

[www.qut.edu.au](http://www.qut.edu.au)

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## Orientation

### ORIENTATION

From the essentials to getting started at QUT to how to get the best experiences out of your study, then register for the Orientation's Planner, check emails regularly, connect to the ISS Facebook page and maintain your personal details on [HiQ](#).

#### Attending Orientation is compulsory!

For more information, please go to:  
[www.student.qut.edu.au/orientation](http://www.student.qut.edu.au/orientation)

### SOCIAL ACTIVITIES

The East West Team and International Student Services coordinate many on and off campus social activities such as:

- Dinner and Coffee Meet ups
- The East West festivals
- Sports tournaments
- Social Student Guild events
- Trips to local tourist destinations
- Language Exchange Programs

Want to get involved or become a volunteer, visit <https://qutvirtual4.qut.edu.au/group/student/student-life>

[Ask us how you can become an ISS Intern!](#)

## Useful Contacts

**Free call 000 for  
Fire, Police and Ambulance**

### EMERGENCY ALERTS INFO

To subscribe to SMS updates and for up-to-date news on state emergency information such as floods, weather, bushfire and natural disasters, visit [www.disaster.qld.gov.au](http://www.disaster.qld.gov.au)

### AFTER HOURS EMERGENCY

Should there be any emergency where you would need advice or assistance outside the ISS office hours, please call 07 3138 2019

**QUT CAMPUS SECURITY: 1800 065 585**

### PUBLIC TRANSPORT

Translink  
Phone: 131 230  
Website: [www.translink.com.au](http://www.translink.com.au)

### TAXI SERVICES

Black & White  
Phone: 133 222

Yellow Cab  
Phone: 131 924

Maxi Taxi (Yellow Cab)  
Phone: 136 294

The taxi services above may have Mobile Apps available as well. Check your phone's app store for availability.

# New to Brisbane

### EASY CHECKLIST

Have you:

- Collected your QUT student ID card?
- Ordered your OHSC card?
- Purchased a Go Card and applied online for concession fares?
- Opened your bank account?
- Set up an Australian phone number?
- Registered for "International Student Orientation", the "New to Brisbane" session and other orientation sessions?
- Found permanent accommodation?

### QUT STUDENT ID CARD

Your QUT student ID card is one of the most important items you will need. Get yours from HiQ on campus.

### HiQ ON CAMPUS

Go to HiQ on campus (GP campus, V Block Level 3, KG campus, R Block Level 2) for general enquiries relating to fees, admission, enrolment and student administration.

<https://qutvirtual4.qut.edu.au/group/student/hiq>

### TRANSPORTATION

The Brisbane CBD area covers over 2.2 km<sup>2</sup> (0.8 square miles) and is accessible through a variety of transportation including:



For information about planning your journey and how to best get around, please go to the following websites:

- [www.translink.com.au](http://www.translink.com.au)
- [maps.google.com.au](http://maps.google.com.au)
- [www.moovitapp.com](http://www.moovitapp.com)
- [www.citycycle.com.au/Stations](http://www.citycycle.com.au/Stations)

For getting around QUT you may wish to download the QUT App on your mobile device or visit [www.qut.edu.au/campuses-and-facilities](http://www.qut.edu.au/campuses-and-facilities)

### TRANSLINK AND THE GO CARD

**To find the best route for your journey** (bus/ferry/train or a combination), in addition to viewing Go Card and public transport information and service updates, use [www.translink.com.au](http://www.translink.com.au) or call 131 230.

Full-time undergraduate and postgraduate students are entitled to a student concession and must show their QUT student ID card when asked by a Translink Officer. Concessions aren't available for some programs.

Visit <https://qutvirtual4.qut.edu.au/group/student/campuses-and-transport/public-transport/concession-fares> for information on eligibility

Some convenient places to purchase and "Top-up" your Go Card credit are:

- Campus Shop at Kelvin Grove and Gardens Point
- Selected Brisbane Newsagents
- All major Train Station Terminals
- King George Bus Station
- 7-Eleven shops

The Translink buses, trains, CityCycle and the City Cat ferries fares are dependent on the number of zones traveled. The Go Card with pre-purchased credit is the most convenient way to travel.

### ABOUT BRISBANE

Brisbane is the 3rd largest city in Australia and has a population of approximately 2.1 million people. There is a large diversity of cultures because 1 out of 4 Australians were born overseas.

For more information about Brisbane and what is happening around town, please go to:

- [www.visitbrisbane.com.au](http://www.visitbrisbane.com.au) and
- [www.studybrisbane.com.au](http://www.studybrisbane.com.au)

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## Money Matters

### OPENING AN ACCOUNT

When opening a bank account you will need to present your passport, proof of enrolment as a student and your Tax File Number.

While every bank has an account suitable for your day-to-day needs, we recommend that you ask about:

- Student banking and transaction fees,
- Overseas transfer charges, and
- ATM locations at your QUT campus.

The Keycard Account allows you to deposit, withdraw cash & transfer money from an Automatic Teller Machine (ATM) or use EFTPOS (Electronic Funds Transfer at Point of Sale).

At major supermarkets and department stores, you can withdraw cash with or without a store purchase free of charge.

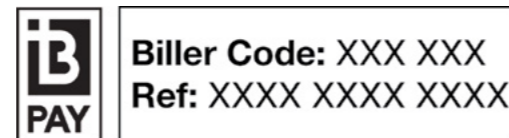
### TAX FILE NUMBER (TFN)

If you are opening a bank account or wish to commence employment, you will need a Tax File Number (TFN) from the Australian Taxation Office (ATO).

You will need to supply information relating to your name, current address, date of birth and date of arrival in Australia.

For more information, please go to:  
[www.ato.gov.au/individuals](http://www.ato.gov.au/individuals)

### PAYING BILLS



BPAY is the universal method of paying bills. When you see the distinctive BPAY logo and Biller Code on your bill, log on to your online, mobile or phone bank account.

Bills can also be paid at your local Post Office. To find your nearest location, visit [www.auspost.com.au](http://www.auspost.com.au). Remember to keep a record of your receipts to protect your financial security.

### EMPLOYMENT

Under current Student Visa regulations, international students are allowed to work up to 40 hours per fortnight during the study semester. During semester breaks, there is no limit to the number of hours you can work.

If there is a formal requirement to acquire work experience to obtain your degree, you may exceed the 40 hours limit. This limit only applies to paid work.

While most student visas come with 'permission to work,' if yours has the 'no work' condition then you will have to apply for a separate visa.

#### Need assistance?

Contact the Department of Home Affairs (DHA).

Contact details can be found on their website:  
[www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

## Student Matters

### STUDENT VISA

As an international student, you must maintain a valid student visa while studying at QUT. If you have any issues with your Visa, please book an appointment with an ISS counsellor.

### THE STUDENT GUILD FOOD BANK

Food Bank service is located at the Student Guild (Kelvin Grove Campus). Please make an appointment with the QUT Guild Receptionist on 3138 1666 or email [enquiries@qutguild.com](mailto:enquiries@qutguild.com).

### FINANCIAL ASSISTANCE

If you're having money problems, you can talk with an International Student Services for financial assistance.

You may be eligible for some financial assistance such as;

- Students Financial Assistance Scheme (SFAS) which provides loans to help students in financial need.
- Equity bursaries
- QUT Guild foodbank
- External community organisations such as Salvos or St Vinnies.

To qualify for the SFAS loan or Equity bursaries, you must:

- Be currently enrolled as a QUT student
- Require financial assistance for basic living
- Have tried all other ways to obtain finance (i.e. family, friends, banks, etc)

To find out more information or to apply, visit <https://qutvirtual4.qut.edu.au/group/student/health-and-wellbeing/financial-help-and-support>

Or make an appointment to see an ISS Student Counsellor at Gardens Point (3138 2019) or at Kelvin Grove (3138 3963).

### PROOF OF AGE

Entry into nightclubs/pubs/bars/licensed venues requires a proof of age of over 18. In Australia, the student ID cards and home driver's licenses are not accepted and carrying your passport is not advised.

You will need to obtain an Adult Proof of Age card by presenting 3 forms of identification to the Queensland Transport Customer Service Centre. The cost is approximately \$66.65

Their current address is:  
229 Elizabeth Street, Brisbane City.

For more information, please go to:  
[www.qld.gov.au/transport/licensing/proof-of-age](http://www.qld.gov.au/transport/licensing/proof-of-age)

### THE NIGHT SHUTTLE BUS

This free bus service provides extra security if you require transportation within the campus to surrounding city areas.

It operates on both the Kelvin Grove and Gardens Point campuses during the teaching & examination periods of Semester 1 and 2 between 5.45pm until 10pm Monday to Friday (does not run in Semester 3).

For more information, please go to:  
[www.qut.edu.au/about/services-and-facilities/all-services/night-shuttle-bus](http://www.qut.edu.au/about/services-and-facilities/all-services/night-shuttle-bus)

### PERSONAL SAFETY

Brisbane is a safe and secure place to live and study, but it always helps to know how to look after yourself.

For information and tips on personal safety in Brisbane, visit;

- [www.studyqueensland.qld.edu.au/live/safety](http://www.studyqueensland.qld.edu.au/live/safety)
- [www.choosebrisbane.com.au/study/living-in-brisbane/practical-tips/safety](http://www.choosebrisbane.com.au/study/living-in-brisbane/practical-tips/safety)