



## **International Pre-Arrival Fact Sheet**

# Things to know before you arrive in Australia

## Renting in Australia

The Rental Tenancies Authority (RTA) is a state government authority that helps make renting work for everyone. They provide tenancy information, bond management, dispute resolution, investigation, and policy and education services. All rentals in Queensland should be lodged with the RTA.

Visit their [webpage](#) to find out more about your Rights and Responsibilities as a tenant. More information on what to do before starting a tenancy, [what to expect whilst renting](#) and how to end your tenancy is also available.

The Queensland Civil and Administrative Tribunal (QCAT) is an independent tribunal that assists with dispute resolution. They can assist with [residential tenancy disputes](#).

## Bills and living costs

Tenants usually pay for services such as electricity, gas, phone and internet. You may also be charged for water. You should check if a service is available, and connected, before signing a tenancy agreement.

For more information about mobile phones and internet, insurance and banking in Australia, the Queensland Government has provided some useful information for international students.

- [Banking](#)
- [Insurance](#)
- [Mobile phones and Internet](#)

You can compare the range of mobile phone plans available and see which suits your needs on the following websites:

- [Youcompare](#)
- [WhistleOut](#)
- [CanstarBlue](#)

## Schooling & Childcare

If your children are between the ages of 6 and 15 it's compulsory that they attend school in Australia. You can apply for your children to attend Queensland public (state) schools or private schools.

There are [tuition fees](#) involved for all schools. You'll need to find an appropriate school for your child/children. A list of [Queensland Government Schools](#) and [childcare providers](#) are available on the Education Queensland International website. A lot of private schools can be found on the [Queensland Private Schools Guide](#). Your child/children will need to be up to date with their [vaccinations](#), prior to starting childcare and schooling.

## Medical, medications and the doctor/hospital system

**Overseas Student Health Cover (OSHC):** The Department of Home Affairs requires overseas students to maintain OSHC for the duration of time they are in Australia. For further information please visit the [Department of Home Affairs](#) website.

**Medications:** We recommend you bring a letter from your doctor at home with you that states the name of the medication, dose required and the reason for the medication. This applies to complementary medications as well e.g. herbal, homeopathic or traditional medications.

## Location and distance from the university

Did you know that USQ provides free airport pick up services for new arriving students? Simply complete the [online booking form](#) and ensure you submit the form at least 7 days before you arrive. It is important to ensure you include the flight itinerary and accommodation arrangement information so that we can process your request without delay.

For Brisbane busses, trains and water taxis refer to the [Translink](#) website. There are also two regular bus services ([Greyhound](#), [Murrays](#)) from Toowoomba to Brisbane – each with their own special discounts and deals for travel.

USQ has [inter-campus shuttle bus](#) service between the Toowoomba, Ipswich and Springfield campuses daily.

## Support at USQ

[Student Relationship Officers](#) (SRO's) are your first point of call of assistance at USQ. They can answer a variety of questions regarding your studies. You can contact them anytime from 9-5 Monday to Friday or submit an [online enquiry](#).

For advice outside of these hours, contact the 24 hour Student Advice line on 1300 932 483

USQ students can access a range of other support services such as counselling, disability support, welfare and multifaith services. These can be accessed through the [Student Support pages](#) on the USQ website.

For academic support, [the USQ library](#) offers online and face to face advice and guidance with assignments, study skills, mathematics, referencing and writing.

## Have further questions?

If you have any questions, [book an appointment](#) with a USQ Wellness Advisor.