

Australia Awards Pre-departure



All costs and fees quoted in this publication are in Australian dollars (A\$).

Any agreement with this University does not remove the right to take action under Australia's consumer protection laws.

Australian Consumer Protection
W: australia.gov.au

ESOS compliance
The provision of education services to international students by Australian education institutions is governed by the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

The ESOS Act and related legislation is designed to protect the interests of students coming to Australia on Student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the Student visa program.

The University of Queensland, in providing education services to overseas students, complies with the National Code of Practice of the Department of Education and Training and the Universities Australia code of ethical practice.

CRICOS Provider Number 00025B

ESOS Act
W: internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

Privacy
The University complies with Australian and Queensland privacy laws and guidelines.

Privacy
W: uq.edu.au/terms-of-use

This publication was produced in November 2019 by University of Queensland Global Engagement and Entrepreneurship.



Contents

Important dates 2020	1
Key contacts	1
Our global reputation	2
Studying at UQ	4
Before you leave home	6
When you arrive	7
Getting started	8
Money matters	10
Family	12
Other support	14
Rights and responsibilities	16
Useful websites	18



Important dates 2020

JANUARY	1 January 8 January 13 January 25 January 27 January	New Year's Day IAP starts (HDR students) IAP starts (coursework students) Summer Semester ends** Australia Day
FEBRUARY	4 February 14 February 17–21 February 24 February	IAP ends (HDR students) IAP ends (coursework students) Orientation Week Semester 1 starts
MARCH	31 March	Census date (Semester 1)
APRIL	10 April 13 April 13–17 April 20 April 25 April	Good Friday Easter Monday Mid-semester break Semester 1 resumes ANZAC Day
MAY	4 May	Labour Day
JUNE	1–5 June 6–20 June 15 June 20 June 22 June–24 July	Revision period Examination period IAP starts (all students) Semester 1 ends Mid-year break

JULY	17 July 13–17 July 20–24 July 27 July	IAP ends (all students) July Graduations** Mid-year Orientation Semester 2 starts
AUGUST	12 August 31 August	Royal Queensland Show Day Census date (Semester 2)
SEPTEMBER	28 September– 2 October	Mid-semester break
OCTOBER	5 October 6 October	Queen's Birthday Semester 2 resumes
NOVEMBER	2–6 November 7–21 November 21 November 30 November	Revision period Examination period Semester 2 ends Summer Semester starts**
DECEMBER	7–24 December 25 December 26 December	December Graduations** Christmas Day Boxing Day

**These dates are provisional – please check the Academic Calendar at uq.edu.au/events for final dates

Key contacts

Sponsored Students Unit

The Sponsored Students Unit at The University of Queensland (UQ) manages a range of services for the Australia Awards program for both the Department of Foreign Affairs and Trade (DFAT) and scholarship recipients. Student Contact Officers (SCOs) within the Sponsored Students 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. The Sponsored Students Unit can assist you with enquiries before you arrive at UQ and for the duration of your studies.

W: global-engagement.uq.edu.au/sponsored-students
E: sponsored.students@uq.edu.au
T: +61 7 3346 0540

International Student Advisers

International Student Advisers (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.

W: uq.edu.au/student-services/international-students
E: internationalstudentss@uq.edu.au
T: +61 7 3365 1704

OUR GLOBAL REPUTATION

Ranked Top 5 in the world in 2 subjects*
Top 30 in 9 subjects*

 **48th**
in the world
QS World University Rankings, 2019

 **No. 1**
university in Australia
for research
Nature Index Tables, 2018

 More national teaching
awards than any other
Australian university

69th
in the world
Times Higher Education World University
Ranking, 2019

11th
most beautiful campus
in the world
BuzzFeed, 2015

 **rating**
for student demand, staff
qualifications, teaching quality
and educational experience
Good Universities Guide, 2018

55th
in the world
Academic Ranking of World Universities, 2018

91%
overall international
student satisfaction
International Student Barometer, 2018

100%
of research fields above
world standard
Excellence in Research for Australia, 2018

Top MBA
in Australia for six
consecutive years
The Economist, 2012–17

48th
in the world
QS Graduate Employability
Rankings, 2019



- 2nd  Sport Sciences
- 5th  Mineral and Mining Engineering
- 11th  Environmental Sciences
- 17th  Agriculture and Forestry
- 19th  Education
- 21st  Nursing
- 23rd  Psychology
- 27th  Hospitality and Leisure Management
- 29th  Sociology

*QS World University Rankings by Subject 2019

Studying at UQ

Our lecturers are the most highly awarded in the country. As researchers and industry leaders, their work informs and challenges global discourse and helps shape the world we live in. The knowledge they impart in the classroom is consistently innovative, relevant, and meaningful.



Your academic program

UQ aims to ensure you return home with the degree you were approved to complete within the original scholarship award duration. To assist you with this objective, UQ is required to monitor your academic progress throughout each semester. UQ is also required to update Australia Awards of your general progress and provide academic reports at the end of each semester. Please ensure all personal and enrolment details are kept up-to-date in the University records system (mySI-net) at all times. It is your responsibility to ensure that your academic program fulfils the overall objectives of your training needs.

UQ mySI-net:
W: www.sinet.uq.edu.au

We understand that personal, medical, and technical reasons can affect your 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 with your Student Contact Officer (SCO). Your SCO must be advised of any issues that involve a change to your scholarship so they can assist in finding appropriate solutions.

Remember to contact an International Student Advisor or your SCO if you become concerned about matters affecting your study at any time. Early notification will allow a thorough exploration of options.

Award variations

During your study at UQ, events may affect your ability to complete your study requirements within your current award duration. In this event, your SCO and academic staff can assist you. Your SCO will send a recommendation to Australia Awards for consideration.

Options may include:

Program variation

The possibility of a change in program or research topic must be discussed with your SCO. Approval is required 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
- coursework students whose academic performance does not permit them to continue at UQ.

Transfer requests requiring additional funding or an extension to your scholarship period 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 SCO 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
- summer school enrolment to repeat failed subjects
- cross-institutional enrolment to repeat/replace failed subjects
- course downgrade
- taking more courses in upcoming semesters (overloading)
- 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 home

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 and 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 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 before travelling overseas.

You should also check if your home government or employer has any rules on the continuation of your salary while in Australia or place any restrictions on having dependents (your spouse and/or children) joining you in Australia while you are studying.

It is your responsibility to review and confirm your entitlements and any additional employment conditions, if there are any, with your employer prior to departure. UQ staff, including your SCO, are not 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, it is your responsibility and you will need to find out how you can renew your passport while in Australia before you depart. You should inform your SCO if you need to renew your passport as they will need to update your new passport details with DFAT.

Once your UQ admissions application has been finalised, Australia Awards may assist you in obtaining a student visa from the Department of Home Affairs. The cost of this visa will be paid by Australia Awards. Your student visa will entitle you to enter Australia and remain as a student for the duration of your scholarship.

For visa matters visit www.homeaffairs.gov.au, call the helpline on 131 881 (in Australia), or contact the Australian Department of Home Affairs office in your country.

What to bring

- passport with visa
- signed Australia Awards contract
- signed acceptance of UQ offer
- medical history and prescriptions
- money: it is recommended that Australia Awards students 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 and academic or 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.

Please contact the Sponsored Students Unit if you have any flight changes.

Never send your or your 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.

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.



When you arrive

Immigration

When you land in Brisbane you will need to provide a contact address on the immigration form. If you do not know the address of your temporary accommodation, you can give the address of the Sponsored Students Unit found on the back page of this guide.

Airport reception

Airport reception can only be arranged after we receive 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 email the Sponsored Students Unit at sponsored.students@uq.edu.au before you leave your home country if you need 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 at Baggage Carousel Number 1 in the domestic terminal. If no one is there to meet you after you have waited 30 minutes, please contact Student Services (Monday to Friday, 8.30am – 4.30pm) on +61 7 3365 1704 or UQ Security (outside of business hours) on 1800 800 123.

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

Public transport

One of the most beautiful and practical ways to see Brisbane is on the CityCat, a ferry that runs along the length of the Brisbane River from UQ's St Lucia campus to the riverside suburb of Hamilton. Brisbane also has an extensive bus and train network, so everything you want to see or do is easily accessible. To find your way around the city on public transport, use the Translink Journey Planner.

We recommend buying a go card, an electronic ticket that allows you to travel on all Brisbane public transport services at a discounted student price.

Translink Journey Planner:
W: translink.com.au

The St Lucia and Gatton campuses are linked by a free express bus service that runs four times a day in both directions, Monday to Friday during the semester (Inter-campus bus service). This service is provided for UQ students and staff who are working on campus and it takes about 1.5 hours to travel from campus to campus. We recommend you book ahead to guarantee a seat.

Inter-campus bus service:
W: pf.uq.edu.au/buses

Car purchase, registration, insurance, maintenance and fuel cost is very expensive in Australia. The cost will be prohibitive on the Australia Awards stipend, 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 that you drive in Australia. You need to have your driver's license with you whenever you are driving. You also need to carry an International Driving Permit or official translation if it is not in English.

Temporary accommodation

The Sponsored Students Unit will book temporary accommodation for you, if you require it. 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.

Where possible, UQ will try and accommodate newly arrived unaccompanied Australia Awards students on campus in one of the colleges. You will receive further information about temporary accommodation when we receive your confirmed travel details.

All Australia Awards Gatton bound students will receive an email from Students Services Gatton about 4 weeks before arrival. The email will include information about accommodation on campus and in the local area, as well as general information about the campus and local area.



Getting started

Visit your Student Contact Officer (SCO)

You must contact your SCO within 24 hours of arrival or the following business day if arriving on the weekend.

Please visit the Sponsored Students Unit at the Global Engagement & Entrepreneurship Office on level 8 of Building 69 with your passport and signed Australia Awards contract. The office is open from 8.30am to 4.30pm, Monday to Friday.

Information sessions

Getting Started

Getting Started sessions are designed to help you make a smooth transition into campus life. You are required to attend a session within two or three days of your arrival.

At this session you will:

- meet an International Student Advisor
- receive campus and locality maps
- find out how to enrol and register for classes
- learn how to get your student ID card
- receive information on banking, key university facilities, and student discounts on public transport.

These sessions are also run weekly throughout the year and more often during semester intake periods.

Getting Started session:
W: orientation.uq.edu.au

Accommodation information session

This session is essential for anyone interested in obtaining rental accommodation.

We strongly encourage you to attend before you commit to any type of permanent accommodation.

Topics covered include:

- issues to consider when searching for accommodation
- steps involved in applying for rentals
- your rights and responsibilities as a tenant
- what to do when moving in and out
- 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.

Accommodation Information session:
W: my.uq.edu.au/student-support/accommodation

Introductory Academic Program (IAP)

The Introductory Academic program (IAP) is a five-week compulsory course organised by Student Services for all Australia Awards students starting at UQ.

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, responsibilities, health, and other topics.

For undergraduate and master's students, Semester 1 IAP sessions run from early January to early February and Semester 2 IAP sessions run from early June to mid-July. There is a separate IAP program for Higher Degree by Research (HDR) students, which runs from early January to early February for Research Quarter 1 commencements.

Students studying at Gatton

The Gatton Campus is 90km from Brisbane. The IAP for Gatton students will be held at Gatton. However, at the beginning of the IAP, transportation from Gatton to St Lucia will be arranged for the Welcome Session and the Scholarships session.

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. Therefore, initial temporary accommodation should be arranged in the St Lucia area. Please tell the IAP information session staff that your academic program is at the Herston campus.

Enrolment

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

Each School and Faculty has academic sessions as part of the orientation program to give new students an opportunity to meet with an academic adviser and determine the appropriate courses for their program.

Orientation website:
W: orientation.uq.edu.au

Outside these session times, you should contact your school to make an appointment with your academic advisor.

Coursework students are required to study eight units each semester to complete your degree within your original scholarship dates.

If you do not complete your program on time your scholarship may be terminated or downgraded.

Commencing Master of Philosophy (MPhil) and Doctor of Philosophy (PhD) students need to attend a meeting with your enrolling unit's HDR Liaison Officer (HLO) and arrange for your enrolling unit induction. This is a requirement of the UQ Graduate School. You will be officially enrolled as a PhD or MPhil student once this induction is completed.

If you encounter any problems with your enrolment, please contact your Student Contact Officer as soon as possible.

Finding permanent accommodation

Attend an accommodation information session to learn about 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.

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.

Please note that Accommodation staff cannot find rental properties for you. Each person has different expectations and requirements and these can only be assessed by inspecting potential properties in person. Staff can discuss options with you and provide suggestions.

Accommodation (UQ Rentals):
W: my.uq.edu.au/student-support/accommodation

Guaranteed accommodation

UQ offers guaranteed accommodation to new unaccompanied international students who are commencing at either St Lucia or Herston campus.

To be eligible for guaranteed accommodation you must:

- be commencing as an international, regional or interstate student at UQ
- have accepted your offer of study (including ICTE-UQ and IES Foundation Year)
- be living alone (we don't provide guaranteed accommodation to couples or families).

W: my.uq.edu.au/information-and-services/student-support/accommodation/about/guaranteed-accommodation

Getting your student identification (ID) card

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.

Find out where to get your ID card:
W: uq.edu.au/startingatq/your-student-id-card

Money matters

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 A\$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 SCO will make every effort to ensure you receive your establishment allowance as early as possible. However, you should bring a minimum of A\$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 A\$5000 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

Your SCO will provide you with information to 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 (depending on the bank). Once you have opened a bank account please provide your banking details to the Sponsored Students Unit so we 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 at the end of your scholarship period, whichever comes first.

For HDR students, your CLE payments are calculated from your date of arrival in Australia and will cease five days after you submit your thesis or at 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 Sponsored Students Unit.

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.

You are responsible for any debts that you or your family members incur while in Australia.

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 an HDR student, your academic program is considered to always be in session. In addition to restrictions set by the Department of Home Affairs, the University restricts you to a maximum of 18 hours' work per week.

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
W: iar.ato.gov.au

Weekly expenses guide

The table on this page 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 2019, estimated establishment costs for one student living off-campus was A\$3200 and A\$8300 for a family living off-campus (two adults and one child).



Please be advised that this is a guide only and prices may vary depending on personal lifestyle. Amounts are based on 2019 living costs. You should allow for a four to five per cent increase in living expenses each year.

A more detailed monthly expenses guide, including costs of daily items, is available online.

W: future-students.uq.edu.au/international/cost-living

The table does not include textbooks, clothing, entertainment, printing, and health care costs.

Estimated weekly living costs

	STUDENT LIVING IN ON-CAMPUS COLLEGE	STUDENT LIVING IN OFF-CAMPUS COMMERCIAL PRIVATE PROVIDER	STUDENT LIVING IN OFF-CAMPUS SHARE HOUSE	STUDENT WITH DEPENDANTS (2 ADULTS, 1 CHILD) LIVING OFF-CAMPUS
Rent	\$450–\$700*	\$180–\$520	\$130–\$250***	\$450–\$600
Food	Included	\$100–\$125	\$100–\$125	\$250–\$300
Utilities (gas and electricity)	Included	Included **	\$10–\$20	\$40–\$50
Internet	Included	Included **	\$5–\$10	\$15–\$50
Phone	\$20–\$30	\$20–\$30	\$20–\$30	\$20–\$30
Public transport	\$10–\$20	\$20–\$40	\$20–\$40	\$80–\$160
Recreation	\$30–\$50	\$40–\$60	\$40–\$60	\$60–\$100
TOTAL	\$510–\$800	\$360–\$775	\$325–\$535	\$915–\$1290

*Cost of fully catered accommodation including utilities vary from residential college to college. The weekly cost for a standard resident room in the Halls of Residence in Gatton is approximately \$293.

**Many student accommodation providers include electricity, gas and internet costs in rent; however, check with your provider to be sure.

***Off-campus accommodation costs are usually lower in Gatton.

Please note – these fees are based on 2019 prices. Students should allow for a four to five per cent increase in living expenses each year.

For the most up-to-date cost of living prices see: future-students.uq.edu.au/international/cost-living.

Family

Students with families

As an Australia Awards student, your primary focus should be the successful completion of your academic program.

While we understand that you may wish for your family to accompany you during your scholarship, it is very important to think carefully about the implications of bringing your family to Australia.

Australia Awards and UQ strongly recommend all awardees arrive unaccompanied by their families.

Trying to get settled in with your family can be very stressful and expensive. Arriving without your family will allow you to fully participate in the IAP and complete a semester of studies successfully. It will also give you adequate time to make the necessary arrangements for you and your family, such as suitable accommodation and childcare.

You will need to consider your family members' needs and expectations, your financial situation, and potential effects on your study. All Australia Awards students receive the standard CLE and Australia Awards does not provide additional financial support for students with families. Neither the CLE nor Establishment Allowance is intended to meet the cost of family airfares or family living expenses in Australia.

If you are bringing a spouse and/or children to Australia to live with you during your studies, they will need dependant visas and you will need to have enough money to support them.

The International Student Advisers can assist you with information and resources to support your family's transition to Brisbane.

Bringing your family:

W: future-students.uq.edu.au/international/bringing-your-family
E: internationalstudents@uq.edu.au

Department of Home Affairs:
W: www.homeaffairs.gov.au

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 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 to meet expenses in Australia).

Dependant visa conditions

The Sponsored Students Unit will provide you with information on the processes and, if requested, will contact the post on your behalf to confirm your student status. We can also provide some of the documentation required by the Department of Home Affairs office for the issue of dependant visas.

Students who choose to apply for dependent 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 Dependant Visa if requested by the Department of Home Affairs 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 Home Affairs.

W: immi.homeaffairs.gov.au/visas/bringing-someone/bringing-partner-or-family

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

Family health cover

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 up to their 18th birthday).

To arrange family health cover:

1. contact your SCO to confirm that your single OSHC has been paid
2. visit www.oshcalliance.com.au
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).

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.

Children with a disability

If you have a child with any type of physical, intellectual or sensory disability, contact Student Services before you arrive in Brisbane to discuss the practical and financial implications related to childcare and schooling, as well as availability and cost of therapeutic services.

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 weeknights. If you have classes at these times you will need additional child 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 or before your children arrive.

While International Student Advisers cannot find your child a place in a childcare centre, they can discuss aspects of childcare with you.

In addition to the centres shown here, you can use the websites listed below to locate additional child care centres. You need to know the suburb of your campus (e.g. Herston/St Lucia) or of your permanent address (e.g. Indooroopilly/Toowong).

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 to find out about vacancies, or search for other services using the web links below.

Childcare resources for parents and carers:
W: mychild.gov.au
W: education.qld.gov.au/parents
W: careforkids.com.au/child-care/qld
W: candk.asn.au

School

Within Queensland, school is compulsory for children from six-and-a-half to 16 years of age, although children may start Preparatory

Year (Prep) as early as four-and-a-half years of age. Parents of school-aged children must enrol them at school and ensure they attend 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 A\$500 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. Children can join the schooling system at any time of year.

School dates and holiday information:
W: education.qld.gov.au/about-us/calendar/term-dates

It is not guaranteed that you will be able to enrol your child in a primary school nearest to your permanent accommodation. International Student Advisers 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 school enrolment for your child's dependant visa application. Once you arrive in Queensland you can then register your children to attend a specific school near where you will be living. The Department of Home Affairs requires

that you submit a conditional CoE with each dependant visa application for any school-aged children. The application fee is currently A\$262 (inclusive of GST) per child.

To apply for CoE:

1. Fill out the application form at eqi.com.au/apply-now
2. Email the 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.

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

You will receive detailed information about enrolling children in school during the IAP.

Student Services:
W: uq.edu.au/student-services
E: internationalstudents@uq.edu.au
T: +61 7 3365 1704

CHILDCARE CENTRES	AGE OF CHILDREN	WEBSITE	EMAIL	PHONE
UQ St Lucia				
Campus Kindergarten	2–5 years	uq.edu.au/campuskindy	campus.kindergarten@uq.edu.au	+61 7 3365 3894
Margaret Cribb Early Learning	6 weeks–5 years	margaretribb.com	margaret.cribb@mcel.org.au	+61 7 3365 1509
The Munro Centre	6 weeks–4 years	www.childcarefinder.gov.au/service/qld/4067/st-lucia/the+munro+centre+++/299613466	office@munrocentre.com	+61 7 3876 9916
Playhouse Parent and Childcare Centre	6 weeks–5 years	www.startingblocks.gov.au/find-child-care/se-40014761-playhouse-parent-and-childcare-centre/	playhouse@uq.edu.au	+61 7 3443 3600
UQ Gatton				
Free Range Kids	6 weeks–5 years	freerangekids.com.au	uqgchildcare@uq.edu.au	+61 7 5460 1080

Other 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 resumé.

New2UQ:

W: uq.edu.au/student-services/new2uq

Counselling

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

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

Student counsellors:

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.

Discrimination and Harassment Contact Officers:

W: staff.uq.edu.au/information-and-services/human-resources/conduct-ethics/discrimination/contact-officers

UQ's 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 staff and students who you can freely talk to for advice.

UQ Allies:

W: uq.edu.au/equity/content/uq-ally-network

Careers support

Want help with your career and employability goals?

At UQ, you can access career advice through the Student Employability Centre. It offers workshops and appointments to discuss issues such as applying for jobs in Australia and planning your career. With unique opportunities for internships, volunteering, and part-time roles, you can expand your skills, build your personal and professional networks, and reach your employability and career goals sooner.

You will also have access to UQ Student Hub, an exclusive online database with vacant position details from more than 3000 employers, as well as tips and factsheets.

Employability:

W: employability.uq.edu.au

UQ Student Hub:

W: studenthub.uq.edu.au

If you are a student in the Faculty of Business, Economics and Law (BEL), you can also take part in programs organised by the BEL Student Employability team.

BEL SET:

W: bel.uq.edu.au/set

UQ aims to develop well-rounded and capable PhD and research master's graduates who understand their personal strengths and have gained the graduate attributes that link to building a career and contributing to society. The Graduate School offers many opportunities through the Career Development Framework.

Career Development Framework:

W: cdf.graduate-school.uq.edu.au

International Student Advisers

International Student Advisers (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.

International advisers:

W: uq.edu.au/student-services/international-students

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 liaising with your faculty so that you can equitably study. Call or make an appointment with one of our Disability Advisors.

Disability advisers:

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

Student Centres

Need help navigating university administration?

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 are unable to help you, we'll find someone who can.

Student Centres:

W: uq.edu.au/student-centre

UQ Answers:

W: uq.edu.au/uqanswers

my.UQ:

W: my.uq.edu.au

UQ Union

UQ Union (UQU) is an independent body that works closely with the University to provide free support for you during your studies at UQ. UQU represents students across all UQ campuses. It offers 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.

The qualified and professional team can help you with:

- finding a part-time job while you study
- responding to University decisions
- extending your student visa
- getting LGBTIQ support and information
- seeking legal advice
- dealing with financial pressures.

Student Help On Campus (SHOC):

W: shocuq.com.au

E: shoc@uqu.com.au

T: +61 7 3377 2200

UQ Union also administers student clubs and societies. UQ has more than 220+ clubs and societies so you can make friends and meet students with similar interests. The best way to join a club or society is to find them on Market Day (held at the start of each semester). At this event all of the affiliated clubs and societies set up stalls to showcase their work, events and interests, and recruit members. If you've missed Market Day simply search for a club based on your interest.

Clubs and Societies:

W: www.uqu.com.au/clubs-societies

Academic assistance

If you are concerned 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. A workshop calendar is available online. Student Services also have learning advisers and peer editors

available for one-on-one appointments. You will need to contact Student Services to make an appointment.

W: www.uq.edu.au/student-services/workshops

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 A\$500 per semester and can be used for individual tutoring, editing of a research project thesis, or for domestic academic training or workshops directly related to your main course of study and this includes to attend conferences (attendance fees only).

You must complete the Supplementary Support Request Form and have it signed off by your course coordinator or supervisor before submitting it to your SCO in the Sponsored Students 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 only apply to use Supplementary Support for domestic conferences, not international conferences. If approval 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. All other expenses are to be paid by students. Conference attendance will not be approved during the awardee's first semester at UQ.

Any supplementary support funds not used during the scholarship period will be returned to Australia Awards.

W: global-engagement.uq.edu.au/sponsored-students

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 with 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 either on or off the campus should be discussed with an International Student Advisor.

If you want more information about making contact with a particular faith group either on campus or in the community, please contact Student Services on +61 7 3365 1704.

Multi-faith chaplaincy:

St Lucia

(Monday–Friday 8.00am–4.00pm)
Social Science Annexe, Building 38

Gatton (by appointment)
Room 28, Morrison Hall

W: www.uq.edu.au/student-services/faith

Health services

UQ Health Care is an accredited general practice providing comprehensive health services to current UQ students.

UQ Health Care operates clinics at UQ's St Lucia and Gatton campuses. Students from other UQ locations are welcome to visit these clinics.

W: www.uq.edu.au/healthservice

Discrimination, harassment (including sexual harassment, racial harassment and disability harassment) and bullying is unlawful under State and Commonwealth legislation, and is against UQ policy and procedures. Under the Anti-Discrimination Act Queensland 1991 it is unlawful to discriminate on the basis of sex, relationship status, pregnancy, parental status, breastfeeding, age, race, impairment, religious belief or religious activity, political belief or activity, trade union activity, lawful sexual activity, gender identity, sexuality, family responsibilities, or association with, or relation to, a person identified on the basis of any of the above attributes.

Rights and responsibilities

Scholarship entitlements

Students sponsored by Australia Awards are offered a range of entitlements as part of their scholarship.

Australia Awards provides:

- an economy class air ticket to Brisbane from your home country at the beginning of your scholarship
- an economy class air ticket from Brisbane to the city nearest your home in your country at the end of your scholarship
- an establishment allowance at the beginning of your scholarship to help pay for initial housing expenses and program-related books and equipment
- an allowance (CLE: Contribution toward Living Expenses) paid every two weeks directly into your bank account in Australia
- waiver of state school tuition fees for school age children here on dependant student visas
- eligibility to apply for Australian Government financial assistance towards the cost of childcare for dependent children
- institution fees, academic fees and, where compulsory, student union or guild fees
- one return airfare to your country for graduate field work (research students only) if it was specified in the original letter of offer from the University
- the continuation of your allowance while you are in your home country for graduate field work as approved by the University and Australia Awards
- tutorial assistance (supplementary academic support) which can be organised through your SCO
- single Overseas Student Health Cover (OSHC) with Allianz Global Assistance. Please note it is your responsibility to arrange health cover for any dependants accompanying you to Australia, before you depart your home country.

Additional benefits that some students may be eligible for:

- an annual reunion airfare to your home country (this entitlement is only granted if you are unaccompanied, the academic program is two years or longer, and after you have completed at least one year of study at the University). Please check your Acceptance Letter Conditions or check with your in-country Australia Awards Post for eligibility.

Scholarship conditions

Your Australia Awards scholarship is the result of an agreement between the Australian Government and your government. 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 an Australia Awards 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 UQ SCO to check examination results or progress reports and supply this information to Australia Awards
- follow the conditions of your student visa and advise the SCO 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.

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

The program outlined in your scholarship offer represents the training that has been arranged for you by Australia Awards. The program has been accepted by you and, in some cases, your government. It is a training contract that cannot be varied without prior written approval from Australia Awards.

Australia Awards Policy Handbook:
[W: dfat.gov.au/Publications/Pages/scholar-handbook.aspx](http://dfat.gov.au/Publications/Pages/scholar-handbook.aspx)

UQ 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.

UQ Student Charter:
[W: ppl.app.uq.edu.au/content/3.60.01-student-charter](http://ppl.app.uq.edu.au/content/3.60.01-student-charter)



Grievances

It is the University's aim that you have a quality educational and a rewarding personal experience. Grievance procedures exist to deal with inappropriate conduct, such as sexual harassment, racism and breaches of personal privacy. In relation to teaching and educational issues, you may have recourse to mechanisms such as the Senate Appeals Committee, should you disagree with a decision of a Dean (or delegate) about your program of study.

If you are dissatisfied with any aspect of your academic experience at UQ you should approach an International Student Advisor for confidential advice on the formal grievance process.

Complaints and academic appeals:
[W: my.uq.edu.au/services/complaints-and-academic-appeals](http://my.uq.edu.au/services/complaints-and-academic-appeals)

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

UQ 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 and is therefore committed to developing an environment which promotes respect for persons, integrity, equitable treatment, and natural justice. Discrimination and harassment will not be tolerated at UQ under any circumstances, and may in fact be unlawful under State or Commonwealth law.

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.

Discrimination and harassment policy:
[W: ppl.app.uq.edu.au/content/1.70.06-discrimination-and-harassment](http://ppl.app.uq.edu.au/content/1.70.06-discrimination-and-harassment)

Sexual harassment:
[W: respect.uq.edu.au](http://respect.uq.edu.au)

Visa responsibilities

As an Australia Awards student, you must observe the conditions of your Student Visa. You are strongly encouraged to check the relevant conditions on Department of Home Affairs website.

Department of Home Affairs:
[W: www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

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.

ESOS rights and responsibilities:
[W: future-students.uq.edu.au/education-services-overseas-students](http://future-students.uq.edu.au/education-services-overseas-students)

Useful websites

The University of Queensland

Sponsored Students Unit:
W: global-engagement.uq.edu.au/sponsored-students

Student Services:
W: www.uq.edu.au/student-services

Accommodation:
W: my.uq.edu.au/student-support/accommodation

English Language Studies (ICTE-UQ):
W: www.icte.uq.edu.au

Library:
W: www.library.uq.edu.au

Faculties, Schools and Institutes:
W: www.uq.edu.au/departments

Information Technology Services:
W: www.its.uq.edu.au

UQ mySI-net:
W: sinet.uq.edu.au

my.UQ:
W: my.uq.edu.au

Blackboard (eLearning):
W: learn.uq.edu.au

Courses and programs:
W: www.uq.edu.au/study

Research:
W: research.uq.edu.au

Staff contacts:
W: www.uq.edu.au/contacts

Student Centre:
W: www.uq.edu.au/student-centre

UQ Gatton:
W: www.uq.edu.au/gatton

Visitor information:
W: www.uq.edu.au/about

UQ News:
W: www.uq.edu.au/news

Statistics:
W: www.uq.edu.au/about/fast-facts

Alumni:
W: www.alumni.uq.edu.au

Education

Australian Education International (AEI):
W: internationaleducation.gov.au

Australian Qualifications Framework:
W: www.aqf.edu.au

Education Queensland International:
W: eqi.com.au

ELICOS:
W: www.elicos.com

Group of Eight (Go8):
W: www.go8.edu.au

IDP Education Australia (IDP):
W: www.idp.com/australia

International English Language Testing Systems (IELTS):
W: www.ielts.org

Hobsons Course Finder:
W: www.hobsonscoursefinder.com.au

Test of English as a Foreign Language (TOEFL):
W: www.toefl.org

Universitas 21 (U21):
W: www.universitas21.com

Universities Australia:
W: www.universitiesaustralia.edu.au

Transport

Public transport:
W: www.translink.com.au

Airtrain:
W: www.airtrain.com.au

Brisbane Airport:
W: www.bne.com.au

Australian Government

Australia Awards
W: www.australiaawards.gov.au

Foreign representatives in Australia:
W: www.dfat.gov.au/embassies.html

Customs and Quarantine:
W: www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine

Department of Education and Training:
W: www.education.gov.au

Department of Foreign Affairs and Trade (DFAT):
W: dfat.gov.au

Department of Home Affairs:
W: www.homeaffairs.gov.au

Brisbane and Queensland

Brisbane City Council:
W: www.brisbane.qld.gov.au

Lockyer Valley Regional Council:
W: www.lockyervalley.qld.gov.au

Study Brisbane:
W: www.studybrisbane.com.au

Brisbane Marketing:
W: www.brisbanemarketing.com.au

Visit Brisbane:
W: www.visitbrisbane.com.au

Queensland Government:
W: www.qld.gov.au

Tourism Queensland:
W: www.tq.com.au

Queensland Multicultural Resource Directory:
W: www.communities.qld.gov.au/multicultural/multicultural-affairs/multicultural-communities/queensland-multicultural-resource-directory

Study Queensland:
W: www.studyqueensland.qld.edu.au



Australian healthcare providers

The Department of Health
W: www.health.gov.au

Allianz Global Assist OSHC (UQ preferred):
W: www.oshcallianzassistance.com.au

NIB:
W: www.nib.com.au/overseas-students

British United Provident Association Ltd (BUPA) Australian Health Pty Ltd:
W: www.bupa.com.au/health-insurance/oshc

Australian Health Management (AHM):
W: www.ahm.com.au

Medibank Private:
W: www.medibank.com.au

Other helpful sites

Australian White Pages (national phone directory):
W: www.whitepages.com.au

Australian Yellow Pages (national business phone directory):
W: www.yellowpages.com.au

Bureau of Meteorology (weather):
W: www.bom.gov.au

Global currency converter:
W: www.oanda.com

Google Maps:
W: google.com.au/maps

World times:
W: www.timeanddate.com/worldclock/

UQ apps

App Central:
www.uq.edu.au/appcentral

UQ NAV



UQ CHECKLIST



UQ CARVINGS



UQ WALKING TOUR



UQ SAFE ZONE



UQ TIMETABLE PLANNER





The University of Queensland St Lucia campus
looking towards the Brisbane CBD



global-engagement.uq.edu.au

**GLOBAL ENGAGEMENT
AND ENTREPRENEURSHIP
SPONSORED STUDENTS UNIT**

Contact

E: sponsored.students@uq.edu.au

Indonesia, Pacific Islands, Caribbean
T: +61 7 3365 4056

North Asia, South East Asia (excl. Indonesia)
T: +61 7 3346 6260

Africa, Middle East, South Asia, Central
Asia, Nepal & Mongolia
T: +61 7 3346 7864

General office

Building 69, Level 8
The University of Queensland
Brisbane QLD 4072 AUSTRALIA

Office hours: Monday to Friday 8.30am-4.30pm

CRICOS Provider No. 00025B



facebook.com/uniofqld



twitter.com/uq_news



instagram.com/uniofqld



weibo.com/myuq

