



**Southern  
Cross  
University**

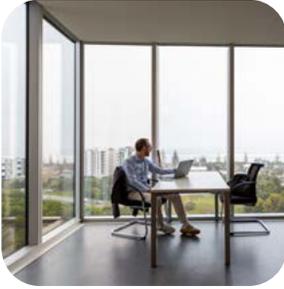


# My Essentials Guide 2026

A guide for the first few weeks to living and studying at Southern Cross University

Transforming > Tomorrow

CRICOS Provider: 01241G , TEQSA Provider Code: PRV12043 Australian University



Gold Coast



Lismore



Coffs Harbour

For information on our campuses, please visit

[scu.edu.au/experience/explore-our-campuses](https://scu.edu.au/experience/explore-our-campuses)



Cover image: *international students from Germany, Italy and a staff member from Brazil*

# Welcome

Orientation week is carefully planned to help you settle into life in Australia and prepare you for university study so you feel comfortable and confident in your new environment.

If you miss any orientation activities, make an orientation appointment with the SCU International support staff so you don't miss out on vital information.

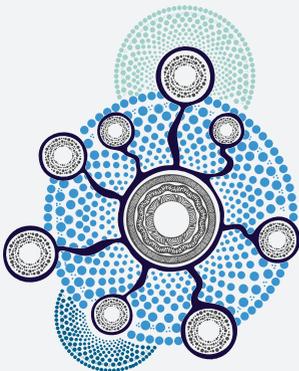
Or visit [scu.edu.au/international/support](https://scu.edu.au/international/support)

Study Australia is the official Australian Government website for international students, with information about studying and living in Australia.

Visit [studyaustralia.gov.au](https://studyaustralia.gov.au)

We strongly recommend that you go through the information on the following Study Australia site regarding visa, travel, vaccine and support services before you make your plan to travel to Australia

Visit [studyaustralia.gov.au/english/latest-travel-and-visa-advice](https://studyaustralia.gov.au/english/latest-travel-and-visa-advice)



## Acknowledgment of Country

Southern Cross University acknowledges and pays respect to the ancestors, Elders and descendants of the Lands upon which we meet and study. We are mindful that within and without the buildings, these Lands always were and always will be Aboriginal Land.

Artwork by Sheldon Harrington

# Settling in

## Making international calls

[telstra.com.au](http://telstra.com.au)

- Dial: 0011  
(the international access code)  
+ country code + area code (if required)  
+ local phone number.
- Internet messaging or video chat  
(e.g. Skype) are the cheapest ways  
to communicate
- Phone cards or sim cards are available  
at supermarkets, petrol stations,  
newsagents and online.

## Local transport

### Gold Coast

Translink

☎ 13 12 30

[translink.com.au](http://translink.com.au)

Kinetic

[wearekinetic.com/au/gold-coast](http://wearekinetic.com/au/gold-coast)

Gold Coast Cabs

☎ 131 008

[gccabs.com.au](http://gccabs.com.au)

Gold Coast City Council

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

Lismore

Northern Rivers Buslines

☎ (02) 6626 1499

[buslinesgroup.com.au/northern-rivers](http://buslinesgroup.com.au/northern-rivers)

Lismore Taxi

☎ 131 008

Coffs Harbour

Busways

☎ (02) 6652 2744

[busways.com.au](http://busways.com.au)

Coffs Harbour Taxi

☎ 131 008

## Finding accommodation

UniLodge provides on-campus accommodation in Lismore and Coffs Harbour.

[scu.edu.au/accommodation](http://scu.edu.au/accommodation)

Unistays can assist with all off-campus accommodation.

[unistays.scu.edu.au](http://unistays.scu.edu.au)

Be aware of your rights and responsibilities as a tenant.

NSW Fair Trading

☎ 13 32 20

[fairtrading.nsw.gov.au](http://fairtrading.nsw.gov.au)

Residential Tenancies Authority QLD

☎ 1300 366 311

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

Halal food outlets

Halal Food

[halalfood.com.au](http://halalfood.com.au)

Local shopping centres

Gold Coast

[pacificfair.com.au](http://pacificfair.com.au)

[robinatowncentre.com.au](http://robinatowncentre.com.au)

[tweedmall.com.au](http://tweedmall.com.au)

[tweedcity.com.au](http://tweedcity.com.au)

Lismore

[lismoresquare.com.au](http://lismoresquare.com.au)

[lismorecentral.com.au](http://lismorecentral.com.au)

Coffs Harbour

[parkbeachplaza.com.au](http://parkbeachplaza.com.au)

[coffscentralshopping.com.au](http://coffscentralshopping.com.au)

[toorminagardens.com.au](http://toorminagardens.com.au)

# Managing your finances

## Opening a bank account

[moneysmart.gov.au](http://moneysmart.gov.au)

We recommend opening a bank account when you arrive. To open an account you need:

- Your passport
- Your student ID card and other photo identification as required by the bank

## Budgeting

Consider the expenses you are likely to encounter while living in Australia, so you can budget for these more effectively.

The finance planner below will help you understand important expenses to factor into your budgeting plan.

## Passport activity: managing your finances

Expect initial and ongoing living and study expenses.

Complete the finance planner table below during the orientation session.

## Finance planner

Study session expenses	Estimated amount
Tuition fees	
Textbooks	
Student Services and Amenities Fee (SSAF)	
<b>Total</b>	
Ongoing weekly expenses	
Rent	
Food	
Electricity/gas/water	
Mobile phone/telephone	
Internet	
Transport (e.g. public transport, fuel for car owners)	
Entertainment	
Educational supplies (e.g. printing, USBs, stationery)	
Incidentals	
<b>Total</b>	

# Technology services and IT essentials

Students can access a range of technology services including internet, email and webmail, on-campus computers, website support, and online student portals including *MySCU* (your university online) and *My Enrolment* (web-based system for managing your enrolment).

## How to contact technology services

[scu.edu.au/technology-services](http://scu.edu.au/technology-services)

### Gold Coast and Lismore

Monday to Friday

8:00am – 6:00pm

✉ servicedesk@scu.edu.au

☎ 1800 SC HELP

### Coffs Harbour

Monday to Friday

8:00am – 5:00pm

✉ coffs.servicedesk@scu.edu.au

☎ 1800 SC HELP

## How to access the internet on-campus

**Wireless:** [wireless.scu.edu.au](http://wireless.scu.edu.au)

Student computer labs are available at each campus.

[scu.edu.au/technology-services](http://scu.edu.au/technology-services)

Off-campus service providers offer a range of options for internet access.

## How to log into My Enrolment

Enter your student number (eight-digit identification number).

Enter your eight-digit Date of Birth default. DDMMYYYY.

Your password is the same for MyEnrolment, MySCU and SCU emails.

## How to log into MySCU and SCU emails

To access MySCU and SCU emails, you must enter a username and password.

**Username:** your first name initial followed by up to five letters of your family name, plus two numbers from your Southern Cross email address e.g. username for Chun Lee would be cleee72 (where the email address is c.lee.72@student.scu.edu.au).

Or username for John Outerbridge would be jouter34 (where the email address is j.outerbridge.34@student.scu.edu.au).

**Password:** One password is used for all.

As a first-time user, please follow the **forgot password** prompts to add one strong password to be set for all SCU systems.

## Passport activity: technology services and IT essentials

1. My student number is: \_\_\_\_\_
2. I have updated my contact details in My Enrolment:
  - I have edited my contact address in Australia
  - I have added my mobile/phone number in Australia
  - I have added my next of kin/emergency contact details
3. My email address is: \_\_\_\_\_
4. My username for MySCU, email and University computers is: \_\_\_\_\_

*Important note: It is a visa regulation to update your contact address within seven days of arrival and within seven days of any changes thereafter.*

# Health and medical

In the case of emergency call 000. Always contact your International Student Adviser as soon as possible if you are seriously ill and/or in hospital or if you need assistance or advice.

## Hospitals and emergency units

### Gold Coast University Hospital

1 Hospital Blvd, Southport, Queensland

☎ 1300 744 284

### The Tweed Hospital

Powell St, Tweed Heads, New South Wales

☎ (07) 5536 1133

### Lismore Base Hospital

60 Uralba St, Lismore, New South Wales

☎ (02) 6621 8000

### Coffs Harbour Health Campus

345 Pacific Highway, Coffs Harbour, New South Wales

☎ (02) 6656 7000

## Other health services on-campus

### Southern Cross University Health Clinic

[scu.edu.au/healthclinic](http://scu.edu.au/healthclinic)

Operates at the Gold Coast and Lismore providing a range of medical services

### Robina Hospital

2 Barberry Ln, Robina, Queensland

☎ (07) 5668 6000

### Lismore P Block

(Rifle Range Road)

☎ (02) 6626 9131

### Gold Coast B Block

(ground floor)

☎ (07) 5589 3252

### Counselling and support services

Coffs Harbour F Block (level 1)

☎ (02) 6659 3263

### Gold Coast SCU Health Clinic B Block

☎ (02) 6626 9300

### Lismore Z Block Level 2

☎ (02) 6626 9300

[scu.edu.au/counselling](http://scu.edu.au/counselling)

Additional health and medical support is available through Overseas Student Health Cover (OSHC) which is provided with your Letter of Offer. More information is available during orientation.

## Mental and emotional crisis help services

### Lifeline 24/7

provides telephone crisis (distress) help.

☎ 131 114

[lifeline.org.au](http://lifeline.org.au)

### QLD Health Helpline

provides 24/7 help for Queensland residents

☎ 13 43 25 84

### NSW Mental Health Access Line

for New South Wales residents

☎ 1800 011 511

### Kids Helpline

provides 24/7 service for young people under 25 years

☎ 1800 551 800



**Southern Cross  
University**

## Passport to success



This passport belongs to:

Name: .....

Student ID: .....



# Passport to success

All statements below must be completed (please tick) including the Orientation Week Student Declaration page.

- I have registered my attendance at orientation.
- I have provided a copy of my passport (and of any family member with me).
- I attended the settling into Australia session and:
  - I know where to find information about counselling and other services at Southern Cross University to help me adapt to life and study in Australia.
- I attended the managing your finances session and:
  - I have completed the Passport activity: [managing your finances](#) in My Essentials Guide.
- I attended the looking after your health session and:
  - I know my OSHC membership number and provider (check DoHA [here](#))
  - I have completed the online registration and requested an OSHC card with my OSHC provider
  - I visited my OSHC provider's website and know where to find essential health care services.
- I attended the student visa and enrolment conditions session and:
  - I know the Department of Home Affairs website also has important visa information I can refer to at any time
  - I understand my visa conditions
  - I have successfully completed the Passport activity: [student visa quiz](#) in My Essentials Guide.
- I attended the student support, UniLife and accommodation services session(s).
- I attended the safety, security and the law in Australia session and:
  - I know what to do and who to call in an emergency
  - I know where to find important information about safety, security and the law and contact details in My Essentials Guide and/or at [scu.edu.au/international/support](http://scu.edu.au/international/support)



# Passport to success

- I attended the surf and beach safety session and I am aware important information is also available at [scu.edu.au/international/support](https://scu.edu.au/international/support)
  
- I attended the [technology services](#) and IT session and:
  - I have updated my contact details in My Enrolment
  - I know how to contact the technology services help desk if I need help
  - I have completed the Passport activity: technology services and IT essentials in My Essentials Guide.
  
- I will attend my course information and [enrolment orientation session](#).
  
- I will attend the orientation workshop/information sessions provided by:
  - [Student learning zone](#)
  - [Library](#)
  - [Careers and Employability](#)
  
- I will attend a [Get Connected appointment](#) with SCU International.





## Orientation Week Student Declaration

I understand that the orientation site, sessions, modules and activities are designed to help me settle into life in Australia and prepare me for study at Southern Cross University and therefore:

I \_\_\_\_\_ (*insert name*), affirm that I have accessed the Orientation Site, navigated to Essential Steps, and participated in the orientation sessions. If for any reason, I was unable to attend a session during the orientation week, I understand that I have the option to revisit the Orientation site and engage in a make-up session with a staff member from Southern Cross University.

**Student signature:** \_\_\_\_\_

**Student ID number:** \_\_\_\_\_

**Date:** \_\_\_\_\_

### Rate your orientation week experience: (please tick one)

Poor     Good     Very Good     Excellent

Give your feedback [here](#)

Additional comments:

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### I can collect my Student ID card with the following:

- My completed and signed Passport to Success
- Student ID request form for international students
- Certified copy of my passport (and that of any family members)
- I have provided a copy of my current [visa subclass/status](#)
- Completed my [Academic Integrity Module](#)
- Provided my [Unique Student Identifier Number](#) (excludes students currently offshore)

# Enrolment

Enrolment is a priority upon arrival at Southern Cross University. Enrolment sessions are conducted during orientation week. All new international students must enrol during orientation week in order to commence their studies.

To check your enrolment details visit [scu.edu.au/myenrolment](https://scu.edu.au/myenrolment) and log in:

- Enter your Student ID number and password.
- Go to My Study Plans.
- Check your unit selection.

## Variation of enrolment

Financial impacts for continuing students*	
Date of unit withdrawal	Financial impact in a session based course
On or before the last day of week 2 for the relevant session	100% refund for the withdrawn unit
After the last day of Week 2 and on or before Census Date for the relevant teaching period	50% refund for the withdrawn unit
After the Census Date for the relevant session	Full financial liability for the withdrawn unit
*Refund rules relating to commencing students, refer to Section 3, Part B 'Standard. Refunds for International Onshore Students' in the Refunds and Remissions Procedure at <a href="https://scu.edu.au/policy">scu.edu.au/policy</a>	
Academic impacts for commencing and continuing students	
Date of unit withdrawal	Academic impact
On or before the Census Date for the relevant teacher period	No record of the withdrawn unit on the academic transcript
After Census Date of the relevant teacher period	A grade of Withdrawn Fail will be recorded on your Academic Transcript. A grade of Withdrawn Fail affects your grade point average and is worth "0" in GPA calculations.

[See Teaching Calendar / Key dates for Census dates.](#)

# Student visa

Obtaining a student visa is often a long and difficult process. While we are not immigration agents, we are obliged to report potential breaches. For more information about your visa, visit the Department of Home Affairs at [homeaffairs.gov.au](http://homeaffairs.gov.au)

## Current address

Your current residential address and emergency contacts must be updated within seven days within "My Enrolment". This is a mandatory requirement throughout your studies.

## Academic requirements

You must maintain a full-time enrolment load (study plan) to complete the course as indicated on your Confirmation of Enrolment (CoE). You must also have satisfactory academic progress (pass more than 50 per cent of units) in each session.

## Overseas Student Health Cover

You must ensure you have valid Overseas Student Health Cover (OSHC) during your studies in Australia.

## Work limitations

You can work once studies have commenced, but this does not include orientation week. A student can work up to 48 hours per fortnight during session times and unlimited hours during holiday time unless you are enrolled in a higher degree by research program.

## Remaining at Southern Cross University for six months

You must study at Southern Cross University for at least six months. If you have come to study English or a pathway course as a package, you must complete this course and then study at Southern Cross University for six months before transferring to another education provider. If you need to change to another university before this, due to exceptional circumstance, you will need to see your International Student Adviser to discuss your options.

# Passport activity: student visa quiz

Enter your answers in the score box at the end of the quiz. You can check answers during the quiz activity session.

1. Whenever you change your residential address or other contact details while studying at Southern Cross University, it is a mandatory student visa condition to update your details in My Enrolment within:
  - A. 7 days
  - B. 14 days
  - C. 21 days
2. The University is NOT obliged to report to the Department of Home Affairs any potential student visa breaches, such as withdrawing from your studies, failing to meet course requirements etc.
  - A. True – The Department of Home Affairs does not expect the University to report any breaches
  - B. False – The University is obliged to report ALL breaches and any potential breaches to the Department of Home Affairs

3. You can only work up to 40 hours per fortnight during compulsory study sessions on a student visa, but you are allowed to work unlimited hours during vacation periods according to the University's key teaching dates.
- True
  - False
4. It is your responsibility to maintain Overseas Student Health Cover (OSHC) for the FULL duration of your student visa. If you do not have OSHC insurance while you are on a student visa:
- Your visa may be cancelled
  - You and your family will be liable to pay for any medical bills if you have an accident or illness (this can be very expensive in Australia)
  - Both A and B
- (Note: there is an exception for Belgian, Swedish and Norwegian students.)*
5. You are required to submit a Travel Notification form to SCU International if you plan to travel away from the local area for more than:
- 48 hours
  - One week
  - One month
6. What visa conditions apply if you need to defer your studies in Australia?
- You must leave Australia during this time
  - Your visa will be cancelled if you defer for more than one study session (maximum 6 months)
  - Both A and B
7. If a student is reported to the Department of Home Affairs for unsatisfactory academic performance what does the student need to do?
- The student will need to make contact with Department of Home Affairs to explain his/her situation and discuss the implications on his/her student visa
  - Nothing will happen, the student will continue their study and try to improve their academic performance in the next study session
8. If you have failed or potentially failed 50 per cent or more units in one study session, SCU International will:
- Send you a letter advising you go to one of the University's support services and ask for help
  - Place you on an 'Intervention Strategy' in the next study session to monitor your progress
  - Exclude you for one study session
9. Your student visa requires you to be enrolled as a full-time internal student, but you are allowed to enrol in some external units. How many external units are you allowed to enrol in?
- Four units from your whole course (including any advanced standing/unit exemptions you may have)
  - One third of your whole course (including any advanced standing/unit exemptions you may have)
  - One third of the total number of units you will study in Australia
10. If you need to extend your visa, you must go to a Department of Home Affairs office in person to apply for a visa extension.
- True – all visa extensions must be applied for in person at a Department of Home Affairs office
  - False – you can apply for a visa extension online from the Department of Home Affairs website

1	2	3	4	5
6	7	8	9	10

How many correct answers did you have?

# Services and support

Southern Cross University offers a range of student support services to encourage academic success and adapting to life and study in a new country.

[scu.edu.au/current-students](https://scu.edu.au/current-students)

## Accommodation

UniStays can help you find private rental off campus or UniLodge offers on-campus residential colleges at the Lismore and Coffs Harbour campuses.

[scu.edu.au/accommodation](https://scu.edu.au/accommodation)

## Career Development Service

The Career Development Service is introduced at orientation, and provides ongoing personalised career consultations for students throughout their studies. Students can also access the CareerHub to search for part-time work or access our helpful CareerSuccess e-learning modules.

[scu.edu.au/careers](https://scu.edu.au/careers)

## Celebrating diversity

The Student Equity and Inclusion Office plays an active role in promoting equity and diversity within the University and is the contact point for students if there is a query or concern about discrimination because of race, religion, sexuality, age, disability or gender.

[scu.edu.au/engage/student-equity-and-inclusion/](https://scu.edu.au/engage/student-equity-and-inclusion/)

## Prayer Rooms

Designated private multi-faith prayer rooms are available across all three campuses for Southern Cross University students and staff to freely use for prayer, meditation and reflection.

[scu.edu.au/chaplaincy](https://scu.edu.au/chaplaincy)

## Student Advocacy Service

The Student Advocacy Service provides free and confidential advocacy in relation

to the academic and procedural rules and regulations of the University. It can also provide assistance, advice or referral for a broad range of issues that affect a student's ability to maintain their studies at the University.

[scu.edu.au/students/advocacy](https://scu.edu.au/students/advocacy)

## Complaints and appeals

You have the right to complain if you feel you have experienced unreasonable treatment, disadvantage or distress – whether in an academic or non-academic matter. Information and assistance is available from the the feedbacks and complaints website.

[scu.edu.au/current-students/services-and-support/feedback-and-complaints](https://scu.edu.au/current-students/services-and-support/feedback-and-complaints)

## Counselling

Counselling services are available for students to help with any aspect of their personal or academic life. The University's free counselling services offer caring and confidential assistance to all members of the University community.

[scu.edu.au/counselling](https://scu.edu.au/counselling)

## Culture, sport and recreation

A wide range of sporting, recreation and cultural activities is offered at Southern Cross University, with something for everyone through UniLife.

[scu.edu.au/unilife](https://scu.edu.au/unilife)

## Student access and inclusion

If you are a student with disability, we provide a range of support services to assist you to be successful in your studies.

[scu.edu.au/access-and-inclusion](https://scu.edu.au/access-and-inclusion)

## Student associations

There are four main student associations supporting specific student groups:

**CoastRs** (Gold Coast students association)

**LEXSA** (Lismore and External Students Association)

**Coffs Harbour Students Association**

**Southern Cross Postgraduate Association**

[scu.edu.au/studentassociations](https://scu.edu.au/studentassociations)

## Student loans

The University operates a Student Loan Scheme to provide small interest-free loans to currently enrolled students who can demonstrate genuine need and whose continued attendance at the University is in jeopardy due to financial hardship. Student loans are available to Australian students and full fee-paying onshore international students, or students with permanent residency status, who are formally enrolled in a Commonwealth funded course of study at Southern Cross University.

[scu.edu.au/current-students/services-and-support/student-loans/](https://scu.edu.au/current-students/services-and-support/student-loans/)

# Study resources

## Student Learning Zone

The Study Support Team supports students' development of self-management, language, learning and critical thinking skills as well as the development of academic literacy, numeracy and integrity. Online resources, workshops, group study session and individual consultations are available.

[scu.edu.au/learning-zone/](https://scu.edu.au/learning-zone/)

## Library

Libraries are located at the Gold Coast, Lismore and Coffs Harbour campuses, and provide students with print and online resources, computers, printing, and spaces for both group work and individual study. Online resources include electronic books and journals that can be accessed anytime on a desktop, laptop or mobile device. Print resources can be borrowed from all Southern Cross University libraries and items are delivered free of charge to the campus of your choice. Students can contact the librarians in person, by phone or email for assistance. The library website provides useful guides and information to help locate and retrieve resources.

[scu.edu.au/library](https://scu.edu.au/library)

## SCU Mates

The SCU Mates peer mentoring program connects commencing first year undergraduate students (mentees) with current students (mentors) who have successfully completed two or more terms of study at Southern Cross University. Mentors are 'awesome - superstar' students who volunteer their time to ensure new students feel welcomed and supported at Southern Cross University.

[scu.edu.au/current-students/learning-zone/peer-mentoring-program/](https://scu.edu.au/current-students/learning-zone/peer-mentoring-program/)



# SCU International contacts

## Gold Coast

**Opening hours:**

Monday to Friday 9am–5pm  
(QLD time)

**Location:**

Shared Services HUB,  
Level 1, Building A,  
Southern Cross Drive,  
Bilinga QLD 4225

**Postal address:**

Southern Cross University,  
SCU International,  
Locked Mail Bag 4,  
Bilinga QLD 4225

**International Student Adviser**

☎ 1800 SC HELP

✉ [ioadviser-gc@scu.edu.au](mailto:ioadviser-gc@scu.edu.au)

## Lismore

**Opening hours:**

Monday to Friday 9am–5pm  
(NSW time)

**Location:**

Learning Centre,  
Military Road,  
Lismore NSW 2480

**Postal address:**

Southern Cross University,  
SCU International,  
PO Box 157,  
Lismore NSW 2480

**International Student Adviser**

☎ 1800 SC HELP

✉ [ioadviser-lis@scu.edu.au](mailto:ioadviser-lis@scu.edu.au)

**Study abroad/Exchange**

✉ [studyabroad@scu.edu.au](mailto:studyabroad@scu.edu.au)

## Coffs Harbour

**Opening hours:**

Monday to Friday 9am–4pm  
(NSW time)

**Location:**

M Block  
Hogbin Drive,  
Coffs Harbour NSW 2450

**Postal address:**

Southern Cross University,  
SCU International,  
Hogbin Drive,  
Coffs Harbour NSW 2450

**International Student Adviser**

☎ 1800 SC HELP

✉ [ioadviser-coffs@scu.edu.au](mailto:ioadviser-coffs@scu.edu.au)





Call 000 if there is an immediate life-threatening emergency to you or another person.

24/7 Mental Health Support Line  
1300 782 676 or text 0488 884 143.

In the case of an emergency or if you require security assistance, please call:

1800 SC HELP

or use emergency phones located on campus.

The security phone number is manned  
24 hours-a-day/ 7 days-a-week.



