WELCOME TO UQ
Pre-departure guide for international students
WELCOME

Congratulations on being accepted into one of the top 100 universities in the world. Your time at The University of Queensland, and in Australia, will no doubt open your mind to ideas, possibilities and experiences you may not have even considered.

Your first weeks here will be fun, exciting, engaging and, perhaps at times, overwhelming. We recommend you take some time to familiarise yourself with the services and opportunities available to you as a UQ student. Your goal, and ours, is to ensure you make the most of your time here and succeed in all aspects of student life at UQ.

CONTENTS

BEFORE YOU ARRIVE

Starting at UQ ...........................................2
Get connected ...........................................3
Accommodation .......................................4
Plan your finances ...................................6
What to pack? .........................................8
Safe travels! ...........................................9

WHEN YOU ARRIVE

Your first days at UQ .........................12
Welcome to #UQLIFE ..........................13
Getting around ....................................14

SETTLE IN

Know your campus ............................18
Stay safe .............................................18
UQ St Lucia .......................................19
UQ Herston .......................................20
UQ Gatton .......................................21
Other UQ sites .................................22
Employability ....................................23
International student support ........24
Make friends ....................................25
Brisbane ..........................................26
... and surrounds .............................27
Important websites ..........................28
Checklist and key dates .................29
BEFORE YOU ARRIVE
STARTING AT UQ

Whether this is your first time abroad or you’re a seasoned traveller making a new home, starting university in a new country is a time of great change. The Starting at UQ website is your one-stop-shop for everything you need to know about becoming a UQ student.

To get started visit my.uq.edu.au/starting-at-uq.

1 Plan
Choose your courses and start planning your timetable.

2 Enrol
This is the process of registering the courses you intend to study for a semester. You will use the mySI-net system to enrol.

3 Student finances
Use the online tools to calculate your fees automatically, and find out about scholarships and prizes.

4 Prepare for semester
Collect your student ID, buy textbooks, connect to wifi and learn about IT systems.

UQ Sign-In
Haven’t activated your UQ account? Shortly after you received your Confirmation of Enrolment (CoE), you should have been sent an email with a UQ account activation link. Click the activation link and follow the steps.
If you experience any difficulty activating your UQ Sign-In, or forget your password, contact Information Technology Services on +61 7 3365 6000 or email help@its.uq.edu.au.

TIP: Log in using your UQ account details for a personalised view of Starting at UQ, including your profile, helpful contacts and other tailored information just for you.

UQ Terminology
When you plan your study at UQ you may find that we use different terminology than your home country. For example, your studies that make up your degree is called a ‘Program’. If you hear expressions that are unfamiliar to you or need clarification on UQ terminology, visit dictionary.uq.edu.au.
GET CONNECTED

Download the following helpful apps to get organised before you arrive.

**Apps**

**UQ Checklist**
Find out where to get help with accommodation and work, and plan your first few weeks of classes.

**UQnav**
Interactive maps of UQ's St Lucia, Gatton and Herston campuses. Find lecture theatres, laboratories, school and faculty offices, as well as where to have a coffee, a bite to eat, or catch up with friends.

**UQ SafeZone**
A free location-based app that connects you directly with UQ security officers or emergency services while on campus.

**UQ Timetable**
UQ's official course timetable planner, that lets you check your class schedule on the go.

**Learn.UQ Mobile**
Keep up with your courses by accessing your lecture notes and recordings whenever and wherever you want.

Download these and other helpful apps at my.uq.edu.au/mobile-apps.

**Mobile phones**
Australia has three main mobile phone networks: Telstra, Optus and Vodafone. All networks are GSM and all offer 4G services, so you may be able to use an Australian SIM card in a phone you already own (Europe and Asia). A wide range of mobile plans are available (pre-paid, SIM only and more), and SIM cards are inexpensive, widely available and easy to activate. There are a wide range of plan providers for each network:

**Telstra Network Providers**: Telstra, Boost Mobile, Woolworths Mobile, ALDI Mobile

**Optus Network Providers**: Optus, Virgin Mobile, Amaysim, Coles, Vaya

**Vodafone Network Providers**: Vodafone, Lebara Mobile Providers

**TIP**: You can pick up a SIM card from the Optus or Vodafone kiosks as soon as you arrive at Brisbane International Airport.
ACCOMMODATION

Having a place to call home is a very important part of feeling settled at a new university. At UQ we can help you with accommodation options both on and off campus to suit every lifestyle and make you feel at home.

**Where to start?**

Our UQ Accommodation team can help you find out about accommodation options, including on-campus colleges, UQ’s approved commercial student accommodation providers, and off-campus private rentals. They can provide guidance with securing accommodation before you arrive, give general advice on documentation, and point you to useful materials online.

**TIP:** Attend a Renting in Brisbane information session after you arrive at UQ (see page 12).

uq.edu.au/student-services/upcoming-workshops

**Guaranteed accommodation**

If you would prefer the peace of mind of organising a place to stay before you arrive, UQ offers guaranteed accommodation for international students commencing at Herston or St Lucia in their first year of study.

To secure your room apply at: my.uq.edu.au/guaranteed-accommodation

**On-campus colleges**

If you are studying at one of UQ’s Brisbane campuses, you can live in one of our ten colleges at UQ St Lucia, or if you are studying at UQ Gatton, you can live at the Gatton Halls of Residence.

Living on campus means you can walk to class, enjoy additional services including academic support and social and sporting activities, and your meals are provided. It’s a traditional, immersive university experience, where you will make friendships for a lifetime. Apply before you arrive to secure a room.

liveuq.edu.au

**Associate members program**

Does college life appeal to you but you are not going to live in a college? As a first-year student, you can enjoy a college’s resources and social activities through the associate
members program. Membership benefits vary: contact the colleges for more information.
liveuq.edu.au/the-colleges

Off-campus student accommodation
Want to cook your own meals but still live in a student community in the inner city of Brisbane? Choose from one of our recommended student accommodation providers. A variety of studio and single-bedroom apartments are available, as well as rooms in two- to six-bedroom units. You can pre-book a room before you arrive.
my.uq.edu.au/student-support/accommodation/approved-providers

Private housing
Brisbane’s rental market features everything from low-cost share houses to high-rise apartments, while Gatton’s rental market features a range of affordable share houses. To find a room, apartment or house, first check our database, UQ Rentals. There are also private rental accommodation websites and you can rent directly from real estate agents.
NOTE: At the start of a lease you typically pay two weeks rent in advance and a bond (which is four weeks rent). You should get the bond back at the end of your lease if you maintain the property well. Make sure you inspect a property in person before paying money or signing anything.
uqrentals.com.au

Which suburb?
Brisbane is a vibrant and energetic city with diverse precincts and suburbs. Find out which suburb best suits your budget and lifestyle on the my.UQ Suburb Guide webpage:
TIP: You may want to consider your transport options and costs when choosing a suburb to live. Page 14 has information about public transport, which includes a map of Brisbane suburbs, zones and fares.

Students under 18 years of age
UQ offers a Supervision Program that approves the accommodation, support and general welfare of international students under 18 years of age. This program is compulsory for international students who:
• are not living with a parent, legal custodian or suitable relative approved by the Department of Home Affairs (previously the Department of Immigration and Border Protection) while under 18 in Australia
• need their accommodation and welfare arrangements approved to meet the Department of Home Affairs’ student visa requirements.
uq.edu.au/student-services/u18-supervision

Arrive around one month before classes start to get organised, arrange inspections and lodge your rental application. Make sure you arrange temporary accommodation for when you land, if necessary.
Plan your finances

Brisbane is an affordable city, offering a lower cost of living than Sydney, Melbourne, Perth or Canberra*. You may find the cost of living in Australia to be higher or different for items such as food, housing and transport in comparison to your home country.

To make the most of your time at UQ, we recommend you plan and budget for your study, day-to-day living and leisure time.

How much should it cost?*

<table>
<thead>
<tr>
<th>Item</th>
<th>Monthly Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skg of rice</td>
<td>$10.00–$15.00</td>
</tr>
<tr>
<td>5-pack of instant noodles</td>
<td>$2.75–$3.95</td>
</tr>
<tr>
<td>Loaf of bread</td>
<td>$1.80–$3.50</td>
</tr>
<tr>
<td>Litre of milk</td>
<td>$1.45–$2.00</td>
</tr>
<tr>
<td>Bottle of water (600ml)</td>
<td>$2.50–$3.00</td>
</tr>
<tr>
<td>Cup of coffee</td>
<td>$3.50–$5.00</td>
</tr>
<tr>
<td>McDonald’s cheeseburger</td>
<td>$2.90</td>
</tr>
<tr>
<td>Cinema ticket (concession rate)</td>
<td>$10.00</td>
</tr>
<tr>
<td>Bus ticket (concession rate)</td>
<td>$2.68–$4.80</td>
</tr>
</tbody>
</table>

*Item costs in Australian Dollars (AUD)

Yearly costs

How much it will cost you to live in Brisbane will depend partly on your lifestyle preferences. For example, if you live in a share house (off-campus private accommodation), you should budget in the range of $17,000–$25,000 per year.

Other expenses to consider during your study include:

- tuition fees
- buying furniture
- paying a rental bond
- setting up electricity, internet, gas and mobile phone accounts
- visa fees
- medical fees
- Overseas Student Health Cover (OSHC)
- return airfares.

NOTE: Consider that exchange rate variations may also affect your budget.

Student concessions

As a student, you can use your student ID to receive concession prices for public transport, the cinema, museums, software, technology and much more. uq.edu.au/startingatuq/what-you-can-do-with-your-id-card

Working while studying

On a student visa, you can work up to 40 hours per fortnight (two-week period) during university semesters, and full-time hours during vacations. In general, you shouldn’t expect to cover tuition fees or living expenses by working at a casual job.

If you are studying at UQ on a scholarship, contact your scholarship provider about how many hours you are permitted to work each week.

homeaffairs.gov.au/trav/stud/more/work-conditions-for-student-visa-holders

Estimated living costs (monthly)**

<table>
<thead>
<tr>
<th></th>
<th>SINGLE STUDENT LIVING ON CAMPUS</th>
<th>SINGLE STUDENT LIVING OFF CAMPUS (COMMERCIAL PRIVATE PROVIDER)</th>
<th>SINGLE STUDENT LIVING OFF CAMPUS (SHARE HOUSE)</th>
<th>FAMILY (2 ADULTS, 1 CHILD) LIVING OFF CAMPUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent</td>
<td>$1560–$3000</td>
<td>$700–$1760</td>
<td>$440–$1000</td>
<td>$1800–$2400</td>
</tr>
<tr>
<td>Food</td>
<td>included in rent</td>
<td>most included in rent</td>
<td>most included in rent</td>
<td>$1000–$1200</td>
</tr>
<tr>
<td>Utilities (gas, electricity and water)</td>
<td>included in rent</td>
<td>checked with provider</td>
<td>$80–$100</td>
<td>$160–$200</td>
</tr>
<tr>
<td>Internet</td>
<td>included in rent</td>
<td>included in rent</td>
<td>$10–$50</td>
<td>$50–$100</td>
</tr>
<tr>
<td>Mobile phone</td>
<td>$40–$60</td>
<td>$80–$160</td>
<td>$40–$60</td>
<td>$80–$120</td>
</tr>
<tr>
<td>Public transport</td>
<td>$40–$80</td>
<td>$80–$160</td>
<td>$80–$160</td>
<td>$320–$640</td>
</tr>
<tr>
<td>Recreation</td>
<td>$120–$200</td>
<td>$160–$240</td>
<td>$160–$240</td>
<td>$320–$400</td>
</tr>
<tr>
<td>Photocopying</td>
<td>$32–$52</td>
<td>$32–$52</td>
<td>$32–$52</td>
<td>$32–$52</td>
</tr>
<tr>
<td>Clothing or personal care</td>
<td>$160–$240</td>
<td>$160–$240</td>
<td>$160–$240</td>
<td>$320–$600</td>
</tr>
<tr>
<td>TOTAL MONTHLY EXPENSES</td>
<td>$1952–$3632</td>
<td>$1572–$3012</td>
<td>$1402–$2402</td>
<td>$4082–$5712</td>
</tr>
</tbody>
</table>

*The table estimates monthly expenses for studying at UQ. These estimates are a guide only and prices vary according to your lifestyle.
UQ tuition fees, textbooks, healthcare costs, and utilities set up fees are in addition to the figures provided.
For the most up-to-date cost of living prices see: future-students.uq.edu.au/international/cost-living.
Welcome to UQ

Tax File Number
To work in Australia, you will need to have an Australian Tax File Number (TFN). This is a unique number issued by the Australian Taxation Office (ATO) to individuals and organisations to help manage tax and other government services.

www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/

Visa information
When applying for a student visa, you must meet the Genuine Temporary Entrant criteria (www.homeaffairs.gov.au/trav/stud/more/genuine-temporary-entrant) and have sufficient funds to pay your tuition fees and living costs (and the living costs of any dependants, if applicable) for the duration of your studies.

future-students.uq.edu.au/international/visa-information

Banks
There are four major banks and a number of smaller banks to choose from in Australia.
• Commonwealth Bank of Australia
• Westpac Bank
• ANZ Bank
• National Australia Bank

TIP: Some banks allow international students to open an account in the three months leading up to arrival.

Overseas student health insurance cover
As part of the conditions of your student visa, you will need to purchase Overseas Student Health Cover (OSHC).

This is an insurance policy that covers you for basic medical and hospital care and is required from the day you arrive in Australia until you leave.

When you accepted your UQ offer and paid your tuition fee deposit, you should have received information about UQ organising your OSHC with preferred provider Allianz Global Assistance.

If you have chosen for UQ to arrange your OSHC, you will find your policy number in your Confirmation of Enrolment (CoE).

NOTE: OSHC does not cover dental and optical costs, or particular pre-existing conditions. Check your policy for more information.

Your next steps are to order your OSHC card and download the My OSHC Assistant app:
• Once you have arrived and moved into a local address, order your hard copy Overseas Student Health Cover card.
oshcallianzassistance.com.au
• Download the free app to manage your personal details, submit a claim, locate doctors, find contact details or translate medical terms.

TIP: If you don’t want to go with Allianz Global Assistance, you can obtain your own OSHC from a government-approved OSHC provider. To find out more about other OSHC providers visit:
future-students.uq.edu.au/international/health-insurance

Attend a ‘Working on a Student Visa’ workshop to learn:
• work limitations of your student visa;
• how to obtain a Tax File Number (TFN);
• where to look for student-friendly jobs;
• income tax on your earnings/savings;
• where to get help with your Income Tax refund.

uq.edu.au/student-services/upcoming-workshops
What clothes to pack?
Brisbane is a subtropical city that enjoys warm to hot weather most of the year. The city does at times experience heavy rainfall, tropical storms and cooler winters (June–August) where the temperature can drop below 10°C.
Although Brisbane is renowned for its pleasant climate, we recommend you pack everything from summer staples of shorts and T-shirts, to items to cover you in wet and cooler weather. For those living in Gatton, you should pack some additional warm clothing, as temperatures can be cooler on average in winter than in Brisbane.

Documents
• A printout of your electronic visa.
• A copy of your passport details (also leave a copy with your family at home).
• A recent Police Clearance (if you have one, as some occupations and work experiences will require one).
• References for finding a job.
• A certified copy of your Birth Certificate.
• Medical history from your doctor if needed.
• We recommend you get English translations of your important documents before you leave for Australia.

TIP: Pack the most important documents in your carry-on luggage.

Australian Customs and Quarantine laws
Australia has strict customs and quarantine laws and it is important that you are aware of these conditions before coming to Australia. When you arrive you must declare on your Incoming Passenger Card if you are carrying food or any items of plant or animal origin, including meat, poultry and seafood products, honey, dairy products or straw packaging, or any equipment used with animals.

A wide range of food products are available in Australia, so it’s usually not worth the hassle and better to leave your food items at home.
Heavy penalties, including jail, have been imposed on people who fail to observe quarantine laws. For further information on what you can and can’t bring into Australia, please visit www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine.

TIP: You can bring some commercially packaged candy, cookies or snacks. Always declare them when you arrive.

Vaccinations
There are no mandatory vaccinations required to enter Australia. However, depending on your program, particularly for those undertaking study in healthcare environments, you may need to provide relevant vaccination records.
SAFE TRAVELS!

Airport pick-up
As a new student to UQ, we provide free transportation from Brisbane’s domestic or international airports when you first arrive in Australia. This service is available for all three UQ campuses.

To arrange airport pick-up, you will need to provide:
• minimum of three working days’ notice
• date of flight, flight time and flight number
• full drop-off address, including unit and street number
• number of persons accompanying you (if applicable)
• luggage and other relevant details.

NOTE: Airport pick-up is free for students to any address within 20km of the Brisbane Airport. Fees will be charged for drop-off addresses greater than this distance, and any additional accompanying passengers. No excess fees are charged for transportation within the surrounding areas of Gatton.

Airport pick-up must be booked online at:
airport-reception.app.uq.edu.au.
WHEN YOU ARRIVE
YOUR FIRST DAYS AT UQ

When you first arrive at UQ, it will be an exciting and busy time, but you may also feel a bit nervous. It is essential to attend your compulsory introductory sessions, and we recommend as many other workshops as you can, to set you up for a strong start at UQ.

Getting Started – compulsory
Your compulsory Getting Started session is your first stop when you arrive at UQ. In this session, you will find out how to enrol, register for classes, get your student ID card, and key UQ dates and terminology. We also tell you about what services and facilities are on campus, how to register for public transport, student discounts, and your best options for getting to and from UQ. Sessions take place at various times and dates across campus. To plan which session you will attend, visit my.uq.edu.au/starting-at-uq.

TIP: Make sure you download the UQNav app to help you find your way on campus.

Health and Safety – compulsory
During your studies at UQ, we want you to feel healthy, safe and well at all times. At the compulsory Health and Safety session, you’ll learn about personal safety in Australia, security at UQ and how to access medical assistance.

uq.edu.au/student-services/upcoming-workshops

Program Welcome and Information – compulsory
Attend your program’s Welcome and Information sessions during Orientation Week (O-Week), to get a detailed overview of your program, hear from UQ teaching staff and current students, and understand what’s expected of you during your studies. Log in to the Starting at UQ website for your program’s session details.

my.uq.edu.au/starting-at-uq

Renting in Brisbane information sessions
Deciding where to live, who to live with and navigating the rental market can seem overwhelming at times. At the Renting in Brisbane information sessions, we’ll help guide and inform you on types of accommodation available, things to consider when looking for accommodation and steps to apply for rentals. Sessions will also cover your rights and responsibilities as a tenant, and what to do when moving in and out of accommodation.

uq.edu.au/student-services/upcoming-workshops

Jump Start Academic Preparation Program
Get a taste for university living and transition to UQ life with ease. The undergraduate Jump Start Academic Preparation Program is a four-day program held in a friendly and supportive environment to help students make the transition to a new educational institution and a new cultural setting.

uq.edu.au/student-services/new2uq/jsapp

English language support during your study
Develop and refine the academic English language skills needed for Australian university study. Free English for Academic Communication (EAC) programs are offered by UQ-ICTE (Institute of Continuing & TESOL Education). A variety of relevant courses are run at the beginning of each semester and are offered on a part-time basis. Check the website for more information.

icte.uq.edu.au/study/english-academiccommunication
WELCOME TO #UQLIFE

Other helpful workshops scheduled throughout O-Week and the semester to assist students during their studies:

• Australian culture
• assignments and study skills
• exam preparation
• wellbeing and living
• careers and employability.

Student services has ongoing student support sessions to help you with culture shock, homesickness, working while studying, safety and healthcare.

uq.edu.au/student-services/upcoming-workshops

At the beginning of each semester, UQ welcomes more than 10,000 students to #UQLIFE, a fun-filled festival of orientation activities and events.

The best introduction to life at UQ is the main event, O-Week, held one week before classes start. You can get to know UQ with campus tours, enjoy live entertainment, and meet other students through social activities, sport and games, and a free welcome barbecue.

orientation.uq.edu.au

Market Day

Market Day is one of the best days on the University calendar and the perfect opportunity to get connected!

This action-packed day features hundreds of stalls, lots of free stuff, and thousands of students out and about finding what to do on campus and just enjoying the atmosphere.

uqu.com.au
GETTING AROUND

UQ campuses are easy to access using public transport.

Public transport

Brisbane’s Translink is an extensive bus, ferry and train public transport network that makes it easy to get around. A ‘go card’ allows you to travel on all Brisbane public transport.

As an international student, you are eligible for 50% off the price of adult public fares. Once you buy a go card, apply for your discount online and plan your journeys at translink.com.au.

**TIP:** You must tap your go card on and off when you board and exit public transport.

UQ St Lucia has two bus stations – at UQ Lakes and Chancellor’s Place – and the UQ St Lucia CityCat (ferry) terminal.

<table>
<thead>
<tr>
<th>Travel options to UQ campuses</th>
<th>UQ ST LUCIA</th>
<th>UQ GATTON</th>
<th>UQ HERSTON</th>
</tr>
</thead>
<tbody>
<tr>
<td>- 7km from the CBD</td>
<td>- 5km from Gatton CBD</td>
<td>- 5km from the CBD</td>
<td></td>
</tr>
<tr>
<td>- 10+ direct bus routes</td>
<td>- 1 hour from Brisbane</td>
<td>- 2 minutes to Inner Northern busway from the CBD</td>
<td></td>
</tr>
<tr>
<td>- One arrives every two</td>
<td>- 30 minutes from Toowoomba</td>
<td>- 4+ intercampus buses daily</td>
<td></td>
</tr>
<tr>
<td>minutes at the UQ Lakes bus</td>
<td>- 5km from Gatton</td>
<td>- 3+ train stations within 2km</td>
<td></td>
</tr>
<tr>
<td>stop</td>
<td>- Rail-bus service runs between Brisbane and Gatton</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 5+ train stations within</td>
<td>- Rail-bus service runs between Brisbane and Gatton</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4km</td>
<td>- 5km from the CBD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 15 minutes between each</td>
<td>- Rail-bus service runs between Brisbane and Gatton</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CityCat ferry</td>
<td>- 5km from the CBD</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TransLink Brisbane fare zones

**Key**
- Transit Zone
- Train line
- Bus way
- Zone 1
- Zone 2
- Zone 3
- Airports – special fares apply

This map is indicative and should be used as a guide only. For detailed information on bus and train timetables or use the TransLink journey planner at translink.com.au.

MyTransLink app

Download the MyTransLink app to plan your journey to UQ on public transport. Concessions may be available. translink.com.au

**ZONE 5**

Approximately 87km west of Brisbane City

Current as at January 2018. For the latest information, download the MyTransLink app, visit translink.com.au or call 13 12 30.
Free buses between St Lucia and Gatton campuses

<table>
<thead>
<tr>
<th>CAMPUSES</th>
<th>DISTANCE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>St Lucia-Gatton</td>
<td>82km</td>
<td>70 mins</td>
</tr>
</tbody>
</table>

Free buses between St Lucia and Gatton campuses leave at regular intervals each day during semester www.pf.uq.edu.au/buses/.

Cycling and walking

Park your bike securely at UQ St Lucia Bikebox facilities or bike racks.

Plan your route: www.pf.uq.edu.au/cycling

NOTE: In Australia it’s the law that all cyclists must wear helmets.

Walk to UQ St Lucia from local suburbs or via the Eleanor Schonell Bridge.

Driving

If you plan on driving once you get here, you must apply for a Queensland driver’s licence. Visit a Transport and Main Roads customer service centre in person with your valid overseas driver’s licence to apply.

www.tmr.qld.gov.au

TIP: In Australia, we drive on the left-hand side of the road.

Parking

Download the CellOPark app to make parking at UQ easier.

NOTE: Parking at UQ St Lucia and UQ Herston is limited. For information on parking, including locations and fees, visit www.pf.uq.edu.au/parking.
SETTLE IN
KNOW YOUR CAMPUS

As a UQ student, you’ll have access to a wide range of services on campus.

While on campus, you will be able to:
• buy food from a wide variety of food outlets
• do your banking at a number of branches and ATMs
• buy textbooks and other study materials
• go shopping at UQ’s many shops and markets, including post offices, pharmacies and travel agents
• arrange childcare at a number of independently operated childcare, family day care, kindergarten and after-school care facilities that operate on or near all UQ campuses
• get connected with more than 4700 wireless access points across all UQ campuses.

Learn more about life on campus at future-students.uq.edu.au/campus-life.

Events and entertainment
UQ Union (UQU) is the hub of entertainment on campus, here to engage, entertain and support you.

Enjoy amazing events such as Market Day, Cultural Fiesta and Food on Forgan, and hit the Red Room for live music, weekly trivia and games nights. UQU also provides free breakfasts three days a week and free dinner on Wednesday evenings. Be sure to visit Morning Marmalade or Kampus Kitchen for a free meal.

For the latest news and events, visit uqu.com.au.

Markets
Every Wednesday, Campbell Place at UQ St Lucia springs to life as the weekly UQU Wednesday Markets take over.

Meet with friends and wander through the stalls of beautiful flowers, fashion, loose leaf tea, handmade jewellery, plants and much more.

The UQ Gatton Walkway Markets take place twice-yearly, where local growers and suppliers sell their products on campus. uqu.com.au/outlet/43/wednesday-markets

From 1 July 2018, all UQ campuses will be smoke-free. uq.edu.au/wellness-program/smoke-free-uq

Stay Safe

At UQ we have a range of free services to help you feel safe and secure at all times. Our St Lucia and Gatton campuses are patrolled by security teams 24 hours a day.

Free safety services
Emergency Call Points – Located across each campus for an immediate response from Security.
Safety Bus – A free safety bus operates after dark on the St Lucia campus including carparks, colleges, CityCat ferry terminal and select roadways.

Unisafe Escorts – A licensed individual will walk with you at night to your car or public transportation.

Book with Campus Security by phoning 1800 800 123 or email security@pf.uq.edu.au.

www.pf.uq.edu.au/unisafe/escorts.html

Emergency off campus: call 000

Triple Zero (000) is Australia’s primary emergency call number and should be used in urgent medical or life-threatening situations to contact police, fire or ambulance services. It is a free call from any mobile or pay phone and you do not need mobile credit to call 000.

TIP: Navigate UQ campuses with ease by downloading the UQnav app or take a self-guided tour of UQ St Lucia with the UQ Walking Tour app.

TIP: Download the free UQ SafeZone app to connect directly with UQ Security officers or emergency services.
UQ ST LUCIA

Considered one of the most beautiful campuses in the world, our main campus at St Lucia is a vibrant mix of old sandstone buildings, modern architecture, parklands and lakes. It is a city within a city with everything you need to study, live and relax.

Food
UQ St Lucia is full of cafe and food options. From great coffee and bakery food, to make-your-own sandwich stations, pizza, vegetarian food, noodles, bubble tea and juice bars, you won’t go hungry or thirsty. Options include organic and halal food.
uqu.com.au/food-retail
instagram.com/uqfood

Retail
You don’t need to leave campus for your shopping. There is a Co-op bookshop, a shop where you can sell your secondhand textbooks and buy stationery, banks, a hairdresser, a travel agent, a post office, newsagencies, and a Wednesday market offering handicrafts, gifts and fashion. Grocery stores are only a short walk away.
uqu.com.au/food-retail

Entertainment
Check out live music on campus at The Red Room. Grab a bite to eat at the Pizza Caffe before seeing a theatre production at the Schonell Theatre. For some inspiration, head to our art, anthropology or antiquities museums.

Fitness
You can access UQ Sport venues all year around at discounted student prices. There is a cardio and weights gym, 50-metre and 25-metre pools, an Olympic-standard athletics track, 21 floodlit tennis courts, netball courts, hockey fields, cricket nets, several ovals where you can stretch your legs, and much more.
uqsport.com.au

Library
We have seven libraries on campus. They feature computers for students, group study and meeting rooms, postgraduate study areas, height-adjustable desks, 24-hour study spaces, quiet areas, research support, IT and other training sessions, events such as author talks, and friendly staff to help you find information and access resources.
library.uq.edu.au

Healthcare
If you need to see a doctor, visit our friendly team at the UQ Health Service clinic. There is also a pharmacy and a dental clinic on campus.
uq.edu.au/healthservice

future-students.uq.edu.au/campuses
UQ HERSTON

This campus is located in the heart of Brisbane’s health district.

The UQ Herston campus is home to our Medicine and Public Health schools, UQ’s Centre for Clinical Research, and the Oral Health Centre.

Next door is the Royal Brisbane and Women’s Hospital and the Queensland Institute of Medical Research Berghofer Medical Research Institute.

Food and retail
You can grab a bite to eat or drink from Cafe Dose, the hospital cafes or Subway. There is a bank and ATMs on campus, as well as a gift shop, a pharmacy, a post office and newsagency, and a bookshop.

Library
UQ Herston’s Health Sciences library provides computers, study and meeting rooms, a 24-hour study space, height-adjustable desks, and access to the Queensland Health network.

future-students.uq.edu.au/campuses
Our rural campus is located near the town of Gatton, 87 kilometres west of the Brisbane CBD. It offers a laid-back and friendly lifestyle, world-class teaching and research facilities, farms, a community garden and sports facilities.

Food and retail
You can buy food and drinks from the Coffee Pod, Dining Hall and Walkway Cafe, and you can purchase and sell books at our retail bookshop. There is an on-campus ATM and a post office, and keep an eye out for the Walkway Markets attended by local growers and suppliers.

Green thumbs
The campus farms are home to animals, horticultural fields, a plant nursery, post-harvest facilities, research laboratories, greenhouses, and plenty of machinery. Grow your own herbs and vegetables in the campus’s community garden.

Fitness
UQ Gatton’s gym has a weights room, cardio equipment and offers fitness classes every week. You can also swim in the 25-metre pool or grab a friend and head to the squash courts, tennis courts, basketball court, cricket nets, indoor sports hall or one of three ovals.

Library
UQ Gatton’s recently refurbished library provides computers, comfortable furniture and break-out spaces, individual study carrels with acoustic lining, power and USB connectors, height-adjustable desks, meeting rooms, a postgraduate study area, and a 24-hour study space.

Free intercampus bus service
UQ provides a free intercampus bus service between UQ Gatton and UQ St Lucia for students and staff.

future-students.uq.edu.au/campuses
Depending on your program, you may attend classes, field trips or events at other UQ locations during your time here.

- Pharmacy students will attend the Pharmacy Australia Centre of Excellence (PACE) and the Translational Research Institute (TRI) at Woolloongabba.
- TRI is a medical research facility for those studying to pursue careers in healthcare environments.
- Students undertaking certain science programs and courses may visit marine research stations at North Stradbroke and Heron Islands.
- Those studying to be a vet may go to rural veterinary teaching hospitals at UQ VETS Dayboro.
- The UQ Business School Downtown, in the Brisbane city centre, is for those studying the MBA program and Executive Education courses.
- UQ also has sites at teaching hospitals, health centres, student accommodation and other medical research facilities throughout Brisbane, the Gold Coast, and regional Queensland.
EMPLOYABILITY

Our research, teaching and connections prepare you to be the architect of an exciting career. Outside of the classroom you can access our career resources and networking events, and participate in our UQ Employability Award to expand your skills. So when you graduate, you will be ready for any challenge.

UQ Student Employability Centre
Your first years at UQ are the perfect time to start planning your future. The UQ Student Employability Centre (UQ SEC) supports students to maximise their time at university by gaining experiences that set you up for life and enhance your employability.

student-affairs.uq.edu.au/employability-centre

UQ Employability Award
The prestigious UQ Employability Award program gives students the chance to build skills that future employers’ value through participation in a range of extra-curricular activities. To receive the award, you need to complete a minimum of 100 hours of work experience, 100 hours of volunteering, and participate in five supplementary activities and log those activities regularly via an online form. The program is free to join, has no GPA requirements and is complementary to all programs of study.

employability.uq.edu.au/uq-employability-award

Career portals
StudentHub includes an online jobs board for UQ students and graduates. It features regularly updated postings for vacation work, volunteer work, internships, and graduate employment opportunities from over 3000 employers. Our Global Grad careers search portal is just for international students, with Australian and international companies regularly posting work opportunities.

studenthub.uq.edu.au (login required)
globalgrad.uq.edu.au (login required)

Summer and Winter Research Programs
The UQ Summer/Winter Research Programs provide students with an opportunity to gain research experience working alongside UQ’s leading academics and researchers.

employability.uq.edu.au/research

O’ to 4 Mentor
The O’ to 4 Mentor program was created for students by students. Mentors are UQ students who remember what it felt like when they started at university. Mentors can welcome you to UQ, help you navigate O-Week, and share their tips and advice to help you make the best start at UQ.

mentoring.app.uq.edu.au/p/p10/about

O’ to 4 Mentor

Our free online course EMPLOY101x will help you unlock your career potential and market yourself to employers edx.org/course/unlocking-employability-uqx-employ101x.

UQ is ranked in the top 50 universities in the world for employability (2018 QS Graduate Employability Ranking).

The program is open to UQ undergraduate and postgraduate coursework students who receive a scholarship for their participation.

employability.uq.edu.au/research

Over the last three years, UQ’s student employability and careers services have been recognised with multiple national and international awards.

The UQ International Student Ambassador program gives high-achieving international students the opportunity to represent the University in a range of paid roles.

studenthub.uq.edu.au

globalgrad.uq.edu.au

Our research, teaching and connections prepare you to be the architect of an exciting career. Outside of the classroom you can access our career resources and networking events, and participate in our UQ Employability Award to expand your skills. So when you graduate, you will be ready for any challenge.
UQ has services and activities to help you settle in, make new friends, expand your skills and network, and enjoy student life right up until graduation.

**International student advisers**
At Student Services, we have advisers specifically for international students to help you overcome some of the challenges of studying in a foreign country. UQ Union’s Student Help On Campus team can help you with everything from finding part-time work and advice on extending your visa, to legal advice, dealing with financial pressures, and support and information around gender and sexuality. All services are free for current students.


**Spiritual practice**
The UQ Multi-faith Chaplaincy is an inclusive and welcoming space for students, staff and the community to share faith, traditions and spiritual practices. We have a number of chaplains on staff who provide pastoral care, support, spiritual conversations, learning and events.


**Disability support**
We offer 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 you can equitably study.


**LGBTIQ+**
If you identify as lesbian, gay, bisexual, transgender, intersex or queer (LGBTIQ+), UQ Allies are a visible network of empathetic staff and students whom you can freely talk to for advice.

[www.bit.ly/2l0EL5p](http://www.bit.ly/2l0EL5p)

**Mindfulness**
We provide a range of mindfulness programs and counselling services to help improve your confidence and overall wellbeing. Our programs range from mindfulness yoga practices to teaching techniques that support greater resilience.


**Student Centres**
If you need help navigating university administration, visit UQ Answers online or head to one of our Student Centres for help with forms, fees, health insurance, enrolments, scholarships, exams and visas.


**Peer Assisted Study Sessions (PASS)**
Learn more about studying at UQ from second- and third-year students who have achieved top grades in your course. They can provide advice on coursework and content, and suggest effective study habits that will help you make the most of your time. Ask your faculty for more information.


**If you need to speak to someone in private, visit a UQ counsellor or discrimination officer.**

MAKE FRIENDS

You can make friendships to last a lifetime while you are here. Joining a sport, club or society, or getting involved with the local community are great ways to enjoy your interests while meeting like-minded people.

Get active
UQ is home to exceptional sporting facilities, with almost 40 sporting clubs on campus. Whether for fun and recreation, exercise as part of your routine, or to get competitive as a team player, UQ Sport has a spectrum of sport and activities for you.

uqsport.com.au

Clubs and societies
Are you up for expanding your social network and diving into a hobby or passion? Join one of UQU’s 220+ clubs and societies. With more than 35,000 students involved in everything from anime to yoga, and several international student associations, you’re certain to find like-minded people.

uqu.com.au/clubs-societies

UQ Mates
UQ Mates is the place to access the social scene through UQ’s free social network! Meet new friends and connect with other students who share your interests through chat groups and on- and off-campus meet-ups. Whether you are into food, drinks, arts, culture, fitness, games or study – find your circle at UQ Mates.

my.uq.edu.au/uqmates
facebook.com/matesatuq

Volunteer
Volunteering is an ideal way to build your skills, expand your network, improve your employability, and get involved with the local community while contributing to a worthy cause. We can help you access opportunities at UQ and with organisations in Australia.

employability.uq.edu.au/volunteering

Adjusting to a new culture

Adjusting to your new life as a UQ student in Australia may take some time. When students first arrive, many feel elated about the new and exciting sensations they are experiencing. This can also be overwhelming and may affect you physically and emotionally. For most, this is temporary while adjusting to the challenges of living in a different country. After some time as you become more settled, you will begin to feel happy and at home. If you find you are experiencing hardship, homesickness or just not feeling OK, reach out to UQ Student Services for help.

uq.edu.au/student-services/
BRISBANE

Brisbane, the home of UQ’s St Lucia and Herston campuses, is the capital city of Queensland. It is renowned for its relaxed and safe lifestyle, subtropical climate and unique architecture.

Entertainment
Brisbane city has a great live music scene that can be discovered in Fortitude Valley and West End. For comedy, live theatre and dance, head to the Brisbane Powerhouse and the Queensland Performing Arts Centre (QPAC). The Gallery of Modern Art (GOMA) is one of the best modern art galleries in the country, and keep an eye out for the Brisbane Writers Festival and the Brisbane Festival, which attracts international artists from across the globe.

Sport
Brisbane’s amazing weather and sporting facilities make physical activity a must. Kayak along the Brisbane River, climb to the top of the Kangaroo Point Cliffs, ride along more than 20 kilometres of riverside cycle paths, join a sporting club, or barrack like a local when you attend a rugby union, rugby league, cricket, ‘Aussie Rules’ or soccer match at one of our famous stadiums.

Food
With just under a third of Brisbane’s population born overseas, you can find cuisine from almost every culture. From affordable lunchtime and ‘Cheap Tuesday’ offers, to reasonably priced cafes, pubs, restaurants and farmers’ markets, there is plenty to choose from and plenty of new culinary experiences to be had. And you can always picnic or barbecue at one of our lovely parks by the river.

Brisbane Greeters
Brisbane Greeters is a free public tour service open to everyone. Brisbane Greeters are locals who love living in Brisbane so much that they want to introduce you to their city and share their intimate knowledge. Experience a personal perspective of the city that reveals the heart and soul of Brisbane.


GATTON
Gatton, the largest town in South-East Queensland’s Lockyer Valley, is the home of UQ’s Gatton campus. Bordered by unspoilt mountain ranges and located only 87 kilometres from Brisbane, Gatton has a culturally diverse population of approximately 7000 people. UQ Gatton students enjoy a laid-back, country lifestyle in a close-knit community.
Take a break

When you want to head out of the city, there is plenty to discover. Travel south for the famous golden sands of the Gold Coast and Byron Bay, north for the quiet beaches of the Sunshine Coast or the majestic Great Barrier Reef, west for ancient rainforests and charming outback towns, or east for the spectacular Moreton Island, Stradbroke Island and Fraser Island. Sydney, Cairns and Melbourne are all short flights away. You will wish you had more holidays.

Surf safety

Living in Queensland you will be able to visit some of the most beautiful beaches in the world. However, many visitors to our beaches and waterways are unaware of the dangers they potentially face. Unfortunately, each year many people, including international visitors, drown. Look out for the red and yellow flags and only swim on beaches patrolled by the Surf Life Savers.

lifesaving.com.au

Images courtesy of Tourism and Events Queensland
IMPORTANT WEBSITES

These UQ websites are essential to help manage your day-to-day study activities.

my.UQ
Find answers to your questions, check University communications and manage your day-to-day studies. my.UQ also provides access to the Dashboard – your personal portal that links to your email, timetable and other study resources. View your UQ essentials at my.uq.edu.au (login required).

mySI-net
This is the University’s central administration system. You can use mySI-net to:
- enrol in courses
- update personal details
- sign on to classes (lectures, tutorials, labs etc.)
- pay fees
- defer exams
- view final grades
- request a change of program.
Access your important information at sinet.uq.edu.au (login required).
For instructions on how to enrol, visit my.uq.edu.au/starting-at-uq/enrol.

NOTE: When you log in to mySI-net for the first time, you will be prompted to enter an Australian address as your ‘Semester Address’ and an overseas home address as your ‘Permanent Address’. If you do not yet have a semester address, you can enter a temporary address (such as your accommodation for when you first arrive) to access the system. Please remember to update this information when you have organised accommodation as this is a requirement of your student visa.

UQ timetable planner
Visit the official UQ course timetable planner website to plan your semester, and download the app to check your class schedule on the go.
timetableplanner.app.uq.edu.au (login required)

NOTE: Course enrolment and class sign-on cannot be done using the UQ timetable planner. Students must enrol in courses and confirm classes using mySI-net.

Blackboard
Blackboard is hosted on the Learn.UQ website and is the online learning platform used at UQ, through which you can:
- view lecture notes and recordings
- view your course profiles
- read messages from your course coordinator
- collaborate with other students
- submit assessment through TurnItIn
- view assessment results.
Keep up with your courses at learn.uq.edu.au (login required).

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- view assessment results.
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Disclaimer
The University may discontinue or vary programs and courses at any time without notice. Information in this guide is accurate as at May 2018. While care has been taken to provide accurate information in this guide, it is the responsibility of students to check and confirm the specific details of programs, courses and enrolment.
Visit future-students.uq.edu.au for up-to-date program information.
All costs and fees quoted in this publication are in Australian dollars (AUD$).

Australian Consumer Protection
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 2017.
CRICOS Provider Number 00025B
ESOS Act
internationaleducation.gov.au/RegulatoryInformation

Privacy
The University complies with Australian and Queensland privacy laws and guidelines.
Privacy
uq.edu.au/terms-of-use

This publication was produced in May 2018 by The University of Queensland’s Office of Marketing and Communications, and UQ International.
## Before I arrive

- Visit the Starting at UQ website for enrolment instructions and key dates
- Activate my UQ student account
- Enrol in my chosen courses
- Download helpful UQ apps
- Plan accommodation for when I arrive
- Plan my finances
- Apply for my student visa
- Apply for my Overseas Student Health Cover (OSHC)
- Open a bank account
- Plan what to pack
- Book my airport pick-up a minimum of three days in advance of arrival

## When I arrive

- Phone my parents to let them know I’ve arrived
- Buy an Australian SIM card
- Buy a go card and apply for student discount
- Request my OSHC hard copy card
- Download the My OSHC Assistant app
- Open a bank account (if not already opened)
- Attend Getting Started session (compulsory)
- Attend Health and Safety sessions (compulsory)
- Attend Program Welcome and Information session (compulsory)
- Attend Renting in Brisbane information session
- Secure permanent accommodation if I have not arranged in advance
- Attend O-week
- Attend Market Day and join a UQ club or society
- Participate in Jump Start Academic Preparation Program

## Settling in

- Get to know my campus with a walking tour
- Attend my first day of class
- Know where to get help with International Student Support
- Join a sport or activity with UQ Sport
- Get to know Brisbane and surrounds and plan my weekends and free time

## Other sessions/workshops to attend
UQ STUDENT SERVICES
For accommodation, disability and international student support enquiries
uq.edu.au/student-services

St Lucia
+61 (7) 3365 1704
internationalstudentss@uq.edu.au
Student Support Services Building (21D)
The University of Queensland
St Lucia Qld 4072 AUSTRALIA

Gatton
+61 (7) 5460 1046
ssgatton@uq.edu.au
Morrison Hall
Via Warrego Highway
Gatton Qld 4343 AUSTRALIA

Herston
+61 (7) 3365 1704
sssherston@uq.edu.au
UQ Oral Health Centre
Level 5, Building 883
288 Herston Rd
Herston Qld 4006 AUSTRALIA

UQ INTERNATIONAL
For enquiries regarding offers and commencing study

General office
+61 (7) 3365 7941
applicationstatus@uq.edu.au
Level 2, JD Story Building
The University of Queensland
St Lucia Qld 4072 AUSTRALIA

CRICOS Provider No. 00025B