

2019  
International  
Student  
Guide





# Welcome

Congratulations on choosing James Cook University for your studies in 2019.

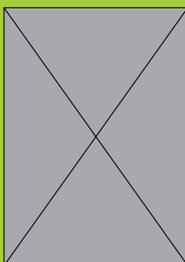
JCU is a leading Australian research and teaching institution where international students come to further their education, undertake research and gain qualifications that are recognised globally. We are particularly proud of our reputation for excellence in producing graduates who have a special understanding of the tropics. Our students are privileged to be taught by world-leading academics and have real-life laboratories on their doorstep including the Great Barrier Reef and Daintree Rainforest.

During your time with us you will discover new ideas, issues, people and possibilities. You will leave with the expertise and intellectual curiosity to make a difference in your chosen profession and community. Our graduates are valued by employers for their combination of academic skills, practical experience and good communication and technology skills.

Students are at the heart of JCU and we understand it can be a big step to study so far from home. With friendly campuses, smaller class sizes, accessible teaching staff, and excellent support services, JCU's international students receive the personal attention needed to achieve their best and have a truly Australian experience.

More than 6,000 international students from over 100 countries are enjoying the benefits of studying with JCU right now. I hope that in this Guide, you discover that JCU can provide you with the skills, teachers and facilities you are looking for to ignite and support your passion for learning.

**Professor Sandra Harding**  
*Vice-Chancellor and President*



## **A guide to this book**

This book contains everything you need to know to prepare for and participate in your study experience at JCU. Make sure you read it thoroughly before you arrive and refer to it throughout your studies.

## **What to expect**

Living and studying abroad in Australia is a unique and exciting experience. You can expand your horizons, make lifelong friends and hopefully learn more about yourself. It is important to remember that things won't always be easy. You may experience homesickness, culture shock and many other challenges that come with a life-changing experience. In these situations, remember that the International Student Support Team is here to help you. Come and see us in the Student Centre or email [international@jcu.edu.au](mailto:international@jcu.edu.au) or [cairnsinternational@jcu.edu.au](mailto:cairnsinternational@jcu.edu.au).

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Before you arrive

## ABOUT TOWNSVILLE AND CAIRNS

### Townsville

Townsville is Australia's largest tropical city, with a population of around 190,000. It is located on the north-east coast of Australia in the dry tropics region of Queensland. The city boasts 300 days of sunshine each year, and a variety of national sporting events, markets, cultural activities, and art galleries. The Whitsunday islands, West Savannahs and the real Australian outback are just short drives from the city. Townsville has a variety of sporting, cultural and entertainment options available.

### The Townsville campus

Over 13,000 students, including over 1500 international students create a lively atmosphere on our Townsville campus. The campus is located in a setting of natural bush and parkland, just 13 kilometres (eight miles) from the city centre.



## 10 Unforgettable Townsville and Surrounds Experiences

- Take a stroll down The Strand and enjoy the magnificent views across Cleveland Bay to Magnetic Island
- Navigate your way around Magnetic Island on a Mini Moke
- Take a walk in the clouds at Paluma Range, one of the many local rainforests or cool off in the clear waters of Little or Big Crystal Creek
- Test your endurance and head up the Goat Track on Castle Hill for a 360 degree panoramic view of the city
- Try North Queensland's internationally acclaimed home grown brew, Townsville Bitter at The Brewery
- Experience the atmosphere of a National Rugby League Cowboys home game at 1300 Smiles Stadium
- Put your dancing shoes on and rave all night at the famous full moon parties at Base Backpackers, Magnetic Island
- Meet the ghosts of the Northern Queensland outback Ghost of Gold Heritage Trail, Charters Towers or stay overnight in a 'haunted hotel room' in Ravenswood
- Get up close and personal with Australian wildlife at Billabong Sanctuary, North Queensland's interactive wildlife sanctuary.



### Need to know

- Currency: Australian dollars (\$)
- Language: English
- ATMs: In large cities and big towns
- Credit Cards: Visa and Master Card are widely accepted
- Visas: All visitors to Australia need a visa, except New Zealanders. Check out [homeaffairs.gov.au](http://homeaffairs.gov.au) for more information
- Driving: drive on the left; the steering wheel is on the right
- Tipping: not required, you can tip 10% in restaurants if you're happy with the service

### 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.



## Top 10 things to do before you arrive at JCU

1. Apply for a student visa – go to page 5
2. Make travel arrangements – go to page 5
3. Get to know the suburbs of Townsville or Cairns – go to page 14, 15
4. Explore accommodation options (on-campus or off-campus) – go to page 15, 16
5. Attend a JCU Webinar
6. Check if you have outstanding conditions on your offer and prepare to bring the documents with you
7. Browse through the Australian Customs and Quarantine Services website to see what you can and cannot bring into Australia – go to page 6
8. Obtain a letter or prescription from your medical practitioner if you have any special medical conditions or medications that you need to take through customs
9. Provide your family and friends with your contact details in Australia
10. Get your stuff ready!

### Cairns

As a popular tourist destination Cairns has over two million visitors each year who are attracted to the spectacular natural environment and activities on offer. Recreational activities include scuba diving and snorkelling on the Great Barrier Reef, and exploring ancient rainforests, waterfalls and national parks. Cairns' diverse population of around 165,000 people enjoy a cosmopolitan lifestyle with many cafes, restaurants, markets and nightclubs.

### The Cairns campus

Over 4200 students study at JCU Cairns, including over 500 international students. The campus is surrounded by rainforestcovered mountains and is located near the popular northern beaches suburbs. It is just 15 kilometres (nine miles) north of Cairns city centre and the international airport.



## 10 Unforgettable Cairns and Surrounds Experiences

- Take an underwater adventure and snorkel or dive the World Heritage listed Great Barrier Reef
- Experience the roar of the rapids by white-water rafting on the Tully River, Australia's best rafting destination
- Skydive over Dunk Island or try an ocean kayak at Mission Beach
- Tour through the ancient volcanic Tropical Tablelands region, where you can swim in beautiful crater lakes, visit picturesque waterfalls and even spot the very elusive Platypus
- Experience the fabulous Cairns nightlife, from shopping at the daily Cairns Night Markets and eating and partying at funky bars and cafes
- Glide just meters above the rainforest canopy before descending through rainforest canopy layers and deep into the heart of the Kuranda rainforest on the famous Kuranda Skyrail
- Take a guided night walk, horse ride or swim in in a tropical rock pool in Cape Tribulation, situated in the World Heritage Listed Daintree Rainforest
- Immerse yourself in the world's oldest living culture and learn about Aboriginal culture at the Tjapukai Aboriginal Cultural Park
- Take a cruise on Hartley's Lagoon to see crocodiles in their natural environment.

## VISAS

Most international students will require a student visa to study in Australia. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa on-line or via the Australian Diplomatic Mission in their country.

In order to apply for a visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) evidence of Overseas Student Health Cover (OSHC) and any other documentation required by the Australian diplomatic post with which you lodge your application.

You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it may take some time to process. Average visa processing times can be found on the [Department of Home Affairs](#) website.

### How to apply for a Student Visa

You may be able to apply for a student visa online through the [Department of Home Affairs](#) website.

**Important:** If your online application is lodged when you are outside Australia, you **must** also be outside Australia before the visa can be granted. Refunds are not available if you enter Australia on another type of visa before your online application has been decided.

You should complete your application with as much information as possible at time of lodgement. Applications with missing information may take longer to finalise.

### Helpful links:

- [Student visa information](#)
- [List of Australian embassies and representative offices](#)

### Visa Conditions

You must hold a valid passport and student visa at all times while in Australia. It is your responsibility to ensure that your passport and student visa are current, and that you apply for any renewal before your passport or visa expires.

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. JCU is obliged to report students who breach their student visa conditions to the [Department of Home Affairs](#). These conditions include (but are not limited to):

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days
- Work restrictions depending on the visa subclass you hold. Check the [Department of Home Affairs](#) website for more information.

A full list of [mandatory student visa conditions](#) can be found online.

Be aware of your visa end date, this end date will be indicated on your visa grant documentation. Alternatively you can view your visa date and conditions using [Visa Entitlement Verification Online \(VEVO\)](#). Please make plans to leave Australia before the end date of your student visa. If you have not finished your studies by the end date listed on your CoE you will need to apply for a new CoE and a new student visa.

**JCU Staff cannot provide visa advice. For information on Australian visa matters please visit the Department of Home Affairs website [homeaffairs.gov.au](#) or phone 131 881.**

## ORGANISING YOUR TRAVEL

You will need to make your own travel arrangements to Australia. Please try to arrive a few days before the start of the compulsory International Student Orientation to allow you enough time to settle in.

[Key dates](#) throughout semester including the International Student Orientation and Orientation Week can be found online.

Students studying at the Townsville campus are strongly recommended to fly into Townsville, as it is a five hour drive from Cairns or 16 hour drive from Brisbane.

### Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport
- Copy of your visa grant letter
- JCU Letter of Offer
- Confirmation of Enrolment (eCoE) issued by JCU
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions



If you have a permanent or temporary disability and need special study conditions or support services, [see what documentation](#) you will need to bring with you. Contact our Accessibility team for further information:

- Townsville: [accessability.tsv@jcu.edu.au](mailto:accessability.tsv@jcu.edu.au)
- Cairns: [accessability.cns@jcu.edu.au](mailto:accessability.cns@jcu.edu.au)

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family or scan and email copies to your email address.

### What to bring

Australian Customs Services and quarantine are very strict. Before you start packing, visit the [Department of Agriculture](#) webpage for information on what you cannot bring into Australia. Also read about what can't be mailed into Australia and let friends and family know.

If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received fines for not declaring items.

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check what baggage allowances your airline has and think carefully about what you are going to pack. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

### Bringing Medications into Australia

Medicines brought into and taken out of Australia may be subject to customs controls. You can bring some medications into Australia for the purpose of treating your own medical condition or treating a passenger who is under your care; provided that you have a prescription or a letter from your doctor to confirm that the medicine was prescribed by a medical practitioner.

Ensure that the maximum amount of medicine you bring is equivalent to 3 months' supply.

Some medications are prohibited from being brought into Australia unless you hold a permit. You can find a list of prohibited medication on the [Therapeutic Goods Administration](#).

To find out how to apply for a permit contact the [Therapeutic Goods Administration](#).

### What if I run out of medication while I am in Australia?

If the medication you require is a prohibited import, you cannot import additional quantities by mail. You should consult a local doctor. If the medication is not approved in Australia and there is no suitable alternative, a local doctor may be authorised to import the medication on your behalf.

### Clothes

People from other countries may choose to wear their national dress. Townsville and Cairns students usually dress informally; shorts and t-shirts are considered standard wear. Bring some loose, comfortable clothes for the warmer months, and light winter clothing for the cooler months. You may have one or a few formal occasions throughout your stay so bring along formal attire. For festive occasions, you may want to bring traditional dress and accessories.



### Thongs around the world

- Australia: Thongs
- New Zealand: Jandals
- South Africa: Slops or Plakkies
- Hawaii: Slippers
- South Pacific: Go – Aheads
- UK: Flip Flops

### Other items you might need to include (most can also be purchased in Australia)

- alarm clock
- sunscreen, sunglasses and a hat
- bath towels, bed sheets, pillow cases
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- toiletries

- umbrella
- insect repellent
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming suit
- small gifts from home
- electricity adaptor
- Ethernet Cable

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive. If the item runs on 110V power it may be cheaper to purchase a new item rather than an adapter.

### Mobile Phones & Laptops

You can bring items such as a laptop computer, and similar electronic equipment, duty free into Australia provided that Customs is satisfied these items are intended to be taken with you on departure. For more information visit [Australian Customs and Border Protection Service](#).

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority at [acma.gov.au](http://acma.gov.au) before making any purchases.



### Will my mobile phone work in Australia?

Australian mobile phone networks operate on the GSM 900 / 1800 frequency bands. You should check your phones instruction booklet or call the phone supplier to see if your handset is compatible. If your phone is marketed as 'GSM', 'tri-band' or 'quad-band' there is a good chance that it will work. You also need to ensure that your phone is not carrier locked if you want to use it with an Australian SIM card.

## Your arrival

Before landing in Australia passengers are given an **Incoming Passenger Card** to fill in. This is a legal document. **You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products.** This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose these in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **AU\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

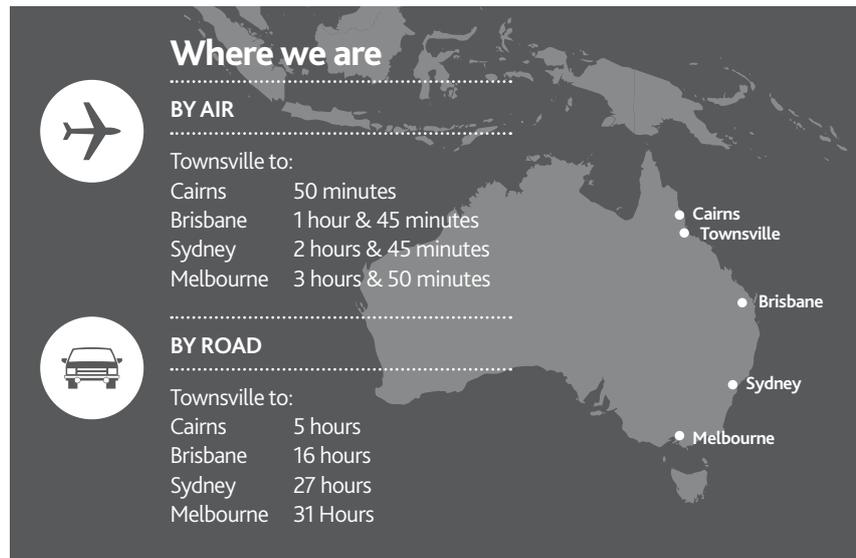
When you first arrive in Australia you will be required to make your way through Australian Immigration. An Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia. Once you have passed through the immigration checks you will move to baggage claim to collect your luggage. Check that nothing is missing or damaged. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage or loss.

You may see a quarantine detector dog at the baggage carousel or while waiting in line to pass through immigration. Do not touch the dog and follow any instructions asked of you by the quarantine officer.

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, weapons, medications, animal or plant materials or their derivatives. For more information about bringing in these items visit the [Department of Agriculture](#) website.

## Keeping in Contact

Before you leave home, provide your family and friends with your flight details and the address of where you will be staying when you arrive. Once you have arrived in Australia, let your family and friends know that you have arrived safely. It is important to always



### Where we are

**BY AIR**

Townsville to:

Cairns	50 minutes
Brisbane	1 hour & 45 minutes
Sydney	2 hours & 45 minutes
Melbourne	3 hours & 50 minutes

**BY ROAD**

Townsville to:

Cairns	5 hours
Brisbane	16 hours
Sydney	27 hours
Melbourne	31 Hours

let someone know where you are and how to contact you by phone or email.

If you have booked an Airport Reception Service with JCU and your flight is delayed or your accommodation details change please email [icsupport@jcu.edu.au](mailto:icsupport@jcu.edu.au) (Townsville) or [cairnsinternational@jcu.edu.au](mailto:cairnsinternational@jcu.edu.au) (Cairns).

## Transport from the Airport

James Cook University provides all new international students with a free arrival service during our **arrivals period**. You will be met at the airport, bus terminal or train station by a representative of JCU's arrival service and taken to your pre-arranged accommodation. To use this service **complete the booking form** at least two weeks prior to your arrival in Australia. If you experience any travel delays it is important to contact the International Student Support team and let us know your new arrival time.

## If you are not arriving in Townsville or Cairns during our arrival period please consider the following options:

**TOWNSVILLE:** There is an airport shuttle bus service to key locations around Townsville. The pickup point is in the arrivals hall near the baggage claim area. Taxis are also available from the arrivals end of the Townsville terminal.

## Taxis

Townsville and Cairns both have reliable taxi services. A taxi meter is always used and will determine the cost of your travel.

- Townsville airport to JCU: approximately AUD\$40
- Cairns airport to city centre: approximately AUD\$30

Uber is relatively new in both Cairns and Townsville and is less available than taxis.



## ACCOMMODATION CONSIDERATIONS

It is important to consider carefully the type of experience you wish to have when deciding where to live. Living on-campus is easy to organise and is a great way to make new friends, but keep the following things in mind when deciding where to live:

- Will noise bother you?
- How do you feel about structured meal times?
- Will sharing a bathroom be okay for you?
- Are you open to eating an Australian diet?
- Are you happy to live close to the university or would you prefer to live close to the beaches or city?
- Some rooms may not be air conditioned. Is that ok for you?
- Living on campus can be slightly more expensive– depending on your lifestyle. Consider your budget carefully before you make a decision.

If you would like a more independent living environment a room in a house off campus may be more suitable.

### On-campus

For information about on-campus accommodation options visit the [JCU Accommodation website](#).

### Applying for on-campus accommodation

Townsville has seven on-campus colleges and halls offering accommodation for around 1,250 students. Information on the different colleges and halls including fees and charges is available [online](#).

To apply for on campus accommodation you will need to submit an application online through the JCU housing portal. A non-refundable \$55.00 application fee must be paid to complete your application, this fee does not guarantee your place in on-campus accommodation.

Places on campus are very competitive so it is advisable that you apply as soon as the applications open (1st of August for semester 1 and 1st of April for semester 2).

Cairns Campus has accommodation for 300 students in a variety of apartment-style living facilities. John Grey Hall is fully managed by onsite managers, administration staff and residential assistants providing pastoral care to students. More information about the on-campus accommodation in Cairns can be found here:

[jcu.edu.au/accommodation/living-in-cairns](http://jcu.edu.au/accommodation/living-in-cairns). Additionally in Cairns there are two facilities offering quality accommodation close to the campus:

- [Cairns Student Lodge](#)
- [The Beaches Luxury Apartments](#)

### Off-campus

#### Temporary accommodation

If you plan to live off campus, we encourage you to book temporary accommodation for the first 2 to 3 nights. This will allow you a few days to settle into your new surroundings, search and move to suitable permanent accommodation.

If you need assistance booking temporary accommodation please contact the International Student Support team by email [international@jcu.edu.au](mailto:international@jcu.edu.au).

Refer to our temporary accommodation providers below:

#### TOWNSVILLE

- [Civic Guest House](#)
- [Riverside Convention Centre](#)
- [Cedar Lodge Motel](#)
- [Spanish Lace Motor Inn](#)

#### CAIRNS

- [Cairns Student Lodge](#)
- [Cairns Central YHA Backpackers](#)
- [Villa Marine at Yorkey's knob](#)
- [Cairns Sharehouse](#)
- [Tropicana Lodge](#)

**Important:** You are responsible for the costs of your temporary accommodation and you may be required to provide the accommodation provider with a deposit or credit card details on arrival to finalise the booking.

It is necessary to make an Arrival Reception booking at least two weeks prior to your arrival in Townsville or Cairns. Students must also notify the International Student Support team at least 24 hours prior to arrival if any of their booking information changes or if they no longer require the arrival service.

If you have arranged to stay on-campus please note that you will not require additional accommodation. You should be able to move directly into your Hall or College. Contact your Hall or College directly for more information.

#### Permanent Accommodation

See page 16.

## FAMILY

### Bringing your family to Australia

Before bringing your spouse or children to Australia, you will be asked to prove that you can support them financially. You are required to identify all family members on your initial visa application. If this is not done it may mean that they will not be granted visas. Find out if your family is eligible and how they can come to Australia on the [Department of Home Affairs website](#).

Before making a decision to bring your family to Australia it is important to consider:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Employment opportunities for your spouse are not guaranteed;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres and the expense of placing them in one

You may find it useful to arrive in Australia first and adjust to living in Australia and then arrange for your family to join you.

For more information visit the [Department of Home Affairs](#) website.

### Child Care

If you need childcare there are various options available to you. Child care in Australia can cost over \$60 per day per child. There can be long waiting lists for places in some childcare centres.

TOWNSVILLE: There are two professionally staffed child care centres on the Townsville campus, providing a total of 115 places for children aged from 0 to 5. See [Uni Campus Kids and Unicare](#) for more information.

CAIRNS: There are a number of childcare centres located near the JCU campus and in the surrounding suburbs. For more information see [childcare and schooling](#).

Many schools offer before and after school care programs (usually 7.30am-8.45am and 3.30pm-6.00pm). These programs may incur

additional fees. Children who need these programs must be registered with the school.

### Schools

If you would like to bring your children to Australia with you, consider the following:

- It is a condition of your student visa that children 5 years or older must attend formal schooling while they are in Queensland.
- You will need to provisionally enrol your child in a school before you leave your home country and you will have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:

- Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Awards Scholarship, IPRS);
- Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.

You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, school size, extra-curricular activities and the size of

individual classes.

Also take into consideration the distance from the school to JCU, the suburb in which you intend to live and the method of transport you plan to use.

For further information visit [Education Queensland International](#).

## MONEY & FINANCES

### Accessing money

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and it is important to be aware of all fees, charges and ease of access to your funds.

### How Much to Bring

Make sure you have sufficient funds to support you when you first arrive. It is recommended that you have approximately *AU\$1500 to AU\$2000* available for the first two to three weeks to pay for temporary accommodation and transport. Consider bringing most of this money as either Traveller's Cheques or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash.

### Currency Exchange

Only Australian currency can be used

in Australia. Once you have arrived in Townsville or Cairns, you can change money at any bank or at currency exchanges.

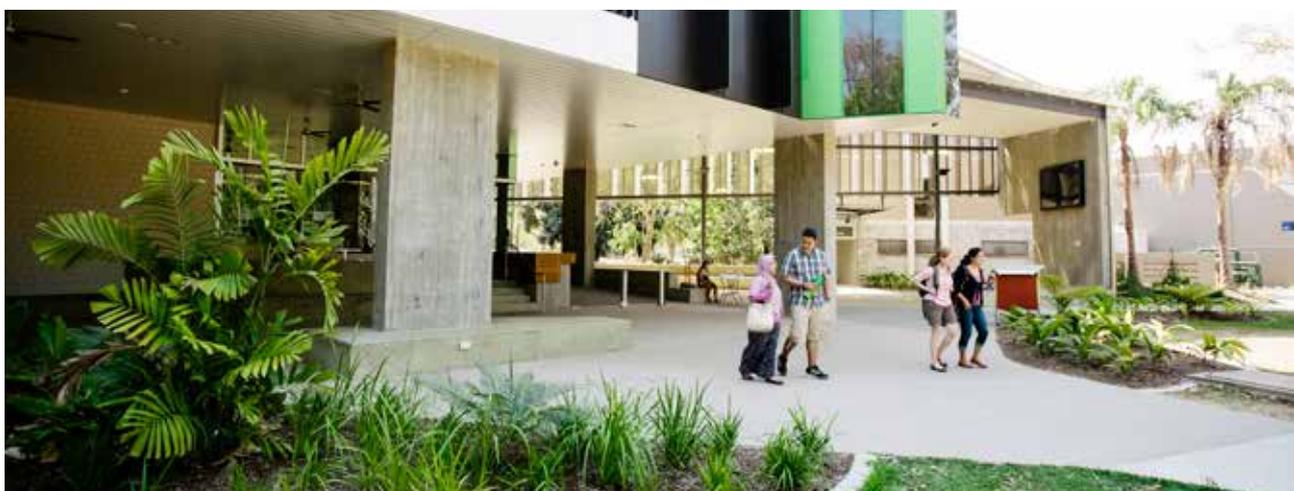
*Please note:* there is no facility to exchange money at Townsville Airport. Please ensure that you have made arrangements to access money prior to your arrival at Townsville Airport.

Search online for banks and currency exchanges in your new city.

### Handling your funds

There are various ways in which you can manage and access your funds:

- Electronically transfer funds into your Australian account at any time, banks usually charge a fee for each electronic transfer made
- Automatic Teller Machines (ATMs) with the Cirrus Logo\*  are easily accessible (including at the airport) and allow you to withdraw cash from your overseas bank account (if your ATM card has international access). Check this with your financial institution before leaving home.
- Visa and MasterCard are widely accepted in Australia, American Express and Diners Club are available in some locations. Remember that repayments to many of these cards can only be made in the country where they were issued. You may be asked to provide identification when making a purchase with your credit card. Do not rely on being able to get a credit card from an Australian bank when you arrive as Australia has strict credit, repayment and identification laws.  



## BUDGET TIPS

Find tips below on how to best handle your funds when it comes to general spending, food and drink, transport, entertainment and textbooks.

### General

Ask about student discounts everywhere you go. Make a weekly budget and stick to it. Try writing down everything you spend for a week and work out where your money is going.

Shop around before making large purchases. Many stores will also offer to match a competitor's price if you have seen it cheaper elsewhere. Be sure to consider buying things second hand.

### Food & Drink

Never go grocery shopping hungry! Local farmers markets may have fresh fruit and vegetables cheaper than supermarkets.

Check out what is on special at the grocery store, and look out for home brand products – they are usually cheaper. Buy in bulk and save.

Buy some healthy snacks in bulk and keep them with you – a handful of nuts and a piece of fruit is cheaper and healthier than fast food. Take a reusable water bottle with you and fill it up for free where possible.

Petrol stations and convenience stores are often more expensive than shopping at a grocery store.

Prepare lunch at home rather than buying it on campus. The JCU Student Association has microwaves available for use on the Cairns and Townsville campuses. Living on campus with a meal plan and can't get back for lunch? You can pack a 'cut lunch' with sandwich fillings, salads, fruit and juice to take with you. You can also ask for an early or late meal to be set aside for breakfast or dinner.

Eating at a restaurant is fun and a nice treat – however it can be expensive to do it regularly. You can pack a picnic for a fraction of the cost, and enjoy it with friends in one of the many beautiful locations around town.

Restaurants, bars and nightclubs have water available to you for free. Make sure you ask for tap water, otherwise they may sell you expensive bottled water. Drinking alcohol at a pub, bar or nightclub can be expensive. Limit your intake to protect your health and your finances.

### Transport

Do you catch the bus every day? A weekly ticket is better value. You may also be entitled to a transport concession, check [jcu.edu.au/students/student-life/transport-and-parking](http://jcu.edu.au/students/student-life/transport-and-parking) for details.

Get a bike! A cheap second hand bicycle will be a great investment to cut transport costs, expand your horizons and keep you fit.

Look at buying plane tickets early to get the best deal. Use [webjet.com.au](http://webjet.com.au) to compare specials. If travelling shorter distances, consider taking the bus. Greyhound Australia has tickets from Cairns to Townsville for as little as \$55. They can also offer discounted package deals including transport, accommodation and activities. [greyhound.com.au](http://greyhound.com.au)

Looking to go somewhere local with a group? You can call the local taxi company on 131 008 and ask for a Maxi Taxi that will hold up to 8 people. By sharing the cost you can get where you need quickly at a low price.

### Entertainment

There are many free attractions and activities happening throughout the year. Search 'What's on Cairns' or 'What's on Townsville' to find out what's happening, and how much they cost. Make a calendar of the things you want to do, so you don't miss out!

There are free events on every week of semester at JCU. Make the most of them, and be sure to come to those with free food! [jcu.edu.au/student/events](http://jcu.edu.au/student/events)

Many museums and art galleries have free entry. For those that have an admission price, ask about the student discount. Some places have 'cheap Tuesday', including movie cinemas & restaurants.

North Queensland has a wealth of beautiful natural attractions – you can pack lunch and have an amazing day of exploring often for only the cost of transport.

### Textbooks

You can become a member of the Co-Op bookshop on campus for discounts. Visit their website at [coop.com.au](http://coop.com.au). Second hand textbooks are much cheaper than buying them new – just make sure you get the correct edition. You can also search online for a cheaper deal, try [bookdepository.com](http://bookdepository.com).



## Grocery store

Milk 2L	\$2
Loaf of bread	\$1 – \$5
Butter 250g	\$3
Minced meat 500g	\$5
Beef sausages 500g	\$4
Eggs (free range) doz.	\$6 – \$8
Tofu 250g	\$3
Soft drink 2L	\$2 – \$4.50
Breakfast cereal 375g	\$3 – \$5
Apples 1 kg	\$6
Pasta 500g	\$1
Pasta Sauce	\$3
Frozen pizza	\$5
Canned tuna 500g	\$4
Strawberry Jam 500g	\$3
Vegemite 380g	\$7
Orange Juice (100%) 2L	\$4 – \$6
Instant Noodles 5 pack	\$4
Honey	\$5
Deli Meat	\$4
Rice 1kg	\$2
Cheese	\$4
Bananas 1kg	\$3
Laundry Powder 1 kg	\$4
Toothbrush	\$2 – \$4
Toothpaste 100g	\$3

### Meals

Fast food chain	\$10 – \$15
Main meal at a restaurant	\$15 – \$30+
House beer or wine in a pub	\$5 – \$8

### On campus food prices

Sushi Roll	\$3.70
Coffee	\$3.50 – \$5
Burger	\$7 – \$14
Wrap	\$8.50
Ice Cream	\$2 – \$4
Chocolate bar	\$2
600ml soft drink	\$3.50

Please note: all prices are in Australian dollars, are approximate and subject to change.

## Travel more widely

Remember to include any sightseeing or tourist trips in your budget. Australia is a very big place with a lot to see, but it can be expensive so plan ahead and start saving. You can see the costs of a few popular trips on page 33.

## Cost of Living

The cost of living in Townsville and Cairns is generally lower than for capital cities. On-campus accommodation is available in Townsville, however, many students choose to live off-campus and share accommodation. To the right is a table of estimated costs for food, rent, travel and extras during your stay in Australia. All costs are listed in Australian Dollars (AUD) and are subject to change.

## Living costs

The table below provides a guide to the approximate cost of living in Cairns and Townsville.

Expense	Approximate cost per week (A\$)
Rent (share only)	\$85–\$215
Food	\$80–\$150
Electricity and gas (share only)	\$35–\$140
Internet*, mobile, phone	\$20–\$55
Transport, travel	\$15–\$55
Other	\$50
<b>Total per week</b>	<b>\$285–\$665</b>
<b>Total per month</b>	<b>\$1,140–\$2,660</b>
<b>Total per year</b>	<b>\$14,820–\$34,580</b>

All costs are approximate and are subject to change. Rent is based on sharing a privately rented house. Students will need to factor in additional costs, such as the cost of text books. Cost vary depending on the subject. The above costs were sourced from [studyinaustralia.gov.au/english/live-in-australia/living-costs](http://studyinaustralia.gov.au/english/live-in-australia/living-costs) Nov 2016

## CULTURE SHOCK

Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides and the different cultural expectations, attending to daily responsibilities and behaviours previously taken for granted can cause stress. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.

### Overcoming Culture Shock

Once you realise you have culture shock, moving on will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

**Recognition:** Remember that culture shock is a normal part of your adjustment. Symptoms include: reactions to situations that may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.

**Be objective:** Try to analyse objectively the differences between Australia and home. Look for the reasons why we do things differently in Australia. Remember that customs and norms are (mostly) logical to the locals, just as your customs and norms at home are logical to you!

**Set goals:** These should be small tasks that you can accomplish each day. If you feel like staying home, plan a trip to the post office or shop to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more:

study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in English for 30 minutes. Each goal that you achieve will give you more self-confidence.

**Share your feelings:** Find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

Remember, if you are experiencing culture shock or difficulty adjusting, you can always come to speak to the International Student Support team.

## 4 THINGS SUCCESSFUL STUDENTS DO BEFORE THEY ARRIVE

It is said that before anything else, preparation is the key to success. However, many students don't think about their studies until the semester has already begun. Then they spend the first few weeks trying to get organised. If you prefer to get a head start, here are 4 things you can do before arriving in Australia to increase your chances of academic success.

1

Explore how the university works. Studying in another country and university can be both an exciting and rewarding experience, but it may also bring changes, which can sometimes make you feel overwhelmed.

- What **important dates** do you need to be aware of?
- How do you **find your way around campus**?
- What are the **4 online portals** you will be using?
- What is the difference between a **lecture, tutorial, practical and workshop**?
- What do successful students do in the **first 4 weeks of semester**?

2

Identify the main features of academic writing. The ability to write in an academic style is something you develop as part of your university study. Although it will be useful to know the variety of academic writing styles and rules before you start assignments.

- What are the different types of **academic writing** used in assignments?
- What is **referencing**?
- What is **plagiarism**?

3

Find ways to connect with others. Eating well, exercising, sleeping properly, having friends, are all part of a well-balanced life. When you move to a new environment it is possible that you will initially have problems finding this balance, and this increases the chances of you sometimes feeling unhappy, or experiencing culture shock. Having a few good friends with whom you can study and share your experiences with will boost your academic performance.

- What are some ways to **make new friends and connections**?
- Where do you go for **help**?

4

Practice listening to Australian English. Visitors to Australia often remark about the difficulty in understanding the Australian accent. Understanding what we hear is an important skill for communication because we need to understand what people are saying before we can respond in any way. It is also important because we spend a lot of our time listening – it has been calculated that students spend over 50% of their time listening.

- Watch some Australian film and TV. **Screen Australia** has some great suggestions.
- Australia Plus TV produces Australian English language learning video content and English programs for a range of levels
- What are some **note taking strategies** to use before, during and after lectures?



# Living in North Queensland



## Tropical weather

Cairns and Townsville are both located in the tropics of North Queensland and the Summer months usually see the most rainfall.

**Townsville** boasts over 300 days of sunshine per year with average maximum temperature of around 31 degrees Celsius (88 degrees Fahrenheit) in Summer and 25 degrees Celsius (77 degrees Fahrenheit) in Winter.

**Cairns** is located in the Wet Tropics and has an average maximum temperature of around 31 degrees Celsius (88 degrees Fahrenheit) in Summer and 28 degrees Celsius (82 degrees Fahrenheit) in Winter.

TIP: Dress according to the weather in light clothing, use sun protection, and always stay hydrated.



## Travel more widely

Remember to include any sightseeing or tourist trips in your budget. Australia is a very big place with a lot to see, but it can be expensive so plan ahead and start saving. You can see the costs of a few popular trips on page 33.

## LIFESTYLE

One of the main advantages of living in a regional city like Cairns or Townsville is the laid back tropical lifestyle associated with it. The cities are big enough to have everything you need, yet small enough to avoid the hustle and bustle of big city life.

You will find the locals approachable and talkative and many are happy to have a friendly chat.

### Brief history of Australia

Australia's original inhabitants, the Aboriginal and Torres Strait Islander people, are the custodians of one of the world's oldest continuing cultures. They have been living in Australia for more than 40,000 years.

The rest of Australia's people are migrants or descendants of migrants who arrived in Australia after the first settlement in 1788.

In 1945, Australia's population was around 7 million people, since then, more than 6.5 million migrants, have settled in Australia, significantly broadening its social and cultural profile.

Today Australia has a population of nearly 23 million people. Approximately 25% of Australians were born overseas.

Migrants have enriched almost every aspect of Australian life, from business to the arts, from cooking to comedy and from science to sport. They, in turn, have adapted to Australia's tolerant, informal and broadly egalitarian society.

To find out more about the history of Australia's traditional owners you can take a number of elective subjects such as: IA1007 Linking Indigenousness and IA1015 Indigenous Australia World Views.

### Cairns

The traditional owners of the Cairns area are the Yirrganydji and Yidinji people, and the first European to discover the area was Captain James Cook, who sailed up the coast of northeast Australia in June 1770 and gave the European name to Trinity Bay.

It was another 100 years before Europeans returned to the region and settled the area. A gold rush in 1872 saw thousands of miners flock to the north and saw Cairns established in 1876. The name Cairns was chosen to honour Queensland's first Irish born Governor, Sir William Wellington Cairns.

During World War II, the region played a part in supplying Allied forces and hosted a training base for American troops.

See suburbs of Cairns [whereis.com/qld/cairns-4870](http://whereis.com/qld/cairns-4870)

### Townsville

The traditional owners of this area include the Wulgurukaba and Bindal people.



Captain James Cook visited the area in 1770 but did not go ashore. He gave Magnetic Island its name due to the apparent 'magnetic' effect it had on the ship's compass when sailing past the island, however this effect has not been replicated since. The first Europeans were recorded as landing in the area in 1819 and Townsville was declared as a municipality in 1866.

The city was named after Robert Towns, an Australian businessman and pastoralist who visited in that year. Townsville developed rapidly as a major port and service centre for the region, and the pastoral and sugar industries also flourished. In World War II the city was host to over 50,000 Australian and American troops.

See suburbs of Townsville  
[whereis.com/qld/townsville-4810](http://whereis.com/qld/townsville-4810)

## ACCOMMODATION

### Accommodation Service

The **JCU Accommodation Service** can assist you with your accommodation queries, including private rentals, share housing and boarding. Staff can also assist and provide you with a referral to services if you are having problems with your accommodation. The Service maintains a register of houses, units, apartments, shared accommodation, home stay and caretaker arrangements. For further information go [online](http://online) or email [accommodation@jcu.edu.au](mailto:accommodation@jcu.edu.au).

The International Student Support team can also assist with accommodation issues and enquiries.

Further information about renting in Australia can be found at one of the following websites:

- [Study in Australia](#)
- [Residential Tenancies Authority](#)

### Moving into on-campus accommodation

**TOWNSVILLE:** Once you arrive go to the Hall or College Office to collect your key and meet with the Residential Assistant on duty. If you are arriving after 5:00pm, the contact phone number of the Residential Assistant on duty will be displayed outside the Office. Please call the number so that you can be given access to your room. It is a good idea to contact the Hall or College directly and let them know when you expect to arrive. Make sure you let them know if you expect to be delayed.

You must attend compulsory Floor meetings which will be held during the first week of classes. Details regarding these meetings will be provided upon your arrival.

Prior to moving in, make sure you have carefully read your housing contract and are aware of your rights and responsibilities.

If you decide that you want to move off-campus prior to the end of your housing contract, be aware there is a fee involved in this. Contact your Hall or College office for more information.

Make sure that you thoroughly read the Guide of your Hall or College. This will give you a solid understanding of how things work in your accommodation as well where to go if you need help.

**CAIRNS:** Once you arrive at the Cairns Student Lodge, go to the office to collect your key. If you are arriving after 5:00pm or over the weekend, the contact phone number of the Residential Assistant on duty will be displayed outside the office. It is a good idea to contact the Lodge directly and let them know when you expect to arrive. Make sure you let them know if you expect to be delayed.



### Accommodation tips from other international students

*"Get started early as there is a lot of competition for places at the start of the semester! Start checking out websites from home and consider arriving a bit earlier"* – **Tim, Canada**

*"Do heaps of research before you arrive so you know how much things cost. This will make it easier to figure out your budget for the semester, and to spot any scammers!"* – **Alejandro, Brazil**

*"Ask locals opinions about the area before you move there. Don't just check out the house and the street – see the whole neighbourhood."* – **Daniella, Italy**

*"Don't panic and take the first thing you see. Really consider if it is right for you"* – **Ariel, China**

*"Public transport is really different from my home country. It was a big factor in making me want to live close enough to bike to campus."* – **Keiko, Japan**

## Off-campus accommodation

### Expectations

Looking for accommodation can sometimes be stressful. The more preparation you can do before you arrive the better. Do some research into the way the cities are laid out and the areas where most students choose to live. Think about the advantages and disadvantages of living close to campus and close to the city. Some rental properties may come fully furnished, while others do not, there are various second hand and inexpensive furniture retailers available in both cities.

### Where to look

There are a number of ways you can search for off-campus accommodation, including:

- Search the [JCU off-campus accommodation database](#). To access the details of each property, you will be required to enter your JCU user name and password. If you do not have a username and password you can enter "guest" into each field. The database is updated regularly so check often for new listings.
- Visit [gumtree.com.au](#) to view classified ads or [realestate.com.au](#) or [domain.com.au](#) to view properties listed through a real estate agent.
- Check the real estate section of the Townsville Bulletin or The Cairns Post (local papers) on Wednesday and Saturday to look at the classifieds. Copies of the Townsville Bulletin or The Cairns Post can be purchased from any newsagency or supermarket and are also available at the Library.
- Look at noticeboards around the campus as current students will often post notices if they have a room available to rent.
- Visit the [James Cook International Facebook page](#) to see whether other international students are looking for roommates or know of any shared accommodation that is available. Or visit the Facebook groups:
  - Townsville: Townsville JCU Internationals
  - Cairns: Cairns JCU Internationals

Popular suburbs for student accommodation include:

#### TOWNSVILLE:

- Douglas
- Annandale
- Aitkenvale
- Cranbrook



## Advantages and disadvantages of living close to the city

### Advantages

- Closer to the beach (Townsville)
- Close to potential employers (i.e. restaurants / café)
- Cheaper accommodation
- Closer to nightlife and entertainment venues

### Disadvantages

- Longer commutes on public transport
- Costs of public transport
- Safety: are you comfortable travelling at night?
- Distance from university resources i.e. library, teaching staff

#### CAIRNS:

- Smithfield
- Trinity Beach
- Yorkey's Knob
- Clifton Beach

A number of students also choose to live in the city area of Townsville or Cairns.

## Renting in North Queensland

Before you rent accommodation in Australia, it is important that you understand your rights and responsibilities as a tenant.

We strongly recommend that you visit the [Queensland Residential Tenancies Authority \(RTA\) website](#) prior to signing any leases for off-campus accommodation.

### Security Deposits/Bond

Things you may need to be aware of if you rent a property:

- **Rights and responsibilities of the tenant and landlord:** There are rules that apply to renters and landlords in Queensland, it is important you are aware of them. Read about them [online](#).
- **Bond/Security Deposits:** At the start of tenancy you may be asked to pay a rental bond, this is a security deposit paid before you move in. If you damage the property or do not clean it before leaving, the landlord has a legal right to keep some or the entire amount of the bond. Otherwise the landlord must organise to have the bond returned to you within a month of your moving out of the accommodation.

A bond is usually equivalent to four weeks rent. Make sure that you get a receipt when you pay your bond. The landlord must lodge the bond with the Residential Tenancies Authority (RTA). Find out more [online](#).

- **A tenancy agreement/lease:** A written agreement between a tenant and the landlord. It states the period of tenancy, rent amount and any special terms. It is important to remember that a lease is a *legally binding contract*. It can be expensive to break a lease if you change your mind about renting the property. Find out more [online](#).
- **Restrictions:** The tenancy agreement may contain restrictions, such as not permitting smoking or animals in the residence. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.
- **Entry condition report:** This document describes the condition of the residence at the time you move in. Make sure that you review this document carefully before you sign it to make sure that it accurately reflects the condition of the property. Find out more [online](#).
- **Rent and other payments:** You will pay rent for the period of the tenancy agreement. The amount of rent and how it should be paid will be detailed in the tenancy agreement. In addition to rent you may also have to pay for electricity, gas or water, visit the RTA website's [Charging for utilities page](#) or [Rent and other payments page](#) for more information. **Note:** you may also be asked to pay up to two weeks rent in advance.

- **Disputes:** if a disagreement occurs between you and your landlord or agent check if the issue is covered in your rental agreement. Find out about your rights as a tenant and [dispute assistance](#) online.
- **Maintenance:** The landlord/agent is responsible for keeping the property in good condition. As the tenant you are responsible for looking after the property and keeping it clean and damage free. Your responsibilities may include; lawn, pool and [smoke alarm maintenance](#).

#### Helpful links:

- [Choosing a rental property](#)
- Choosing a rental property should not be a rushed decision. Here is a [comprehensive guide to renting](#)
- Ways you may be asked to [pay rent](#).



## Choosing a roommate checklist

- Bills and expenses- do you expect to share costs or is everyone independent? How do you plan on splitting expenses?
- Is preparing and buying food a group effort or not?
- If you have dietary or cultural requirements are they going to consider that when preparing or buying food?
- Who cleans and how often?
- How much privacy do you need? Are the bathrooms shared?
- Do your potential housemates smoke?
- You may also want to clarify your stance on alcohol or illegal substances.
- What are their likes and dislikes?
- What are their opinions on overnight visitors?
- Is a social gathering at the house a group decision?
- Are they interested in exploring the region?
- What are they studying?



## Inspecting a potential property checklist

- It's a good idea to take notes of each property you inspect. For example the address, rent and agent.
- Are there laundry facilities?
- Is there a telephone line already connected?
- Do the light fittings work?
- Is the oven gas or electrical?
- Do the toilet and shower work?
- Is there damp or mold on the walls?
- Is the place furnished? What kind of furniture does it have?
- What kind of heating/cooling is there?
- Are there fly-screens on the windows and doors of the property?
- Is it close to transport, shops, and campus?
- Will the area be noisy?
- Is there good security?
- Will the landlord carry out any repairs before you move in?

## SERVICES

### Telephones

#### Calling overseas from Australia

To call an international phone number from Australia:

1. Dial the international access code (0011)
2. Dial the country code
3. Dial the area code (if required)
4. Finally dial the phone number.

For example: if calling France (country code+22) Dial 0011 22 then the local code and phone number.

Many students find that the most effective way to call home is by using [Skype](#).

#### Calling Australia from Overseas

To contact Australia:

1. Dial the international access code from that country (this will vary from country to country)
2. Dial the Australia country code (61)
3. Dial area code without the first zero (eg Queensland would be 7 instead of 07)
4. Finally dial the phone number.

For example to call the International Student Support team: +61 7 4781 5601

### Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the [Australian Communications and Media Authority](#) to make sure it can operate here. If you are unable to use your mobile in Australia then there are a wide range of options open to you. Firstly, decide whether a pre-paid mobile phone or a phone on a plan suits your needs. Consider the following before agreeing to a phone plan.

- Can you meet the expected costs for the entire period of the contract?
- Are there any charges for ending a contact early?
- Can you alter your contract if required?
- Does the contract include a handset or do you have to provide your own?

You may find websites such as [whistleout.com.au](#) and [youcompare.com.au](#) useful when making decision on a mobile phone. If purchasing a plan you will need to take identity documents including passport, student card and credit card

### Internet Access

In Australia, there are a number of ways you can connect to the internet – via an ADSL2+, NBN, or Mobile/Wireless Broadband service.

If you don't want to set up physical ("fixed line") internet connection, a mobile/wireless broadband connection is your best option. This service essentially has the same coverage as mobile phone services so it is available almost everywhere. The first thing to do is find a provider to set up your service which you can do online or over the phone. Some providers offer a month to month plan, others will require you to sign a contract that may last up to two years. You can compare broadband plans [comparebroadband.com.au](http://comparebroadband.com.au) to find the best deal to suit your budget.

### Free Wireless Internet

In Australia you can access the internet from many public areas: hotels, libraries, airports, and internet cafes. If you bring your laptop, PDA, iPod, iPhone, etc. most of these places offer free wireless Internet, and you can find free WIFI hotspots in most common public areas.

Please keep in mind that Australian internet services/speed may not be what you are used to. Sometimes it may be faster or slower depending on your home country's internet speed.

### Internet access on campus

Students are given unlimited internet access, for study purposes, on-campus via the WIFI network Eduroam. Students can access the internet services on university computers located in the library or computer rooms by signing in using their JCU username. To connect to the campus WIFI network follow [these steps](#).

## TRANSPORT

### Buses

Buses run regularly between the city and the University. You can ask the bus driver for a copy of the timetable or download a copy from [sunbus.com.au](http://sunbus.com.au). Remember to check the bus number and the bus direction to make sure that you will end up at your intended destination.

You can also use the "Get Directions" option on [Google maps](http://Google maps) for information on ways to get around the city. This site can provide directions for cars, public transport options and best routes for pedestrians and bicycles.

### Taxis

Taxis can be expensive but if you are travelling together in a group it can be cheaper and more convenient than a bus. Taxis known as 'maxi-taxis' can take as many as 12 passengers. It is advisable to book them in advance. It is the law in Australia for all passengers in taxis to wear seat belts. You cannot bargain with a taxi driver for a fare as the meter is always used. The contact number for taxis Australia-wide is 131 008.

### Bikes

Many students find that riding a bicycle is an easy and affordable way to get to/from the campus and around the surrounding suburbs.

You can buy inexpensive new bicycles from shops like Big W, Target or K-Mart. There are also a number of specialized bicycle shops. If you prefer to buy a second hand bicycle look at the University's notice boards as well as on [gumtree.com.au](http://gumtree.com.au) or in the Townsville Bulletin or The Cairns Post classifieds.

In Australia it is compulsory for all cyclists to wear an approved bike helmet and you can be fined for not wearing one when riding your bicycle. Cyclists must obey the road rules, just like cars and other motor vehicles. They must ride on the left-hand side of the road

at all times, obey traffic lights and road signs, and give way to pedestrians at pedestrian crossings. Cyclists may also be convicted for drink driving or using a mobile phone while riding visit. [Queensland road rules and bike user guide](#).

The [JCU Bicycle Users Group \(BUG\)](#) represents the interests and concerns of JCU cyclists. This group runs a number of events throughout the year. You can visit their website to download Townsville or Cairns bike path maps.

### Driving

If you plan to drive a car or ride a motorbike while you are in Australia you need to know the road rules before you attempt to drive. One of the leading causes of death in Australia is from road accidents and International visitors are at high risk. We advise all International students who are planning to drive in Australia to undertake some driving lessons.

### Overseas driver's license

You may drive in the state of Queensland with your current overseas license for the duration of your stay in Australia as a student on a student visa. This is on the condition



### Key road rules to follow include:

- You (and your passengers) must wear seatbelts at all times while the vehicle is in motion. If you are driving, it is your responsibility to ensure that all of your passengers are wearing seatbelts. As a passenger, you can also be fined for not wearing a seatbelt.
- Children under seven years of age must be restrained in a suitable and properly fastened child restraint or booster seat when travelling in a car. The type of restraint depends on the age of the child. Read more about child restraints at [qld.gov.au/transport/safety/rules/children](http://qld.gov.au/transport/safety/rules/children)
- It is illegal in all Australian states and territories to use a hand-held mobile phone while driving. This includes talking, sending text messages, playing games, taking photos/video or using any other function on your phone. Using a hand held mobile phone is also illegal when your vehicle is stationary but not parked (e.g. when you're stopped at traffic lights).
- You must only have the maximum number of passengers in the car as per the car's specifications.
- To avoid accidents make sure that you take a 15 minute rest break every two hours.
- Watch out for pedestrians at pedestrian (zebra) crossings and at stop signs.

that the license is current and in English, or that you carry a certified translation of it with you. For details of certified translators in Townsville and Cairns visit [National Accreditation Authority for Translators and Interpreters Ltd.](#) If your home country license expires whilst you are in Australia, you will need to obtain a Queensland driver's license from [Queensland Transport.](#)

### Drinking Alcohol and Driving

It is your choice to have a few alcoholic drinks with friends at a party or when you are out at a nightclub. However, if you are planning to drink alcohol, the best option is to leave your car at home. If you do plan to have a few drinks, designate someone to be the driver for the occasion. A 'designated driver' agrees not to drink alcohol at all and makes sure that everyone gets home safely.

Police conduct Random Breath Tests (RBTs) throughout Queensland any time of the year to deter and detect drink drivers. Visit the [Queensland Police website](#) for further details about driving in Queensland.

In Australia the amount of alcohol in your blood must not be more than 0.05% if you are driving a motor vehicle, scooter or riding a push bike on a roadway. It is estimated for men this is no more than two standard drinks in the first hour and one standard drink each hour after that. If you are on a learners or provisional license you must have a blood alcohol content of 0.0%. For women it is no more than one standard drink each hour. Be aware that this is a guide only; your blood alcohol content can vary depending on gender or body size.

Do the right thing, **don't drink and drive!**



## SHOPPING

**Townsville** has a number of shopping Centres. The major shopping Centres include:

### [Stocklands](#)

330 Ross River Road, Aikenvale QLD 4814

### [Castletown](#)

Corner of King and Woolcock Street, Hyde Park, Townsville

### [SUPA IGA](#)

Building 500 on the Townsville Campus

**Cairns'** major shopping locations include:

### [Cairns Central Shopping Centre](#)

1-21 McLeod Street, Cairns

### [Smithfield Shopping Centre](#)

Captain Cook Highway, Smithfield

### [Stockland Cairns](#)

Mulgrave Road, Earlville

### Business Hours

Retail stores are usually open between 9:00am and 5:30pm on Monday, Tuesday, Wednesday and Friday. Thursday is "late night shopping" when stores stay open until 9:00pm. On weekends stores have limited opening hours. Retail stores generally open from 9:00am – 4:00pm on Saturday and 11:00am – 4:00pm on Sunday.

Major grocery stores are generally open from 9:00am - 9:00pm on weeknights. Saturday opening hours are generally 9:00am – 5:30pm. Sunday opening hours are 11:00am – 6:00pm.

### Bargaining/Haggling

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price.

### Purchasing an Item

The most common methods of purchasing items are by cash or EFTPOS. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card linked to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer's discretion) from more than 103,000 merchants across Australia. Just swipe your keycard through the EFTPOS card reader, select your account type and enter your PIN number. EFTPOS is available at

most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign.

## MONEY & FINANCES

### Accessing your money

#### Be money smart

The Australian Government has a website, [moneysmart.gov.au](#) that can give you Australian financial guidance information, including; budgeting, tax, banking, insurance, superannuation, buying a car and how to avoid financial scams.

#### Setting up a Bank Account

You can choose to open an account in any bank in Australia. Before setting up a bank account we recommend that you research the services and fees provided by the major banks. Many banks have student accounts. You will require your student ID card to prove you are a student and to gain access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see this [website](#).

#### To open a bank account you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as \$10)

Most people in Australia use internet banking or telephone banking, which enables them to manage their money and pay bills online. You can also visit a branch of your bank to access money, pay bills and make enquiries over-the-counter.

#### Banking Hours

Most bank branches are open from Monday to Friday, 9:00am to 4:00pm (except on public holidays). Automatic Teller Machines (ATMs) remain open 24 hours a day

#### ATMs (Automatic Teller Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash

and cheques into your account. Please be aware that you will be charged a fee for using another Bank's ATM. Fees for using ATMs can vary between banks and between accounts.

### Using an ATM

You will be given a Personal Identification Number (PIN) which you will enter into the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN.

These general rules should be followed for ATM safety:

- Have your card ready when you approach the machine;
- Be aware of your surroundings, ensure no one is close enough to see you enter your PIN;
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police on 131 444);
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;
- If you simply want to check your account balance or transfer funds between accounts, you can use online banking.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another

person), notify your bank immediately. Most banks have a 24-hour telephone number for reporting lost cards – it's a good idea to keep a record of this number handy at all times, just in case.

### Paying Bills

Most bank accounts offer lots of easy options for paying bills. Most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

Important: direct debits are a convenient way to pay everyday bills. Make sure you've got enough money in your account to cover the cost of the debit or you might end up with an overdrawn account or a dishonour fee.

### Account Statements

Most banks will provide regular statements for your accounts. Telephone and Internet banking statements are also available.

### Safety when carrying money

- Don't carry large amounts of cash or advertise the fact that you are carrying money.
- Divide your cash into different locations

on your person (front pocket, coat pocket or shoes).

- Keep your wallet in one of your front pockets at all times.
- Do not carry cash in a backpack or back pocket.
- Divide your bank/credit cards and keep them in separate locations.
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.

### What should I do if I get into financial trouble?

If you get into financial trouble and feel you won't be able to pay your tuition fees, contact the International Student Finance team as soon as possible by emailing [studentfinance@jcu.edu.au](mailto:studentfinance@jcu.edu.au). They may be able to assist you by developing a payment plan for you.

The JCU Student Association provides short – term loans for emergencies of up to \$200. Contact them to discuss whether you are eligible for this loan:

**Townsville:** 07 4781 4400

**Cairns:** 07 4232 1160

**Freecall:** 1800 330 021

[StudentAssociation@jcu.edu.au](mailto:StudentAssociation@jcu.edu.au)



## TropEco 'Sustainability in Action'

TropEco is the JCU award winning sustainability program that celebrates Sustainability in Action, by working to create opportunities and recognition for your sustainability ideas.

For more information visit [jcu.edu.au/tropeco](http://jcu.edu.au/tropeco)

### Did you know?

JCU has a chilled water air-conditioning system that saves over 10,000 tonnes of CO<sub>2</sub> emissions per year and has reduced energy use by 25%.

JCU's Green Bike Fleet has refurbished 260 bikes to be sold back to international students since 2013 and has won the Green Gown Australia award for Student Engagement in 2015.

JCU has innovative community gardens that everyone can be involved in. We recycle the waste from the college kitchens that is turned in to fertiliser – closing the loop on the food cycle.

JCU's campuses are abundant with unique wildlife and native plants. We are committed to protecting and enhancing these ecosystems and TropEco regularly undertakes tree planting and ecosystem enhancement activities.

### How to get involved

Join the Sustainability Clubs in Cairns and Townsville to become involved in fun activities that promote sustainable behaviours. Find them on Facebook – Cairns – 'JCU Sustainability Club Events' or Townsville - 'Sustainability Club JCU – Townsville'.

Become a TropEco Sustainability Intern for experience in sustainability projects. Volunteer with TropEco or local environmental groups.

To get involved, visit [jcu.edu.au/tropeco](http://jcu.edu.au/tropeco) or email [tropeco@jcu.edu.au](mailto:tropeco@jcu.edu.au).



## HEALTH

### Emergencies

#### Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial **000**. For non-emergency transport to the hospital contact your Residential Assistant (if you are living on campus), your roommates or call for a taxi if you are living off-campus.

#### Mental Health

Lifeline's **13 11 14** service is staffed by trained volunteer counsellors 24-hours a day, any day of the week. They can provide you with advice, emotional support and information about support services that are available in communities around Australia.

#### Suicide Callback Service

Provides free phone counselling for anyone affected by suicide. If you are feeling suicidal, or worried about someone call 1300 659 467.

#### Poison

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information to assist in the management of poisonings and suspected poisonings. The Australia-wide Poisons Information Centres have a common telephone number: **131 126**

#### Emergency Translation

For translation service in an emergency situation dial **1300 655 010**

### General Health

Maintaining good health is of vital importance when studying abroad.

#### Physical Health

A big part of staying healthy involves eating healthy foods, and getting enough exercise. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website [nutritionaustralia.org](http://nutritionaustralia.org).

- ✔ **Exercise** – do at least 30mins of moderate exercise a day
- ✔ **Sleep** – get at least 8-9 hours of sleep a night
- ✔ **Nutrition** – keep a balanced diet remembering to eat lots of vegetables and fruit everyday
- ✘ **Binge drinking** – limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.

#### Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner's health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. Always use condoms as condoms are the only form of contraception that protects against STIs and unplanned pregnancy.

#### Townsville Sexual Health Services

35 Gregory Street, North Ward, QLD 4810  
Ph: 4433 9600

#### Cairns Sexual Health Services

381 Sheridan St, Cairns North, QLD  
Ph: 4226 4769

### Mental Health

Going abroad is not a cure for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates unexpected physical and emotional stress, which can exacerbate otherwise mild disorders.

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behavior. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad. (Source: Education Abroad Program, UCLA)

If you find yourself struggling with some of these issues please make an appointment to speak to an International Student Advisor. Otherwise, you can make contact with the JCU Wellbeing Service. This is a free and confidential service you can access to talk about any issues that could have an adverse impact on your studies.

#### JCU Wellbeing Service

**Townsville:** Level 1, Building 18, Room 103 – Library. Phone: 4781 4711

**Cairns:** Level 1, Building B1 – Library  
Phone: 4232 1150

### Medical Services

#### What do I do if I'm sick?

There may be times during your studies that you need to access medical services. If you feel sick and are not in an emergency

situation, make an appointment with a doctor or general practitioner (GP). If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment.

### Seeing a Doctor

If you need to see a doctor after hours, House Call Doctor is available. Phone: 13 55 66. The service is free and the doctor comes to you, instead of you having to find your way to the doctor's office. More information can be found here: [housecalldoctor.com.au](http://housecalldoctor.com.au)

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your lecturer / tutor. If you are sick on the day of your exam you should ask the doctor to complete the medical section of the [Special Consideration or Deferred Exam form](#). If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

### Attending an Australian hospital

If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your insurance cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

### Pharmacies

Doctor's surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescriptions are not held at the pharmacy or chemist. If the doctor has given you a repeat of the medication the pharmacist will give you back a copy of your prescription which you will need to bring in again when your medication runs out.

### Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. In some instances you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a "generic" brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor.

International prescriptions will not be filled by Australian chemists or pharmacies. You will need to see a doctor in Australia and have a new prescription written.

Your familiar brands and medication dosages may not be available in Australia, your Australian doctor will be able to advise you of the best course of action.

### Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking or if you have any medication allergies.

### Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out

extra cover. If you need to see a dentist or optometrist you will need to make an appointment and pay the full fee of this service. To take out extra cover contact your OSHC provider directly

### Interpreter Services

There are a variety of healthcare professionals from many different cultural backgrounds in Australia, you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the [Translation and Interpreting Service \(TIS\)](#) can be used. Phone **131 450**.

## Medical Facilities in Townsville and Cairns

### Hospitals

#### Townsville Hospital:

100 Angus Smith Dr, Douglas QLD 4814  
Ph: 4433 1111

#### Cairns Hospital:

165 – 171 Esplanade, Cairns, QLD 4870  
Ph: 4226 0000

### Medical Centres

#### Townsville:

JCU Health: Building 500  
James Cook University  
Ph: 4781 4495

Health Link Medical Centre:  
533 Ross River Rd, Cranbrook  
Ph: 4773 3933

Townsville Family Medical Centre:  
55 Keane Street , Townsville  
Ph: 4759 1100

Olive Medical Centre  
Suite 2, 599 Ross River Road, Kirwan  
Ph: 4799 1600

#### Cairns:

Cairns 24 Hour Medical Centre:  
Crn Florence and Grafton Streets , Cairns  
Ph: 4052 1119

Smartclinics Smithfield Medical Centre  
Campus Village Shopping Centre, Smithfield  
Ph: 4057 7300

Smithfield Central Doctors  
11/7-11 Mount Milman Drive, Smithfield  
Ph: 4037 9333

Central Plaza Doctors:  
60 Mcleod, Cairns City  
Ph : 4046 8600

## Overseas Student Health Cover (OSHC)

All international students (except Norwegian, Swedish and Belgian citizens), must have Overseas Student Health Cover (OSHC) for the duration of their student visa. Students from Sweden covered by Kammarkollegiet are exempt from the requirement for OSHC, and CSN insurance is no longer considered an acceptable alternative to OSHC as it is not managed by the Swedish government. As a new student, JCU will have scheduled your initial OSHC membership with our preferred health insurance provider, [Allianz Global Assistance](#).

The commencement date will be set as approximately 10 days prior to your course start date. You will be required to adjust the start date of your membership to coincide with the date you entered Australia on a student visa.

### Your OSHC only covers you while

**you remain on a student visa.** If your visa status changes at any time while in Australia, contact your OSHC provider and the International Student Support team to arrange for appropriate health insurance and to discuss any refunds you may be entitled to. It is your responsibility to ensure that you have appropriate health insurance while you remain in Australia.

You may be able to claim a refund if you are vacationing outside of Australia for more than a month or if you are leaving Australia permanently before your OSHC expires. Contact your OSHC provider for more information.

### Ordering your OSHC membership card

You must order your OSHC as soon as possible. Instructions on "How to order your card online" can be [found online](#). Please read this carefully and ensure that you provide the correct semester residential address. If you require assistance in ordering your OSHC card, please visit the Student Centre or your OSHC Allianz Assistance representative. Your membership number is the same as your JCU Student Identification number.



### Temporary card

If you need to access medical services before your OSHC membership card arrives you can print out a temporary certificate from the [Allianz website](#). If you need assistance with this, please visit the Student Centre.

### What does OSHC cover?

OSHC provides a contribution towards the cost of medical treatment for overseas students in Australia, similar to that provided to Australians through Medicare. Additionally, Allianz Global Assistance OSHC also includes access to some private hospitals and day surgeries, emergency ambulance cover and benefits for prescription medicines.

Please refer to the [Policy Document](#) which sets out in detail what is covered and what is not covered under your OSHC policy.

### How to make a claim

You can make a claim online by following the steps on the [Allianz website](#). There is also an Allianz App for your mobile phone, which makes making claims and getting information much easier.

Alternatively you can submit a postal claim. To do so you will need to:

1. Obtain a hard copy claim form from the Student Centre or download a form from the [website](#)
2. Complete the form. Please write clearly and sign the form. Ensure you have clearly written your OSHC policy number on the form
3. Attach your receipts to the claim form
4. Use the pre-paid and pre-addressed envelopes to post the original tax invoices/receipts directly to Allianz Global Assistance

If you have any queries about your membership, including claims and renewals, you can contact the JCU OSHC Allianz Client Service Representative who is available at following times and locations:

#### Townsville

Building 134  
Tuesdays 10am – 4pm  
Thursdays 10am – 4pm

#### Cairns

Email enquiries to  
[cairnsohc@allianz-assistance.com.au](mailto:cairnsohc@allianz-assistance.com.au)



## WORKING IN AUSTRALIA

### Permission to work

From 26 April 2008, people granted student visas will automatically receive permission to work with their visa grant. Student visas have conditions on the number of hours you are allowed to work. Find out more on the [Department of Home Affairs website](#).

**Important:** you will NOT be able to work in Australian until the first official day of classes. Breaking any of your student visa conditions may result in visa cancellation.

- A full list of [mandatory and discretionary](#) student visa conditions can be found online.
- For information about your rights and responsibilities at work, visit [Fair Work Australia](#).

### Finding Work

Working in Australia is a great cultural experience however you should not rely on income from employment when budgeting to pay for tuition fees or living expenses.

There are many different ways to find a job in Australia:

#### JCU Careers and Employment service:

- The JCU careers and Employment Service provide information, advice and guidance on careers and employment to current JCU students and graduates. Access

to CareerHub and other Careers and Employment information can be found on their [website](#) or by emailing [careers@jcu.edu.au](mailto:careers@jcu.edu.au)

Search for jobs using:

- **Newspapers:** [Townsville Bulletin](#) and [Cairns Post](#)
- **Online:**
  - [seek.com.au](http://seek.com.au)
  - [careerone.com.au](http://careerone.com.au)
  - [adzuna.com.au](http://adzuna.com.au)
  - [jobsinoz.com.au](http://jobsinoz.com.au)
  - [jobsearch.com.au](http://jobsearch.com.au)

### Taxation

#### Taxes

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

#### Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at the [Australian Taxation Office \(ATO\)](#) or phone 13 28 61, 8am to 6pm Monday to Friday. For translating and interpreter service phone: 13 14 50.

#### Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online [using the ATO's e-tax program](#)
- List of registered [tax agents](#)
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

#### Superannuation

If your monthly wage is more than AU\$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to [claim your superannuation and apply for your payment](#) online. You will need to provide the details of your superannuation fund.

## SAFETY

### Obeying the law

When you were granted a visa to study in Australia, you signed a document (Australian Values Statement) agreeing to respect Australian values and laws for the duration of your stay. Breaking Australian laws could result in a fine, the cancellation of your visa or imprisonment.

Some common laws in Australia:

- You must be over 18 years of age to purchase alcohol or cigarettes. Please note that purchasing alcohol or cigarettes on behalf of people under 18 years of age is illegal
- Smoking in some public places is illegal
- You cannot buy, sell, possess or use illicit drugs including marijuana, amphetamines and opiates
- You cannot carry weapons, including knives or guns
- You must wear a helmet when riding a bicycle, motorbike or scooter
- It is illegal to offer or receive a bribe for services, including those provided by a government official
- Acts of violence against other people, property or animals is a criminal offence. This includes violence against your family members
- Children under the age of 12 must be supervised by an adult.

Information about [laws and the legal system](#) in Australia can be found online.

**Important:** not being aware that your actions are illegal is not a valid defence.

### Legal services and advice

If you do break the law you may need legal assistance or advice. Information about legal services in Queensland can be found on the [Legal Aid website](#) or by contacting the International Student Support team.

### Home security

House break-ins can occur in Australia, we recommend locking all entrances to your residence and on-campus room before leaving.

Some general security tips:

- Keep your front door locked when you are at the back of the house
- Do not leave messages on the front door, it lets people know you are not home.
- Avoid having parcels left on the door step
- When out, leave a radio or television on or a light in the evening to give the impression you are home
- Keep cash and valuables out of sight.

Home security is an issue for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens and reliable locks on them.

### Home Fire Safety

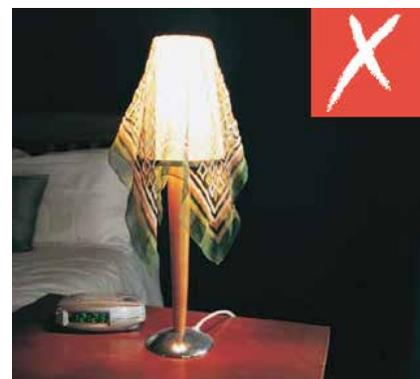
You can take some simple steps to reduce the risk of fire in your accommodation:

- Improper use of power boards and double adaptors can lead to fires
- Be careful to keep electrical appliances away from water
- Hair appliances take time to cool down, allow them to cool on a non-flammable surface before storing
- Computers, monitors and TVs can over-heat and cause fires even when not in use
- Lightbulbs can become very hot. It is dangerous to cover a lamp with any type of fabric. To dim a lamp use a lower wattage globe.
- Do not smoke in bed
- Dampen cigarette butts before putting them in the rubbish
- Make sure your candles are on properly designed candle holders, don't leave your room or go to sleep when a candle or oil burner is alight
- Do not put candles or oil burners near windows as curtains can catch fire easily.
- Always stay in the kitchen while food is cooking; turn off the cooking appliance before you leave the room or go to bed.



### Plan Your Escape In a Fire:

1. Get down on the floor. Crawl to the door.
2. Get out of your room.
3. Close the door. This prevents smoke and fire from spreading
4. Alert others.
5. When outside stay out.
6. Call **000**.



## Internet safety and security

There are some simple precautions you can take to ensure internet safety:

1. Install anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly.
2. Delete suspicious or unknown emails immediately. Don't open these emails.
3. Don't download files or applications from suspicious websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.
4. Use long and random passwords

Untrustworthy people may contact you over the internet or by phone. If an offer seems too good to be true, it probably is. Find out more at [Scamwatch](#).

## Personal Safety

Looking after your safety, health and wellbeing is important. While North Queensland is a relatively safe community, the following general tips will help keep you safe during your time in Australia.

If you are going out at night remember:

- Think ahead - consider how you are going to get home - pre-book a taxi or arrange transport with a friend
- Never hitch-hike
- Make sure that you stay with your friends and that someone knows where you are at all times
- Make sure you have enough money to get home
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene. Alert the police if necessary
- Be wary of casual requests from strangers, like someone asking for a cigarette or money



- Try not to carry your wallet in your back trouser pocket
- If you are socialising in a public place never leave your drink unattended
- Don't take your passport, it can be very expensive and difficult to replace if lost.
- Stay in well-lit areas as much as possible
- Walk confidently and make eye contact with people when walking - let them know that you have noticed their presence.

Further safety tips can be found at the [Study in Australia website](#).

## Public Transport Safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise your safety, including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

**Buses:** When waiting for a bus avoid isolated bus stops, stand away from the curb, have your money ready and check timetables prior to travel to avoid long waits. When you are on the bus keep an eye on your belongings and if something bothers you let the driver know.

**Taxis:** Phone for a taxi prior to travel as a record is kept of all bookings made, speak up if the driver takes a different route to the one you specified, take note of taxi identification and stay alert to your surroundings.

If you are uncomfortable in the taxi you can ask the driver to stop, you can also read out the taxi identification number and advise the driver you will report him/her if they don't stop.



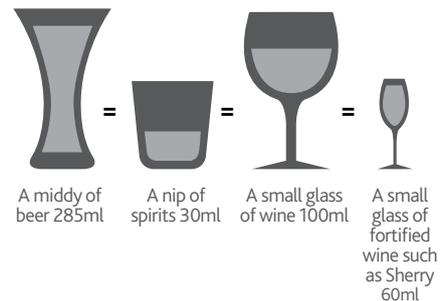
## Alcohol, smoking and drugs

### Standard drinks

Knowing standard drink measures can help you to monitor your alcohol consumption and control the amount you drink. Different types of alcoholic drinks contain different amounts of alcohol. A standard drink contains 10 grams of alcohol.

Keep in mind:

- You can find the number of standard drinks on the back of pre-packaged beverages
- Some hotels don't serve standard drinks - they might be bigger. Large wine glasses can hold two standard drinks or even more
- Drinks served at home often contain more alcohol than a standard drink
- Cocktails can contain as many as five or six standard drinks, depending on the recipe
- Pre mixed bottled drinks often contain more alcohol than a standard drink



## DANGER: Drink Spiking!

Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Never accept an open container of drink if you did not see it being poured. If you suspect you or your friends have had a drink spiked, call 000 immediately to report it and get help.

## Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. Smoking is restricted in public areas such as shopping centres, hotels, restaurants, clubs, bars and in some workplaces.

Smoking on campus is prohibited in or near any enclosed areas within the university, including eating and hospitality areas, toilets, lecture theatres, tutorial rooms, library and lobbies.

## Drugs

Buying, selling possessing or using illegal drugs including marijuana, amphetamines and opiates is against the law. If you are caught you will face penalties including fines and imprisonment.

Important: being found with drugs in on-campus accommodation may lead to immediate expulsion.

More about [drug related issues](#) can be found online.

## Safety when meeting new people

When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don't give them any of your personal details like your full name, your phone number or your address. With people you don't know well; always arrange to meet them in a public place, instead of inviting them to your home or going to their house. Wait until you feel you have built a relationship with them, know more about them and feel comfortable with them.

When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. Be careful at first, until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, remain cautious until you feel you know them reasonably well and can trust them. Crimes against international students are sometimes committed by people from their own culture.

If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication "norms" (widely acceptable

behaviour), make an appointment to talk it over with your International Student Advisor.

## Sexual Assault

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain precautions may make it more difficult for a possible perpetrator:

- When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily
- Walk with confidence and purpose
- Avoid isolated or unlit places
- Be wary of strangers, whether they are on foot, in cars or at parties
- Respect your intuition
- If placed in a situation where you feel uncomfortable say "No!" loudly and with conviction.

## What should I do if I am sexually assaulted?

It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact should be the police.

1. From a public phone or mobile phone, call the police on 000.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.
3. Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker.
4. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been assaulted, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter, international student advisor or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

## Townsville Sexual Assault Support Services

50 Patrick Street, Aitkenvale, QLD 4814  
[nqcws@thewomenscentre.org.au](mailto:nqcws@thewomenscentre.org.au)  
[thewomenscentre.org.au](http://thewomenscentre.org.au)

## Sexual Assault Service (CSAS)

The Solander Centre  
182 Grafton Street, Cairns Q 4870  
Phone: (07) 4031 3590  
[cnsadmin@true.org.au](mailto:cnsadmin@true.org.au)  
[true.org.au](http://true.org.au)

## Sun Safety

Queensland has a high rate of skin cancer which can be prevented by following these sun safety tips:

- Minimise your time in the sun between 10am and 3pm
- Seek shade
- Wear suitable clothing that provides good sun protection
- Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
- Wear UV protective sunglasses
- Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

## Beach Safety

Conditions along the coast of Australia change considerably, make sure you are aware of different beach conditions in an place you visit.

Recognising danger signs and awareness of surf conditions is an essential part of staying safe at the beach:

- Find the flags and swim between them – the red and yellow flags mark the safest place to swim at the beach
- Look at the safety signs - they help you identify potential dangers and daily conditions at the beach
- Ask a surf lifesaver for some good advice - surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water
- Get a friend to swim with you - so you can look out for each other's safety and get

help if needed. Children should always be supervised by an adult

- Stick your hand up for help – if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip.
- Avoid swimming at unpatrolled beaches, swimming at night or under the influence of alcohol, running or diving into water.

### Marine Stingers

Marine stingers are mainly found in the waters off Townsville and Cairns from October to May, however they may be present at other times of the year as well. Take necessary precautions to avoid being stung: swim within stinger enclosures or wear a stinger suit. If you are stung apply vinegar to remove the tentacles of the jelly fish and seek immediate medical assistance.

### Identifying a Rip

A rip is a strong current running out to sea. While the water may appear calm, rips may be present. The following features will alert you to the presence of a rip:

- darker colour, indicating deeper water
- murky brown water caused by sand stirred up off the bottom
- smoother surface with much smaller waves, alongside white water (broken waves)
- waves breaking further out to sea on both sides of the rip
- debris floating out to sea
- a rippled look, when the water around is generally calm

### Escaping From a Rip

If you are caught in a rip:

- Don't Panic - stay calm
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore
- If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help.
- Remember to stay calm and conserve your energy.

## Bush and outback safety

### Walking

- Travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track
- Check the weather forecast and be prepared for unexpected changes in weather
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map.
- Always carry a current map. Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- Never dive into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.

### Driving

- When planning each day of travel spend some time to calculate how long it will take to drive between destinations. Be realistic about how far you can drive in a day.
- Make sure your vehicle is in good working order and has been serviced recently.
- Use a four-wheel drive vehicle on unsealed roads in remote areas. Take extra care when driving these vehicles. For example, drive at reduced speeds on unsealed roads.
- Always carry a spare tyre, tools and water. If travelling to remote areas off major highways take extra food, water, fuel and tyres. Do not overload your vehicle and never carry spare fuel inside an enclosed vehicle.

- If you have trouble with your vehicle, don't leave your vehicle because it will provide you with shade and protection from the heat. Wait for help to come to you.
- Hire appropriate emergency communication equipment, such as a satellite phone or an Emergency Position Indicating Radio Beacon device (EPIRB).
- Obey road closure signs and stay on recognised routes.
- Fires in desert and bush areas can spread very quickly. If required, be prepared to evacuate the area immediately.
- Australian wildlife and livestock often graze on the roadside and can stray onto the road. Be very careful when driving at sunrise, sunset and at night, when animals are most active. If an animal crosses in front of you brake gently, do not swerve wildly to avoid it.
- During daylight hours always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles.

## Storm Safety

Storms and tropical cyclones are more common during storm season from October to the end of April.

Tropical cyclones are low pressure systems that are severe weather events that must be



### During a storm or cyclone, there are some things you can do to stay safe:

- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and video recorders.
- Listen to your radio for weather updates.
- Don't use a landline telephone during an electrical storm



taken seriously to lessen property damage and ensure personal safety. It is important to be prepared for a cyclone before a warning is issued.

For further information regarding the cyclone warning system, preparing for cyclones and safety procedures, visit the following websites:

- [Bureau of Meteorology](#)
- [Queensland Government Emergency Services](#)

## Dangerous Animals & Plants

North Queensland is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them - they are not used to close contact with humans and may hurt you.

If you are visiting parks or forests:

- **Be wary of animals in their natural habitat:** Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries and also wild pigs, cattle, horses and buffaloes. Be very careful about approaching any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.
- **Never feed or play with wildlife as it encourages them to get close to humans which is not good for them or for us.**

### Animals in North Queensland

Living in North Queensland means living

close to nature. Sometimes nature can come a little closer than you might expect. It is important for you to be aware some animals might find their way into your homes.

**Geckos** are small lizards which range in size from 1.5 to 10cms. They can be found in most houses in Townsville and Cairns. These lizards are harmless and actually help by eating flies and mosquitos.

**Mosquitos** in North Queensland can carry dangerous diseases including Dengue Fever and Ross River Fever. Check that the property you are moving into has fly screens on the windows and doors. It is important to protect your skin around dawn and dusk when the mosquitos are most active.

**Ants** often find their way into North Queensland homes especially prior to rain. Make sure you don't leave any food out and wipe down benches and counters thoroughly.

**Cane Toads** may be found in backyards around Townsville and Cairns. They are not dangerous to humans unless ingested but can kill pets including dogs and cats.

**Snakes** Australia has over 140 species of snakes, some of which are highly poisonous. If you find a snake in your house never play with or try to catch the snake yourself. Contact North Queensland Wildlife Care on 0414 717 374 who will remove the snake for you.

### Bites and Stings

The majority of insects in North Queensland are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them if you want to avoid being stung or bitten.

The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or 000.

### General first aid for bites and stings

For bites or stings from these creatures seek first aid assistance straight away, stay calm and as immobile as possible.

- all species of Australian snakes, including sea snakes
- funnel web spiders
- blue ringed octopus
- jellyfish including: box jellyfish and irukanji
- cone shell stings

### For all other bites and stings:

- Seek or apply basic first aid.
- Wash with soap and water and apply an antiseptic if available
- Ensure that your tetanus vaccination is up to date
- Apply an ice-pack to reduce local pain and swelling
- Pain relief may be required eg. paracetamol or an antihistamine (to reduce swelling, redness and itch)

You should seek medical advice if they develop any other symptoms or signs of infection.



## ADJUSTING TO LIFE IN AUSTRALIA

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. This advice may help:

**Listen, observe and ask questions:** Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand, as this will reduce the chance of confusion or misunderstandings.

**Get involved:** Make an effort to meet people and become involved in groups both on campus and in the wider community. Establishing friendships and joining groups is the best way to experience and learn about Australian culture.

**Try to maintain a sense of perspective:** When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

**Maintain some of the routines and rituals you had at home:** This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country with a group of friends.

**Communicate with friends and family at home:** Communicate regularly with your friends and relatives at home about study and life experiences. This will help you keep connected with important social networks, and assists your friends and family to understand your experiences which will smooth the transition when you return home.

**Sense of humour:** Remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

**Ask for help:** Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

**Finally, relax and enjoy the journey:** Join a club, go for a walk, explore the local area and make the most of your time here in Australia.

## AUSSIE VALUES AND CULTURE

Australian society values respect for the freedom and dignity of the individual, freedom of religion, commitment to the rule of law, democracy, equality for men and women and equality of opportunity for individuals, regardless of their race, religion or ethnic background.

If you experience behavior that does not reflect Australian values you can seek advice and support from JCU International Student Support, JCU Counselling and JCU Student Association.

### Politeness

'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, 'Excuse me' to get a person's attention and 'sorry' if we bump into them. We also say, 'Excuse me' or 'pardon me' if we burp or belch in public or a person's home.

You should always try to **be on time** for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, '**Bless you**' when you sneeze. This phrase has no religious intent.

### Hygiene

Having an understanding of Australian hygiene expectations can help you integrate more easily into Australian society.

- Australians are sensitive to other people's body odours. It is expected that one will be aware of their personal odour and take the necessary measures to ensure that their personal odour does not cause discomfort to those around them.
- It can get quite hot and humid in North Queensland especially during the summer months. Having a daily shower will add to your comfort and well-being.
- If working in close proximity to others concentrated perfumes and colognes may cause some discomfort to others.
- Most houses, units and apartments would have washing machines for clothes. If not, Laundromats are often available in many suburbs where one can regularly wash clothes for a few dollars.
- Be aware of any odours that may emanate from removing your shoes especially in a closed environment
- After using the toilet facilities, it is expected that you wash your hands in the bathroom basin. All public toilet facilities will have a basin to wash your hands and paper towels or air dryers on which to dry your hands.
- Australians are very conscious about dental health and from a young age are encouraged to observe proper dental hygiene.
- Female sanitary items are widely available in Australia, in chemists, supermarkets or service stations. These items should be disposed of in appropriate sanitary bins and not flushed down the toilet.
- Toileting habits may differ in many cultures. In Australia, the common practice is to sit on the toilet seat and to use toilet paper to clean



oneself, disposing of the toilet paper into the toilet to be flushed away. In some countries, the soiled paper is disposed of in bins – this must not be done in Australia.

### Tipping

Tipping is not generally expected or practiced in Australia, because employees of the Australian service industry are covered by minimum wage laws and do not rely on tips for their income. It is acceptable to leave a small tip (perhaps 10%) should you feel you have received exceptional service.

### Australian Slang

Common words or 'slang' may seem strange. Slang words start from many different sources, some words are shortened versions of longer words. If you are unsure what an expression means, ask the person who said it to explain. Some common expressions are:

- **Bring a plate:** when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests.
- **BYO:** or 'bring your own' normally refers to beverages. If you do not drink alcohol, it is acceptable to bring juice, soft drink or an alternative. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.
- **Arvo:** This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.
- **Fortnight:** This term describes a period of two weeks.
- **Barbeque, BBQ, barbie:** outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common to ask if you should bring something when invited to a BBQ.
- **Snag:** Sausages usually cooked at a BBQ, usually made of pork, beef or chicken.
- **Chook:** is short for chicken.
- **Cuppa:** a cup of tea or coffee. 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.
- **Loo/dunny:** means toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'

- **Fair dinkum:** honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'
- **To be crook:** to be sick or ill.
- **Flat out:** is to be busy with work, study or social commitments.
- **Shout:** means to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink, however it is acceptable to say that you do not drink (alcohol).
- **Bloke:** a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.
- **How ya goin?:** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.
- **Togs:** or swimwear, sometimes referred to as bathers, bikini or swimmers.

## PUBLIC HOLIDAYS & SPECIAL CELEBRATIONS

Australians hold certain days each year as special days of national significance. We recognise some days with public holidays.

Holiday	2019
<b>New Year's Day</b>	Tuesday 1 January
<b>Australia Day</b>	Saturday 26 January
<b>Australia Day Holiday</b>	Monday 28 January
<b>Good Friday</b>	Friday 19 April
<b>Easter Monday</b>	Monday 22 April
<b>Anzac Day</b>	Thursday 25 April
<b>Labour Day</b>	Monday 6 May
<b>Townsville Show</b>	Monday 1 July
<b>Cairns Show</b>	Friday 19 July
<b>Queen's Birthday</b>	Monday 7 October
<b>Christmas Day</b>	Wednesday 25 December
<b>Boxing Day</b>	Thursday 26 December

**Show holidays** are for the local annual agricultural or horticultural festival.

**Christmas** in Australia is a multicultural affair our traditions are often mingled and

derived from a mixture of other countries. We have Christmas trees, Father Christmas (Santa), Christmas carols and gifts which are a familiar Christmas scenario, but Christmas dinner is more likely to be a barbeque in the backyard or a picnic on a beach, with champagne instead of eggnog and pavlova instead of plum pudding.

**Australia Day (January 26):** marks the founding of the first settlement in Australia by European people. Should the day fall on a Saturday or Sunday it is traditional to have the Monday following the weekend as a public holiday.

**Anzac Day (April 25):** the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to remember those who fought for our nation and those who lost their life in battle.

## RECREATION

### Sport

Australians are crazy about their sports – we don't just like it, WE LOVE IT! From cricket and football (the oblong and the round ball variety) to surfing and athletics, there are endless opportunities to participate (or to spectate) in sport during your time in North Queensland.

At JCU, there are a number of established sporting clubs affiliated with the JCU Student Association:

- JCU Kiteboarding
- JCU Rugby League
- JCU Rugby Union
- JCU Snow Sports
- JCU Squash Club
- JCU Water Polo
- Saints Cricket Club
- Townsville and JCU Rock Climbing
- Townsville and JCU Rowing Club
- Townsville Ultimate Disc
- University Hawks AFL

Social sporting activities are held on-campus during week night's throughout the semester.

To contact any of these sporting organisations visit the [Student Association website](#) or office on campus.

**Fisher Shield:** is a yearlong competition for college residents on the Townsville campus, featuring eight different sports.

**Fitness Centres or Gyms:** are available on both [Townsville](#) and [Cairns](#) campuses.

In the Townsville and Cairns communities, you will find a variety of sporting activities including: archery, ice hockey, fencing, baseball and even cheerleading.

### Clubs, Societies and Organisations

North Queensland offers a diverse mix of hobby groups, clubs, societies and organisations. These include environmental groups, literature clubs, photography, bushwalking, public speaking and sporting groups to name a few. Search for your own hobby by visiting:

- Townsville City Council's [Community Directory](#) for a list of all sporting clubs and organisations in Townsville.
- Cairns Regional Council's [Community Services Directory](#) for a list of sporting clubs in Cairns.

There are many clubs and societies available on campus, run by your fellow students. The JCU Student Association supports students in forming clubs and societies. Some of the current clubs and societies are:

#### Townsville:

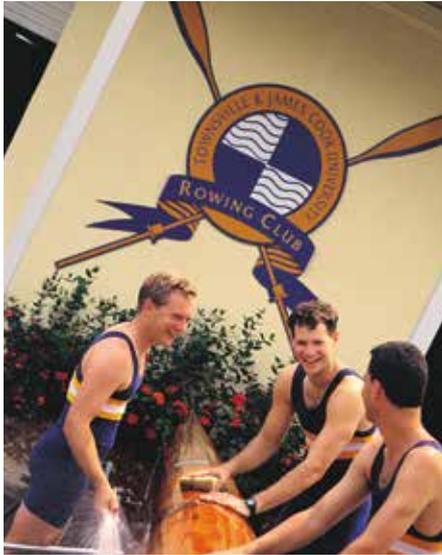
- **Act Now** – Human activist/ environmental group
- **Amnesty International**
- **Christian Union**
- **DHOOM Medical Charity** – DHOOM Medical Charity DMC, a National University based charity organisation focused on helping those in need in the South Asian area.
- **Dungeons and Dragons Club** – magical/ medieval role playing board game
- **Earth and Environmental Science Student's Society**
- **Engineering Undergraduate Society**
- **FOCUS JCU** – Fellowship of Christians in Universities and Schools
- **Indigenous Health Students United**
- **Indigenous Student Assoc.**
- **Indonesian Student's Society**
- **Insaka** – student-run not-for-profit charity organisation. Mission is to help overcome international health issues by offering suitable and sustained support to African communities
- **JCU Asian Cultural Society**
- **JCU Bicycle Users Group (JCU BUG)**
- **JCU Business Society**
- **North QLD Card Gaming Society**
- **JCU Chicks with Sticks** – knitting and

crochet club

- **JCU Gem Club** – club focused on gemstones, they organise fossicking trips etc.
- **JCU Humanists** – aka Atheist Society
- **JCU Ice Hockey Assoc.**
- **JCU Jewish Student Union**
- **JCU Journalism Society**
- **JCU Motorsports** – group of Mechanical Engineering students involved in building and racing the JCU Motorsports car as part of their degree
- **JCU Muslim Association**
- **JCU Psychology Club**
- **JCU Robotics and Electronics Club**
- **JCU Speech Pathology Students**
- **JCU Law Student's Society**
- **JCU Pharmacy Student's Assoc.**
- **Latin American Student Assoc.**
- **Play Club** – organises large-scale evasive games such as giant dodgeball, laser tag and role play games.
- **PNG JCU Student Community**
- **RHINO** (Rural Health in Northern Outback)
- **SANTE** (Supporting All Nations Towards Equality)
- **SoMAG** (Society of Manga, Anime and Gaming)
- **South Asia Initiative**
- **Sustainability Advocacy Club**
- **Townsville Alpha Phi Omega** – global organisation dedicated to the improvement of citizenship through teaching students the value of acting as a leader, a friend and to be of service. In Townsville, they provide manpower to service community programs on campus and in the Townsville community such as RHINO, JCU MSA, GPSN, St John Ambulance, Red Cross and the Townsville refugee centre.
- **Total Drama Society**
- **Townsville University Toastmasters** – International public speaking organisation with a chapter at JCU Townsville

#### Cairns

- **Bama Nguma- Barra:** Indigenous Student Association
- **BUG Bicycle Users' Group**
- **JCU Lacrosse Club**
- **Dhoom Medical Charity**
- **DOGMA:** Dept. of Gaming, Magic and Anime
- **FOCUS:** Fellowship of Christians in



- Universities and Schools
- **Institute of Sport and Exercise Science**
  - **Inter Alia Law Society**
  - **JCU Fencing Squad**
  - **JCU Football Club:** Soccer team
  - **JCU Muslim Association**
  - **JCU Permaculture Society:** providing fresh produce stalls every Thursday throughout semester
  - **JCU Sustainability Club**
  - **JCU Volleyball Club**
  - **Liberal National Club**
  - **Mariners RUFC:** Rugby Union Football Club
  - **MYDAS:** Dive Club
  - **North Queensland Quidditch Association**
  - **PNG Students Association**
  - **RHINO:** Rural Health in Northern Outback
  - **SPA:** Student Psychology Association
  - **Ultimate Disc Cairns:** "Frisbee" club

Contact details can be found online at the [Student Association](#).

### Entertainment and nightlife

Cairns and Townsville both enjoy a thriving nightlife and offer a multitude of entertainment venues attracting big name acts, artists and shows. The diversity of local acts, from pub scene duos and bands to choral ensembles and dance groups, are sure to keep your weekend calendars full.

To find out what's happening on campus visit the "[Students](#)" webpage or [JCU Facebook](#).

Check out the following sites for information about local events:

#### Townsville

- Townsville City Council's [events calendar](#)

#### Cairns

- Cairns Regional Council's [events calendar](#)
- [Entertainment Cairns](#)

### Travel and sightseeing

#### Sydney's tips

*"When it comes to travelling you can do all the research but eventually you do have to bite the bullet and drop the coin, it hurts the wallet at the time but the thought of the money goes away once you are in one of these amazing places. Australia is an incredible country, so save up some money to explore as much as Oz has to offer."*

#### Sydney, USA

Bachelor of Marine Science student

Check out some of the travel destinations. Prices quoted are in Australian dollars. Current Nov 2016

#### Townsville

- [Townsville Holidays](#)
- [Queensland Holidays](#)

#### Cairns

- [Cairns & The Great Barrier Reef](#)
- [Cairns Attractions](#)



## Looking for a travel destination

### TOWNSVILLE OR CAIRNS

#### How to get there:

Greyhound bus \$110–\$170 round trip

#### Where to stay:

Hostel \$15–\$30 per night

#### What to do:

- Visit the Great Barrier Reef
- Dive the SS Yongala off Townsville – \$280 day trip
- Snorkelling trip to Green Island near Cairns – \$90 day trip
- Magnetic Island near Townsville – return ferry ticket – \$22

### AIRLIE BEACH/WHITSUNDAYS

#### How to get there:

Greyhound bus from Cairns or Townsville – \$90–\$220 round trip

#### Where to stay:

Hostel \$20–\$30 per night

#### What to do:

- Visit Whitehaven Beach considered one of the most beautiful beaches in the world.
- Weekend Live aboard to Whitehaven with snorkelling \$300–\$500

### CAIRNS/TOWNSVILLE TO SYDNEY

#### How to get there:

Flights \$250–\$650 round trip

#### Where to stay:

Hostel \$20–\$50 per night

#### What to do:

- Climb the Sydney Harbour Bridge from \$250
- Visit the Taronga Zoo and take part in the Wild Ropes Challenge. Entry ticket to the Zoo from \$36. Wild Ropes Challenge with Zoo visit from \$70 per ticket

### ULURU, NORTHERN TERRITORY

#### How to get there:

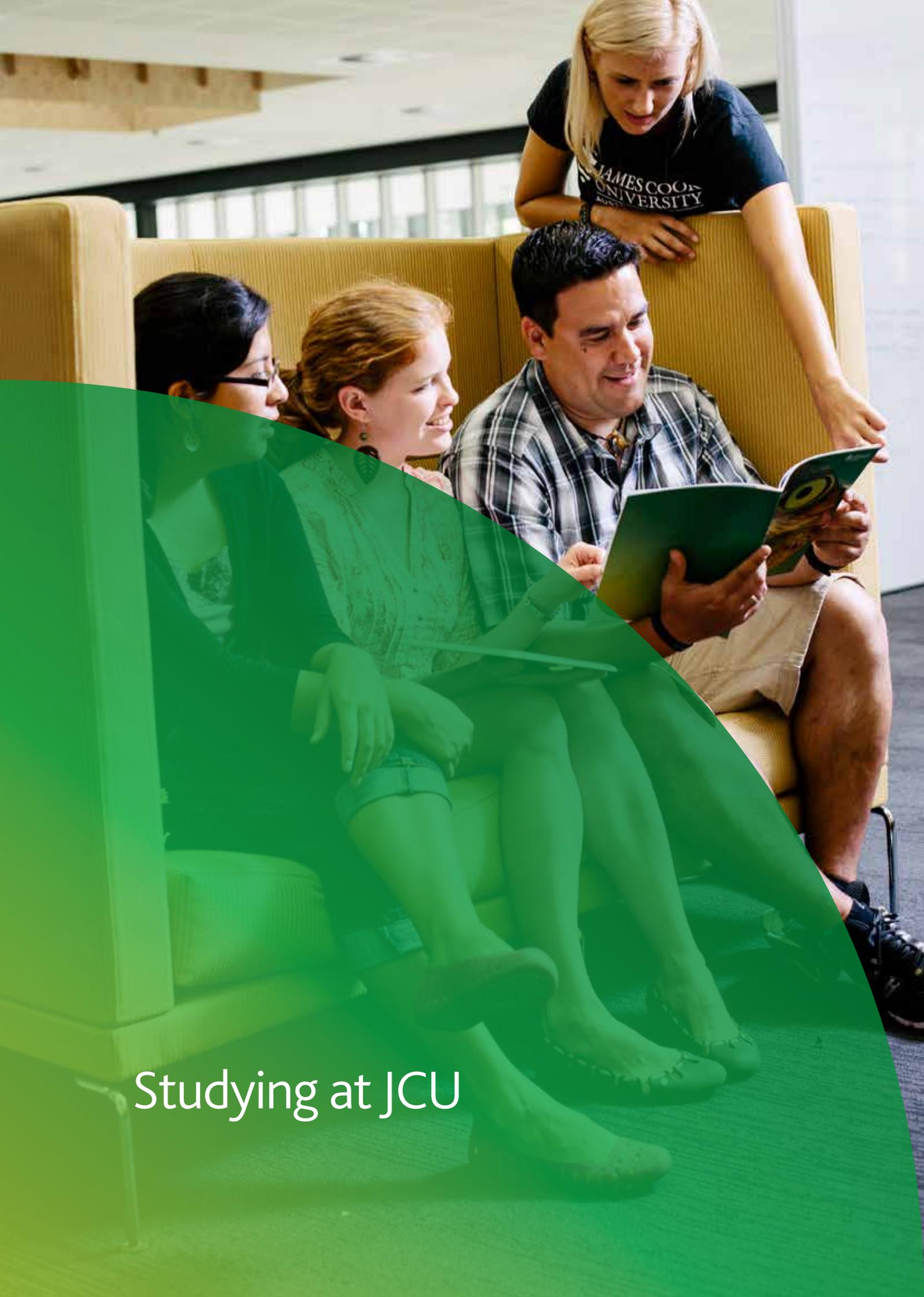
- Flights to Alice Springs \$900–1000
- Flights to Uluru \$700–\$1000

#### Where to stay:

Hostels in Alice Springs \$25–30 per night

#### What to do:

3 day outback experience \$300–\$500



Studying at JCU

## THE JCU CODE OF CONDUCT

The **Code of Conduct** sets out your rights and responsibilities as a student. It is important that you are aware of what JCU expects from you. You also need to know what you can expect from JCU.

## TOP 10 THINGS TO DO AFTER YOU ARRIVE AT JCU

1. Attend the International Student Orientation
2. Obtain your JCU username, password and JCU email address – go to page 36
3. Update your contact details in eStudent including semester residential address and phone numbers – go to page 37
4. Enrol in subjects, check timetables and register for classes. If Study Abroad check your pre-enrolled subjects and timetables and register for classes – go to page 36
5. Get your student ID card - see times in O Week Guide – go to page 36
6. Obtain your tertiary transport sticker if using public transport – go to page 10
7. Order your Overseas Student Health Card online – go to page 23
8. Consider opening an Australian bank account – go to page 19
9. Get an Aussie SIM card for your phone or check out mobile options – go to page 6, 17
10. Download the JCU Mobile App



### International Student Orientation Session

This session is held prior to Orientation Week each semester. Attendance at the information session is compulsory.

During the session you will register your arrival at JCU, meet other international students and receive a welcome pack containing information about JCU and North Queensland. Free lunch and refreshments will be provided.

If you are unable to attend the session, please contact [icsupport@jcu.edu.au](mailto:icsupport@jcu.edu.au) (Townsville) or [cairnsinternational@jcu.edu.au](mailto:cairnsinternational@jcu.edu.au) (Cairns) for information on alternative sessions.

### Orientation 'O' Week

Orientation Week, or O Week, is the official start to your university studies and is held twice a year in the week prior to the start of the semester.

We recommend you attend O Week at the Cairns or Townsville campus and make the most of the information session, tours, social events and opportunities available to meet staff and fellow students.

You can find copies of the O Week guide, as well as information about how to get the most out of **[O Week online](#)**.

The International Support team strongly recommends that you attend:

- **Welcome:** This session gives you an opportunity to meet lecturers, academic advisors and find out how things work in your college
- **Studying @ JCU:** An overview of the key things you will need to know about your studies
- **Library tour:** how to use the library, online catalogues and the services available to you
- **Time management and organisation workshop:** how to make the most of your time



## Computer account and email

JCU's wireless network is called Eduroam, follow [these steps](#) to connect your laptop or wireless device.

To setup your JCU email account follow these steps on the [new students](#) website.

University staff will only use your JCU email to communicate with you, so it is important that you check your JCU email regularly. Any official email correspondence from you to the university should also come from your JCU account.

## Subject selection

JCU has two semesters per year which are also known as teaching periods (TP). These teaching periods are made up of many study periods (SP) which may span several weeks or months. A [complete list of study periods](#) can be found online.

**Full degree students** who are completing a Diploma, Bachelor or Masters program at JCU will need to view their course enrolment planners to see the list of subjects which they will need to enrol in. [Course enrolment planners](#) are available online.

Still unsure of what subjects you need to enrol in? Come to the Student Centre for assistance.

**Study Abroad and Exchange students** who are studying at JCU for one or two semesters can choose from a wide range of subjects. You can view a full list of [undergraduate or postgraduate](#) subjects offered at JCU, these include subject descriptions, details of subject availability and pre-requisites. You can tell if a subject is 1st, 2nd or 3rd level by the first number in the subject code i.e. MB2050 is a 2nd level subject. Most Study Abroad students can only study at 1st, 2nd and 3rd levels depending if prerequisites are met. Subjects that are submitted on the JCU Study Abroad application form are sent to JCU academic advisors for approval based on meeting the prerequisites. You will be notified of the outcome in your letter of offer.

JCU also offers a number of subjects with field trip components. These can range from day excursions to week-long trips. Browse the list of the most popular subjects offering field trips. Additional costs may apply for subjects with field trips.

If you want to gain credit for specific subjects

at your home university, you will need to liaise with your home university academic advisors to make sure that the subjects you study at JCU will transfer back as official credit.

## Enrolling in Subjects

You can manage your enrolment online through our [New Students website](#) or the [eStudent portal](#). This online system allows you to enrol in and withdraw from subjects.

If you need help to enrol in your subjects, please watch our [student help videos](#) or visit the Student Centre.

**Online enrolment closes at the end of Week 1 of the Study Period**, after this date you need to contact your college if you want to change your enrolment. If you have trouble enrolling in block mode subjects, contact your college.

## Types of study

- **Lectures:** are one or two hour presentations by academics called "lecturers". Lecturers usually contain theoretical information and relevant examples relating to core concepts within the subject. They may also contain information about upcoming assessment and exams. Lectures can have between 20 and 200 people in attendance so student / lecturer interaction is minimal and attendance is not recorded. You will usually have one to two lectures per week for each subject. If your lecturer has opted to record your lecture it will be made available via LearnJCU. Log into LearnJCU and select the appropriate subject folder. Any recorded lectures will be located in the subject folder.
- **Tutorials / seminars:** Most subjects will also have one to two hour tutorials or "tutes" classes. These are facilitated by "tutors" or "mentors". Tutes give you the opportunity to discuss content and issues related to the lectures and also discuss any course readings. These classes are usually smaller with 10-30 students and more informal than the lectures. They encourage interaction, critical thinking, questioning and an opportunity to clarify your understanding of core concepts. It's also a great opportunity to discuss upcoming assignments or exams. Participation in tutes may make up part of your final grade so it is vital that you attend your tutes well prepared and willing to participate.

- **Labs/pracs:** You may have two to three hour laboratory classes ('labs') or practical classes ('pracs') throughout the semester. In these classes you will work through the procedure of an experiment that is related to the lecture material. At the end of these sessions you may have to submit reports that count towards your final grade. It is important that you are well prepared to ensure efficient learning and safety. Lab work is often completed in small groups, making good team-work skills necessary to complete the work on time.
- **Online learning:** Most of your study will be via face-to-face learning, however some subjects may incorporate online-based resources for assignments or for tutorial or practical work. LearnJCU is the online space where students can find subject requirements, assessment information, staff contact details, subject readings and lecture documents plus a range of tools that can facilitate group and individual work including discussion forums, wikis, blogs, audio recordings and tests.

## Timetable

You can access your [class timetable online](#).

To build your timetable you may need to check for lecture clashes and choose your preferred time for repeated classes. You can do this by visiting [timetable information](#) or ask for assistance at the Student Centre

## Class Registrations

Once you have enrolled and checked class timetables, eStudent will be used to register your class and produce a personalised timetable for your subjects. For more information see how to [Register For Classes](#).

## ID cards

JCU issues all enrolled students with a student identification (ID) card. This card incorporates your photograph, student ID number and enrolment status. Your ID card allows you to borrow books from the library, print and copy on campus, provide proof of ID when discussing your enrolment with JCU staff, identify yourself when attending exams, and access buildings and computer labs after hours. As a new student you will be able to obtain your [JCU ID card](#) during Orientation Week.

### Update your address

It is a condition of your student visa that you advise JCU of your address and contact phone number within 7 days of arriving in Australia. You can do this by logging into [eStudent](#) and clicking the My Details tab. Select the appropriate submenu and follow the steps to update your address and phone details.

### Important dates

You should become familiar with all important dates in the JCU calendar, in particular payment due dates and census dates (last day to make changes to your enrolment without academic and/or financial penalties). The [JCU calendar](#) is available online.

Important notes:

- Block mode subjects will have different payment, financial and academic census dates, it is important that you check your enrolment carefully on eStudent and that you understand the important dates that apply to each of your subjects.
- You must not make travel bookings for dates that fall during the examination period. JCU regulations do not allow you to sit exams before they are scheduled. Deferred exams are only granted in exceptional circumstances. Students enrolled in nursing subjects or in any late study period subjects should consult their course coordinator regarding examination end dates.
- Coursework students must finalize their enrolment, where possible, by the end of the first week of classes.

## FEES AND CHARGES

### When/how do I make payment?

Student fee statements are issued online via eStudent. You will not receive an invoice in the mail. New students are required to familiarise themselves with eStudent and check it regularly. Your account information will be available via eStudent once you have enrolled in subjects. The information will include the amount, due date, and payment methods. Simply click on the "view my debts" button to view this information.

The payment due date relates to the relevant study period. Refer to the JCU website for more information on [study periods and payment due dates](#).

### Paying your tuition fees

You can pay your tuition fees by credit or debit card at the Student Centre, through JCU's secure online payment portal or by direct deposit into JCU's bank account.

JCU's [payment portal](#) allows you to make payments as international telegraphic transfers (in your local currency where available) or via Visa/Mastercard (with the option of paying in your local currency). You will need your student ID number.

JCU's bank account information is as follows:

**Account Name:** James Cook University

**Bank:** Commonwealth Bank

**Branch:** Townsville

**Financial Institution Code (or BSB):**

064817

**Account Number:** 00050019

**SWIFT Code:** CTBAU2S

When a deposit is made into this account, you **must** contact the accounts department by email [accountsreceivable@jcu.edu.au](mailto:accountsreceivable@jcu.edu.au) and provide:

- Student name
- Student number
- How much was deposited into the account
- Date that the deposit was made

This will allow our accounts department to track the payment and allocated it to your student account.

### What amount will I have to pay?

When you commence your program at JCU, [tuition fees](#) for the first teaching period are usually charged in advance according to the amount stipulated in your letter of offer. However, if you did not pay the full amount, or you have an enrolment overload (more subjects enrolled in that you have paid for), you will have additional fees to pay by the relevant study period census date.

The annual fee quoted in your offer letter is based on a standard full time enrolment of 24 credit points. This usually equates to 4 subjects per teaching period, however this does vary according to the course and program.

Tuition fees also [increase](#) up to 4% each new calendar year. This is known as the indexation increase. Students enrolled in a Study Abroad program pay a set fee for up to 12 credit points.

### What if I change my enrolment?

If you add or delete subjects, your tuition fees will change. It is your responsibility to check eStudent and pay any additional fees by the payment due date. If you are reducing your enrolment or an overpayment has been made, you can apply for a refund by completing an "[Application for Refund, Early Withdrawal without Financial Penalty for International Students](#)" form.

Ensure that your enrolment load meets the condition of your visa at all times. Students studying on a student visa are required to finish their studies by the end date on their Confirmation of Enrolment (CoE). Extensions are only granted in very limited circumstances.

### Other fees and charges

The [Student Services and Amenities Fee \(SSA Fee\)](#) was introduced by the Australian government to improve services and facilities for students both on and off campus.

All JCU students including HDR candidates are required to pay the Student Services and Amenities (SSA) Fee, with the exception of international students who are continuing in a course of study which they commenced prior to 1 January 2013.

Other fees such as Overseas Student Health Cover (OSHC) are not part of the International Tuition Fees and are not included on your JCU fee statement.

### What about withdrawals and refunds?

The [International Tuition Fee Policy](#) explains the calculation of tuition fees, as well as withdrawal and refund conditions. The web link to this policy was provided with the letter of offer you signed declaring that you have read and understood the policy and Terms of the Offer.

### Copying and printing

CopyPrint is the integrated photocopying and printing service using your JCU student ID card. Ensure that you have your student card with you at all times as you will need it to add credit to allow you to print and photocopy at any of the facilities available on campus. Go online to find out more about [CopyPrint services](#) including how to add credit or you can email [ithelpdesk@jcu.edu.au](mailto:ithelpdesk@jcu.edu.au).

### Portals

While you study at JCU you will become familiar with a number of student portals where you will manage your enrolment and personal details as well as access academic information.

- **eStudent:** is where you can view and update most of your personal details; check your study plan and current enrolment; enrol and withdraw from subjects; view and pay your fees and charges, as well as check your most recent results.
- **LearnJCU:** is your academic information portal. In LearnJCU you can access study materials presented by your lecturers; discuss topics with teaching staff and students enrolled in your subjects; submit assignments; and more. LearnJCU is available for use 4 weeks prior to the start of the relevant study period.
- **StudentsOnline:** is where you will find exam timetables, CopyPrint balances and how to add credit to CopyPrint

## MANAGING YOUR ENROLMENT

### External study

If you are studying on a student visa you cannot enrol into more than 25%, of the total study load per semester, in online, distance or external study. Example: Fred is enrolled in four subjects, each worth 3 credit points, Fred is only allowed to take one subject (worth 3 credit points or 25% of the total) in external/online study.

International student visa-holders cannot study entirely through online, distance or external study in any compulsory study period.

**Important:** Students in receipt of US Financial Aid cannot take any external subjects. Check with your scholarship or financial aid provider to see whether there are restrictions on your study.

### Completion within expected duration

It is a condition of your student visa that you complete your studies at JCU by the end date listed on your Confirmation of Enrolment (CoE) document. International student visa-holders must therefore enrol in the full study load for each of the compulsory study periods, unless:

a) you have been advised in writing by the

college or a nominee to take a reduced load, as a result of an intervention strategy;

- b) you are enrolled in block mode subjects which compensate for the reduced load of the main study periods;
- c) you have been given an approved leave of absence or approval for deferment due to compassionate or compelling circumstances;
- d) you have only one or two subjects remaining to complete your course;

If you are not sure what subjects you should enrol in please visit the Student Centre for assistance.

### Extending your studies

If you have not completed your studies by the end date stated on your Confirmation of Enrolment (CoE) you will need to apply for a new CoE.

Under the ESOS Act, the National Code 2018 allows the University to provide a further CoE for you under 3 circumstances:

- Intervention Strategy in place and conditions met;
- Approved Leave of Absence;
- Compassionate or Compelling Circumstances.

To apply for a new CoE you will need to take the following steps:

**Higher degree by research students:** Submit a [Variation of Candidature](#) form to the Graduate Research School with an explanatory statement of why you require a CoE extension.

### Coursework Degree Students:

1. Complete the "Request for Confirmation of Enrolment" form available from the Student Centre and attach any relevant documentation
2. Request a revised study plan and a CoE Extension Letter from your Academic Advisor
3. Email all documents to [iscsupport@jcu.edu.au](mailto:iscsupport@jcu.edu.au) (Townsville) or [cairnsinternational@jcu.edu.au](mailto:cairnsinternational@jcu.edu.au) (Cairns)

Visit the Student Centre or email [iscsupport@jcu.edu.au](mailto:iscsupport@jcu.edu.au) for more information.

### Changing Course

If you wish to change your course you will need to complete the following steps:

#### Step 1 – Choose your course

Choose your preferred course. We recommend you list up to three preferences. Go to the [courses and degrees](#) website.

#### Step 2 – Meet subject pre-requisites

Make sure you meet the pre-requisites of your course/s. You can find this information under the *Apply now* button for your preferred course on the [courses and degrees](#) website.

#### Step 3 – Complete forms

Complete the [undergraduate course transfer application](#) or [postgraduate course transfer application](#) and submit it to the [Student Centre](#). Make sure you complete the Advanced Standing (credit for previous study) section of this form to see if you are eligible to transfer credit into your new course. If you are applying for Medicine, Physiotherapy, Dentistry or Veterinary Science you must also submit the appropriate [internal application form](#) by the due date.

You need to have studied for at least one teaching period to apply for a course transfer.

#### You must submit your application by the below closing dates.

**31 August:** Medicine, Dental Surgery, Veterinary Science

**30 September:** Physiotherapy

**30 January:** All other courses (Study Period 1)

**30 June:** All other courses (Study Period 2)

#### Early completion

If you complete your studies at JCU more than one month prior to the end date listed on your Confirmation of Enrolment (CoE), the International Student Support team is required to report your completion to the Department of Home Affairs.

JCU will send an email to your JCU email address prior to this reporting. You should contact the Department of Home Affairs on to discuss the impact of this on your student visa.



### Leave of absence

International students studying in Australia on student visas are not normally eligible for Leave of Absence, other than in compassionate or compelling circumstances. In these instances, students should contact the International Student Support Team regarding their situation.

International students studying in Australia must obtain approval from the International Student Support Team for any period of absence greater than one week during the teaching period.

The International Student Support team has an obligation in certain circumstances to advise the Department of Home Affairs where an international student studying in Australia takes Leave of Absence. This report may result in the cancellation of your CoE which may affect your student visa and work rights.

### Withdrawal from a subject

You can withdraw from subjects using eStudent however you must make sure that you can still complete your course by the end date on your Confirmation of Enrolment.

We recommend that you read over the JCU [Tuition Fee Policy for International Students](#) for information about any refunds that you may be entitled to.

You may be required to complete [an Application for Refund, Early Withdrawal without Financial Penalty](#) for International Students if you are withdrawing after census date.

### Withdrawal from JCU

If you wish to withdraw from JCU at any time please make an appointment to speak to the International Student Advisor before you leave.

You will need to provide us with an email from your JCU account advising us that you wish to be withdrawn. If you are transferring to another education provider you will need to give us a copy of your new "Letter of Offer."

After we receive written confirmation that you wish to withdraw from JCU, we will report your withdrawal to the Department of Home Affairs (DHA). It is your responsibility to contact DHA and discuss the implications of your withdrawal on your student visa.

We recommend that you read over the JCU [Tuition Fee Policy for International Students](#) for information about any refunds that you may be entitled to. You may also wish to contact your OSHC provider to discuss any possible refunds.

### Letter of release

If you are a student visa holder you cannot transfer from JCU to another education provider within the first 6 months of commencing your principal course of study, unless you have been provided with a letter of release by JCU. To apply for a letter of release contact the International Student Advisor on campus.

### Campus transfer

You have the opportunity to transfer between the Townsville, Cairns, Brisbane or Singapore campuses. You will need to complete the [Campus Transfer Application](#). This application form should be returned to the Student Centre.

## COMPLAINTS & GRIEVANCES

If there is something you are not happy with, we encourage you to try and resolve the matter with the relevant staff member or student through informal discussion. This informal method of resolution allows the parties to explore options and make their own decisions about how to resolve a complaint, rather than having a third party make and enforce a decision.

If the problem cannot be resolved informally, then you can make a formal complaint. You can find further information about how to lodge a [Formal Complaint](#).



## Calculating six months completion of the principal course

The start date for calculating the six month limitation period is when the student starts, or is scheduled to start, their principal course. Where a student has had a break from their studies due to a deferment or suspension, that break is not counted for the purpose of determining if the student has completed six months of the principal course

There are a number of free and confidential services you can seek assistance from if you need assistance to make a complaint. See Support Services on page 41.

## KEYS TO SUCCESS

As a university student you are responsible for your own learning. The following tips will help you on the pathway to academic success.

- **Independent learning:** means that you are responsible for completing the required readings, undertaking any further research and finishing any required tasks on your own. Your teacher may not personally inquire about your progress in a subject; question your non-attendance in classes; or question your non-submission of work. If you don't ask questions your lecturer or tutor will assume that you have no problems. Independent learning allows you freedom in your study, but also requires constant self-monitoring of your own academic progress. It's up to you to keep track of your commitments.
- **Time management and organisation:** For many students, academic challenges are related more to a lack of organisation than to a lack of ability. Learning to organise your workload, cope with competing priorities and ensure you schedule enough time to complete all your tasks is essential for achieving academic success.
- Your timetable includes face-to-face teaching hours (lectures, tutorials and practicals), but these can be as few as 3 hours of classroom contact a week. In addition to classroom contact you are also expected to spend additional time completing your own independent study and working on assignments. It can be helpful to treat your study as if you had a full-time job.
- The key is to plan your time carefully, ensure you have a balanced workload and also remember to build in time for fun and relaxation too.
- **Lectures and Tutorials:** Although it might sound obvious it is important to attend all your classes. If for some reason you can't attend a class ask a classmate to help you catch up. It is also a good idea to contact the lecturer/tutor and let them know if you are going to be absent from a class and request any materials you may have missed.

- **Understanding weighting of assignments:** Australian academic culture: There may be some differences to the learning environment in Australia, compared to what you are used to back home. Each of your subjects will have its own outline which is available on LearnJCU. Ensure that you are familiar with the course requirements and understand the weighting of assignments. You may have assessable components (e.g. quiz, assignment or participation) due within the first few weeks of semester. Most subjects at JCU will have only two major assignments and one final exam. This may mean that the weighting for each assessment could be high (e.g. assignments worth 60% of the final grade). It is important that all assessments are completed as achieving a satisfactory grade requires passing all assessable components listed in the subject outline.
- **Workshops and academic assistance:** Find out what workshops are available at the start of each semester to help you improve your learning and writing skills. Workshops can help you gain confidence with note-taking, essay writing, oral presentations, effective reading, time management, maths and more. Workshops are free and held weekly during semester. Visit [Study smarter](#) for more information. For one-on-one advice you can also visit the Learning Advice Desk on the ground floor of the Cairns or Townsville libraries.
- **Mentor:** Sign up for a [student mentor](#). A mentor can answer your questions and help you adjust to university life in Australia.
- **Ask questions:** If you don't understand the content of your subjects, or what is expected of you in an assignment, or anything else related to your studies don't be afraid to ask. You will be given the contact details for your lecturers/tutors in your first classes, keep those details somewhere safe and don't be afraid to use them when needed.

### English Language Support

If English is an additional Language (EAL) for you, you are encouraged to check out any [relevant workshops](#) being offered during the semester. There are regular workshops that will help you improve your English skills. We recommend you attend these workshops during orientation and in the first few

weeks to give yourself the best start to your academic life.

Below, you can find links to resources which can help you with your academic English skills.

### Vocabulary

- **Choosing the right word (pdf):** this list of frequently used academic words will help you build your academic vocabulary.
- **Academic vocabulary:** this site will help you expand your academic vocabulary using the Academic Word List (AWL). Learning vocabulary from the AWL will help you improve your comprehension of academic texts. It will also help you write assignments in an academic style.
- **Academic Phrasebank:** you can use this site to assist you with your academic writing. It aims to provide you with examples of writing according to the main sections of a research paper, e.g. describing methods, reporting results or discussing findings.

### Editing

- **Develop your English:** this guide provides some valuable hints on how to successfully edit your own writing. The guide includes common error codes used by editors and examples of common errors and their corrections.
- **Language editing checklist (pdf):** use this checklist after you have edited your writing to identify your weaknesses and common errors.

### Grammar

- **Guide to grammar and writing:** on this website, you can find an extensive guide to English grammar with example sentences and interactive quizzes.
- **Preposition list:** this booklet by Josef Essberger lists 150 English prepositions and shows you examples of their use in context. You can also test your understanding of prepositions with quiz questions at the end of the booklet.

### Websites with English as a second language (ESL) resources

- **ESL resources for students:** this is a page with links to resources that assist students by answering general questions about the English language and helping with grammar problems, idioms, and academic conventions. It includes a large number

of links to online courses, grammar sites, vocabulary activities and help with specific tasks.

- **Academic English café** On this site you can take free English language quizzes on grammar and writing topics, practice with real academic vocabulary, read model essays on many academic topics and listen to authentic English language programs.
- **English First:** The EduFind Online Test Centre is a site where you can work through fully interactive tests and educational games to improve your skills. There is no charge but you do have to register to use this resource and your browser must accept cookies and have **Flash Player** installed. Once you are registered you can also keep track of your test scores over time. While the test itself is free, it is part of a commercial site so there are some optional extras that require payment.
- **Activities for ESL students:** This site has quizzes, bilingual quizzes, tests, exercises and puzzles to help you learn English as a Second Language.
- **ESL writing & reading:** On this site you can learn writing and reading skills that will help you through your academic career.

### Plagiarism and misconduct

Plagiarism is using another person's work or words without full acknowledgement. Plagiarism is a serious breach of academic integrity and can have serious consequences for your future career.

Please note that plagiarism can include:

- Quoting word-for-word from another's work without clear acknowledgement
- Paraphrasing the work of others by altering a few words, changing their order or closely following their structure without acknowledgement
- Cutting and pasting directly from the Internet
- Failing to acknowledge the sources you use to produce your work
- Inaccurate referencing/citation of another's work
- Unauthorised collaborating and colluding with other students
- Using a professional agency in the production of your work

JCU lecturers use a variety of tools to detect if students have copied work from elsewhere. Plagiarism detector software *SafeAssign* is

one example. Your lecturers may let you use *SafeAssign* to check your draft assignments. The software produces a report that flags any suspicious sections, so it is a good tool to minimize the chance of accidental plagiarism.

In addition, JCU's [Learning and Teaching department](#) offers face-to-face and online tutorials about academic writing that can help you to master these skills.

### JCU Subjects

In consultation with your College Academic Adviser and the International Student Support team you may also wish to consider taking one of the following subjects as part of your degree:

- [CU1010: Effective Writing](#)
- [CV1200: Effective Speaking](#)

## EXAMS AND GRADING

### What materials can I take into the exam room?

Each exam has its own list of authorised materials, including calculators, textbooks, readings and dictionaries. These authorised materials may have a condition where they cannot be 'annotated' which means they cannot contain any handwritten text or sticky notes.

Check the authorised materials for each of your exams carefully. You can access this list and your personal exam timetable on [Students Online](#). The column headed 'Materials' for each exam provides this information. Ask your lecturer if you are not clear about what is authorised.

If you are found with unauthorised materials (including blank notepaper) in an exam you could be investigated in accordance with the [Student Academic Misconduct Requirements](#) policy.

You are not permitted to take food or snacks into an exam room. If you need these during your exam, you will need to alert JCU's AccessAbility Services before the exam. The only drink permitted in an exam is bottled water. It must be in a clear bottle with the label removed. Coloured bottles are not allowed.

### Dictionaries

**English dictionary:** When an English dictionary is authorised for an exam, a dictionary will be available in the exam room and you can ask the exam supervisor to consult it.

**Bilingual dictionaries:** Bilingual dictionary will not be provided but you may bring one with you, provided it is an authorised material for that exam.

**Electronic dictionaries:** These dictionaries are **not** permitted in an exam under any circumstances.

### Special consideration

You can apply for special consideration if you experience difficult circumstances, such as a severe medical condition or personal trauma, before, during or after an exam.

If you are granted special consideration, your lecturer will consider your circumstances when marking your exam paper. Your lecturer may also permit you to sit a supplementary exam.

To apply for Special Consideration complete the [Application for Special Consideration in an Examination](#) form.

The form is also available from the [Student Centre](#), Counselling and the [JCU Student Association](#).

Submit the completed form as soon as possible before or on the scheduled exam date along with any required supporting documentation

### Deferred exams

If you cannot attend your exam at the scheduled time due to exceptional circumstances such as illness or circumstances beyond your control, you may apply for approval to sit a deferred exam.

To apply, complete the [Application to Defer an Examination](#). The form is also available from the [Student Centre](#), counselling services and the [Student Association](#). More information about [deferred exams](#) is available online.

Forms can be submitted before, or no later than, three University working days after the date of your exam. Your application must include appropriate supporting documents.

Information on the type of supporting documents you may require for [special consideration](#) is available online.

Your lecturer or college will receive your application for consideration. If your reasons for requesting to defer your exam are less than exceptional, the college can decline your application.

If you are granted approval to sit a deferred exam, your result for the subject on eStudent will show an interim result of 'ED'. If your application to sit a deferred exam was not approved, your result will show as 'X' (Fail).

### Sitting exams offshore

If you are unable to sit a deferred exam you will need to complete the application to sit an exam off-campus. This application form is available by emailing [exams-townsville@jcu.edu.au](mailto:exams-townsville@jcu.edu.au) or from the Student Centre. Take note of the due dates for this application.

### Explanation of final grades

Grade	Definition
HD	Pass with High Distinction
D	Pass with Distinction
C	Pass with Credit
P	Pass
PC	Pass Conceded (may not be used as a prerequisite without permission of Head of College)
S	Satisfactory (a passing level in an ungraded subject)
P-	Pass Minus (a borderline pass – Engineering only)

N	Failure
U	Unsatisfactory (failed to reach a passing level in an ungraded subject)
WF	Fail (withdrew after the prescribed date for withdrawal)
X	Fail (did not sit for exam/s or did not complete at least 80% of assessment requirements or deferred exam not granted)
SP	Pass after sitting supplementary exam
SPC	Pass Conceded after sitting supplementary exam (may not be used as prerequisite without special permission of the Head of College)
SP-	Pass Minus after sitting supplementary exam (a borderline pass – Engineering only)
SS	Satisfactory after sitting supplementary exam (a passing level in an ungraded subject)
SN	Fail after sitting a supplementary exam
SU	Unsatisfactory after sitting a supplementary exam (failed to reach a passing level in an ungraded subject)
SX	Fail –did not sit a supplementary exam

### Appealing an assignment mark

You may request a remark of any piece of assessment. You must request this within 10 working days of the work being published.

Prior to requesting a remark you must have sought and received feedback about your performance for the assessment from the

subject coordinator or lecturer concerned.

If you are still unsatisfied after speaking to the lecturer or coordinator you can request a remark of the assessment. To request a remark, you must provide in writing to the Head of College a substantial case to show how the mark awarded does not reflect your performance with respect to the published assessment criteria for that assessment. If you need further assistance please make contact with the Student Association on your campus.

### Appealing a final grade

If you have genuine concerns about your subject grade, you need to raise these as soon as possible after results are released. Check your understanding of the assessment requirements including what was to be assessed, the assessment methods, and the weighting/value of each assessment item.

If you then wish to discuss your result, get in touch with your lecturer, the Subject Coordinator or the Head of College.

If these attempts fail, you can apply for a formal review of your result. You do this by submitting a [Appeal of Final Subject Result](#) form, which must be submitted no later than:

- 20 working days after the Results Publication Date for the relevant Study Period *or*
- 20 working days after publication of deferred and supplementary results.



## ACADEMIC PROGRESSION POLICY

It is a condition of your student visa that you maintain satisfactory academic progress throughout your studies, failing to do so may jeopardise your enrolment at JCU and your student visa. If you believe you may be at risk of failing to maintain satisfactory progress contact the International Student Advisor. Find out more about the [academic progression policy](#) online.

## SUPPORT SERVICES

### International Student Support Team

The International Student Support team are here to help you throughout your studies. We can assist you with academic, accommodation and personal issues. Visit the student centre to make contact.

### Student Assistance Helpline

The Student Assistance helpline provides advice and assistance to students after office hours, on weekends and during holiday periods. The helpline is a free call from landlines anywhere in Australia (standard call rates apply from mobile phones). The Helpline can provide information and referrals on a wide range of issues. You can access the Helpline by calling 1800 754 185.

### College Offices

You will be assigned to a specific college, depending on the specific program you are studying. Your college will be a main point of contact to provide you with course and subject related information and advice.

### Graduate Research School

If you are studying a research program at JCU (Masters by Research or PhD) the [Graduate Research School](#) offers information and advice about your studies and helps monitor your research as well as assist you with any variations to your program.

### InfoHelp

InfoHelp will assist you with any computer related issues including: problems with your login, password and connecting to the wireless network. Their website has useful online "how to" and "survival" guides and

links to training resources. You can also contact InfoHelp by emailing [infohelp@jcu.edu.au](mailto:infohelp@jcu.edu.au) or visiting their Help Desk located within the Library.

### JCU Library

Library collections include print and digital resources that support the teaching and research programs of the University. The [Library](#) has different opening hours throughout the year depending on the campus and time of year. See [jcu.edu.au/library/about/opening-hours](http://jcu.edu.au/library/about/opening-hours) for more information.

### Multifaith Chaplaincy

The [Multifaith Chaplaincy Service](#) provides pastoral care and spiritual and religious support to students of any religious background. The Chaplaincy can also provide you with advice on places of worship in Townsville and Cairns. Email [multifaith.chaplaincy@jcu.edu.au](mailto:multifaith.chaplaincy@jcu.edu.au).

### The Wellbeing Unit

The [Wellbeing Unit](#) is a free and confidential service you can access to talk about any issues that could have an adverse impact on your studies. All counsellors are qualified, registered practitioners. If you need to access this service you can contact them directly or visit us at the Student Centre.

### Learning Advisers

[Learning Advisors](#) can provide you with study skills or academic support. Services include workshops about academic reading, writing, speaking, presentations, referencing, English grammar and note-taking. They also offer courses and programs to assist in the transition to tertiary study, individual and group support for students from non-English speaking backgrounds (NESB) as well as online learning resources and editing skills support.

### AccessAbility Services

[AccessAbility Services](#) is a free and confidential support service for all students who identify as having a temporary or permanent disability, injury, illness or health condition that is impacting on their studies. [AccessAbility Services](#) can assist you to develop strategies to support your participation in life at JCU.

### Conflict support

#### [The Student Conflict Support Service](#)

provides students with a range of free support services to assist them to constructively manage conflict.

### Equity and discrimination

[Student Equity](#) at JCU aims to increase access to tertiary study for students from a variety of backgrounds.

You can discuss any discrimination or harassment issues with trained [Equity Contact Officers](#).

### Mentors

[Students Mentors](#) help new students by providing support and information about life at University.

### Student Association

The [JCU Student Association](#) provides services and amenities to students such as student representation to the University, entertainment, sporting facilities and academic and welfare support to all students.

### Careers and Employment Service

The [Careers and Employment Service](#) provides information, advice and guidance about careers and employment to students and graduates. This free service include an online job finder database (CareerHub), access to computer-based career guidance programs, advice on resume preparation and other employment resources. Access to CareerHub information can be found online or by emailing [careers@jcu.edu.au](mailto:careers@jcu.edu.au).

# Contact Information

## Cairns

### James Cook University

Student Centre	07 4232 1000
International Student Support	07 4232 1533
Student Exchange	07 4232 1080
Counselling Service	07 4232 1150
InfoHelp	07 4232 1777
Library	07 4232 1020
Switchboard	07 4232 1111

### Community Information and Support Services

Cairns City Council	07 4044 3044
Cairns Hospital	07 4050 6333
Sexual Health Services	07 4226 4769
Women's Centre	07 4051 9366
Beyondblue	1300 224 636
Policelink (for non-urgent police reports)	131 444
Lifeline (for Mental health issues)	131 114
Suicide Callback Service	1300 659 467

### Emergency

Ambulance / Police / Fire Brigade	000
On campus security	07 4232 1293
Student Assistance Helpline (24 hours)	1800 754 185

### Recreation & Tourism

Cairns Visitor Centre	07 4036 3341
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## Townsville

### James Cook University

Student Centre	07 4781 5255
International Student Support	07 4781 4662
Student Exchange	07 4232 1080
Counselling Service	07 4781 4711
InfoHelp	07 4781 5500
Library	07 4781 5500
Switchboard	07 4781 4111

### Community Information and Support Services

Townsville City Council	1300 878 001
Townsville Hospital	07 4433 1111
Sexual Health Services	07 4433 9600
Women's Centre	07 4775 7555
Beyondblue	1300 224 636
Policelink (for non-urgent police reporting)	131 444
Lifeline (for Mental health issues)	131 114
Suicide Callback Service	1300 659 467

### Emergency

Ambulance / Police / Fire Brigade	000
On campus security	07 4781 5555
Student Assistance Helpline (24 hours)	1800 754 185

### Recreation & Tourism

Townsville Visitor Centre	07 4721 3660
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