

# International Student Orientation and Pre-departure Guide

2024



JAMES COOK  
UNIVERSITY  
AUSTRALIA

Brisbane





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# Welcome to JCU Brisbane

“Welcome to James Cook University Brisbane, a diverse community dedicated to providing students with a high quality education in a friendly and supportive environment. At JCU Brisbane we pride ourselves on delivering real world learning opportunities to ensure your study provides you with a valuable qualification in today’s competitive business world.

Located in the heart of Brisbane’s central business district, JCU Brisbane’s high-rise campus provides students from all over the world with the opportunity to attend classes and explore everything our beautiful city has to offer. With access to countless cafes, parks, Queen Street shopping mall, and a view of the iconic Story Bridge within walking distance, we’re confident there is something here for everyone.

Smaller class sizes mean you will have greater access to lecturers, highly educated professionals who are motivated to teach and guide you to succeed. We offer a broad range of experiences and engagement with the university community in order to provide you with a truly Australian experience. We encourage you to take full advantage of the facilities and services JCU Brisbane has to offer.

Comfortable winter temperatures and warm summers mean we enjoy an outdoor lifestyle. With only a relatively short commute by car or train, you can experience what makes this state such a wonderful place to live.



Why not visit the beautiful beaches of the Sunshine Coast and Gold Coast or explore the rainforests and waterfalls of our surrounding mountains? We know the big move to Brisbane may at times be overwhelming but we hope Brisbane can be your home away from home.

I wish you every success during your time at JCU Brisbane.”

**Kevin Anderson**  
*Campus Director*



“On behalf of the Academic staff I would like to welcome you to James Cook University Brisbane.

I have been working here since the campus opened in 2006 and during my time here I have found that this campus offers a great culture for its students. We are a smaller campus and I’m confident this provides our students with all the best opportunities to excel and access staff support.

As the Senior Associate Dean Academic, I look forward to meeting you all through the course of your studies and I wish you the very best as you embark on this new adventure in beautiful Brisbane.”

**Dr Ashley Orth**  
*Senior Associate Dean Academic*  
[ashley.orth@jcub.edu.au](mailto:ashley.orth@jcub.edu.au)



“It is my great pleasure to welcome all of our students to our JCU Brisbane Campus. James Cook University is a well-established University with many successful graduates. Your journey, to become another successful JCU graduate, starts here with us.

At JCU Brisbane, we are fortunate to have a diversity of excellent academic, administrative and support staff. We are all here to assist you to achieve your ultimate outcome, whether that is to obtain your desired job, or to truly enjoy your educational experience, or both. We hope that your journey with us will be pleasant and will lead you to continue with your process of life-long learning.

I look forward to meeting all of you throughout your journey with us, and I wish you the very best in your studies.”

**Dr Elizabeth O'Brien**  
*Acting Dean Academic*  
[elizabeth.obrien2@jcub.edu.au](mailto:elizabeth.obrien2@jcub.edu.au)





# Brisbane's Top 10

- Take a stroll through Southbank Parklands
- Enjoy spectacular views from the Mt Coot-tha lookout
- Cruise the Brisbane River by CityCat
- Travel to beautiful Moreton Island and snorkel around the wrecks
- Have a picnic at New Farm Park
- Check out the Australian wildlife at Lone Pine Sanctuary
- See a live stage show at QPAC or visit the exhibitions at the Gallery of Modern Art (GoMA) or Queensland Art Gallery
- Take a tour of Brisbane's City Hall which is also home to the Museum of Brisbane
- Head to Suncorp Stadium or the Gabba to watch a live sporting match
- Climb Brisbane's iconic Story Bridge

## General information

City	Brisbane
Population	2.5 million
Climate	Subtropical
Language	English
Time zone	GMT/UTC +10 hours
Currency	Australian Dollar (AUD)
Cost of living	Relatively low compared to other Australian capital cities such as Sydney and Melbourne

## Weather

	<b>December - February</b> Average temperature: 27°C
	<b>March - May</b> Average temperature: 23°C
	<b>June - August</b> Average temperature: 17°C
	<b>September - November</b> Average temperature: 22°C

# About Brisbane

Brisbane, the capital of Queensland, Australia, combines modern living with natural beauty and boasts a pleasant subtropical climate all year. Brisbane is renowned for its multicultural society, low crime rate and friendly people. Nestled along the banks of the winding Brisbane River, the city has a mix of sleek skyscrapers and green spaces, with the iconic Story Bridge spanning the river.

However, Brisbane offers more than just city life. It's a gateway to stunning places like the Gold Coast and Sunshine Coast, known for pristine beaches and picturesque hinterlands. With a friendly, laid-back atmosphere and a diverse culinary scene, Brisbane is a great place to experience both city living and the beauty of the Australian outdoors.

James Cook University Brisbane Campus is located in the Central Business District (CBD) and is within walking distance of the riverfront, Queen Street shopping mall, South Bank Parklands and the Queensland State Library. With discounted public transport services available for full-time students, it's easy to explore and experience everything Brisbane City has to offer.

Students who choose to study at JCU Brisbane will graduate with a tertiary qualification from a respected and highly acclaimed university. In addition to this, students will develop connections with The Sarina Russo Group, a world-renowned business recognised for achievements in vocational and tertiary education, training, employment, recruitment and apprenticeships.





# Things to Do in South East Queensland

- Explore the beautiful beaches of the Gold Coast and Sunshine Coast
- Spend a day exploring Mt Tamborine in the Gold Coast Hinterland; visit the quaint shops, walk through lush rainforest and view the beautiful waterfalls
- Get lost in the World Heritage-listed Gondwana Rainforests, only an hour or two's drive from Brisbane; visit Springbrook, Natural Bridge, even spend the night and see the glow worms light up the darkness
- Take a ferry to North Stradbroke Island or Moreton Island, and experience the Great Outdoors for which Australia is famous
- Enjoy the 360-degree views from the observation deck of Skypoint on the Gold Coast or, if you're feeling adventurous, you can even climb to the top!
- Get vertical and go rock climbing – Kangaroo Point Cliffs in Brisbane and the Glasshouse Mountains on the Sunshine Coast offer perfect outdoor adventures
- Watch the sunrise whilst floating through the sky in a hot air balloon
- Visit K'Gari (formerly Fraser Island), the largest sand island in the world. See beautiful pure water lakes, sand dunes and native animals such as dingoes and kangaroos in the wild
- Take a whale watching tour, departing from the Sunshine Coast or Gold Coast and see the whales on their annual migration (May – October)
- Get up close with Australian wildlife at Australia Zoo at Beerwah, Sunshine Coast





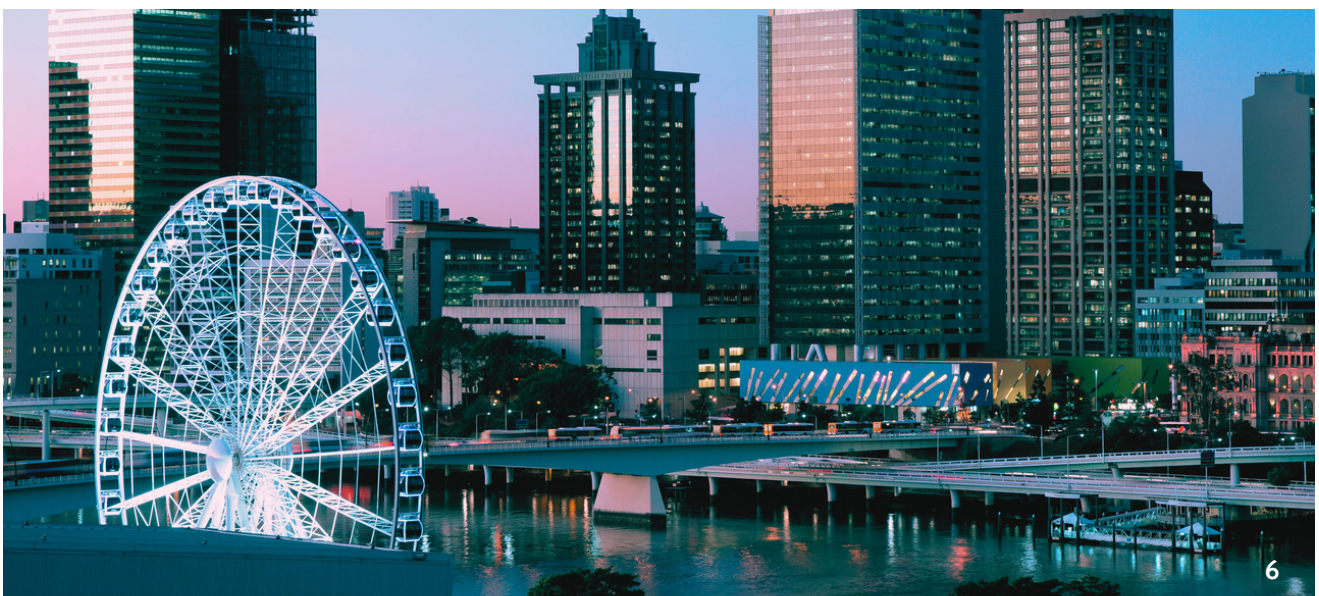
# Fun Facts

- Australia's national colours are green and gold
- Australia's floral emblem is the wattle
- The animals on the Australian Coat of Arms are the Red Kangaroo and the Emu. These animals were chosen to symbolise a nation moving forward (as neither animal can walk backwards!)
- Australia is the driest inhabited continent on earth, with the least amount of water in rivers, the lowest run-off and the smallest area of permanent wetlands of all the continents
- Australia is home to more than one million species of plants and animals, many of which are found nowhere else in the world, and less than half have been described scientifically



## Important Things to Do Before You Leave Home

- Purchase a laptop
- Make travel arrangements
- Get to know the suburbs of Brisbane
- Explore accommodation options
- Browse through the Australian Customs and Quarantine Services website to see what you can and cannot bring into Australia
- Organise documents to satisfy CoE conditions if required
- Organise a folder for official documents - eg. passport, visa grant letter, letter of offer, CoE, payment receipts, insurance policies, original or certified copies of academic documentation, other personal identification documents, medical records/prescriptions
- Organise special medications if required
- Provide your family and friends with your contact details in Australia
- Further detailed information can be found within this publication.





# Preparation for Academic Success

*It is said that before anything else, preparation is the key to success. However, many students don't think about their studies until the trimester has already begun. If you prefer to get a head start, here are four things you can do before arriving in Australia to increase your chances of academic success.*

Explore the JCU Brisbane website.

Useful links

<https://www.jcu.edu.au/brisbane>

[Important dates](#)

[Contact and location](#)

Identify the main features of academic writing.

Useful links

[Academic writing](#)

[Referencing](#)

[Plagiarism](#)

[Note taking strategies](#)

Find ways to connect with others.

Useful links

<https://au.reachout.com/articles/how-to-make-friends-and-meet-new-people>

Practise listening to Australian English.

Useful links

<https://www.screenaustralia.gov.au/>

<https://www.abc.net.au/education>



# Pre-departure Planning

*Being organised and understanding what you need to do before you travel to Australia will help set you up for success and ensure your journey and arrival is stress-free.*

## Visas

Most international students require a Subclass 500 Student Visa to study in Australia. Some other Australian visa holders are also eligible to study as international students in Australia. Apply for your visa online in or outside of Australia.

Processing times vary, therefore it is essential that you allow enough time for visa processing between lodging your application and your arrival in Brisbane for the compulsory Orientation period (2 weeks before lectures commence). You will need your Confirmation of Enrolment (CoE) to apply for your visa.

Please contact the Department of Home Affairs for the most accurate and up-to-date information about visas and processing times.

### Useful links

<https://www.homeaffairs.gov.au/>

## Accommodation

Looking for accommodation can sometimes be stressful. The more preparation you can do before you arrive the better. Do some research into the way Brisbane is laid out and consider the distance of your accommodation from campus. Think about the advantages and disadvantages of living close to campus or in the suburbs.

### Useful links

<https://www.jcu.edu.au/brisbane/about-brisbane/accommodation>

<https://studentone.com/>

<https://amberstudent.com/>

<https://www.realestate.com.au/>

<https://www.domain.com.au/>

<https://www.gumtree.com.au/>

<https://flatmates.com.au/>

<https://www.flatmatefinders.com.au/>

<https://www.studyaustralia.gov.au/en/life-in-australia/accommodation>

Use Translink's [Journey Planner](#) to make sure public transport is available so you can get to classes on time and get home safely if you have evening classes.



## Renting in Brisbane

The majority of students choose to rent their accommodation for the duration of their studies. The Queensland Government Residential Tenancies Authority (RTA) website provides all the information you will need to find out about renting.

### Useful links

<https://www.rta.qld.gov.au/>

<https://insiderguides.com.au/rental-rights-tenant/>





## Setting up a bank account

Australia offers a range of choices when it comes to banking, from banks that cover the whole country, to local credit unions and building societies.

International students can choose to open an account with any bank in Australia. Before setting up a bank account, we recommend that you research the services and fees provided by the major banks. Make sure to check if your bank of choice offers a student account, as these often include special inclusions especially for students.

### Useful links

<https://www.canstar.com.au/>

## Cost of living

Understanding and budgeting for your expenses is a very important part of your financial preparation when planning to study as an international student.

We recommend you undertake your own research to develop an understanding of how much you will need to budget for your living expenses whilst in Australia, as cost of living can be highly variable depending on your lifestyle and choice of accommodation.

The Study Australia website provides a useful Cost of Living Calculator you can use to help you understand your own living expenses based on your personal lifestyle and accommodation choices.

## How much money to bring

Australia's national currency is Australian dollars (AUD) which comes in denominations of \$5, \$10, \$20, \$50 and \$100 notes. Coins come in 5, 10, 20 and 50 cent and one and two dollar denominations. Only Australian currency can be used in Australia.

Once you have arrived in Brisbane, you can change money at currency exchanges. Search online for currency exchanges in Brisbane before you arrive.

Make sure you have sufficient funds to support you when you first arrive. We recommend you have approximately AU\$4000 to AU\$6000 available for the first two to three weeks to pay for temporary accommodation and transport. If you are renting, make sure you bring enough cash to cover your bond (equivalent of four weeks rent) as well as purchasing furniture and appliances.



Weekly expense	Estimated costs
Rent / accommodation	\$240 - \$600
Groceries and eating out	\$140 - \$290
Phone / internet	\$15 - \$35
Utilities (gas, electricity etc)	\$30 - \$55
Public transport / travel	\$20 - \$220
Personal (toiletries, clothes etc)	\$35 - \$80
Entertainment	\$80 - \$150
<b>Total estimated weekly costs</b>	<b>\$560 - \$1430 (AUD)</b>

*All prices are to be used as a guide only and can vary based on individual circumstances.*

### Useful links

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

<https://moneysmart.gov.au/>

## Financial support

A scholarship is a great way to make the most of your student experience, meet people to build your professional network, and enjoy greater financial freedom.

### Useful links

<https://www.jcu.edu.au/brisbane/courses/scholarships>

## What to bring

We have developed a handy checklist of items you should bring with you. Please visit our website for the full and most up-to-date list.

### Useful links

<https://www.jcu.edu.au/brisbane/courses/before-you-arrive>

## Bringing your family

Depending on your visa status, you may be able to bring family members to Australia with you. You will be required to include details of any family members travelling with you in your visa application, and you will be required to demonstrate how your family will be supported financially.

Please be aware that you will need to cover all additional costs involved in bringing your family with you to Australia, which will include airfares, accommodation, Overseas Student Health Cover for all family members, and all living expenses including education costs for children.

You should also consider the social and emotional needs of your family members. Many international students find it beneficial to travel to Australia individually before arranging for family to join them at a later date.

Please refer to the Department of Home Affairs for further information about bringing family to Australia.

### Useful links

<https://www.homeaffairs.gov.au/>

<https://www.jcu.edu.au/students/support/childcare-and-schooling>



## Working while in Australia

Many international students seek part-time or casual work while studying to contribute towards living expenses. A casual or part-time job can also be a great way to meet people, develop experience and networks, and improve your English.

Australia has a strong system of laws and regulations which protects the rights of all workers - including international students who work. If you plan to work to help pay for your living expenses whilst in Australia, please understand it may take several months to secure part-time or casual work after you arrive. It's essential that you ensure you have enough funds to cover your expenses.

Please visit the Department of Home Affairs website for all information relating to working while studying in Australia.

Joblinx provides advice and services to assist with securing part-time or casual employment. You can also access the JCU CareerHub where you can find job listings including part-time/casual, graduate, vacation work, internships and volunteering, as well as career-related events, workshops and information sessions.

### Useful links

<https://www.homeaffairs.gov.au/>

<https://www.joblinx.com.au/>

<https://www.fairwork.gov.au/>

<https://www.jcu.edu.au/careers/information-sheets>



## Wellbeing

Living and studying abroad is an exciting adventure, however it can also present a range of challenges. Adjustments to many areas of your life will need to be made, these include cultural, social and academic.

Adjustment to a new country and culture is a process that occurs gradually and takes time. You may experience a wide variety of feelings and reactions. For example, you may feel confused, nervous, irritable, uncertain and dependent on others. Being prepared for these feelings and having some coping mechanisms in place can help.

- **Plan to make the unfamiliar, familiar.** Expect many things to be different: your room, the people you live with, the weather, the food, the wildlife. Having some familiar things around you can make you feel more comfortable and less overwhelmed. Many students bring simple reminders of home with them, and these can be very comforting. Some ideas include a favourite pillowcase or coffee mug, photos of loved ones, or familiar shampoo or body products.
- **Access JCU services and ask for help if you need it.** The JCU Student Equity and Wellbeing Service provides a range of information sheets that you might find useful as you prepare to arrive in Australia. These are linked below and we suggest you have a quick read through before you leave. Some of this information is specific to Townsville and Cairns campuses; however, the majority of information is relevant to all students.
- **Attend events and connect with others.** We encourage you to participate in the variety of events and activities arranged for international students during the first days and weeks of the trimester as they are great way to make friends, have fun, and learn about the wide variety of support services available. Staff are available to help you with any issues you might have, or just to have a chat.

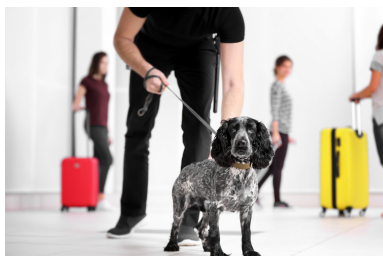
### Useful links

<https://immi.homeaffairs.gov.au/settlement-services-subsite/files/english-ausco-culture-shock.pdf>  
<https://www.jcu.edu.au/student-equity-and-wellbeing/resources/information-sheets>

# Your journey to Australia

## Baggage

Ensure you check baggage limits with the airlines with which you're travelling, as these can vary. International flights usually allow between 32-35kg of baggage, while Australian domestic flights may only allow 20-23kg of baggage. You don't want to be stuck with a large excess baggage fee, so check before you depart. Make sure you have an electronic copy and photocopy of your flight tickets, passport and other important documents or valuables in your carry-on luggage.



### Useful links

<https://www.abf.gov.au/>  
[https://www.abf.gov.au/entering-and-leaving-australia/crossing-the-border/at-the-border/incoming-passenger-card-\(ipc\)](https://www.abf.gov.au/entering-and-leaving-australia/crossing-the-border/at-the-border/incoming-passenger-card-(ipc))

## Australian Customs

Australia has strict customs and biosecurity laws with tough penalties for travellers who fail to truthfully declare high-risk biosecurity goods when they arrive in Australia. Visit the Australian Border Force website linked below to understand what you can and cannot bring into Australia, as well as what items you must declare upon your arrival in Australia. There are rubbish bins available in the airport terminal for you to dispose of any unwanted items before you pass through Customs.

Before landing, you will be asked to complete an Incoming Passenger Card (IPC). This is a legal document and heavy fines are incurred if you provide false or misleading information. The IPC is available in many languages. You can download a sample in your language via the link provided.

# After you arrive

## Transport from the airport

### Useful links

<https://www.airtrain.com.au/>  
<https://www.con-x-ion.com/services/brisbane-airport-transfers>  
<https://book.13cabs.com.au/>  
<https://www.uber.com/au/en/>

## Jet lag

Jet lag occurs when your sleep rhythms are disturbed after long flights through multiple time zones. It can affect everybody and can be worse the more time zones you travel through, especially if you travel east.

Jet lag can cause you to feel tired during the day and find it hard to sleep at night. Other common symptoms include irritability, difficulty concentrating, not being as alert as normal, and feeling low. The symptoms will gradually get better as your body adjusts to the new time zone. Be prepared for these symptoms; be gentle on yourself and take it easy for the first few days after arrival.

### Useful links

<https://www.healthdirect.gov.au/jet-lag>



## Shopping

Brisbane has a wide range of indoor and outdoor shopping centres, fresh food markets, and specialty stores both in the CBD and in the suburbs; the major ones are listed below. It's always best to check the stores' websites for opening hours and a full listing of stores/tenants.

### Useful links

[Queen Street Mall](#)  
[Westfield Carindale](#)  
[Indooroopilly Shopping Centre](#)  
[Westfield Chermside](#)  
[Westfield Mt Gravatt](#)

## Banking

If you opened an Australian bank account before you arrived, you will need to visit a branch with your original documents to activate your account. Please refer to the information on opening a bank account in the 'Pre-departure planning' section earlier in this Guide.

You can also open an account after you arrive in Australia. You can apply online; however, you may then need to verify your ID in person before activating your account,



## Mobile services and internet

We recommend you purchase a SIM card and begin using your Australian mobile number when you arrive. Numerous providers offer prepaid services and mobile phone plans which include internet data. Ask the providers for details of plans that might suit you.

Students are provided with unlimited internet access while on campus via the Wi-Fi network, Eduroam. Further information is available on the JCU Brisbane website.

### Useful links

<https://www.studyaustralia.gov.au/en/plan-your-move/your-first-week-in-australia.html>

[https://www.jcu.edu.au/\\_data/assets/pdf\\_file/0005/1979789/JCUB-Wi-Fi-instructions.pdf](https://www.jcu.edu.au/_data/assets/pdf_file/0005/1979789/JCUB-Wi-Fi-instructions.pdf)

<https://www.whistleout.com.au/>

<https://youcompare.com.au/>

## Transport

Brisbane is an easy city to get around. The metropolitan area has a great range of options for moving around the city and suburbs with ease.

- Trains
- Buses
- Ferries
- Driving
- Taxi
- Rideshare
- Touring
- Cruises
- Cycling
- Scooting

The most cost-effective way to use public transport in Brisbane is to purchase a Go Card. You can use this on all bus, train, ferry and tram services throughout Brisbane, Gold Coast and Sunshine Coast regions. Students enrolled in a full-time load of three subjects will be eligible for a student concession.

### Useful links

<https://www.australia.com/en/places/brisbane-and-surrounds/getting-around-brisbane.html>

<https://translink.com.au/>

<https://www.queenslandrail.com.au/>

<https://translink.com.au/tickets-and-fares/concessions/tertiary>

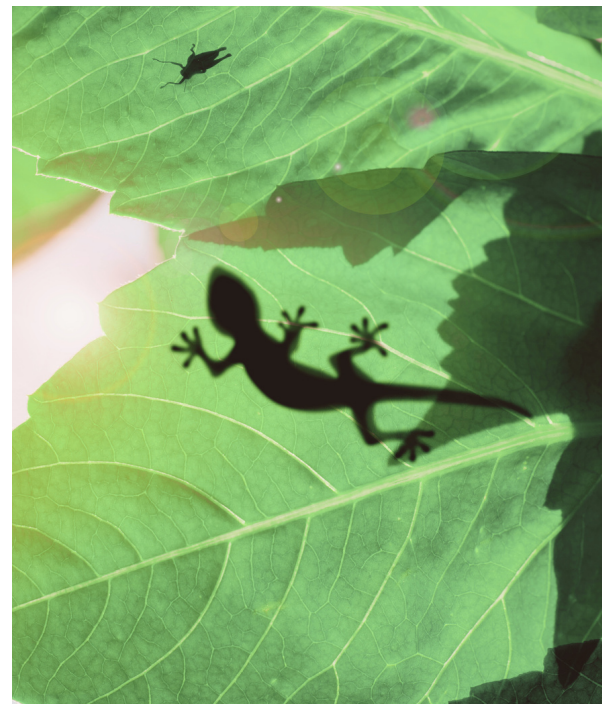


## Wildlife

Australia, and especially Queensland, is home to lots of amazing wildlife! You can expect to encounter some of this wildlife, and you might hear unusual noises at night. These are most often harmless creatures including geckos (indoor lizards) and currawongs (birds).

### Useful links

<https://www.qld.gov.au/environment/plants-animals/animals/living-with>



## Driving

International students can drive in Queensland using a current and valid home-country licence. The licence must be in English or you must have a certified translation. Please ensure you bring this with you if you plan to drive while in Australia. We also recommend you attend at least one driving lesson before you drive in Australia, to ensure you understand the road rules and to reduce your risk of having an accident.

Further information about road rules and driving safely is available via the Queensland Transport and Main Roads website.

### Useful links

<https://www.qld.gov.au/transport/licensing/driver-licensing/overseas/driving>

## Diversity and inclusion

At JCU Brisbane, we believe in the strength of diversity and an inclusive and respectful learning and working environment. We celebrate the uniqueness of every individual, cultivating an environment where all members of the JCU Brisbane community feel valued, respected, and empowered to contribute their best. By fostering a culture of inclusion, we aim to create a workplace that nurtures creativity, innovation, and collaboration.

Let us know how we can further support you by contacting our Wellbeing Team.



## Attend Orientation

At JCU Brisbane, Orientation is compulsory for all international students. This is generally the week prior to Week 1 of your classes commencing. You are required to attend face-to-face activities during the Orientation period at the JCU Brisbane Campus where you will be introduced to student systems, gain access to computer login accounts, request your Student ID card, meet your Academic Dean and support staff, enrol into your subjects and receive your class timetable. You are expected to register to confirm your attendance at the **On-Campus Registration Session** through the link sent to your personal email.



**RESPECT.  
NOW.  
ALWAYS.**

James Cook University values and celebrates the diversity of our community, and is committed to ensuring our learning and working environment is safe and welcoming.

JCU is proud to be part of the Respect. Now. Always. campaign – a national initiative led by Universities Australia to highlight our determination to ensure our students and staff are safe from discrimination and sexual harassment. Further information about the campaign and free services available for students can be found at [jcu.edu.au/safety-and-wellbeing](http://jcu.edu.au/safety-and-wellbeing)





## Our commitment to Australian Aboriginal and Torres Strait Islander peoples

James Cook University is committed to building strong and mutually beneficial partnerships that work towards closing the employment, health and education gap for Australian Aboriginal and Torres Strait Islander peoples. Our students come from many backgrounds, promoting rich cultural and experiential diversity on campus. We acknowledge the Australian Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the lands and waters where we operate our business. We honour the unique cultural and spiritual relationship to the land, waters and seas of First Australian peoples and their continuing and rich contribution to James Cook University (JCU) and Australian society. We also pay respect to Ancestors and Elders past, present and future.





## Other useful links

### Aussie values and culture

<https://insiderguides.com.au/australian-etiquette/>

<https://culturalatlas.sbs.com.au/australian-culture/australian-culture-core-concepts#australian-culture-core-concepts>

<https://insiderguides.com.au/essential-aussie-slang-international-students/>

### Recreation

<https://www.mycommunitydirectory.com.au/Queensland/Brisbane>

<https://www.qld.gov.au/recreation>

<https://www.mustdobrisbane.com/whats-on>

### Public holidays

<https://www.fairwork.gov.au/employment-conditions/public-holidays/2024-public-holidays>

### Health and wellbeing

<https://www.qld.gov.au/health>

<https://www.qld.gov.au/health/services/emergency/keep-emergency-for-emergencies>

<https://www.allianzcare.com.au/en.html>

### Covid-19 in Queensland

### The law, legal services and advice

<https://immi.homeaffairs.gov.au/settlement-services-subsite/files/english-ausco-australian-law.pdf>

<https://www.legalaid.qld.gov.au/Get-legal-help>

<https://www.qls.com.au/Find-a-Solicitor/Search>

<https://www.studyqueensland.qld.gov.au/live-in-queensland/student-support>

### Personal safety

<https://www.police.qld.gov.au/safety-and-preventing-crime/personal-safety/adult-safety>

<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia>

### Cyber security

<https://www.scamwatch.gov.au/>

<https://www.cyber.gov.au/>





# Contact Information

## Community Information & Support Services

### James Cook University

Brisbane Campus  
349 Queen Street  
Brisbane Queensland 4000

### New student enquiries

[register@jcub.edu.au](mailto:register@jcub.edu.au)

### General enquiries

[enquire@jcub.edu.au](mailto:enquire@jcub.edu.au)

### Wellbeing Team

JCU Brisbane Counsellor  
Access: Face-to-face, video, and phone consultations available  
Phone: 1300 469 675  
Location: JCU Brisbane Campus  
Email: [studentcounsellor@jcub.edu.au](mailto:studentcounsellor@jcub.edu.au)

### Emergency

Police/Ambulance/Fire Brigade  
000

### Policelink (non-urgent)

131 444

### Lifeline (mental health)

131 114

### Beyond Blue (mental health)

1300 224 636

### Department of Home Affairs

299 Adelaide Street  
Brisbane Queensland 4000  
131 881

### Brisbane Visitor Centre

167 Queen Street  
Brisbane Queensland 4000  
3006 6290





JAMES COOK  
UNIVERSITY  
AUSTRALIA

**Brisbane**

# Contact us

## BRISBANE

Sarina Russo Plaza  
349 Queen Street  
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Australia

Tel +617 3001 7800  
Email [enquire@jcub.edu.au](mailto:enquire@jcub.edu.au)  
Web [www.jcub.edu.au](http://www.jcub.edu.au)

 JCUBrisbane

CRICOS Provide Code: 00117J

