

Pre-departure Guide for International Students



Welcome

Congratulations on making the exciting and life-changing decision to study at James Cook University. We look forward to welcoming you to one of our campuses soon.

We have prepared this Pre-departure Guide to provide you with useful information and tips that will ensure you are well prepared for your journey to Australia.

The Guide has three main sections.

1. Pre-departure planning
2. Your journey to Australia
3. After you arrive.

We hope you find the information useful. The JCU team are available to support you with advice and assistance. Please contact us if you have any questions. You can find our contact details at the end of this guide.

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NO. 1

IN AUSTRALIA FOR
SUSTAINABLE
EDUCATION⁴

NO. 1

IN AUSTRALIA FOR
FULL-TIME EMPLOYMENT²

5 STARS

FOR FULL-TIME
EMPLOYMENT, GRADUATE
STARTING SALARY,
STUDENT TEACHER RATIO,
SOCIAL EQUITY³

5 STARS

FOR
STUDENT SUPPORT³

'WORLD CLASS
OR BETTER'

IN 38 AREAS
OF RESEARCH⁵

NO. 52

IN THE WORD FOR
U.N SUSTAINABLE
DEVELOPMENT GOAL
OF GOOD HEALTH AND
WELLBEING⁶

ON-CAMPUS
ACCOMMODATION
FOR OVER

1,600
STUDENTS

RESEARCH
CONNECTIONS TO

124
COUNTRIES

NO. 40

IN THE WORLD
FOR ENVIRONMENT/
ECOLOGY⁷

NO. 83

IN THE WORLD
FOR PLANT AND ANIMAL
SCIENCE⁷

TOP 100

IN THE WORLD FOR
MINING AND MINERAL
ENGINEERING⁸

TOP 100

IN THE WORLD FOR
EARTH AND MARINE
SCIENCES⁹



SS Yongala, Australia's largest and most intact historic shipwreck located in the world heritage Great Barrier Reef Marine Park.
Image courtesy of Townsville Enterprise.

Study in tropical Australia

The 2.5 kilometre Cairns Esplanade spans the picturesque foreshore.

Image courtesy of Tourism and Events Qld and Andrew Watson.

Living and studying in North Queensland is a truly unparalleled experience. Students enjoy hands-on learning opportunities in unique and spectacular locations – including UNESCO World Heritage listed rainforests and the Great Barrier Reef.

Discover the best of tropical North Queensland

There is no place on Earth like the North and Far North regions of Queensland, which feature an extraordinary combination of reefs, rainforests, significant coastal, mountain and outback ecosystems, and Indigenous centres.

North Queensland offers a unique combination of:

- One of the oldest Indigenous cultures
- Tropical climate
- Sustainable environments
- Multicultural population.

In addition to the sunshine and picturesque natural wonders, North Queensland also has a significantly lower cost of living than many metropolitan centres.

JCU is home to international students from more than 108 countries and we are passionate about giving students from all over the world opportunities for an exceptional education.

Maximise study-life balance

North Queensland makes the perfect base for a great range of outdoor recreational activities, such as:

- Rainforest hiking
- Mountain biking
- Snorkelling and scuba diving on the reef.

Enjoy our famous beaches, where white sand and crystal-clear waters await you. You may even see some of our unique native Australian animals! Have fun and get ready for an adventure – all at JCU.

Explore the region

North of Townsville is the Paluma Range National Park with Crystal Creek and to the south lies Airlie Beach, the gateway to the Whitsunday Islands and the world-famous Whitehaven Beach. Between Cairns and Townsville lies the ruggedly beautiful Hinchinbrook Island National Park. Just west of Cairns lies the agriculturally rich Atherton Tablelands and to the northwest the Gulf Savannah region with its fringing mountain ranges and wide-open spaces. Cape York Peninsula occupies Queensland's most northern corner and has enormous environmental diversity of great interest to scientists and visitors alike. Further north are the beautiful Torres Strait Islands, which have a unique history and fascinating Indigenous culture.



The Great Barrier Reef is easily accessed from Cairns and Townsville.



The Daintree National Park and its tropical rainforests are easily accessed from Cairns.

Image courtesy of Tourism Port Douglas and Daintree.



The Smithfield rainforest mountain-bike trail is the oldest in the country and located directly behind JCU's Cairns campus.

Cairns

The JCU campus is 15 kilometres (9 miles) north of the Cairns city centre. Many students can be found enjoying free amenities in Cairns city centre, including the lagoon swimming pool.

Cairns is a modern, clean, safe and friendly tropical city with a relaxed atmosphere. It's the only place in Australia where two UNESCO World Heritage sites are located side-by-side. Industries that drive Cairns are diverse, ranging from tourism and health through to agriculture and education.

Cairns fast facts

Cairns is one of the most popular tourist destinations in Australia. It's a gateway to many famous natural wonders, including:

- The Great Barrier Reef
- Daintree Rainforest
- Port Douglas
- Atherton Tablelands
- The outback Gulf Savannah region.



Climate

Wet season (November–May)

24°–32°C/75°–90°F

Hot, rainy and humid

Dry season (June–October)

17°–26°C/63°–79°F

Mild and dry

Population

City: 240,190

Transport

Bus, car, bicycle. Cairns also has an international airport.

Get up close with marine life

Cairns is one of the best places in Australia to access the Great Barrier Reef - one of the richest and most diverse ecosystems in the world. Catch a ferry to nearby Green or Fitzroy Islands, or join one of the many tour boats visiting the reef daily to come face-to-face with marine life you can't find anywhere else on the planet.

A nature lover's wonderland

The 100 million-year-old UNESCO World Heritage listed Wet Tropics Rainforest is right on the doorstep of Cairns. Take an easy walk or long hike and explore the rich and unique biodiversity within this 894,420 hectare wonder.

Closer to town, the Cairns Botanic Gardens is a lovely place to relax and unwind after class. The Cairns Regional Council provides residents with a range of sports grounds, walking and cycling tracks and free exercise classes.

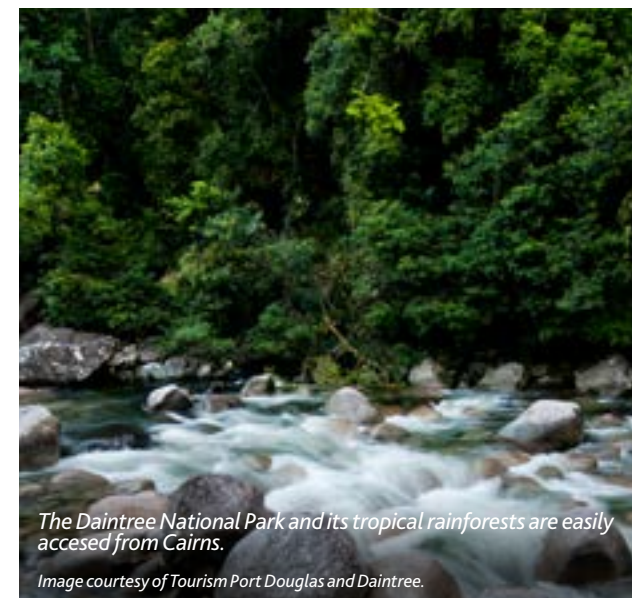
A region buzzing with arts and culture

Take in a show at the Cairns Performing Arts Centre, Munro Martin Parklands or Tanks Arts Centre, eat out at the various cafes and restaurants, or check out one of the ocean-side markets.

Explore the rich history of the world's oldest living culture, watch a traditional performance and explore new artworks at the Cairns Indigenous Art Fair.



Green Island on the Great Barrier Reef is a 45 minute ferry ride from Cairns.



The Daintree National Park and its tropical rainforests are easily accessed from Cairns.

Image courtesy of Tourism Port Douglas and Daintree.



Palm Cove is just 11 kilometres from the JCU Smithfield Campus.

JCU Cairns

The JCU Ideas Lab brings together JCU researchers and community entrepreneurs.

The campus location is spectacular – surrounded on three sides by rainforest-covered mountains. Located near the northern beaches in the suburb of Smithfield, the campus is 15 kilometres (9 miles) north of the city centre. Study facilities can also be accessed at the JCU Cairns City campus.

JCU Cairns Campus

JCU Cairns houses teaching and research facilities, the JCU library, cafés, bars, fitness and sporting facilities.

Population

Campus: 3,147 students
(10% international)

Getting around

The JCU campus is a 20-minute drive from Cairns city centre. Buses frequently run to and from the campus. Many students choose to buy a bicycle to make their way around campus and to travel around Cairns in their spare time.

Places of worship

JCU's Multifaith Chaplaincy Centre is available as a free facility for you to practice your faith.

Medical

JCU students have access to a range of on-campus services, and can access local healthcare services including dental, medical and psychological services. The Cairns Hospital provides 24 hour acute care.

On-campus sport

Gymnasium, basketball courts, a large oval and a world-class mountain bike track.

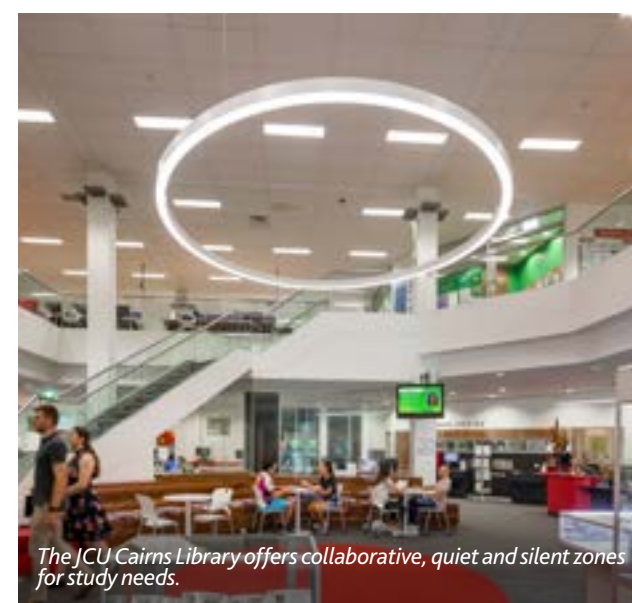
Clubs and Societies

Gigs, social events, sports, academic workshops, market day, BBQs – whatever your interest is, we've got it covered.

Places to eat

Food and drink options are available on campus – whether you want a sit down meal at a café, something on the go, or just a cup of coffee!

JCU Cairns houses teaching and research facilities.



Townsville

Townsville City.

Image courtesy Townsville Enterprise Ltd.

Known as the 'Capital of the North', Townsville is a thriving coastal port city and the largest city in northern Australia. The region has a strong and diverse economic base including mining, mineral processing, agriculture, manufacturing, tourism and healthcare, government and defence.

Townsville fast facts

- Townsville is Australia's largest tropical city
- Magnetic Island and the Great Barrier Reef are on Townsville's doorstep
- The savannah region and outback country towns lie to the west
- Townsville is famous for an average of 320 days of sunshine per year
- Renowned for marine research.

Climate

Summer (December–February)

24°–32°C/75°–90°F

Hot and humid

Winter (June–August)

13°–26°C/56°–79°F

Mild and dry

Population

City: 229,031

Culturally rich

Immerse yourself in Australian arts, dance, music, food and culture by visiting the Museum of Tropical Queensland, Perc Tucker Regional Art Gallery, or attending the Townsville Cultural Festival.

Join the passionate local supporters of the North Queensland Cowboys Rugby League team, and take in a game at Townsville's newest 25,000 seat multi-purpose stadium.

Vibrant lifestyle

Visit 'The Strand', a 2.2km beachfront promenade in the heart of Townsville. Along this palm tree lined stretch are bike and walkway paths, safe swimming beaches, picturesque picnic spots, playgrounds, exercise stations, a water park and restaurants and bars with water views. Townsville offers an eclectic mix of cafes, restaurants, boutiques and bars, as well as fresh food markets.

Outdoor adventures

There are many stunning beaches within a short journey from the JCU campus. Grab a snorkel and explore the kaleidoscopic colours of the Great Barrier Reef or jump on a ferry and visit nearby Magnetic Island.

Castle Hill - a giant pink granite monolith - stands proud in the centre of Townsville and offers walking tracks which are frequented by more than 2,500 locals a day! The 360-degree views of Townsville at the top are well worth the journey.



Take in a local event at Townsville's multi-purpose stadium.



Mountain biking in Townsville

Image courtesy of Townsville Enterprise Ltd.



Magnetic Island, with its natural beauty and serenity, is a short 20 minute ferry ride from Townsville.

Image courtesy of Townsville Enterprise Ltd.

JCU Townsville



JCU Townsville Campus Central Plaza.

JCU Townsville is set in a 386-hectare bush and parkland setting, approximately a 20-minute drive or 45-minute bus ride from the city centre. Study facilities can also be accessed at the JCU Townsville City campus.

JCU Townsville Campus

The campus is located in the Townsville Tropical Intelligence and Health Precinct in the suburb of Douglas, and set in a 386-hectare natural bush and parkland setting 13 kilometres (8 miles) from Townsville city centre.

Population

JCU Campus: 11,726 students (13% international)

Getting around

The JCU campus is a 20-minute drive or 45-minute bus trip from the city. Buses frequently run to and from the campus.

You can even buy a second-hand bike, available from the JCU bicycle store. Study facilities can also be accessed at the JCU Townsville City campus.

Campus facilities

JCU Townsville houses teaching and research facilities, the main JCU library, cafés, bar, fitness and sporting facilities, a Multifaith Chaplaincy Centre. Around 1,200 students live on campus in colleges and halls of residence, giving the campus a true community atmosphere.

Places of worship

JCU's Multifaith Chaplaincy Centre is available as a free facility for you to practice your faith.

Medical

JCU students have access to a range of on-campus services including dental, medical, psychological, physiotherapy, occupational therapy, speech pathology and exercise physiology clinics. Nearby healthcare services include the Townsville University Hospital, located adjacent to the JCU campus providing 24 hour acute care.

On-campus sport

JCU Townsville has excellent sporting facilities on campus plus plenty of clubs for participating and making friends.

Clubs and Societies

Gigs, social events, sports, academic workshops, market day, BBQs – whatever your interest is, we've got it covered through a wealth of student clubs and societies.

Places to eat

Food and drink options are available on campus – whether you want a sit down meal at a café, something on the go, or just a cup of coffee!



The Eddie Koiki Mabo Library offers indoor study spaces.



Outdoor study spaces are located across the JCU Townsville campus.



The Science Place is a purpose-built education and research education space located over multiple storeys, in the heart of JCU's Townsville Campus.

Pre-departure planning

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



Sign up for the airport arrival service/transfer and you will be greeted by 'CROCS' student mentors.



JCU Airport arrival service.

Visas

Most international students require a Subclass 500 Student Visa to study in Australia. Some other Australian visa holders are also eligible to study as international students in Australia.

Processing times vary, therefore it is essential that you allow enough time for visa processing between lodging your application and the start of your academic program at JCU. You will need to provide your confirmation of enrolment (CoE) to apply for your visa.

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

Useful links

www.homeaffairs.gov.au

Travel

Make sure you arrive on time in Cairns or Townsville key International Orientation Welcome event & International Student Orientation—key part of JCU's Orientation Program for all new students. We'll share the exact date in your pre-departure materials, and you can find more details via the link below.

Plan to arrive at least two days before the International Orientation Welcome event to settle in, and adjust to any jet lag. We highly recommend joining the broader Orientation events too. They're essential to a confident start at JCU, and will connect you with your course cohort, JCU's services and facilities, and other students from Australia and around the world.

Useful links

www.jcu.edu.au/orientation



John Grey Hall of Residence is located on campus at JCU Cairns.

Airport transfer service

JCU provides a free airport transfer service for new international students arriving in Cairns and Townsville at the beginning of each study period/trimester.

Book our airport transfer service in advance through the link below for a safe and stress-free journey to your chosen accommodation.

Useful links

www.jcu.edu.au/international-students/coming-to-australia/arrival-service

Off-campus accommodation

Off-campus accommodation is suitable for students who are more familiar with living away from home and who are looking for a more independent lifestyle.

If you are planning to arrange off-campus accommodation when you arrive in Cairns or Townsville, we recommend you arrive at least one week prior to JCU Orientation to allow sufficient time to view and apply for properties and make necessary arrangements including signing a lease. You will need to arrange short-term accommodation in the meantime.

Please visit our website for further information and advice about off-campus accommodation options, including links to useful websites that provide listings of accommodation providers.

Useful links

www.jcu.edu.au/accommodation/off-campus

www.facebook.com/groups/JCUTownsvilleAccommodation

www.facebook.com/groups/JCUCairnsAccommodation

www.flatmates.com.au

www.realestate.com.au

On-campus accommodation

On-campus accommodation allows you to make the most of university life by living right in the heart of the university campus, where you can make friends with people from all over Australia and the world.

JCU on-campus accommodation providers offer a range of accommodation choices, including fully catered and self-catered options. Prices vary and we encourage you to research the options available and make a choice that best suits your individual needs.

Please visit our accommodation website for full details about the wide range of on-campus accommodation options available.

Useful links

www.jcu.edu.au/accommodation

Homestay

Homestay is an arrangement where international students live with an Australian family as a guest in a supportive family-style environment in the host's home. Homestay can be a memorable and unique experience that can provide you with first-hand experience of Australian culture.

We work with a number of homestay providers, and further details are available on our website.

Useful links

www.jcu.edu.au/accommodation/off-campus/homestay

Setting up a bank account

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

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

Please visit our website for further information about setting up a bank account.

Useful links

<https://www.jcu.edu.au/international-students/coming-to-australia>



Cost of living

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

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

Townsville and Cairns are regional cities, which generally have a more affordable cost of living when compared to large cities. The information is based on 2024 costs and is provided as an estimate only.

- **Groceries / meals:** \$50 to \$200 per week
- **Electricity and / or gas:** \$30 to \$70 per week
- **Phone and Internet:** \$20 to \$50 per week
- **Public transport:** \$10 to \$20 per week
- **Car running costs:** \$150 to \$280 per week
- **Entertainment:** \$50 to \$150 per week
- **On-campus accommodation:** \$206 to \$535 per week
- **Off-campus accommodation:** \$150 to \$600 per week

Some examples of daily expenses:

- Fast food meal: \$15
- Restaurant meal: \$25
- Coffee: \$5.50
- Student Movie ticket: \$18
- Weekly gym membership: \$20

Useful links

www.jcu.edu.au/international-students/coming-to-australia

costofliving.studyaustralia.gov.au

insiderguides.com.au/cost-of-living-calculator

How much money to bring

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

Only Australian currency can be used in Australia. You can change money at any bank or at currency exchanges in Cairns and Townsville.

Make sure you have sufficient funds to support you when you first arrive. We recommend you have approximately AUD\$1,500 to AU\$2,000 available for the first two to three weeks to pay for temporary accommodation and transport.

If you are renting off-campus, make sure you bring enough cash to cover your bond (equivalent of four weeks rent) as well as purchasing furniture and appliances.



International student Harun Ahmetbeyoglu with his daughters.

What to bring

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

Useful links

www.jcu.edu.au/international-students/coming-to-australia/what-to-bring

Working while in Australia

Many international students seek part-time or casual work while studying to contribute towards living expenses.

A casual or part-time job can also be a great way to meet people, develop experience and networks, and improve your English.

Australia has a strong system of laws and regulations which protect the rights of all workers - including international students who work.

If you plan to work to help pay for your living expenses whilst in Australia, please understand it may take several months to secure part-time or casual work after you arrive. It's essential that you ensure you have enough funds to cover your expenses.

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

JCU's Career and Employability provides career advice and services including lifelong access to the JCU CareerHub where you can find job listings including part-time/casual, graduate, vacation work, internships and volunteering, as well as career related events, workshops and information sessions.

Useful links

www.immi.homeaffairs.gov.au

www.jcu.edu.au/careers

Bringing your family

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

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

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

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

Useful links

www.jcu.edu.au/international-students/coming-to-australia/childcare-and-schooling

immi.homeaffairs.gov.au



A multicultural campus with international students over 111 countries.

Weather

North Queensland is home to some of the best weather that Australia has to offer with lots of sunny days and cool ocean breezes.

The North Queensland climate is characterised by two distinct seasons. Winter is more commonly known as the 'dry' season and runs from May to October with low humidity, refreshing breezes and plenty of sunshine. Conversely, summer is known as the 'wet' season and experiences tropical rain between November to April.

Average maximum temperatures in summer are around 31 degrees Celsius/88 degrees Fahrenheit. In winter, average maximum temperatures are around 25 degrees Celsius/77 degrees Fahrenheit.

Useful links

www.bom.gov.au/qld/townsville

www.bom.gov.au/qld/cairns

Connect with other international students

We encourage you to join our Facebook groups for current and newly commencing international students. These groups provide a wonderful opportunity to chat with other students who are preparing to travel to Australia, or who are already studying at JCU.

Useful links

www.facebook.com/groups/townsvillejcuinternationals

www.facebook.com/groups/cairnsjcuinternational

Wellbeing

Moving away from your home and support network takes courage and can come with some challenges. When you first arrive in Australia, you will probably feel a mixture of excitement and overwhelm. This is very normal. Being prepared for these feelings and having some coping mechanisms in place can help.

Here are some tips that can help you look after your wellbeing during your first days and weeks in Australia.

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

Useful links

www.jcu.edu.au/international-students/life-at-jcu

www.jcu.edu.au/student-equity-and-wellbeing/resources/information-sheets



JCU students at the Cairns Colour Frenzy.

Baggage

Make sure you have an electronic copy and photocopy of your flight tickets, passport and other important documents or valuables in your carry-on luggage.

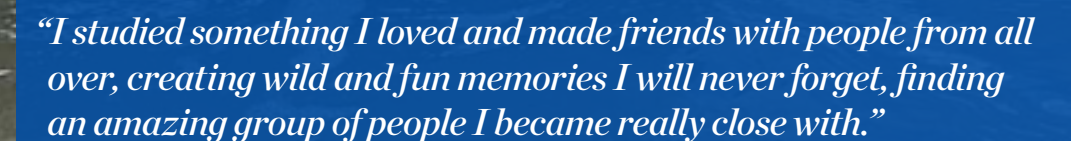
Australia has strict customs and biosecurity laws with tough penalties for travellers who fail to truthfully declare high risk biosecurity goods when they arrive in Australia.

There are rubbish bins available in the airport terminal for you to dispose of any unwanted items before you pass through customs.

You can find out more about Australian Customers via the Australian Border Force website.

www.abf.gov.au

The Incoming passenger card is available in 47 languages. You can download the sample incoming passenger card in your language here: [https://www.abf.gov.au/entering-and-leaving-australia/crossing-the-border/at-the-border/incoming-passenger-card-\(ipc\)](https://www.abf.gov.au/entering-and-leaving-australia/crossing-the-border/at-the-border/incoming-passenger-card-(ipc))



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After you arrive

Jet lag

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

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

Useful links

www.healthdirect.gov.au/jet-lag

Update your contact details

It is a condition of your student visa that you must keep your contact details up-to-date with JCU. Once you have settled into your new accommodation in Australia, please update your details via the JCU website form linked below.

Useful links

www.jcu.edu.au/students/enrolment/update-personal-details

Wildlife and unusual noises at night

Australia, and especially North Queensland, is home to lots of amazing wildlife! You can expect to encounter some different animals, and you might hear unusual noises at night. These are most often harmless creatures including geckos (indoor lizards) and curlews (birds). You can visit the web link below to learn more about the wonderful animals that also call JCU home.

Useful links

www.jcu.edu.au/discover-nature-at-jcu



International students at the Education Central.



“You are able to walk into the rainforest on your lunch break, watch the creek change throughout the seasons or even throughout a day of heavy rains, the wildlife, with for example the two monitor lizards, is unique and every department is happy to give you some insights on their behind the scenes.”

Carmen Bittner

BACHELOR OF NURSING SCIENCE

Shopping

Cairns and Townsville are both major regional centres and have a wide range of indoor and outdoor shopping centres, fresh food markets, and speciality stores.

The closest major shopping centre to JCU Townsville is Stockland Shopping Centre (3.5kms from campus). Please visit the website for up-to-date opening hours and a full listing of stores.

There are a number of food and drink retailers trading at both the Cairns and Townsville campuses, offering meals, snacks and drinks. JCU's Study Buddy Program involves local cafés and restaurants in Townsville and Cairns that offer a discount to JCU staff and students. Further information is available on our website.

The closest major shopping centre to JCU Cairns is Smithfield Shopping Centre (2.5kms from campus). Please visit the website for up-to-date opening hours and a full listing of stores.

Cairns campus has a small number of food and beverage retailers on campus. Further information is available on our website.

Useful links

www.townsvilleshoppingcentre.com.au

www.smithfieldcentre.com.au

www.jcu.edu.au/students/student-life/places-to-eat

www.jcu.edu.au/students/student-life/student-benefits/study-buddy-program



Fresh food markets are held in both Cairns and Townsville, offering low-cost and locally-grown produce.

Mobile services and internet

A range of phone and internet services are available in Australia, including fixed (landline) phones, mobile and internet.

We recommend you purchase a SIM card or Australian mobile number when you arrive in Australia, as using your home phone number will incur high costs. You can choose a prepaid service or a contract via numerous mobile phone providers.

Many internet providers in Australia are also mobile carriers and offer pre-paid or contract internet plans. Ask the providers for details of plans that might suit you.

Students are provided with unlimited internet access while on campus via JCU's WIFI network. Further information is available on the JCU website.

To make international telephone calls from Australia, dial 0011 followed by the country code, the area code (if required) and the telephone number. To call Australia from overseas, dial 61 followed by the area code and telephone number. To make calls from one location to another within Australia, dial the area code (if required) followed by the telephone number.

Useful links

www.jcu.edu.au/information-and-communications-technology/help-and-support/eduroam-wireless

www.whistleout.com.au

www.youcompare.com.au

Attend Orientation

Please refer to the information about Orientation on page 11.

Banking

If you opened an Australian bank account before you arrived, you will need to visit a branch with your original documents to activate your account.

Please refer to the information on opening a bank account in the 'Pre-departure planning' section earlier in this Guide.

You can also open an account after you arrive in Australia. Local banks sometimes attend our International Student Orientation events, with staff who can talk you through accounts options and help you with setting up an account. Or you can visit a branch in Cairns or Townsville.

Public transport

Sunbus is the local bus service in both Townsville and Cairns. The Sunbus website provides timetables and fare information.

International students can apply for a travel concession sticker which then sticks onto your valid student ID to receive concession fares when travelling on public transport. Please refer to the Translink website for further information.

Useful links

www.sunbus.com.au

www.translink.com.au/tickets-and-fares/concessions/tertiary

Taxis and Ubers

Taxi and Uber services are readily available in Townsville and Cairns.

Cycling

Many JCU students choose to make the most of the North Queensland weather and cycle to and from university, particularly if they live close to campus.

JCU's award-winning Green Bike Fleet program repairs second-hand bikes and sells them at low cost to JCU students. You can also purchase a bike from most major stores or second-hand via sites such as Gumtree or Facebook.

Useful links

www.jcu.edu.au/tropeco-sustainability-in-action

Driving

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

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

Useful links

www.tmr.qld.gov.au



JCU International CROC mentors.



Education Central, JCU Townsville campus.

Contact information

James Cook University

Prospective international student enquiries
jcuinternational@jcu.edu.au
International enrolment or pre-departure enquiries
enquiries@jcu.edu.au

Follow JCU on social media to prepare for your arrival.

Facebook

Groups

Townsville JCU Internationals
www.facebook.com/groups/townsvillejcuinternationals
Cairns JCU Internationals
www.facebook.com/groups/cairnsjcuinternational

Instagram

@jamescookuniversity
#jculife

Pages

JCU: James Cook University Australia
www.facebook.com/jamescookuniversity
JCU: Current Students
www.facebook.com/jcucurrentstudents

Youtube

JCU: James Cook University, Australia
www.youtube.com/c/jamescookuniversity

RESPECT. NOW. ALWAYS.

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

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



Our commitment to Australian Aboriginal and Torres Strait Islander peoples

James Cook University is committed to building strong and mutually beneficial partnerships that work towards closing the employment, health and education gap for Australian Aboriginal and Torres Strait Islander peoples.

Our students come from many backgrounds, promoting rich cultural and experiential diversity on campus.

We acknowledge the Australian Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the lands and waters where we operate our business. We honour the unique cultural and spiritual relationship to the land, waters and seas of First Australian peoples and their continuing and rich contribution to James Cook University (JCU) and Australian society.

We also pay respect to Ancestors and Elders past, present and future.



Coming Together and Respecting Difference

Acrylic on linen by Kassandra Savage (JCU Alumni)
Language group: Waanyi and Walangama clan part of Gkuthaarn/Kukatj nations

JCU acquired this artwork as part of our commitment to implement the Reconciliation Action Plan. The artwork represents JCU's story in an Australian Aboriginal and Torres Strait Islander way:

- Circles in the middle depicts JCU as a meeting place
- Outer circles are JCU's linkages to communities through their students who return home to share their new knowledge and understandings
- Different patterns within the hands and arms are the differences between and within Aboriginal, Torres Strait Islander, and multicultural Australia. There are also similarities in the hands and arms used to illustrate us standing together for equity and equality
- The ripple effect in the arms and hands represents our reconciliation journey; starting small, growing bigger and reaching out to touch more and more lives. The effect gathers momentum to develop support and understandings. The circles represent the importance of yarning circles, meeting circles, and communities, in order that we can connect with each other.

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Privacy
JCU complies with Australian and Queensland privacy laws and guidelines jcu.edu.au/right-to-information-and-privacy.

Contact us

Email: jcuinternational@jcu.edu.au

Web: jcu.edu.au/international

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