



Important information for student visa holders in Queensland

As at 27 April 2020

Keeping safe and healthy

- Keep up to date with health and social distancing requirements by visiting **Queensland Health's coronavirus page** at health.qld.gov.au.
- Keep your Overseas Student Health Cover up to date and check with your insurance provider to confirm your coverage. For general information visit studyinaustralia.gov.au/english/live-in-australia/insurance.

Welfare support

- Many institutions are offering different assistance packages. Enquire with your provider directly. Study In Australia has compiled a directory of welfare offered by universities, colleges and schools. Visit: studyinaustralia.gov.au/English/Study-in-Australia-student-support/education-provider-support.
- The Queensland Student Hub network provides free online support and information on visas, accommodation, wellbeing, crisis assistance and other international student support. Visit studyqueensland.qld.gov.au/Live/Student-Support.
- Some regional Student Hubs and Study Destinations have worked with charities to source essential items. Follow your Study Destination's social media channels to find out more.
- Charities including the **Australian Red Cross** (redcross.org.au/get-help), **The Salvation Army** (salvationarmy.org.au) and others are offering assistance to people in need during this time. Contact the Student Hubs first to find out which is most appropriate for you.
- International students who have been in Australia for more than 12 months can now access their superannuation. Students should consider their financial circumstances before accessing their funds. Register at [My.Gov.au](https://my.gov.au).
- Over 18s can access help mental health support through Lifeline Australia (13 11 14) and Youth Beyond Blue (1300 224 636).
- eheadspace (1800 650 890) is available for 12-25 year olds and Kids Helpline (1800 55 1800) from 5-25 year olds.
- Get in touch with your **Embassy** or **local Consular Office** to access support offered through these channels.
- Students who pay separate utility bills (in their name and not as part of their rental payment) are eligible for the **Queensland Government's \$200 household utility bill relief** appearing automatically on bills.



- Several telecommunications companies are also offering support via such as additional data, no late fee or unlimited calls. Check with your provider for details.

Employment support

- The Queensland Government Jobsfinder portal is open to international students with a visa that permits work. Visit [Jobsfinder.qld.gov.au](https://jobsfinder.qld.gov.au) to register your details for employment matching and access free online training.
- Until May 1 2020, International Students can work beyond the normal maximum of 40 hours per fortnight in supermarkets and aged care facilities. The changes are applicable for existing employees, only.
- The Australian Government has introduced **temporary student work relaxations** for international students studying relevant medical courses who are currently working in support of coronavirus health efforts and at the direction of the relevant health authority. The extension is also available to students working with registered disability service providers.
- Register with your home country's local cultural group to explore opportunities and build your network.

Rental Tenancy information

- Renters who are in financial stress because of COVID-19 will be protected from evictions under **temporary laws** introduced by the Queensland Government. For details see covid19.qld.gov.au/the-hub or visit the Residential Tenancies Authority at rta.qld.gov.au.

Visa and study requirements

- Home Affairs is taking a flexible approach to student visa where the student's studies have been disrupted by COVID-19. Information and contacts for visa enquiries can be found at covid19.homeaffairs.gov.au.
- **ASQA and TEQSA** are allowing online studies to replace in-class teaching during the COVID-19 pandemic. Contact your provider for further details.

Coronavirus enquiries

- The Commonwealth Government has provided dedicated enquiry lines for international students via international.students@dese.gov.au and **1300 981 621** (8am-8pm AEDT Monday to Friday within Australia only).
- 1800QSTUDY (**1800 778 839**) provides critical COVID-19 information from health directives to travel restrictions.