I hope that you will enjoy your time here at TAFE Queensland Brisbane and take advantage of all we have to offer.

While studying in a new country can be exciting, with so many new things to learn, there will also be some adjustments to the way you live. The team at TAFE Queensland Brisbane is here to support you as you make those adjustments.

Throughout your time in Brisbane, I encourage you to study hard and always ask for help if you ever feel unsure. I wish you every success and a rewarding experience in Australia.

Aaron Devine  
General Manager  
TAFE Queensland Brisbane
# Content

## Welcome
- From the General Manager: 2
- From the International Team: 4

## Living in Brisbane
- General information: 6
- Brisbane weather and seasons: 7
- Leisure: 7
- Accommodation: 8
- Transport: 11

## Your Welfare
- Finance: 14
- Employment: 15
- Finding work: 16
- Your pay: 17
- Superannuation: 17
- Health: 18
- Adjusting to Australian culture: 21
- Support groups: 23
- Food and Shopping: 23
- Safety, law and legal information: 24
- Religious freedom and marriage: 29
- Local regulations: 30

## Your studies
- Beginning your studies: 32
- Graduation: 34
- Further studies: 34
- Student support services: 36

## Rights and obligations
- Student visa conditions: 38
- Student under 18 years: 39
- Student rules, policies and procedures: 41

## Quick Find
- Campus facilities: 44
- Campus locations: 45
- Campus maps: 46
- Important dates: 52
- Important contacts: 53
- Notes: 54
- My contacts: 55

## Legend
- phone:  
- website:  
- email:  
- location:  

Images by: TAFE Queensland, TAFE Queensland Brisbane, Queensland Government, iStockphoto.com

Disclaimer: All information was accurate at time of publication, however TAFE policies, tuition fees and course content is subject to change without notice. Course commencement is dependent on sufficient enrolments, appropriate accreditation and registration requirements.
From the International Team

The International Team welcomes you to Brisbane. We hope you have a great time studying at TAFE Queensland Brisbane and encourage you to come and see us throughout your time here so that we can best help you with your needs.

We have designed this handbook so that you can find the services you need quickly and easily. If you still can’t find the information you need, contact the following areas in the International Team:

- International Business
  - For offer letters, future courses of study, pathway to university and electronic Confirmation of Enrolment (eCoE):
    - International.Brisbane@tafe.qld.edu.au
  - For enrolment, course changes, payment of fees and refunds:
    - IntAdmin.Brisbane@tafe.qld.edu.au

- International Student Support
  - Living in Brisbane, transport, accommodation options, social activities, Overseas Student Health Cover (OSHC) and personal issues:
    - Intss.Brisbane@tafe.qld.edu.au
LIVING IN BRISBANE
**Culture**
Brisbane city has a variety of museums including the Queensland Art Gallery, Queensland Museum and the Interactive Science Centre. There are often special exhibits, events and free activities at these facilities and their websites have specific details of times and events. Brisbane is also home to cultural activities such as music festivals, concerts, movies and multicultural festivals. Queenslanders are also fond of outdoor pursuits and all types of sports.

**Telecommunications**
It may be a good idea to have a mobile phone (or cellphone) which makes it easy for you to be contacted.

Before bringing your mobile phone, check to make sure that it can be used in Australia. Some countries, such as Japan and the USA, operate their mobile phones on networks that are not available in Australia.

Another option is to buy a phone in Australia. Brisbane has a wide range of mobile phone companies, so shop around to find the right phone and price for you.

Once you have a phone, it is a good idea to include an emergency contact in your phone book. Enter ICE (In Case of Emergency) and the number of a person who should be contacted in case anything happens to you.

**Television and radio**
Special Broadcasting Service (SBS) television and radio stations broadcast programs in many languages. Weekly programs are listed in newspapers such as The Courier Mail.

A list of ethnic radio stations can be found at the National Ethnic and Multicultural Broadcasters’ Council (NEMBC) website at:

- [nembc.org.au](http://nembc.org.au)

Some multilingual radio stations in Queensland include Community Radio 4CCR FM (89.1MHZ), Radio 4EB FM (98.1MHZ) and SBS Brisbane FM (93.3MHZ).

**Electricity**
In Australia, electricity is 220-240 Volts AC. If you have an electrical device with a different voltage you will probably need to use an adaptor or transformer. You can buy an adaptor from department, electrical and luggage stores.
Brisbane residents enjoy relaxing and socialising outdoors in parks, at cafés, restaurants and bars and pubs around the city and suburbs.

There are lots of fun things to do in and around the city, including:

› Visiting theme parks, such as Dreamworld, Movie World and Australia Zoo
› Travelling to the Sunshine and Gold Coasts, situated approximately an hour drive from the centre of Brisbane
› Walking in nature reserves and cycling on Brisbane’s extensive bicycle path network
› Taking advantage of one of the many free music events or festivals that Brisbane offers all year round.

Find out more information about Brisbane and Australia
These websites have information on weather, living in Brisbane, accommodation, transport, maps, entertainment, clubs, laws, and much more!

brisbane.qld.gov.au
visitbrisbane.com.au
truelocal.com.au
thingstodo.com.au
lonelyplanet.com
studybrisbane.com.au
It is advisable to settle in as early as possible into your permanent living arrangements. You can choose from a range of accommodation options including temporary accommodation such as hotels, motels, youth hostels and backpackers upon arrival, and permanent rentals for long term living.

**Hostels**  
Hostels provide budget accommodation where guests can rent a bed (often a bunk bed in a dormitory) and share a bathroom, lounge and sometimes a kitchen. Rooms can be mixed or single-sex, although private rooms may also be available. These arrangements can be a very good short-term option while you are settling in Brisbane and looking for a more permanent situation.

- visitbrisbane.com.au
- somewheretostay.com.au
- yha.org.au
- wotif.com.au
- lastminute.com.au
- lonelyplanet.com/pacific

**Homestay**  
Homestay is a popular option with students who are new to Brisbane and want to have a chance to settle before they look at other accommodation options.

Homestay is an opportunity to live with an Australian family and experience Australian life and culture by participating in the daily routine of the host family’s life. Typically a homestay includes breakfast and dinner and a packed lunch if required. If you are interested in the homestay option contact International Student Support for further details.

**Student accommodation**  
Student accommodation features a range of apartment styles in different configurations, from studio through to shared four, five and six bedroom apartments.

Most student accommodation have features and facilities such as:

- bedrooms with or without en-suite
- fully furnished
- air-conditioned
- cabled internet in rooms, and wireless hotspot in lobby
- online booking and reservations system
- in-house Residential Coordinators organising social, cultural and sporting courses.

Some accommodation may provide a 24-hour reception, after hours security and an airport pick up service.

- urbanest.com.au
- unilodge.com.au
- uniresort.com.au
- genesis1.com.au
Rental Property - Share house
You might choose to rent a room that is already occupied by other students - this is called a shared house. In a share house, a weekly rent is charged for a furnished or unfurnished room in an apartment or house. You will pay a portion of the total rent plus additional costs such as electricity, gas, telephone and internet.

You will usually have your own room and will share facilities such as kitchen, bathroom, living areas with other members of the household. It is usual for rent to be paid two weeks in advance, and when starting a tenancy, a ‘bond’ (security deposit) of four weeks rent is also required. In most circumstances you will be required to sign a tenancy agreement for a minimum period of six months.

Real estate agent operated
You might also find shared accommodation which is operated by a property agent. Large purpose built accommodation blocks for students and young people are available across Brisbane. You will pay a flat rate to the agent and this will include your room, electricity, gas, etc. Payment conditions of two weeks rent in advance, four weeks bond payment and a six month signed tenancy agreement applies.

Rental property - Independent
You might choose to rent your own house or apartment and this can be done either direct with an owner or through a property agent.

You generally need to supply your own furniture. A tenancy agreement must be signed stating that you will pay to live in the property for a minimum of six months. Weekly rent does not cover the cost of electricity, gas or telephone charges. Rent is generally paid two to four weeks in advance along with payment of a bond or security deposit equal to an additional four weeks’ rent before you move in.
Accommodation Questionnaire

Questions to ask yourself when looking for accommodation

› Do I want to live with other international students?
› Do I want to live alone?
› What is my budget?
› How long will I stay?
› Is it close to public transport?

Things to remember

› Make sure you have read and understand the terms and conditions of any tenancy agreement before you sign
› When paying utilities it is a good idea to keep the receipts i.e. security deposit, rent, electricity and gas.
› If you are moving into shared accommodation with other people, be prepared to make some compromises.

Where can I get more help?

Residential Tenancies Authority (RTA)
The RTA is a government established body which helps tenants with general advice. If you are unsure about signing a tenancy agreement or have any questions regarding rental properties the RTA can help you. They have an interpreting service and fact sheets translated into many different languages. If you have problems with your landlord or real estate agent that you cannot solve, you could lodge a dispute with the RTA who will then help to resolve the problem through a formal process.

1 300 366 311 (for the cost of a local call)
rtaqld.gov.au
13 14 50 Translating and Interpreting Service

Tenants Queensland (TQ)
The TQ is a state-wide community organisation that provides services for residential tenants in Queensland and represents their interests. The TQ aims to improve and protect the rights of all Queensland tenants.

1 300 744 263 (for the cost of a local call) or +61 7 3832 9403
tenantsqld.org.au
mail@tenantsqld.org.au
Transport

Airport transport

Taxis
Taxi ranks are conveniently located at both the International and Domestic terminals. From the airport to the Brisbane city centre costs approximately $45, plus a $3.30 fee applies to all pick-ups originating from an airport taxi rank.

Airport bus
Airport to Brisbane Transit Centre (in city), cost is approximately $15 per person.

Airtrain
It takes 22 minutes from the airport to Brisbane city. A one-way single adult ticket is $17. Tickets can be purchased at the platform. Discounts apply for pre-booked fares (buy online or telephone).

Transport around Brisbane

Public transport
There is a well-serviced public transport system in Brisbane which is known as TransLink, allowing you to get from your Australian accommodation to your campus with ease. There are three main types of public transport; train, bus and river ferry (boat). Transport costs are calculated on the number of zones travelled. The more zones you cross, the more money it will cost.

Go card
Go card is TransLink’s electronic ticket that lets you travel seamlessly on TransLink’s bus, train and ferry network. Electronic tickets are cheaper than paper tickets, are easily topped up, offer great travel benefits and you can register your card to protect your travel balance if it is lost or stolen.

You can buy or top-up a go card at many locations, including many Queensland Rail and G:link stations, some busway stations, selected newsagents and 7-Eleven stores.

Tertiary Transport Concession Card (TTCC)
All tertiary students in Queensland must have the Tertiary Transport Concession Card (TTCC) as proof of eligibility to purchase and travel on a concession go card or concession paper ticket. Application forms can be downloaded from the TransLink website. Allow up to 15 business days for your application to be processed.

A concession entitles the passenger up to 50% off fares on approved public transport anywhere in Queensland. You must always have your TTCC and student identification card with you when you travel. The TTCC does not replace your go card or paper ticket. The new TTCC is valid for up to 12 months (or the length of your course, if less than 12 months).

Please note that English Language Intensive Courses for Overseas Students (ELICOS) students are not eligible to receive TTCC.

For more information about public transport, go card and TTCC:

translink.com.au
bne.com.au
airtrain.com.au
taxifare.com.au
Driving and parking
If you are planning to drive in Queensland, you must have an English translated international drivers licence or a valid Queensland drivers licence at all times. You should contact Queensland Transport to check if you are able to drive.

Australians drive on the left-hand-side of the road, similar to England, and this is important to remember when you are driving or trying to cross the road!

It is compulsory for drivers and passengers (including those in back seats) to wear seat belts at all times. Children up to the age of seven must also be correctly restrained according to their size and age. It is important that the correct child restraint is chosen and installed.

For more information about driving and road rules in Queensland:
  tmr.qld.gov.au/Safety

For more information about parking in Brisbane:
  brisbane.qld.gov.au

Walking and cycling
There are many great walking tracks in and around Brisbane. You will find these along the Brisbane River and in many of the forests and nature reserves.

Cycling can also be a healthy, convenient and inexpensive way to travel around. Brisbane has many beautiful and well-maintained bicycle tracks, as well as bicycle lanes on main roads. Before cycling in Brisbane, you may want to learn the Australian road and bicycle safety laws. It is illegal to cycle in Australia without a helmet or without lights if you cycle at night.

For more information about cycling and road rules in Queensland:
  tmr.qld.gov.au/Travel-and-transport
  brisbane.qld.gov.au

Brisbane City Council has introduced CityCycle, a form of environmentally friendly public transport in the inner city area. The bike stations are in locations that link with existing bikeways, busways, buses, trains and ferries within inner-city Brisbane.

CityCycle allows users to:
  › pick up a bike from one of 150 bike stations
  › go for a ride
  › return the bike to another bike station.

If you are a registered go card user, you can link your go card to your CityCycle account.

For information on this service and costs:
  citycycle.com.au

For more information on our campus locations and transport options see p.45.
YOUR WELFARE
Banking
There are many banks and automatic teller machines (ATMs) where you can withdraw money from an overseas bank account. Students do not need to pay bank fees in Australia. You can easily open a bank account within the first six weeks of arriving. All you will need is your passport and a student ID card. After six weeks, opening a bank account becomes more difficult, as you will have to show many forms of identification.

Budgeting for ongoing expenses in Brisbane
When you live and study away from home, it can be easy to spend your savings quickly, so it is also a good idea to prepare a budget to help you manage your expenses.

The Department of Immigration and Border Protection (DIBP) suggests that as a single person, you will need approximately $18,610 per year for your stay in Brisbane. You will have to allow for additional living expenses per month if bringing your family with you. DIBP suggests that you should budget an additional $6,515 per year for a spouse and approximately $3,720 per year for one child and additional expense of $2,790 per year per additional child. These costs do not include the expenses associated with school tuition.

Guide to transferring funds into Brisbane

<table>
<thead>
<tr>
<th>Types of fund</th>
<th>Time for transfer</th>
<th>Cost</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal funds when travelling</td>
<td>Not applicable</td>
<td>No cost</td>
<td>Must declare over $10,000 at Customs and Border Protection</td>
</tr>
<tr>
<td>Electronic (Telegraphic transfer)</td>
<td>Approximately 48 hours</td>
<td>Varies according to bank</td>
<td>Expensive but safe and quick option</td>
</tr>
<tr>
<td>Bank draft</td>
<td>One week, payable to any Australian bank</td>
<td>Varies according to bank</td>
<td>Not as safe as electronic transfer and slower option</td>
</tr>
<tr>
<td></td>
<td>Two to six weeks, overseas draft</td>
<td>Varies according to bank</td>
<td></td>
</tr>
<tr>
<td>Open account through an Australian bank in home country</td>
<td>One week</td>
<td>Not applicable</td>
<td>Safest option</td>
</tr>
</tbody>
</table>
Example budget
(weekly expenses for a single person)

<table>
<thead>
<tr>
<th>Expense</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity/gas</td>
<td>$15</td>
</tr>
<tr>
<td>Telephone</td>
<td>$25</td>
</tr>
<tr>
<td>Rent (share accommodation)</td>
<td>$180</td>
</tr>
<tr>
<td>Food</td>
<td>$80</td>
</tr>
<tr>
<td>Transport</td>
<td>$25</td>
</tr>
<tr>
<td>Entertainment</td>
<td>$25</td>
</tr>
<tr>
<td>Educational</td>
<td>$25</td>
</tr>
<tr>
<td>Unexpected</td>
<td>$20</td>
</tr>
<tr>
<td>Total</td>
<td>$395 per week</td>
</tr>
</tbody>
</table>

This information will vary greatly depending on your individual needs. You may require significantly more – especially if you are renting your own house or apartment.

Remember: You will also need to budget for the payment of your academic fees.

Semester 1 fees due  ➔ 20 January
Semester 2 fees due  ➔ 28 June

Typical ongoing expenses you may incur:

› Utility payments e.g. electricity, gas and telephone, monthly or every three months
› Living expenses e.g. rent, food, transport, entertainment, weekly
› Educational expenses e.g. photocopy, printing, stationery etc.
› Unexpected expenses e.g. return home, family visits, health costs not covered by overseas student health cover.

Employment

Work permission
As an international student you may be eligible to work in Australia. It is advisable to contact DIBP to find out exactly what your work rights are, as there are differing work conditions between visas.

Look at your visa label. If it says work limitation, this means you have permission to work.

Working on a student visa

› You must have work permission before you start working
› You cannot start working before your course of study starts
› You can only work up to 40 hours per fortnight during the semester. During semester holidays, you may work as many hours as you like.

Department of Immigration and Border Protection (DIBP)

📞 131 881
🌐 immi.gov.au

INTERNATIONAL STUDENT ORIENTATION HANDBOOK 2015
Newspapers and employment agencies
The daily newspapers advertise job vacancies, especially on Saturdays.

There are also private employment agencies that are listed in the Yellow Pages telephone directory and internet employment boards.

- seek.com.au
- careerone.com.au

Vocational placement (if required for your course)
Some TAFE Queensland Brisbane courses feature in-the-field work experience as part of the course. If vocational placement is required and assessed as part of your course, the placement hours are not counted towards the 40 hours per fortnight work allowance on a Student Visa.

Working conditions (employer/employee rights)
If you work in Australia, your job will have certain conditions associated with it. Most jobs and working conditions are covered either by Commonwealth or State awards or certified agreements. This covers areas such as minimum wages, allowances, overtime, penalty rates, working hours and days off for holidays/vacations, long service or sickness.

If you believe you are not receiving your minimum rights and conditions at work, contact the Fair Work Ombudsman for free information and advice. There is also an interpreting service available.

Fair Work Ombudsman
- 13 13 94
- fairwork.gov.au

Recognising your skills
Specialist qualifications that you have already gained from your home country for example in areas such as engineering, construction, metalwork, electrical or catering can be recognised in Australia. Having your qualifications recognised will allow you to look for work in these areas.

To find out how to have your skills recognised, you can contact Trades Recognition Australia.

- 1300 360 992
- tradesrecognitionaustralia.gov.au
- traenquiries@industry.gov.au
Your pay

**Tax File Number (TFN)**
You must obtain a TFN to be able to work in Australia. The Australian Taxation Office (ATO) issues each working individual with a unique reference number. When you commence work your employer will ask you to complete a TFN declaration form. If you do not provide a TFN your earnings will be taxed at the highest income tax rate – meaning less money for you each week.

**Applying for a TFN**
You can apply for a TFN free of charge on the ATO website. You will need your passport details to complete the application.

Applying online does not require you to physically provide proof of identity documents. The ATO will compare your personal and travel details with the DIBP’s records. After validation, the ATO will issue you with a receipt number.

Alternatively, you can visit an ATO shop-front for a hard copy application. Your TFN will be sent to the Australian address you provided on your application no more than 28 days after ATO receive your completed application and you have provided the required Proof of Identity documents.

**Australian tax year and tax returns**
The Australian financial year runs from 1 July to 30 June. Under Australian law, those who work are required to lodge annual tax returns by 31 October of each year. If you are unsure if you are required to lodge a tax return, contact the ATO for clarification.

**Australian Taxation Office**
13 28 61
ato.gov.au

Superannuation

Superannuation, or ‘super’ as it is known refers to the arrangements which people make in Australia to have funds available for them in retirement. Australian’s superannuation schemes are government-supported and encouraged, and minimum provisions are compulsory for employers.

Under superannuation law your employer must pay into your super account a minimum of 9.5% of your ordinary time earnings. As an individual you can choose to make additional contributions to your superannuation fund.

**Superannuation information line**
13 10 20
ato.gov.au/super

In most cases, you can access your contributions when you leave Australia permanently.

Contact the Australian Taxation Office for more information.
Medical needs

What do you do when you are sick?
If it is an emergency, ambulances provide immediate medical attention and emergency transportation to hospitals. Charges may apply for emergency transport as not all transfers will be covered by health insurance.

Emergency medical treatment is available 24 hours a day at both public and private hospital emergency departments. Emergency care is also available at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under ‘hospitals’. If you need to visit the hospital remember to bring your health insurance card and any medicines that you are currently taking.

If it is not an emergency, go to a doctor or GP (called a ‘general practitioner’) or visit a medical centre. You can choose whichever doctor or medical centre you wish.

Note: you cannot visit a medical specialist without seeing a GP first.

Australian doctors don’t give you a full medical check when you see them. They will only deal with a specific medical problem by asking you a series of questions.

What about prescription medicines?
If you take any prescription medicines in your home country, you should make sure that you have a letter from your regular doctor. The letter should include details about your condition and the medication you are taking, in case you need treatment or more medication in Australia.

Emergency

For any emergency, call 000 or 112 from your mobile for an ambulance, the police or fire service when in Australia.

It must be a genuine emergency (i.e. when you feel your life or the lives of others are in danger). When you call, tell them your name, what your emergency is (fire, ambulance or police) and where you are. If your English is not good, say “fire/police/ambulance” and tell the operator what country you are from, and you will be put through to a translator.

When calling 000 from a mobile phone and there is no network coverage, try calling 112. 112 can be dialled on any GSM digital mobile phone.

000 or 112 for a mobile phone
Health insurance – Overseas Student Health Cover (OSHC)

Overseas student health cover is compulsory if you have a Student Visa, and must cover you for the entire time that you stay in Australia. TAFE Queensland’s preferred student health insurance provider is OSHC Allianz Global Assistance. This insurance covers you for some medical treatment costs incurred whilst in Australia.

A number of services, including dental, physiotherapy, optometry, podiatry, chiropractic and private hospital services require extra cover arrangements to be made with your OSHC provider. Additional fees are associated with these services.

How do I get my membership card?
You can order your membership card online by logging in to the providers website. You will need your student ID number, family name and birth date. Your membership card will be delivered to your residential address in Brisbane within approximately five business days.

You can update your Australian contact details at any time on this website.

If you are unable to obtain a membership card online, contact the International Student Support team for help.

What happens if you become sick?
Find a doctor by referring to “Find a Doctor” on the Allianz Global Assistance website or in the Yellow Pages.

Telephone the doctor or medical centre and make an appointment.

Attend your appointment and be prepared for your doctor to ask questions about your health. The doctor may give you a prescription for medicine. Remember that not all medicines are paid for by your insurance provider, so it is a good idea to ask the customer service officer at the health insurance centre which medicines are covered.

Ensure that you get a medical certificate from your doctor if your attendance at TAFE is affected. There is no charge for this service.

You will need to show your membership card when you pay for your medical visit. You pay at the time of service and a receipt will be issued. Keep the receipt if you are making a claim with your provider.

How do I make a claim?
You can claim in person at a branch or log on to your provider i.e. Allianz Global Assistance online services using your student ID number, and submit your claim online.

For more information about your OSHC, policy, extra covers, finding a doctor, making a claim etc.:

OSHC Allianz Global Assistance

13 OSHC (13 6742)
oshcallianzassistance.com.au
Mental wellbeing
Living in a new culture can be stressful and difficult. If you feel lonely or stressed, talk to friends, staff or a campus counsellor.

For more serious issues, a doctor at a medical health centre will be able to refer you to professionals who can help. You can also contact Queensland Transcultural Mental Health Centre.

Queensland Transcultural Mental Health Centre
1800 188 189 or +61 7 3167 8333
health.qld.gov.au/metrosouthmentalhealth/qtmc
QTMHC@health.qld.gov.au

Interpreters
If you need an interpreter during your medical visit, your doctor may be able to provide one on the telephone from the Translating and Interpreting Service (TIS).

131 450

Sexual health
For information on sexual health and your rights in Australia, see the contact details below.

Princess Alexandra Sexual Health
+61 7 3176 5881
health.qld.gov.au/pash
pash@health.qld.gov.au

Sexual Health and HIV Service in Brisbane
+61 7 3837 5611
health.qld.gov.au/sexhealth
shhs1@health.qld.gov.au

Physical wellbeing
While you are studying, make sure you eat and drink well. Drink plenty of water through the day and eat a balanced diet with fruit and vegetables. Students can spend a lot of time indoors studying, so you might want to find a sport or hobby to help you get lots of exercise.
Living and studying in Australia may be an exciting adventure, but it can also present a range of challenges. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take lots of time, patience and energy.

**Homesickness**

Most people who travel experience homesickness at some stage. These feelings are normal and can be triggered by things such as food, smells, and music. Homesickness can be experienced at different periods and for different lengths of time and can simply be because you are missing your lifestyle, family or friends.

Homesickness can affect your studies and how you interact with your classmates. If you feel homesick, it is a good idea to talk to somebody about your feelings. There are associations and clubs for particular cultures or religions in Brisbane that you might like to join. This may help you find support from people who have experienced the same challenges.

Make sure you give yourself some time to adjust to your new surroundings and cultural environment. It is important to maintain contact with your family and friends at home particularly during the adjustment period. Remember that you are here to experience and enjoy a new and different culture!
USEFUL TIPS

Listen, observe and ask questions
Allow yourself time to observe those around you. Notice the verbal and non-verbal communication that people use. Don’t be afraid to ask questions if you don’t understand something. Australians are generally friendly approachable people.

Sense of perspective
Remind yourself that living and studying abroad is a challenge and it is normal to feel stressed and overwhelmed at times. If you ask your class mates you will probably find that they are feeling the same or have felt exactly as you. Make a list of the reasons why you initially wanted to study in Australia.

Become involved
Make an effort to meet people and become involved in campus activities and in the wider community. Maintain an open attitude as you meet new people and try new experiences. You may decide you don’t like something and that is fine, but try everything at least once before you decide.

Maintain some routines and rituals from your own country
This can include small things like drinking the same coffee or tea, or eating the same types of food as you may have done in your own country. It may also include being involved in celebrations of your national day or developing links with your own cultural group here in Brisbane.

Ask for help when you need it!
The most useful tip is to always ask for help if you need it. TAFE Queensland Brisbane has a number of support services available to you, including our professional counsellors who offer a free and confidential service to students. We can also put you in touch with support groups in the wider community if needed.

Counselling Services
📞 +61 7 3244 5095
✉️ StudentSupportServices.Brisbane@tafe.qld.edu.au

International Student Support
📞 +61 7 3244 5633
✉️ Intss.Brisbane@tafe.qld.edu.au
Brisbane is a multicultural city, with many clubs and organisations for people from different cultures. If you need help, or if you just want to meet people of your own or other cultures, you can try contacting:

**Multicultural Development Association (MDA)**
Multicultural Development Association (MDA) has multilingual staff to give you advice and help when you first arrive in Brisbane. The MDA can also refer you to other organisations if you need help.

- **Phone:** +61 7 3337 5400
- **Website:** mdaltd.org.au
- **Email:** mailbox@mdaltd.org.au
- **Address:** Brisbane Multicultural Centre, 28 Dibley Street, Woolloongabba Qld 4102

**Ethnic Communities Council of Queensland (ECCQ)**
Ethnic Communities Council of Queensland may be able to refer you to clubs and associations for different religions or cultures, or other services if you need help.

- **Phone:** +61 7 3844 9166
- **Website:** eccq.com.au
- **Email:** administration@eccq.com.au
- **Address:** ECCQ House, 253 Boundary Street, West End Qld 4101

**Food + shopping**

Brisbane is a multicultural city and offers a great variety of food and goods from all parts of the world. There are many fresh food and organic markets, speciality supermarkets and restaurants scattered across the city.

**Finding different cultural food shopping areas:**

- brisbane.qld.gov.au
- truelocal.com.au
Brisbane is generally a safe city. By following the laws and taking a few extra precautions, your stay here should be safe and trouble-free.

**Keeping safe**
In general, Brisbane is a safe city, patrolled by police to keep the public safe from criminal behaviour, however you should always take extra precautions for your safety.

Try to always carry a mobile phone with you and if you are ever in immediate danger, or fear for your safety, attempt to remove yourself from the situation and call 000 or 112 and ask for the police immediately.

Remember that your rights and those of other people are protected by Australian laws and we all must abide by them.

**Personal safety**
Be aware when using public transport at night. It is a good idea to travel in the front carriage of the train or bus close to the driver. Do not ever travel in empty carriages.

Planning is important and you should check TransLink timetables in advance. If you do have a long wait for the transport then try to stay in well-lit areas or near open shops.

Try to walk in groups at night as much as possible and walk in well-lit areas even if it means your trip is longer. Avoid short cuts through dark isolated areas and make sure that stay alert if walking alone at night, this includes paying attention to your surroundings. Do stay sober and in control if out late at night.

You should not walk alone listening to loud music with your headset on as you cannot hear what is happening around you. And don’t text and read when walking – watch when you are crossing the road!

It is very unlikely that you’ll ever feel threatened but if you do, shout and scream as this will often deter an attacker. Remember that it’s wise and not rude to avoid conversation or make eye contact with anyone behaving in an anti-social manner.

Try to always make sure that your friends or family know where you are, or where you intend to be. Where possible, you should arrange to go home with friends, or in a taxi to prevent exposure to unsafe situations.

A comprehensive personal safety advice booklet *safer living* is available on the Queensland Police website.

**Queensland Police**

[police.qld.gov.au](http://police.qld.gov.au)
Property safety
Many burglaries happen when a door or window has been left open in a private home or flat. Lock up whenever you go out! Always lock your car and put valuables out of sight. Never leave the keys in the ignition even when paying for petrol.

Always be careful when using an ATM when withdrawing money from your bank account. Put your card and cash away and be vigilant. Never write down your pin.

Keep expensive mobile telephones and other valuable items out of sight on the street. These can be stolen. It is a good idea to keep laptop computers with you at all times. Do not leave them unattended in a library or classroom as thieves are opportunists – don’t give them an opportunity.

Be vigilant when using your mobile phone. If your phone is stolen, call your provider immediately to immobilise it.

Identity security
Never give your personal details such as full name, date of birth, address, telephone number, or passport number to anyone except an official authority such as the Department of Immigration and Border Protection (DIBP). Doing so can result in identity fraud which is a very serious offence.

It is imperative that you do not trust strangers who offer to help you in financial matters; for example an offer to sell you a cheap computer etc. Students have lost hundreds or even thousands of dollars through such scams.

REMEMBER
If confronted by somebody trying to take your bag, give it to them. No amount of money or inconvenience is worth serious injury.
**Evacuation**

In the event of an evacuation when the alarm sounds in a teaching session:

1. Everyone must evacuate the area in which they are located
2. Under instruction from your teacher, move smartly (but do not run) to the designated assembly area (check campus map)
3. Descend stairways no more than two abreast
4. Keep to the outside on stairways to allow access for emergency personnel
5. Do not use lifts
6. Once at the assembly point your teacher will call the roll to check that all students are accounted for. Do not leave this area until the all clear has been given.

In the event of an evacuation when the alarm sounds in a non-teaching situation:

7. Move directly to the designated assembly point
8. Do NOT re-enter any building. Do NOT take refuge in toilets, storerooms, rest rooms or student common rooms
9. Do not leave the assembly area until the all clear has been given.

**Beach safety**

Spending time at the beach is a popular pursuit in Queensland. To make sure your trip to the beach is a safe and enjoyable one, there are a few simple guidelines you can follow:

- Always swim or surf at a beach patrolled by lifesavers
- Don’t swim at night
- Swim between the red and yellow flags as they are the safest areas to swim
- Always swim under supervision, or with a friend
- Read and obey the signs. If you are unsure of conditions, ask a lifesaver
- Don’t swim directly after a meal
- Don’t swim under the influence of alcohol or drugs
- Don’t run and dive in the water
- Conditions change regularly, check surf conditions before you enter the water
- If you get into trouble in the water, don’t panic, raise your hand to signal for help, float and wait for assistance
- Float with a rip current or undertow. Do not swim against it.

For further information and the Beachsafe App:

beachsafe.org.au
REMEMBER

The sun in Australia is very strong and can cause sun damage. To avoid sunburn and lower the risk of developing skin cancer, follow these simple precautions:

› Apply 30+ broad-spectrum sunscreen 20 minutes before you go outside. Remember that regular applications of sunscreen are necessary. Water-resistant sunscreen is best if you are swimming or active in sport.

› Remember that a 30+ sunscreen does not mean you can spend longer in the sun. While giving you greater protection than a 15+, a 30+ sunscreen does not offer 100% protection from UV rays.

› Wear a broad-brimmed hat that covers your whole head and your ears and neck.

› Sunglasses that meet the Australian Standard (AS 1067) are also necessary to block out damaging ultraviolet rays, protecting your eyes from possible damage.

› Wear a shirt with a collar and long sleeves.

› Reduce the amount of time you spend outside during the hottest period of the day. Schedule outdoor activities before 10am or after 3pm during the hotter months.

For further information:

sunsmart.com.au
Obeying the law and legal advice
As a visitor to Australia, you are obliged to obey the same laws and follow the same rules as Australian citizens. Breaking the law can result in fines, imprisonment or deportation. Some of the basic laws are listed in this section.

Equality
In Australia all people are equal and should be treated equally under Commonwealth anti-discrimination law. Everyone has the right to be respected and treated in a fair manner.

No person should be treated differently because of their gender, race, country of origin, marital status, pregnancy, political and religious beliefs, disability or sexual preference.

Sexual harassment
Laws about sexual discrimination also makes sexual harassment unlawful.

A person is sexually harassed if he or she feels frightened, offended, angry or humiliated by another person’s behaviour that is sexual in nature.

It may be sexual harassment when someone:

› Stares or leers at a person
› Persists in asking a person out after they have said no
› Tells dirty jokes or displays offensive printed material in a person’s presence
› Makes unwelcome comments about a person’s sex life
› Touches or brushes against a person on purpose
› Tries to force a person to have sex.

A student who believes that he or she is being discriminated against should contact a TAFE Queensland Brisbane counsellor.

Counselling
+61 7 3244 5095
StudentSupportServices.Brisbane@tafe.qld.edu.au
Religion
Australia recognises all religions. People within Australia are free to have no religion at all or to practice a religion of their choice as long as it does not break any laws (such as violence against another person).

Some of our campuses have prayer rooms for all faiths and religions to share.

For worship centres, visit the websites below:
- brisbane.qld.gov.au
- truelocal.com.au

Marriage
Under Australian law, men and women have equal rights, including whether or not they wish to enter into marriage. Men and women can marry over the age of 18 years. Being married to more than one person at the same time is illegal and can result in imprisonment.

Relationships
The age at which the law recognises your right to have a sexual relationship with another person (known as the legal age of consent) is 16 years in Queensland. This law exists to protect young people. You can find out more about the age of consent from Legal Aid Queensland. You can also find out more about sexual health issues from a doctor or GP.

Legal Aid Queensland
- 1300 651 188
- legalaid.qld.gov.au

Violence
It is illegal to act violently against another person, in public or at home. Violence at home and against children is called domestic violence and may include: physical abuse or assault, sexual abuse or assault, social abuse, economic abuse, psychological, emotional and verbal abuse. All types of violence are punished harshly with a jail sentence or deportation.

Domestic Violence Hotline
- 1800 811 811
- dvconnect.org
- mail@dvconnect.org
**Protecting the environment**

Native wildlife is protected by law as our native plants, including trees and ferns. Collecting or capturing native wildlife or plants can result in very large fines and imprisonment.

Lighting fires in outdoor areas is banned at certain times of the year. Australia has a high risk of bush and forest fires, especially during summer and/or drought conditions.

**Littering**

It is illegal to litter and pollute the environment. Make sure you dispose of all your rubbish in a proper bin. Brisbane recycles waste such as cardboard and drink bottles – look for a recycling bin before tossing away your rubbish. Find out what can (and can’t) be recycled at the following website:

[brisbane.qld.gov.au](http://brisbane.qld.gov.au)

**Smoking, drinking and drugs**

Smoking is banned in many places in Australia, including all airports, government offices, hospitals and health care facilities, workplaces, restaurants, shopping centres and within four metres of a building entrance.

Smoking in motor vehicles is illegal where a person under the age of 16 is present.

Smokers must also dispose of their cigarette butts in garbage bins – not on the ground.

You must be 18 years or older to drink alcohol legally in Australia. Drinking alcohol is banned in some public places, regardless of age.

You must be 18 years or older to buy alcohol, cigarettes and tobacco products and may be required to show proof of age when making a purchase.

All drugs, other than those prescribed by a doctor or general practitioner, are illegal in Australia.

*TAFE Queensland Brisbane*

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**Pets and animals**

Although you may want to keep a pet, there are laws about what kinds of pets you can have at home and how many.

It is illegal to keep native Australian animals as pets. In Brisbane, some animals need to be registered – go to the website below for information about how to register your pet.

Australia has laws to protect animals from cruelty or neglect including suffering, injury and distress. There are local laws on what domestic animals can be kept at home.

The Royal Society for the Prevention of Cruelty to Animals (RSPCA) inspectors have the power when necessary, to enter the premises of a person who ill-treats their animals, confiscate animals and lay charges on a person which could result in heavy fines or imprisonment, or both.

[brisbane.qld.gov.au](http://brisbane.qld.gov.au)
YOUR STUDIES
1. **Paying fees**

Before the beginning of each semester an invoice will be emailed to you. This invoice outlines your course fees.

You must ensure that you have paid semester fees in full by the due payment date.

Students who have not paid tuition fees will not be able to commence or continue their course.

If your course has *material fees*, you will need to pay these before start of class. These fees cover the materials used in class. You may also need to pay additional fees for course uniforms or additional equipment.

2. **Orientations**

International students must attend two orientations:

› International Orientation
› Course Orientation

You will be emailed details advising of when and where your orientations will take place.

**International Orientation**

At the International Orientation you will receive information on living in Brisbane and how to get around. You will also receive information on campus facilities and the student support services available to you.

**Course Orientation**

At the Course Orientation you will meet your teachers, collect class timetables and other relevant course information.

[tafebrisbane.edu.au/timetables](http://tafebrisbane.edu.au/timetables)

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**REMEMBER**

Semester fees are due before each semester commences. The due date is 20 January for first semester and 28 June for second semester each year.
3. **Commencement of study**

Under Australian law, TAFE Queensland Brisbane is required to confirm to the Commonwealth Government that all international students have arrived in Australia and commenced their course. Students are also required to confirm their return to study each semester. You will receive your student ID voucher once you have confirmed your course commencement. Information on this important event will be communicated to students before each semester of study.

Your faculty will organise your class enrolments for you before classes commence.

4. **Collecting your student ID card**

When you attend your commencement session you receive your ID voucher, and session times for when you can get your ID photo taken and receive your card.

Your ID card may give you discounts for transport, bank fees, movies, and some shops and activities. English Language Intensive Courses for Overseas Students (ELICOS) students do not get transport concessions.

Note: If you lose your card or change your course, you will need to pay for a new ID card.

5. **Overseas Student Health Cover**

Access your health cover provider website to organise your membership card to be mailed to your address in Brisbane.
Graduation

At the end of your studies you will be invited to a formal graduation in order to have your qualification conferred upon you. Your friends and family are welcome to attend. You may need to contact DIBP for information about visas for family and friends to attend your graduation. Details of your graduation ceremony will be provided by your faculty closer to the course end date.

- tafebrisbane.edu.au/graduation
- immi.gov.au

Further studies

Choosing a course

If you would like to continue your studies at TAFE Queensland Brisbane it is advisable to speak to the international team who can provide assistance in choosing a course. For a copy of the International Prospectus, talk to the international team or visit the international section of our website and view your options online.

- tafebrisbane.qld.edu.au
- International.Brisbane@tafe.qld.edu.au
Pathways to university
Graduates of TAFE Queensland Brisbane courses may gain credit for universities both in Australia and overseas. We have many pathways of study with top universities to give you more further study options.

By completing a TAFE Queensland Brisbane diploma, you can receive credit towards a related university degree and finish your university studies in a shorter time. This pathway (credit transfer or articulation) creates a clear route to higher qualifications, and in some cases, you may be able to gain two qualifications (diploma and degree) in the time it would take to complete a degree course only.

Currently we have many formal and informal arrangements for credit transfer with universities. A university pathway may allow you to:

› gain credit towards a university degree
› gain multiple qualifications at diploma and degree levels
› purchase a single visa package so that you do not need to reapply to the DIBP to complete further study in Australia.

Arranging a new visa
Once you have chosen a new course of study you will then need to arrange a new student visa. Allow two to three months for the entire visa process. Make sure that your visa does not expire by applying for any visa changes well before the expiry date.

All enquiries should be made directly to DIBP. You can download a student visa application form plus other health check forms from the DIBP website or apply online. TAFE Queensland Brisbane staff are not permitted to provide specific visa advice to students.

131 881
immi.gov.au
The student support team comprises of International Student Support, Counselling, Disability Services and the Career and Employment Resource Centre. As a TAFE Queensland Brisbane student you have access to these support services at no charge.

**International Student Support**
International Student Support can help you settle into Australia and can provide extensive support to aid you in your studies. The team can assist you or provide referrals for:

- living in Brisbane
- accommodation options, transport and banking
- cultural adjustment and homesickness
- community support and multicultural services
- OSHC and health concerns
- bookings for theme parks and other attractions.

+61 7 3244 5633  
Intss.Brisbane@tafe.qld.edu.au

**Counselling services**
If you would like to talk to a counsellor about coping with your studies or stress management, call Student Support Services on the following number:

+61 7 3244 5095  
StudentSupportServices.Brisbane@tafe.qld.edu.au

**Disability services**
We aim to provide prospective and current students with a disability the opportunity to participate and succeed in their courses on equal terms with other students. Call or email to make an appointment.

+61 7 3244 5095  
StudentSupportServices.Brisbane@tafe.qld.edu.au
RIGHTS AND OBLIGATIONS
As an international student you have legal obligations that are different from Australian students.

**All students need to understand the conditions of their visa grant and must take the following steps:**

› Maintain enrolment in a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered course and maintain satisfactory course progress and attendance

› Continue to satisfy the requirements of the student visa grant by ensuring the main course of study matches your student visa, and that you still have financial capacity

› Notify TAFE Queensland Brisbane within seven days of any change to your contact details, including home address, mobile number and email address

› Must not work more than 40 hours per fortnight during course semester

› Maintain health insurance cover for the entirety of your stay in Australia as failure to do so is a breach of your visa conditions.

For a full list of mandatory and discretionary visa conditions:

🔗 [inmi.gov.au/students/visa-conditions-students.htm](http://inmi.gov.au/students/visa-conditions-students.htm)

**Maintaining an enrolment supporting your visa grant**

Some students studying with TAFE Queensland Brisbane are also an accepted university student and have been granted a 573 higher education visa under Streamlined Visa Processing arrangements.

🔗 [immi.gov.au/Study/Pages/changing-courses](http://immi.gov.au/Study/Pages/changing-courses)
Under 18 years care arrangements

What are the requirements if I am under 18?

Australian migration regulations require that an international student under 18 years of age must reside in Australia in one of the following circumstances:

A. With a parent or a person who has legal custody of you

B. With a relative (over 21 years) who is nominated by either your parent or the person who has legal custody of you

C. In homestay accommodation provided by a TAFE Queensland Brisbane approved homestay provider.

A. Reside with a parent or legal custodian of you

The parent will need to apply for a Student Guardian Visa (157G) through DIBP or the Australian Embassy in your own country. DIBP may require police and medical checks before they issue a Student Guardian Visa. A copy of the Student Guardian Visa should be submitted to TAFE Queensland Brisbane upon arrival.

The parent will also need to submit a Nomination of a Student Guardian Form 157N to the DIBP.

B. Reside with a relative (over 21 years) who is nominated by either your parent or the person who has legal custody of you

The nominated person must be a relative of yours who is at least 21 years of age, of good character, and who has permission to reside in Australia until you turn 18 (or your visa expires). This relative must be in one of these relationships with you:

› Brother/sister
› Aunt/uncle
› Step-parent/step-grandparent
› Niece/nephew
› Step-brother/step-sister
› Step-aunt/step-uncle
› Grandparent
› Step-niece/step-nephew
› Spouse (married or de facto).

Step-relationships are defined as a relationship with someone who is related to your family by marriage of your/their mother or father.

The relative will need to apply for a Student Guardian Visa (157G). A copy of the Student Guardian visa should be submitted to TAFE Queensland Brisbane on arrival. The relative will also need to submit a Nomination of a Student Guardian Form 157N to the DIBP.
C. Reside with homestay accommodation provided by a TAFE Queensland Brisbane approved homestay provider

TAFE Queensland Brisbane will provide you with the details of the approved homestay providers. Once you have been matched with a suitable family, TAFE Queensland Brisbane will provide a signed Confirmation of Appropriate Accommodation and Welfare letter to DIBP certifying that appropriate welfare arrangements have been made.

International Business
+61 7 3244 5100
International.Brisbane@tafe.qld.edu.au

International Student Support
+61 7 3244 5633
Intss.Brisbane@tafe.qld.edu.au

A Care Arrangements form will accompany your Letter of Offer. Your parent or guardian must choose options and provide with their full details with a copy of their photo identification. This form must be returned when you accept your Letter of Offer.

If you are intending to change accommodation for any reason either before or after you arrive in Australia, you must first seek approval from TAFE Queensland Brisbane through International Student Support. Failure to do so may result in your visa being cancelled.
Students rules, policies and procedures

TAFE Queensland Brisbane has a set of student rules available that apply to all students. These rules provide information about your student rights, the rights of other students and the responsibilities that you have to TAFE. Students who breach these rules will be subject to disciplinary procedures and actions, and may also be subject to legal sanctions.

A number of TAFE Queensland Brisbane policies and procedures also contain important information that can affect your studies. Our team can provide you with further information and advice on these rules, policies and procedures.

- tafebrisbane.edu.au/international/students/procedures-forms
- tafeqld.edu.au/current-students/student-rules

Class attendance
International students must maintain a minimum of 80% of class attendance during the semester.

If you are late to class you will be marked absent and your attendance will be affected.

If you are sick, you must inform a TAFE Queensland Brisbane staff member as soon as possible. You will need to provide a medical certificate as proof of your illness.

Academic progression
You must complete all class activities and assignments and pass all requirements of the course. If you are having difficulties with your studies, talk to your teachers to arrange help. TAFE Queensland Brisbane will monitor the course progress of international students. An intervention strategy will be implemented for students deemed ‘at risk’ of not making satisfactory course progress. The intervention strategy is developed to support students to successfully achieve their course award.

TAFE Queensland Brisbane will report students who have breached attendance/course progress requirements as required under section 19 of the Education Services for Overseas Students Act.

Critical incident management
TAFE Queensland Brisbane has a structured approach in responding to critical incidents as they occur. Appropriate support and counselling services are available to those affected and appropriate training and information resources are also available for staff.

Deferral, suspension or cancellation of enrolment
Deferrals, suspensions and cancellation of enrolment can only occur in very specific circumstances and these are explained in the International Student Deferral, Suspension and Cancellation of Enrolment Procedure.
Course completion
International students are expected to complete their course within the duration specified in their Confirmation of Enrolment (CoE).

TAFE Queensland Brisbane may deliver elements of a course through distance or online delivery. Online learning units will not exceed more than 25% of the total course and students enrol in at least one face-to-face unit on campus in any given study period/semester.

TAFE Queensland Brisbane will only extend the study duration for a course through the issuing of a new CoE in limited circumstances.

Terms and conditions of enrolment and refund conditions
Every student is provided with a copy of the TAFE Queensland Brisbane terms and conditions of enrolment and refund conditions with their Letter of Offer.

Application for release letter
In accordance with the National Code 2007 TAFE Queensland Brisbane will not seek to enrol a student wishing to transfer from another registered provider prior to the student completing six months of their principal course of study, except in special circumstances.

Students wishing to apply for release from TAFE Queensland Brisbane before they have completed six months of their principal course must read the International Student Application for Release Procedure.

The DIBP also provides important information about changing courses and education providers.

immi.gov.au

Student appeals policy
International students have the right to appeal decisions which they consider to be unfavourable and/or unreasonable; or where TAFE Queensland Brisbane has advised intention to cancel the students’ enrolment as detailed in the International Student Deferral, Suspension and Cancellation of Enrolment Procedure.

Credit transfers
Credit transfers are the recognition of equivalence between the outcomes of units of competency from a student’s previous formal Australian study. Some prior international studies may be considered during this process. Credit transfer can only be granted if equivalence has been determined through a formal process like a mapping guide, transition arrangements or precedence.

For more information:

immi.gov.au/Study/Pages/changing-courses

tafebrisbane.edu.au/international/students/procedures-forms
Our facilities vary in each campus and are designed with a well-rounded student experience in mind, featuring plenty of spaces to socialise, organise, theorise and even exercise around your timetable. We have:

› student administration  
› libraries  
› assistive technology rooms  
› book stores  
› childcare  
› restaurants and cafés  
› fitness centres  
› on-campus wi-fi  
› ATMs  
› parking  
› prayer rooms  
› disability access  
› hairdressing and beauty salons  
› student common rooms  
› green, open space to relax in!
TAFE Queensland Brisbane is spread over many locations across the South-East of Queensland. We are perfectly placed to help you make the most of everything that Queensland has to offer educationally, socially and geographically.

To plan your travel, use TransLink’s online journey planner to access timetables and services.

13 12 30
translink.com.au
A - Block
- Beauty Therapy
- Dental Services
- Sport, Fitness and Recreation
- TAFE English Language and Literacy Services (TELLS)

B - Block
- Applied Sciences
- Nursing
- Children and Social Services

C - Block
- Library
- Student Services
- Adult Tertiary Preparation
- Indigenous Centre
- Performing Arts
- 66 on Ernest Centre

D - Block
- Hospitality Management
- Tourism
- Meat Trades
- Bakery
- Floristry

E - Block
- Fine Arts
- Contemporary Music
- Jewellery and Watchmaking
- Production Workshop

F - Block
- Communication and General Education
- Literacy and Learning Centre
- English Language Courses
- Ricoh Green Print Centre

G - Block
- Business
- Information Technology

H - Block
- Photography
- Digital Media, Animation and Graphic Design
- Civil Engineering
- Architectural and CAD
3 Campus maps - Grovely

Main Assembly Point

Alternative Assembly Point

Student Carpark

Staff Carpark

Machinery Shed

DAWSON PARADE

FITZSIMMONS STREET

CASEY STREET

WOKING STREET

Student Carpark

Student Carpark
Campus maps - Bracken Ridge
Campus maps - Caboolture

[Map of Caboolture Campus with labels for Canteen, Security Compound, etc.]
It is compulsory for all new students to attend two orientations before start of study. Your course orientation and your International orientation. You will be emailed details of these events before the start of semester. International and course orientation dates are published on the TAFE Queensland Brisbane website.

Class start dates vary in each course. Your faculty will provide you with this information at your course orientation.

Holiday times vary in each course. Your faculty will provide you with this information at your course orientation. Usually you will have a one or two week break mid semester and at the end of semester.

The TAFE Queensland Brisbane academic calendar contains the dates for standard enrolment events, key study periods and holidays. TAFE Queensland Brisbane's academic calendar is available by visiting tafebrisbane.edu.au/current-students/important-dates/

Semester fees are due before each semester commences. The due dates are 20 January for semester one fees and 28 June for semester two fees.
Important contacts

**TAFE Queensland Brisbane**

**International Business**
- +61 7 3244 5100
- IntAdmin.Brisbane@tafe.qld.edu.au
- tafebrisbane.edu.au/international

**International Student Support**
- +61 7 3244 5633
- Intss.Brisbane@tafe.qld.edu.au

**Counselling**
- +61 7 3244 5095
- StudentSupportServices.Brisbane@tafe.qld.edu.au

**Other important contacts**

**Australian Taxation Office**
- 13 28 61
- ato.gov.au

**Department of Foreign Affairs and Trade**
Find Foreign Embassies in Australia
- +61 2 6261 1111
- dfat.gov.au

**Department of Immigration and Border Protection**
- 131 881
- immi.gov.au

**Emergency Services**
Ambulance, Police or Fire
- 000 or 112 (from mobile phones)

**Legal Aid Queensland**
Legal advice
- 1300 651 188
- legalaid.qld.gov.au

**Not emergency or Not Life Threatening**
Policeline
- 131 444

**OSHC Allianz Global Assistance**
- 13 OSHC (13 6742)
- oshcallianzassistance.com.au

**Residential Tenancies Authority**
- 1300 366 311 (a local call cost within Australia) or +61 7 3046 5400
- rta.qld.gov.au

**Student Assistance Line**
Special after hours telephone hotline
- 1800 023 522

**Study in Australia**
- studyinaustralia.gov.au
- studybrisbane.com.au

**Translating and Interpreting Service**
- 131 450
- tisnational.gov.au

**TransLink**
Public Transport information
- 13 12 30
- translink.com.au
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<td>Student ID</td>
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<tr>
<td>Campus</td>
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<tr>
<td>Course</td>
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<tr>
<td>My Australian address</td>
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<tr>
<td>Telephone/mobile phone</td>
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<td>Parents</td>
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<td>Agent</td>
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<td>Doctor</td>
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**Emergency contacts**

Fire/police/ambulance **000** or **112** (from mobiles)

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<td>Telephone</td>
</tr>
</tbody>
</table>