholarship, you will be expected to return home to contribute to the socio-economic development of your country. It is expected you will follow a course of study consistent with your scholarship offer. As a sponsored student you are expected to:

- remain a full-time student, attend classes regularly and satisfy all course requirements set by the University
- remain in the program you have chosen and not transfer between programs or change enrolment without Australia Awards' written approval
- be aware that you signed an agreement entitling your University Student Contact Officer to check examination results or progress reports and supply this information to Australia Awards
- follow the conditions of your student visa and advise the Student Contact Officer within seven days if you apply for a change to your visa status
- limit any employment to the hours permitted by your visa status and Australia Awards (Australia Awards strongly advises students not to work during term times as this may compromise the student's responsibility to focus on their academic progress). Any employment undertaken should not impinge on the student's ability to fully apply themselves to their study.

Student Charter

The Student Charter sets out the University’s commitment to students’ education and experience at UQ, and spells out the expectations and responsibilities of all members with respect to conduct. The Charter provides guidelines to foster a healthy, diverse, creative and high achieving environment within which to study, research and work and to continually strive to achieve recognition as a major global university developing solutions to global problems. The Charter brings together key principles outlined in the University’s various policies that promote a sense of community, personal accountability and respect for the rights of others.

Making a complaint

If you are unhappy about a decision made by the University or Australia Awards, your first step is to contact whoever made the decision and explain your concerns to them. They may be able to explain more clearly why the decision was made. If you are still unhappy with the decision, you can contact an International Student Advisor to discuss your concerns.

Discrimination and Harassment

The University of Queensland has a legal and moral responsibility to ensure that staff, students and visitors are not subjected to behaviours, practices or processes that may constitute discrimination, harassment, vilification, or victimisation. UQ is therefore committed to developing an environment which promotes respect for persons, integrity, equitable treatment and natural justice.

Visa responsibilities

Australia Awards students are required to observe the conditions of their Student Visa. You are strongly encouraged to check the relevant conditions on Department of Immigration and Border Protection website: www.border.gov.au/Trav/Study.

International Student Consumer Protection

The Education Services for Overseas Students Act (ESOS Act) 2000 and the National Code 2007 govern the protection of international students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). UQ is committed to achieving full compliance with the ESOS legislative requirements, which are designed to safeguard the interests of international students studying in Australia. The ESOS Act regulates the education sector’s involvement with international students, protects and enhances Australia’s reputation for quality education and provides tuition protection for international students. For your ESOS rights and responsibilities visit: https://internationaleducation.gov.au/regulatory-information/pages/regulatory-information.aspx.

Grievances

Grievances are also welcome to discuss the issue with an International Student Advisor. You are also welcome to discuss the issue with an International Student Advisor. You can contact an International Student Advisor to discuss your concerns.

Charter provides guidelines to foster a healthy, diverse, creative and high achieving environment within which to study, research and work and to continually strive to achieve recognition as a major global university developing solutions to global problems. The Charter brings together key principles outlined in the University’s various policies that promote a sense of community, personal accountability and respect for the rights of others. If you experience discrimination or harassment on campus, there are specialised staff employed to provide you with support and information. You are also welcome to discuss the issue with an International Student Advisor.

For your ESOS rights and responsibilities visit: https://internationaleducation.gov.au/regulatory-information/pages/regulatory-information.aspx. If you experience discrimination or harassment on campus, there are specialised staff employed to provide you with support and information. You are also welcome to discuss the issue with an International Student Advisor.


www.uq.edu.au/myadvisor/grievance-resolution
USEFUL LINKS

The University of Queensland
UQ International
www.uq.edu.au/international
Student Services
www.uq.edu.au/student-services
Accommodation
www.uq.edu.au/student-services/accommodation
Alumni
www.alumni.uq.edu.au
English Language Studies (ICTE-UQ)
www.icte.uq.edu.au
Student Services
www.uq.edu.au/student-services
Accommodation
www.uq.edu.au/student-services/accommodation
Alumni
www.alumni.uq.edu.au

Education
Australian Education
International (AEl)
internationaleducation.gov.au
Australian Qualifications Framework
www.aqf.edu.au
Education Queensland
International eqi.com.au
ELICOS
www.elicos.com
Group of Eight (Go8)
www.g08.edu.au
IDP Education Australia (IDP)
www.australia.idp.com
International English Language Testing Systems (IELTS)
www.ielts.org
Hobsons Course Finder
www.hobsonscoursefinder.com.au
Test of English as a Foreign Language (TOEFL)
www.toefl.org
Universitas 21 (U21)
www.universitas21.com
Universities Australia
www.universityaustralia.edu.au

Transport in Brisbane
Airtrain
www.airtrain.com.au
Brisbane Airport
www.bne.com.au
Public transport
www.translink.com.au

Gatton
Lockyer Valley Regional Council
www.lockyervalley.qld.gov.au

Australian healthcare providers
Allianz Global Assist
OSHC (UQ preferred)
www.oshcallianzassistance.com.au
Australian Unity
www.australianunity.com.au
British United Provident Association Ltd
(BUPA/Australian Health Pty Ltd
Iman
www.australiahealth.com
Medibank Private
www.medibank.com.au

Other helpful sites
Australian White Pages
(national phone directory)
www.whitepages.com.au
Australian Yellow Pages
(national business phone directory)
www.yellowpages.com.au
Bureau of Meteorology
www.bom.gov.au
Global currency converter
www.oanda.com
Google Maps
maps.google.com.au
World times
www.times.clari.net.au

Australian government
Australia Awards
www.australiaawards.gov.au
Australian Embassy
Diplomatic Missions and Consulates
Customs and Quarantine
Department of Education and Training
www.education.gov.au
Department of Education
Department of Foreign Affairs and Trade (DFAT)
www.dfat.gov.au
Department of Immigration
and Border Protection
www.border.gov.au
Brisbane and Queensland
Study Brisbane
www.studybrisbane.com.au
Brisbane City Council
www.brisbane.qld.gov.au
Brisbane Marketing
www.brisbanemarketing.com.au
Visit Brisbane
www.visitbrisbane.com.au
Queensland Government
www.qld.gov.au
Tourism Queensland
www.tq.com.au
Queensland Multicultural Resource Directory
your-home-community/multicultural-resource-directory/index.html
Study Queensland
www.studyqueensland.qld.edu.au
INTERNATIONAL SCHOLARSHIPS UNIT

UQ Global Engagement Office
Level 8, Building 69
The University of Queensland
St Lucia QLD 4072 AUSTRALIA

T: +61 7 3346 0540
E: sponsored.students@uq.edu.au

Office hours: Monday to Friday, 8.30am - 4.30pm

CRICOS Provider Number 00025B