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**Welcome Letter**

Welcome to the UQ family!

We are delighted that you have chosen The University of Queensland and our International Student Supervision Program.

**To our new students:**

Not only have you chosen one of the top universities in Australia, but you will have access to a comprehensive, personalized academic and social support program until you reach the age of 18.

This may be the first time you will be studying in Australia and living away from your family; however, being part of the Supervision Program will help you settle in to UQ as well as become quickly familiar with the local surroundings and Australian way of life.

For those of you already familiar with Brisbane we aim to make your transition to studying at UQ as smooth as possible, as you will learn many new processes and different styles of study from before.

The Supervision Program includes a series of weekly orientation workshops to help you successfully transition to your studies at UQ and competently live away from home. Our weekly workshops are mandatory under the care arrangements so we can regularly monitor your wellbeing. UQ also offers many other social, cultural and sporting activities to help you adjust to your studies and life in Australia. Clubs and societies on campus are a great way to meet other students and create a sense of belonging to a new community.

**To our parents:**

We are looking forward to working with you and your child and we encourage your queries and feedback at any time within the duration of the care arrangement. By working together with you, we hope to make this time at UQ one of the happiest and most rewarding time of your child’s life. If you have any concerns about your child please contact us via supervision@uq.edu.au so we can solve any issues promptly. We have strong relationships with the accommodation providers so we have the ability to look after your child’s welfare at university as well as in their new home.

We encourage you to make sure your child has some basic cooking skills before they arrive and some experience of doing chores, like laundry and domestic cleaning. So many experiences are going to be new—it is good to have some already mastered! We hope you enjoy the weekly newsletters we will be sending to help keep you involved in the program and see what your child is experiencing.

Yours sincerely,

![Emma Dawson](image)

**Emma Dawson**

International Student Supervision Program Coordinator
SECTION 1: INTERNATIONAL STUDENT SUPERVISION PROGRAM

The University of Queensland International Student Supervision Program supports the welfare and wellbeing of students under the age of 18 years who are enrolled in university studies and are in the country without a parent or legal guardian. Under this program, UQ offers ongoing monitoring and assistance with academic studies, accommodation and welfare. Students live in accommodation and have a Supervision Care Arrangement approved by UQ. The Care Arrangement includes the CAAW letter and the compulsory UQ International Student Supervision Program.

The UQ International Student Supervision Program includes:
- Compulsory workshops and activities
- Individual meetings with the Program Coordinator to support students’ academic and social adjustment to university

Who is eligible for the International Student Supervision Program?

The International Student Supervision Program is available to students who:
  a) Need a Confirmation of Appropriate Accommodation and Welfare (CAAW) in order to meet the Department of Home Affairs student visa requirements.
  b) Will be under 18 when entering Australia to begin a course at UQ
  c) Are post Foundation Studies students remaining in their selected Undergraduate Program (as listed on their Provisional Offer)

Accommodation Care Arrangements

Wherever their studies take them, UQ students will receive a warm welcome, stay in comfortable, safe and secure accommodation and enjoy a stress free living experience. The amazing staff at Urbanest, Student One, Halls of Residence (Gatton) and International House (St Lucia) work together with UQ to ensure living and studying in Brisbane is everything a student requires to be successful. We’re dedicated to providing a safe, inclusive and educational community experience 24/7. When your child lives at Urbanest, Student One, Gatton Halls or International House, they join our community and we’re with them every step of the way.

Accommodation Procedures and Rules

Procedures and rules about accommodation for students are appropriate to their age group and are designed to protect their safety and wellbeing. Students must be fully aware of, and comply fully, with these conditions.

In collaboration with UQ, all Urbanest, Student One, Halls of Residence and International House have agreed to the following House Rules:
HOUSE RULES:

- 17 year old students have a 10pm curfew. Students **must** sign in at reception between 9:30pm and 10pm every night to avoid their parent/legal guardian, or institution being contacted;

- 16 year old students have a 9pm curfew. Students must sign in at reception between 8.30pm and 9pm every night to avoid their parent/legal guardian, or institution being contacted.

- No overnight guests are permitted. All visitors must leave the rooms by 9 or 10pm (depending on age).

- If students intend on staying away from their accommodation overnight or for a holiday, they must seek approval from the Supervision Program Team by completing the [UQ Activity Permission Request Form](https://www.bluecard.qld.gov.au/). Overnight stays away are usually only approved if student is staying with a parent/legal guardian, grandparent, sibling over the age of 18 or activities that are directly related to their university studies i.e. field trips. It is a requirement of the Australian Government that all other persons who students will be staying with during this activity, must hold a current Blue Card. For more information about Blue Cards, please visit [https://www.bluecard.qld.gov.au/](https://www.bluecard.qld.gov.au/)

- The [UQ Activity Permission Request Form](https://www.bluecard.qld.gov.au/) must be completed by the student, signed by a parent/legal guardian and submitted to supervision@uq.edu.au at least 4 days on form BEFORE the intended day(s) of absence.

<table>
<thead>
<tr>
<th>Location</th>
<th>Options</th>
<th>Facilities</th>
<th>Meals</th>
<th>Cost per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urbanest</td>
<td>20 min bus ride</td>
<td>Single ensuite room in a 5 or 6 person apartment</td>
<td>Gym, media room, study space, common cooking areas</td>
<td>$286 per week</td>
</tr>
<tr>
<td>Student One</td>
<td>30 min bus ride</td>
<td>Standard room in a 5 bedroom apartment</td>
<td>Gym, study area, common cooking areas</td>
<td>$309 per week</td>
</tr>
<tr>
<td>Halls of Residence</td>
<td>On campus (Gatton)</td>
<td>Single room with shared bathroom</td>
<td>Common room with access to kitchen facilities, study areas</td>
<td>$370 per week</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Access to all on campus facilities such as the pool, gym, ovals and playing fields</td>
<td></td>
</tr>
<tr>
<td>International House</td>
<td>On campus (St Lucia)</td>
<td>Single Room with Shared Bathroom (4-5 persons)</td>
<td>Study rooms, tutorials, games room, outdoor BBQ area, basketball court</td>
<td>$520 per week</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>12 meals per week, shared kitchen, restaurants nearby</td>
<td></td>
</tr>
</tbody>
</table>
Student One:

Urbanest:

International House (St Lucia Campus):

Halls of Residence (Gatton Campus):
How do I apply for the International Student Supervision Program?

1. Students and parents or legal guardian must complete the following forms and send as directed:
   - Look at your degree program and see where you will be studying e.g. St Lucia, Herston or Gatton Campus
   - International Student Supervision Program Registration Form and the online Declaration Form (located under the ‘Registration’ tab)
   - If you will be studying at our Gatton campus, please contact Supervision Program Team by email supervision@uq.edu.au, for advice about accommodation and for how to apply.

2. Pay fees. The Supervision Care Arrangement includes:
   - A non-refundable registration fee of $110.
   - Program fees are $8.20 per night while you are enrolled in the program*. To calculate the total number of days you will be in the program, enter the date your CAAW commences and when you will turn 18 in the Time and Date calculator.

*To calculate the total amount of the program fee, multiply the number of days by $8.20 and add this amount to the registration fee ($110).

Payment for the International Student Supervision Program can be made via UQ Pay upon registration, using MasterCard, Visa or American Express. Once the payment has been made, a receipt will be forwarded to your nominated email address. You do not need to inform us that payment has been made.
What is the procedure for applying for the Supervision Care Arrangement?

This table outlines the steps you need to follow to apply for the Supervision Care Arrangement:

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Receive a conditional/unconditional Letter of Offer from UQ</td>
</tr>
<tr>
<td>Step 2</td>
<td>Send in signed Letter of Offer to UQ</td>
</tr>
<tr>
<td>Step 3</td>
<td>Complete the International Supervision Program Application Form</td>
</tr>
<tr>
<td>Step 4</td>
<td>Student/Parent to pay the Supervision Care Arrangement Fee</td>
</tr>
<tr>
<td>Step 5</td>
<td>Student to confirm accommodation at either Urbanest, Student One, Gatton Halls or International House and pay deposit (if applicable)</td>
</tr>
<tr>
<td>Step 6</td>
<td>Student receives CAAW from UQ</td>
</tr>
<tr>
<td>Step 7</td>
<td>Student/Parent apply for Student Visa</td>
</tr>
<tr>
<td>Step 8</td>
<td>Student/Parent book flights arriving no earlier than 9 days prior to the semester start date and no later than the day before the International student orientation day.</td>
</tr>
<tr>
<td>Step 9</td>
<td>1. Student/Parent to send a copy of flight tickets/travel itinerary to <a href="mailto:supervision@uq.edu.au">supervision@uq.edu.au</a> 2. Student to book airport pick up service through UQ</td>
</tr>
<tr>
<td>Step 10</td>
<td>Student/Parent receive pre-welcome email</td>
</tr>
</tbody>
</table>
Important Information for IES Students

If you have a package offer from IES-UQ and have just finished your studies at IES, please follow the chart below to work out if you need to register for the International Student Supervision Program, and provide any relevant documents if needed:

If you are eligible to register for the International Student Supervision Program, you must:
- Register **BEFORE** you leave IES.
- Upload a copy of your lease agreement on the registration form as directed, should you already have a contract with Urbanest, Student One, Halls of Residence (Gatton) or International House (St Lucia).

If your 18th birthday is on or after 2nd January 2021, and you will turn 18 before arriving in Australia, you **MUST** email a copy of your flight itinerary to the Supervision Program Team or IES BEFORE you leave IES.

If you change your travel plans at any point, you **MUST** notify UQ via supervision@uq.edu.au
Before you arrive

1. **Complete the Arrival Checklist** *(Appendix 1, pg. 26)*
2. **Send a copy of your flight itinerary to** supervision@uq.edu.au.
3. **Book Airport Reception Service**
   UQ organises a compulsory, free, airport reception service for newly arriving international students in the program. The service picks students up from Brisbane International or Brisbane Domestic Airport and takes students directly to either Urbanest, Student One, Gatton Halls or International House. **Please note: there are no porters available to carry your bags.**
   - Arrival transfer: Brisbane International or Brisbane Domestic Airport to student accommodation.
   - Please refer to the website for availability https://my.uq.edu.au/information-and-services/student-support/accommodation/about-accommodation/airport-pickups or supervision@uq.edu.au.
   - Hours of operation: 24/7 (*except Christmas Day*)
   - Cost is complimentary for students. Please note there is a cost for family or friends.

   For further information about the airport pick up service please refer to the website: https://my.uq.edu.au/information-and-services/student-support/accommodation/about-accommodation/airport-pickups or email accommodation@uq.edu.au.

4. **Check Australian Customs and Quarantine Information**

   **FRIENDLY REMINDER:** Before travelling to Australia, students need to make sure they do not bring any prohibited items into Australia, such as firearms, weapons, illicit drugs, protected wildlife and associated products. Travellers must declare any of these items on arrival by completing an **Incoming Passenger Card** during the flight or before going through Customs. Importation of fresh or packaged food including: diary, egg products, meat, poultry, seafood products, seeds, nuts, fresh food, fresh vegetables, plant material, live animals and animal products are strictly controlled. If you are not sure about any items to be declared, ask a customs official. Failure to declare may result in serious consequences or penalties.

   For further information please visit Immigration Department, Department of Agricultural and Water Resources or Arriving in Australia – Biosecurity.
SECTION 2: STARTING AT UQ

International students of the age below 18 must email the Supervision Program Team via supervision@uq.edu.au within 24 hours of arriving in Brisbane. Students will need to send through their Australian Mobile number and update it on mySI-net within 24 hours. The Supervision Program Team are available to help and provide information about settling into Brisbane and commencing studies at UQ. Staff can assist students with various tasks, including (but not limited to) the following:

- **Registering** for compulsory and other orientation events;
- **Enrolment**: Process questions
- **UQ student ID cards**: where and how to get student ID cards;
- **Navigating the University**: where to find offices, buildings and locations;
- **Setting up bank accounts** and making tuition **fee payments**;
- **Mobile phone** systems in Australia;
- **Using wireless internet** on campus;
- **Transportation system** in Brisbane and international students’ rights to concession transportation tickets;
- **Health insurance**: where to collect health insurance cards;
- **Tax file number**: how to apply for a Tax File Number (TFN) and why;
- **Employment**: part-time, internship opportunities and volunteering and
- **Student life**: extra curriculum activities on and off campus.

SUPERVISION PROGRAM ORIENTATION SESSION

The Supervision Program Orientation Session provides important information about program rules and conditions, student visa conditions, transitioning into university life, and preparing for first appointments/workshops. It is **COMPULSORY** for all Supervision Program students to attend. We will arrange a meeting time closer to your arrival. Please check your welcome letter at your accommodation.

At the Supervision Program Orientation Session, students will:
- Be introduced to the Supervision Program Team;
- Receive the Rules and Expectations of the International Student Supervision Program
- Check personal details are current in the UQ system and that students are enrolled in the correct semester courses
- Be provided with the opportunity to meet and connect with other students in the program

PARENT/LEGAL GUARDIAN CONTACT

As a parent/legal guardian, you also play an important role in helping to encourage your child to be successful at study and socializing at UQ.

If you have any concerns for your child, you can contact supervision@uq.edu.au anytime. We can give them a reminder to call home or pass on any important messages you may have. We are committed to providing your child with the best support service we can. **Please note we do not have access to the academic results your child is receiving in their**
courses. We encourage your child to seek our support if they are having academic concerns.

WORKSHOPS DURING THE INTERNATIONAL SUPERVISION PROGRAM

At UQ, we encourage our students to get to know each other and make friends very early on in the program. We find that this is the best way for students to have a more enjoyable experience on campus and start their studies off on the right foot. Through the compulsory workshops for our students, students are provided with a great support network made up of both staff and fellow students. Below are some examples of the compulsory workshops run for International students in the program:

Weekly & Semester Academic Planning
This workshop will provide students with the skills and resources to time manage and organize their weekly timetable and semester plans (including mapping out their course assessments early).

Healthy Relationships
This small-group interactive workshop will provide students with information on healthy relationships and make sure they are caring for their own health and wellbeing.

Nutrition
Here we focus on developing healthy eating habits, how to make healthy snacks, understanding more about nutrition and learning how to cook healthy tasty meals on a budget!

Keeping active
During this activity-based workshop, we turn our attention to exercising and keeping active. Students will team up and play a friendly game of Quidditch (the game made famous in the Harry Potter books and movies!) with the UQ Quidditch Society. This is a great opportunity for students to take some time out, socialize and de-stress!

Study Strategies & Stress Management
Throughout the semester we look at ways to study effectively and minimise stress – especially as workloads increase and our time seems to disappear. Students will learn how to prioritise their workload and learn about mindfulness and other relaxation practices.

Exam Preparation
In the week leading up to the exam period, we discuss some useful tips and tricks, as well as offer guidance on university exam rules so that students are ready and confident.
Turning 18

If you turn 18 before, or on, your arrival date in Australia you can still lodge your visa application before your 18th Birthday, however;

1. You must include a Student Guardianship Arrangement 157N Form with your visa application
2. You must complete questions 1-8 in the 157N Form and tick ‘YES’ for question number 8 of the form – that you will turn 18 before arriving.
3. Your parent/s or legal must sign the 157N Form.
4. If you tick ‘NO’ in the form – that you intend to arrive in Australia before your 18th birthday, the Department of Home Affairs will ask you further questions in regards to your welfare.

Once you turn 18, the University will no longer be required to monitor your accommodation and welfare. You may choose to stay with the accommodation provider or live elsewhere. Before making any decision, please refer to the lease arrangements you have made with the accommodation provider.

Weekly academic and welfare sessions will no longer be compulsory but students are welcome to access the support from the UQ Student Services team.
SECTION 3: IMPORTANT INFORMATION FOR STUDENTS

Expectations of an International student:
• Update current Australian contact details – address, email, mobile and home phone number on mySI-net [https://www.sinet.uq.edu.au], within 24 hours of your arrival, as required by your student visa conditions;
• Check your university email account regularly for scheduled meetings/workshops;
• Attend workshops and/or activities with Supervision Program coordinator until you turn 18;
• Abide by the accommodation house rules and conditions concerning s;
• It is preferred that you depart Brisbane during summer/winter vacations and return to your home country and care of your family. It is best if you leave as soon as classes/exams finish. To ensure your welfare it is strongly recommended you return home outside of semesters. Mid-year and the end of year breaks give you time to have a good rest at home. The December to February break is extensive and only students who are involved in Summer Semester courses should stay in Australia.
• Advise the Supervision Team the departure and return dates when you plan to leave for holidays prior to mid-term and end of term (you must complete a UQ activity permission request form);
• Seek approval from Supervision Program coordinator to stay away from your accommodation overnight. Overnight stays away can only be with a parent/legal guardian, grandparent, siblings over the age of 18 OR be directly related to your university studies i.e. field trips etc.
• Notify the Supervision Team if you have any concerns about your study or your stay in Australia.

Getting a Confirmation of Enrolment (COE) as soon as possible
UQ International Admissions Team will assess student applications once they complete the online application form and pay the Supervision Care Arrangement fee. If student application documents meet the requirements, the applications will be approved, and the students will be sent the Confirmation of Enrolment (COE) and Confirmation of Appropriate Accommodation and Welfare (CAAW).

PLEASE NOTE: Students will be notified if their application does not meet the requirements.

Transitioning from UQ ICTE on a Package Offer
If students are on a packaged offer from UQ ICTE, students will need to register for International Student Supervision Program prior to their course commencement date at ICTE.

Transitioning from another registered education provider
To transfer studies to UQ, please apply online and UQ will assess upon individual circumstances. Once the student receives an offer from UQ, they need apply for International Student Supervision Program. The accommodation and welfare takeover date will be negotiated between UQ and the former provider. There will be no gap in welfare
arrangements between both providers. More information about transfer students can be found here.

**Refunds for International Student Supervision Program**

If a student enrolls in the Supervision Care Arrangement and subsequently wishes to withdraw, they must notify the Student Supervision Program Team at supervision@uq.edu.au. A full refund minus the Confirmation of Appropriate Accommodation and Welfare (CAAW) registration fee ($110) will be made if written notification of withdrawal is received by SDI before the start of the care arrangements. After this date, unused portions of the Program fee minus the registration fee ($110) will be refunded. Students are required to give 10 working days’ notice if they are discontinuing in the International Student Supervision Program.

If a student has been issued with a CAAW and they withdraw from the UQ Under 18 International Student Supervision Program, UQ will cancel the CAAW and notify the Department of Home Affairs that these care arrangements have been cancelled. The student’s visa will subsequently be cancelled.

**What happens if a student breaches the rules and conditions of a CAAW?**

If a student breaches the rules and conditions of a CAAW, depending on the severity of the breach, the following procedures take place:

1. First Breach – notification by email to student
2. Second Breach – notification by email to parent and student
3. Third Breach – parent and student are notified by formal letter from the Director of Student Services.

Further breach is reported to the Department of Home Affairs which may result in the cancellation of students’ “Confirmation of Appropriate Accommodation and Welfare” (CAAW) and Student Visa. If there is a serious breach at any time, the Department of Home Affairs may be notified immediately.

For further information about the International Student Supervision Program, please refer to http://www.uq.edu.au/student-services/-supervision or email supervision@uq.edu.au.

**Understanding your Visa Conditions**

Before arriving in Australia, students should ensure they have completed the procedures to obtain the correct visa. Important things to note:

- Your main course of study must continue to be a course in the education sector that matches your student visa
- You must notify the university of changes in contact details within 7 days
- You must continue to have sufficient financial capacity to support your study and stay in Australia
- You must maintain Overseas Student Health Cover (OSHC) for the length of your visa
- You cannot transfer providers within the first six months without a release letter
- You must maintain satisfactory course progress
- You must ensure you do not exceed your work restrictions
For further information, please visit the Department of Home Affairs Student Visa conditions.

**Overseas Student Health Cover Card (OSHC)**

Students need to order their OSHC card online via their OSHC provider website. E.g. Allianz.

For questions regarding your specific Overseas Student Health Cover (OSHC), you must contact your OSHC provider. All have helplines you can call, and help desks if you prefer to speak to someone face-to-face.

- **Allianz**
  A help desk located at the St Lucia campus Student Centre (Building 61)

- **BUPA**
  BUPA Centres are located in Brisbane city and Indooroopilly, or you can find the centre closest to you [here](#).

- **NIB**
  The NIB [Brisbane office](#) is located in the city.

- **Medibank**
  The nearest Medibank store is located in [the city.](#) Australian Health Management

**Important Documents**

Please scan and make copies of important documents, (including but not limited to):

- Passport;
- Student visa;
- CAAW;
- Confirmation of Enrolment (COE);
- Letter of Offer from UQ
- Birth Certificate.

*Note: It is important for students to keep both soft and hard copies in the case of an emergency.*
SECTION 4: UQ KEY SERVICES

Safety
If you fear for your safety and require urgent assistance, please contact:

Emergency Services 000

To help you keep safe on campus, check out the UQ Safezone app or contact UQ Security on (07) 3365 3333 in case of an emergency.

Please download the free Sonder app if you are with Allianz OSHC. It provides 24/7 access to local help and welfare check should you feel unsafe in Australia.

If you have feelings or concerns about being unsafe, you can discuss this confidentially with a counsellor or the International Student Supervision Team. Please contact supervision@uq.edu.au.

Beach Safety
Queensland’s beautiful beaches are famous across the world, but it’s important to recognise they can be a dangerous place at times. In the past ten years, there have been 78 drownings at Queensland beaches and, of these, 38 were international tourists or migrants.

Surf Life Saving Queensland (SLSQ) conduct sessions during UQ Orientation Week to keep you safe at the beach and amongst the waves. During these sessions, SLSQ provide students with vital information and some translated resources containing safety information to raise awareness on how to protect yourself and others. They will help ensure your next trip to the beach is memorable for all the right reasons.

Read more information from SLSQ about essential beach safety.

Personal Safety
In Australia personal safety is important and strict laws apply. A wide range of abusive behaviours include but are not limited to:

- Physical abuse
- Verbal abuse
- Social abuse
- Financial abuse
- Damage to personal property
- Psychological
- Spiritual / Cultural
- Stalking
- Sexual abuse
English & Academic Support

Improve your English
There are many opportunities to improve your English language skills, both on and off campus. You should first consider if you would like to improve your academic or your conversational English-language skills. Some suggestions for formal and informal methods include:

- Free English Classes in Brisbane: [www.yourenglishcorner.net/brisbane.html](http://www.yourenglishcorner.net/brisbane.html)
- Mates at UQ offer you an opportunity to practice English conversation in an informal setting by connecting you with other students through fun events and activities.
- Check our resources for more tips and information.
- Book an appointment with Student Services if you would like to discuss your individual circumstances. We will provide you with tips and different options to explore.

Improve your Academic Skills
Universities in Australia will provide a different learning context compared to your home country and may require you to take a new approach to assessment tasks. Student Services conducts a multitude of workshops which can help you to adjust to this unfamiliar academic culture and understand what is expected of you here to succeed:

- Academic Grammar and Language
- Assess Your Academic Writing Skills
- Developing Argument in Your Writing
- Incorporating References in Your Writing
- Linking Concepts in Your Writing
- Oral Presentation Skills
- Paraphrasing and Summarising
- Peer Writing Support - Bring Your Draft
- Practise Linking in Your Writing
- Practise Paraphrasing and Summarising
- Reading and Writing Critically
- Referencing Correctly and Avoiding Plagiarism
- Structuring Excellent Essays
- Writing a Case Study
• **Writing a Critical Review**
• **Writing a Literature Review**
• **Writing for the Sciences and Engineering**
• **Writing Reflective Assignments**

**Changing your study**

As an international student you are required to complete your degree within your COE/Visa timeframe. However, there are many reasons students may consider dropping courses, withdrawing from their program or taking a leave of absence and interrupting their studies. It can be confusing to make this decision and difficult to understand what options you have.

It is important to consider your reasons, options available and the implications of making this decision. International students need to consider how any changes will affect their visa and require Faculty approval first. Please book an appointment with the International Student Supervision Team to discuss these considerations.

[See My.UQ](#) for helpful information about managing your program. Remember to be mindful about important dates, and in particular:

- Census date (last date to drop courses on mySI-net without financial liability)
- Last date to drop courses or cancel enrolment on mySI-net without academic penalty (financial liability remains).

**Grievance with the University**

If you disagree with a decision made by the University, or if you have a complaint to make, you can consider the [grievance resolution processes](#).

Your International Student Supervision Team can help you understand the University policies and procedures, and provide initial information about grievance resolution procedures. In the case that you require specific advice or assistance to write a letter or appeal, we will refer you to Student Advocacy and Support (SAS) [for more specialist advice](#). SAS has many [helpful resources](#) on a range of topics including grievance and complaints resolution, student misconduct, show cause, re-mark or assessment issues, and more.
Making Friends

On campus
The best way to meet people initially is to join groups or activities that you are interested in. Here are a few examples of groups and activities in Brisbane that you can become involved in while at UQ:

**UQ Mates**
University isn’t all about study – engage with other Mates at a variety of different activities held throughout the year. Activities and events are open to all students and registration is free. Some events are free and some require a small fee.

**School and Faculty Events**
There are many events happening throughout the year at UQ from the Orientation Festival and Career Expo to concerts, exhibitions and public lectures! Your School or Faculty will also hold events throughout the semester. This is a great opportunity to get connected with what others in your field of study as well as familiarise yourself with your school or faculty more broadly.

**Clubs and Societies**
There are hundreds of student-run clubs and societies at UQ which can help you meet like-minded people that you share something in common with. Amnesty International UQ, Chess Club, Dance, Debating Society, Karaoke Club, Photography Club, Writer’s Club, Harry Potter Alliance, UQ Surfers and many more to explore. You may find a club with people from your home country or a society for your faculty!

Off campus

**Virtual Village**
The UQLife Virtual Village is a student-led UQ community, helping to bring your everyday connections online. The Village offers students the opportunity to connect with UQ groups, individuals and faculty groups, create student-led events and programs, freely discuss issues, connect over hobbies and interests, and learn from each other.

**Meetup**
Meetup.com is a website containing the world’s largest network of local groups. Meetup makes it easy for anyone to organize a local group or find one of the thousands already meeting up face-to-face. Like Club and Societies at UQ, there is a Meetup group for any interest you can think of!

**Community Events**
Many Australians enjoy being involved in their community. Brisbane City Council’s website is a good place to search for community events. The council also runs some programs to promote community involvement. These are usually run free of charge or at a low cost.

**Volunteering**
Get involved with a community, help others, meet people, and get skills and experience - all at the same time!
FREQUENTLY ASKED QUESTIONS (FAQs)

Students:

I am 17 years old and my aunty lives in Brisbane. I plan to live with my aunty. Do I need a CAAW from UQ?

No you don’t. As your Aunty is a blood relative your parents can nominate her as your legal guardian. A legal guardian must be someone you live with, be of good character, over 21 and be approved by Department of Home Affairs (DHA).

I am 17 years old and my family friend lives in Brisbane. I plan to live with her. Do I need a CAAW from UQ?

Yes you do. As your family friend isn’t a blood relative, your parents cannot nominate her as your legal guardian. A legal guardian must be someone you live with, be of good character, over 21 and be approved by Department of Home Affairs (DHA).

I will be 18 years old during the first week of the term, do I still need a CAAW from UQ?

Yes you do. You will need a CAAW to apply for a student visa before coming to study in Australia.

I am an IES student, and I will turn 18 during holiday before I come back to UQ. Do I still need to register for the Supervision Program?

No, you don’t need to register for the Supervision Program. However, you must inform UQ in writing that you won’t return to Australia prior to your 18th birthday with your flight tickets as evidence.

When should I arrive in Australia?

You need to arrive in Australia in time for the beginning of the Orientation week. However, you can only arrive 9 days prior to your semester start date.

I’m new to UQ. Can I arrange my own transport when arriving in Australia?

No. You must book UQ’s free airport pickup service as mandatory for international students under our care arrangement. Please note that our service only covers transport from domestic and international airports in Brisbane. The service is only free if you are coming to UQ for the first time. It is still mandatory for you to book our service if you wish to travel to the airport at risky hours once you start university (eg. Returning home during semester breaks etc.), at your own cost.

I’m returning to my home country during semester breaks. Can I take an Uber or order a taxi by myself to the airport?

No. International students under our supervision care arrangements are not permitted to take any ridesharing service (eg. Uber, DiDi) or travel with people without a blue card. If you are travelling between 6am and 8pm, you can only take public transportation. Otherwise you can either travel with a nominated supervisor approved by your parents, or book a taxi from UQ at your own cost.

My parents are coming with me to Brisbane and I will stay in a hotel with them for the first 2 nights, who must I inform?
You need to inform supervision@uq.edu.au of your arrival date and where you will be staying. Your parents also need to send an email with their flight tickets and hotel reservation confirmation as evidence. You might be asked to complete an activity permission request form.

**My parents are visiting me in Brisbane and I will stay with them during their visit. Who must I inform?**

You need to inform the Supervision Team via email supervision@uq.edu.au and submit an activity permission request form along with your parents’ signature and any relevant documents.

**Can I stay with a family friend over night?**

Overnight stays other than your usual accommodation is only permitted when you submit the activity permission request form with your parents’ signature, photo ID of the person you intend to stay with to verify their identity, and blue cards of anyone else that you will spend time with during the activity.

**Can I change my accommodation if I am not happy?**

No, you must stay in the UQ-approved accommodation that you have signed a contract with at least until you turn 18. This is why we strongly recommend you to look into all available options before signing a contract. We only allow accommodation changes if they are extenuating circumstances. Changes can only occur after being assessed and approved by the Supervision Program.

**I’m going back to my home country for holiday before my 18th birthday. Do I still need to pay rent until my 18th birthday?**

Yes. Under the care arrangement, you are required to sign a lease agreement with your accommodation provider to cover the entire period when you are under 18. If you wish to return home prior to your 18th birthday, you need to submit an activity permission request form for the Supervision Program to approve of your leave. However, the rent must be paid to the accommodation provider according to the lease agreement.

**Can I change from a CAAW with UQ to a legal guardian?**

Once welfare and accommodation arrangements have been approved by UQ, students must obtain permission from UQ to change them. Please talk to the Program Coordinator about changing your legal guardianship before you take any action.

**How long does my CAAW last?**

Your CAAW letter will commence 9 days prior to the commencement of the beginning of the semester and will conclude 7 days after the end date of your course or the day you turn 18, whichever date is the earliest.

**What if I miss a scheduled meeting or workshop with the Program Coordinator?**

If you know you are going to miss the session, you must email or call the Supervision team immediately to notify, and to arrange a make-up session. You need to provide a medical certificate or other relevant documents to verify your absence. Should you continue to be absent from your weekly sessions, the Coordinator will advise Department of Home Affairs which may have an impact on your student visa.
Parents:

I have a good friend living in Brisbane can they be my child’s legal guardian?

International students under 18 years of age can meet visa requirements in the following ways:

Option 1: Live in Australia with a parent or custodian. When your child applies for their student visa, a parent or legal custodian must hold or have applied for a visa that allows him or her to remain in Australia until your child turns 18. They can for example apply for a short stay visitor visa or a Student Welfare advisor visa.

Option 2: Live in Australia with a relative approved by Department of Home Affairs. A relative can be your child’s sibling, grandparent, aunt, uncle, niece or nephew. He or she must be over 21 years of age and of good character, and hold or have applied for a visa that allows him or her to stay in Australia until your child turns 18. They can for example apply for a short stay visitor visa or a Student Welfare advisor visa.

Option 3: Agree to care arrangements approved by the University.

I am worried about my child arriving in Brisbane without any family. What support can they get to help them settle in?

Book a free UQ airport pickup service and ask your child to email us supervision@uq.edu.au their Australian phone number upon arrival. All students in our supervision program will attend a mandatory orientation session held by the Supervision team with all the information they will need to be successful at UQ.

Who do I contact if I am worried about my child’s study or living arrangements?

As part of your child’s CAAW with UQ, the Student Supervision Team is to monitor their welfare and accommodation until they turn 18 years of age. They will be required to meet regularly with the Coordinator at weekly workshops that focus on academic, accommodation and welfare arrangements. They are encouraged to share any questions or concerns that they face in and outside of UQ. You may contact the Supervision Team through supervision@uq.edu.au anytime as well.

What is CAAW and who is it for?

CAAW is short for Confirmation of Appropriate Accommodation and Welfare. CAAW and CoE are both issued by universities so that students can apply for their student visa.


When is the earliest date that my child can arrive in Australia?

The earliest arrival date is 9 days prior to class commence date. If your child studied at IES previously, they are still strongly recommended to arrive at the same time even though their CAAW start date is earlier. If they arrive in Australia earlier than 9 days prior to their class commence date, there would be no classes therefore difficult for us to monitor the students’ welfare.

Can my child arrange their own transport to accommodation once they arrive in Australia?
Unfortunately, no. All students under Supervision Program MUST book UQ’s free Airport pickup service upon arrival. Our contracted drivers all have blue cards and will maximise their safety during their trip to accommodation. The students are not allowed to take any ridesharing service or a taxi booked by themselves as the drivers from external providers do not necessarily have blue cards.

What happens when my child turns 18?

When your child turns 18, although the University will no longer be required to monitor their accommodation and welfare, their arrangement with their accommodation provider may continue according to their contract. Similarly, they can still gain support from UQ Student Services if they wish to.
Appendix 1: Arrival Checklist Students

ARRIVAL CHECKLIST
UNDER 18 STUDENTS

Please complete the following checklist

☐ Confirm your arrival and flight details by completing the attached Notice of Arrival Form and send to supervision@uq.edu.au with a copy of your e-ticket.


☐ Arrive in Brisbane no earlier than [Publish Date], the beginning of your CAAW, and no later than [Publish Date], so you can attend the compulsory U18 International Student Orientation Session.

☐ Go directly to your approved accommodation, on your arrival in Brisbane. Please note, if your parents accompany you, you cannot stay overnight away from your approved accommodation without permission from the U18 International Student Supervision team and your accommodation provider.

☐ Email UQ Student Services via email supervision@uq.edu.au. Please do this no later than 24 hours after your arrival.

☐ Contact supervision@uq.edu.au if you have any questions or concerns.
Terms and Conditions

These terms and conditions apply to use of the International Student Supervision Program by UQ and ICTE students.

In these terms and conditions:

- Program Coordinator means the University of Queensland International Student Supervision Program Coordinator.
- International Student Supervision Program is the welfare guardianship service operated by University of Queensland that provides services to approved UQ and ICTE students.
- Accommodation Provider means one of the UQ-approved accommodation providers listed on the International Student Supervision program registration form.

Visa requirements

To meet the requirements of your child’s student visa:

1. Your child must not change their accommodation or welfare arrangements without written approval from their Program Coordinator.
   • Your child must make and attend an appointment with their Program Coordinator if they want to propose a change to their accommodation or welfare arrangements.
   • Approval for any requests to change accommodation or welfare arrangements is not automatic. The Program Coordinator may decline to approve any change in arrangements, if this is determined to be in the best interested of the child.

2. Your child must not enter Australia before the day nominated by UQ as the day on which their welfare and accommodation arrangements are to commence. This is the Confirmation of Appropriate Accommodation and Welfare (CAAW) start date.

3. If you have not selected the International Student Supervision Program for your child, you must apply for a Department of Home Affairs approved arrangement. Your child is then required to stay in Australia with the person who is their parent or legal custodian; or a relative nominated by their parent or legal custodian who has turned 21 and is of good character. This arrangement is approved by the Department of Home Affairs, not by University of Queensland or ICTE.

4. Your child must meet their visa conditions while studying and living in Australia, or their visa may be cancelled and they may have to leave Australia.

5. As an international student, your child must remain enrolled in the course or transfer to another course with the approval of UQ, or they may be reported to the Department of Home Affairs as being in breach of their visa.

6. Your child must maintain satisfactory academic results for each term, trimester or semester of the course. If your child’s results do not meet the course requirements, they may be reported to the Department of Home Affairs for unsatisfactory progress which is a breach of their visa.

7. Your child must return to their home country if there is a large gap between their courses.
   • Any gap of two months or more will normally require your child to return to their home country. Your child must seek immediate advice from their Program Coordinator if the gap is two months or more.

UQ and ICTE Requirements
To meet UQ or ICTE requirements (whichever is your child’s current enrolled educational institution):

1. Your child must attend every meeting or workshop that their Program Coordinator schedules for them and respond promptly (within 24 hours) to their Program Coordinator requests for information.
2. Your child must attend compulsory orientation activities.
3. If your child has any issues or concerns, your child must raise them with their Program Coordinator to seek assistance and advice.
4. Your child must obtain their Program Coordinator’s permission before making any travel arrangements.
5. If your child is absent from class for any reason, they must notify their Program Coordinator.
6. If your child is absent from UQ or ICTE (as applicable) without their Program Coordinator’s permission, UQ or ICTE may implement its Missing Student Procedure and your child’s absence may be reported to law enforcement authorities and to the Department of Home Affairs, as going missing is a breach of their visa.
7. Your child should ask their Program Coordinator for assistance if they need help arranging their travel plans to return home during holiday breaks. If they are travelling at risky hours, they must book transport services from UQ at their own cost.
   • Risky hours include any time from 8pm to 6am.
8. Your child must obtain their Program Coordinator’s permission before they will be allowed to attend and excursion or camp.
9. Your child must ask for their Program Coordinator’s advice if they are thinking of working in Australia.
10. Your child must abide by Australian law.
11. Your child is not permitted to purchase or consume alcohol or enter licensed premises unless accompanied by a responsible adult and legally allowed to do so.
12. Your child is not permitted to purchase or consume cigarettes.
13. Your child is not permitted to hold a full Queensland driver’s licence or to drive a car.
14. If your child has any complaint or grievance with the UQ Supervision Program, they can follow the UQ Grievance Policy to report and seek to resolve their complaint:

UQ and ICTE accommodation requirements

To meet UQ or ICTE accommodation requirements (whichever is your child’s current enrolled educational institution):

1. Your child must return to their accommodation by the curfew time set by the Accommodation Provider.
2. The Accommodation Provider will inform the Program Coordinator if your child returns to the accommodation after curfew or if they do not return to the accommodation overnight.
   • A child who breaches curfew can expect to be given a warning letter and asked to agree to a behaviour contract. If your child continues to breach curfew, they may be suspended or excluded by UQ or ICTE and reported to the Department of Home Affairs for breach of their visa.
3. Your child must get their Program Coordinator’s permission before they will be allowed to be absent overnight or longer from their accommodation.
4. If your child is going to be late arriving or registering at their Accommodation Provider, you must inform the Accommodation Provider and Program Coordinator of their new arrival time and date. If you have made a booking and your child fails to arrive or check in, the Accommodation Provider will notify the Program Coordinator and their accommodation booking might be cancelled.

International Student Supervision Program fees and refund policy

1. If you provide certified evidence that the Department of Home Affairs has rejected your child’s application for a student visa, International Student Supervision Program will give you a full refund of welfare fees you have paid, within 28 days of receipt of written notice of cancellation.

2. If after commencing with the International Student Supervision Program your child changes to a Department of Home Affairs approved arrangement, you will be refunded the balance of the International Student Supervision Program fees (excluding registration fee of $110) from the latter of the date you provide to UQ valid documentation showing a new Department of Home Affairs approved arrangement or the start date of the new Department of Home Affairs approved arrangement.

3. If after commencing with the International Student Supervision Program your child changes education provider, you will be refunded the balance of the International Student Supervision Program fees (excluding registration fee of $110) from the latter of the date you provide to UQ valid documentation showing a new welfare provider or the start date of the new welfare provider.

I understand and agree that:

1. International Student Supervision Program will contact me regarding any concerns over my child’s welfare, breach of accommodation rules or other requirements of UQ or ICTE dealt with in these Terms and Conditions.

2. International Student Supervision Program may remove my child from their accommodation without notice if it considers this is necessary to ensure my child’s safety.

3. If my child is involved in a critical incident, International Student Supervision Program will follow its Critical Incident Management Procedure to manage the situation.

4. If my child requires urgent medical attention and the International Student Supervision Program is unable to contact me, I authorise it to make decisions on my behalf.

5. If considered by the International Student Supervision Program to be necessary, my child can be transported by staff in accordance with UQ policy for transporting students.

6. International Student Supervision Program can give permission for my child to attend approved activities, such as extra-curricular excursions and overnight camps.

7. International Student Supervision Program can access my child’s timetable.

8. International Student Supervision Program can liaise with external providers, such as the Accommodation Provider, emergency services etc. regarding my child’s welfare.

9. Internet access at UQ is provided for academic, research and administrative purposes. While UQ does not filter any content, your child’s usage of the service is subject to the conditions of the Acceptable Use of UQ ICT Resources: https://ppl.app.uq.edu.au/content/6.20.01-acceptable-use-uq-ict-resources

10. I am responsible for informing the Supervision team of any change to my contact details.

11. If the Supervision team requests my permission for my child to engage in an activity, I am responsible for providing my authorisation in writing.
12. If my child refuses or fails to comply with any of these Terms and Conditions, International Student Supervision Program, UQ and ICTE are unable to compel my child’s compliance and so are not liable for any consequences which may affect my child’s well-being.

13. If my child does not comply with any of the requirements set out in these Terms and Conditions, this may lead to my child’s exclusion from UQ or ICTE (as applicable).