



Welcome to Brisbane

I am pleased to welcome you to Brisbane on behalf of QUT. Having just arrived in the country you probably have lots of questions and may even be feeling a little disoriented. In time all your questions will be answered, but first make sure you're well rested before venturing out to Discover Brisbane.

Attached you'll find maps of the City Centre & maps of QUT campuses. If there are any problems with your temporary accommodation or you're unsure of what you should do call us at International Student Services (ISS) on 3138 2019.

What should I do next?

Make your way to ISS on either **Gardens Point campus, Level 3, X Block** or to ISS on **Kelvin Grove campus, Level 2, C block**. We will be able to get you started and answer any questions you have on enrolment, banking, transport, orientation, and accommodation. Use the maps provided on our [website](#) to make your own way either campus or ask for directions from the reception staff where you're staying.

What should I bring?

Place any valuables in the hotel/motel's safe before coming to QUT. Bring your passport and any evidence of a student visa (eg. Evisa email confirmation), other identification, your letter of offer, Confirmation of Enrolment (eCOE), some cash, ... and the address of where you're staying. Some students are often overwhelmed by their first day so make sure you've recovered from your flight and are well rested.

How do I find permanent accommodation?

Accommodation staff at ISS can help with finding permanent accommodation. You can also view vacancy listings at <https://www.qut.edu.au/accommodation/>

How do I enrol?

Enrolling into units (subjects) will be done during your Orientation. Orientation dates & venues for this intake are,

- Foundation, Diploma course – Kelvin Grove Campus, P block, level 3, 15-17 Oct, 8.45am
- QUTIC – Bridging & Pathways - Kelvin Grove Campus, P block, level 3, 16-17 Oct
- Brisbane Graduate School of Business -Gardens Point Campus, B block, B440, 30-31 Oct, 9.00am
- All other degree students - Attend one 'Getting Started' session & Faculty session – details in Discover Brisbane.

Orientation programs will be available from ISS offices or at Discover Brisbane.

Who can I talk to if I have any questions?

You are encouraged to talk to staff at International Student Services (ISS) if you have any questions or concerns during your first few weeks. For confidential advice on any matters make an appointment with an International Student Adviser. ISS is located at level 3, X block, Gardens Point campus (ph-3138 2019). There is also an ISS office at C block, level 3, Kelvin Grove campus (ph-3138 3846). To contact ISS email: issadvice@qut.edu.au

In case of emergencies call 3138 2019.

Yours sincerely,

Graeme Baguley

Head, International Student Services

Department of Immigration and Citizenship (DIAC)

299 Adelaide Street
 Brisbane QLD 4000
 Counter hours: Mon-Fri 9am-4pm (Wed 9am -1:30pm)
 Telephone: 13 1881
www.immi.gov.au

OVERSEAS STUDENT HEALTH COVER

Medibank Private: (07) 3360 7262 www.medibank.com.au

A Medibank Private Representative is available on campus at:

- **Gardens Point A Block:** Monday 9am - 12pm, Wednesday 9am - 12pm
- **Kelvin Grove P Block International College:** Tuesday and Friday 9-12pm

Worldcare Assist: (07) 3371 0144 www.worldcare.com.au

A Worldcare Assist Representative is available on campus at:

- **Gardens Point A Block:** Tuesdays 1:30pm - 5pm, Thursday 9am - 12pm
- **Kelvin Grove F Block, Student Centre:** Mondays 9am - 12pm,
- **Kelvin Grove P Block International College:** Wednesdays 9am - 12pm

TRANSPORT INFORMATION

Transinfo: 13 1230 www.transinfo.qld.gov.au

QR Citytrain: 3235 2222 www.qr.com.au

TAXI CAB COMPANIES

Black & White 13 1008

Brisbane Cabs 13 2211

Yellow Taxi 13 1924

Maxi Taxi 13 6294

BANKS

Commonwealth Bank of Australia (CBA) – 73 Mary Street, Brisbane

National Australia Bank (NAB) – Cnr Elizabeth & Albert Streets, Brisbane

Westpac – Cnr Queen & George Streets, Brisbane

ANZ – 192 Albert Street, (Albert Street Mall)

Suncorp Metway – 36 Wickham Terrace, Brisbane

Unicredit – QUT, Y Block, Level 3, Gardens Point Campus

24 HOUR EMERGENCY

QUT ISS 3138 2019

QUT Security 3138 8888

Ambulance, Police, Fire 000

(24 Hour emergency only)

Police (non urgent enquiries) 3364 6464

Mater Hospital 3840 8111

Princess Alexandra Hospital 3240 2111

Royal Brisbane Hospital 3636 8111

QEI Hospital 3275 6111