

GRIFFITH HOST HOMESTAY HANDBOOK

Fostering cultural exchange

Welcome

Griffith Homestay Program plays an important role allowing students to gain an insight into Australian life with a unique opportunity to experience Australian culture first hand.

Students participating in the Homestay Program have the opportunity to become involved with their host family. In doing so it is hoped that they will improve their English and that their view of the world will also be broadened. On returning home it is anticipated that the students will maintain their newly formed friendships and also be highly motivated to achieve their educational goals.

The understanding gained and shared by the students and their host families will enable them to take part more effectively in their country's economic and political processes. The Griffith Homestay focuses on wellbeing and support of their students as they may become future leaders. In hosting them, you and your family can contribute invaluable to their understanding of Australia and development in society.

*... to gain an insight into Australian life
with a unique opportunity to experience
Australian culture first hand.*

PRIVACY STATEMENT

Personal information of any student is subject to the Privacy Act, the provision of which prohibits the disclosure of any personal information or details. Griffith University must ensure that all personal information, as defined in the Privacy Act, is obtained, stored and released in accordance with the Privacy Act.

HOST AGREEMENT

Homestay providers are expected to:

- Develop positive relationships with students which are based on mutual trust and communication;
- Acknowledge the uniqueness of each student and the levels of each students' strength and weakness;
- Support and assist students to live comfortably within a foreign environment;
- Respect the students' right to privacy whilst realising that privacy does not equate to isolation;
- Acknowledge the significance of culture, customs, language and beliefs in the life of their student and accommodate appropriately for these within the family's life;
- Assist, support and nurture where needed or requested, but keeping in mind that a desire to please may be interpreted as interfering by the student.

GOOD CONDUCT GUIDELINES

The homestay provider will be expected to:

- Provide a safe environment which will offer the student a total experience of living as a member of an Australian family and which encourages positive study habits;
- Provide the student with a private, clean and warm bedroom, good healthy food, laundry facilities and a supportive environment;
- Offer help, guidance, support and encouragement with language practice, studies, planning leisure activities and adapting to living in Australia (this may require patience and empathy and a willingness to show the student more than once);
- Provide an orientation within the family home eg use of pool area and house facilities and security. Applicable house rules should be explained ie. what time dinner is, telephone protocols, rules regarding smoking, alcohol, guests visiting, curfews, household tasks and bathroom conduct;
- Offer sincere interest in the cultural background of the student;
- Respect the students' need for privacy and allow them space to be alone;
- Have a duty of care towards their homestay student;
- Provide appropriate meals or facilities for the student to prepare and store their food, according to the option selected by the student.
- Only provide single room accommodation. A student is not to share a room with another student or with a member of the family, unless specifically requested;

Our Vision

Griffith Homestay will be highly regarded by the University and students will recommend Homestay to their friends and colleagues. Australian families will receive a reasonable financial compensation and consider the experience as a positive one for their family.

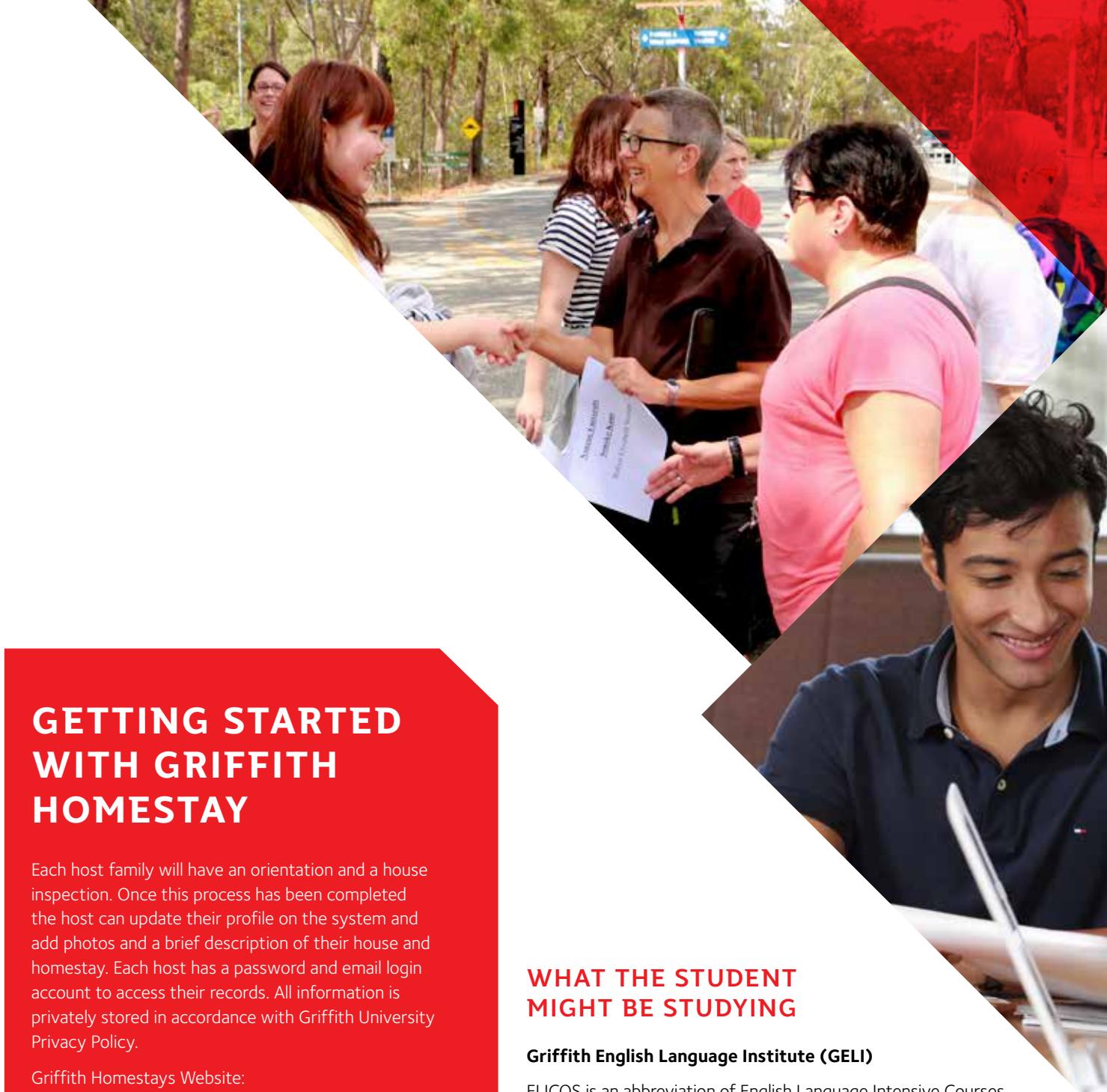
Our Values

Griffith Homestay will primarily foster cultural exchange and will adhere to the principles and values as outlined in the code of conduct guidelines below.

Our Mission

Griffith University will develop and maintain a homestay service for International students. This service will include International students being accepted into Australian families and homes for a fixed period of time during their course at Griffith University.





GETTING STARTED WITH GRIFFITH HOMESTAY

Each host family will have an orientation and a house inspection. Once this process has been completed the host can update their profile on the system and add photos and a brief description of their house and homestay. Each host has a password and email login account to access their records. All information is privately stored in accordance with Griffith University Privacy Policy.

Griffith Homestays Website:
griffith.studystays.com.au/homestays

Each host family creates their own online profile.

HOSTING STUDENTS UNDER 18 YEARS OF AGE

Families who wish to host students who are under 18 years of age must have been issued a blue card. Download the application forms from the Blue Card website and make appointment to visit the Homestay office. Under age students have different rules including curfews and, require permission to stay out overnight.

Under age students must stay with a Registered Griffith Homestay family until they reach the age of 18 often this means a longer placement.

Families are responsible for ensuring that students attend classes. For more details contact the Homestay Office.

WHAT THE STUDENT MIGHT BE STUDYING

Griffith English Language Institute (GELI)

ELICOS is an abbreviation of English Language Intensive Courses for Overseas Students. Students attending these courses range from beginner level English to Intermediate and study for 5 – 40 week periods. Placement is initially for four weeks with an option for the student and family to extend the stay.

Undergraduate or Post Graduate Students

These students may study for 1 to 4 years and are generally independent students with Intermediate to advanced English skills. Placement is initially for four weeks with an option for the student and family to extend the stay. Students arrive at the start of each University Semester.

Study Tour Programs (Short Term Groups)

These programs consist of a combination of English language study and recreational activities. The majority of students are Japanese, Korean or Chinese and arrive in large groups in January, February and July, August and September.

Griffith College

These students may study Diploma programs at either Brisbane or Gold Coast campuses.

GETTING PREPARED FOR YOUR STUDENT

LETTER OF INTRODUCTION

Host families are encouraged to write to or email their student before they arrive to ease any nervousness and satisfy the student's curiosity about you and to also confirm the arrival date and time. In Australia, with younger students, their parents are often more nervous than the student themselves and a short introductory letter can help to alleviate this worry. It is appropriate to write in English and the family will have the letter translated if it is too difficult for them to understand. Generally the student's family is extremely relieved to hear about the Australian family their son or daughter is to visit. A photograph can also be helpful in this introductory process.

THE STUDENT'S ROOM

The room offered should be equipped with a desk and chair, a desk lamp and wardrobe space. A comfortable bed with linen and an appropriate mattress is essential. The bedroom should be welcoming and for the sole use of the student. The room should be part of the general family living area, and easily accessible to bathroom facilities. Isolated rooms underneath houses with no internal access to bathroom facilities are not used on the Griffith Homestay Program.

Griffith University Homestay Program policy states that a host family can host a maximum of 2 students from different nationalities at the same time.

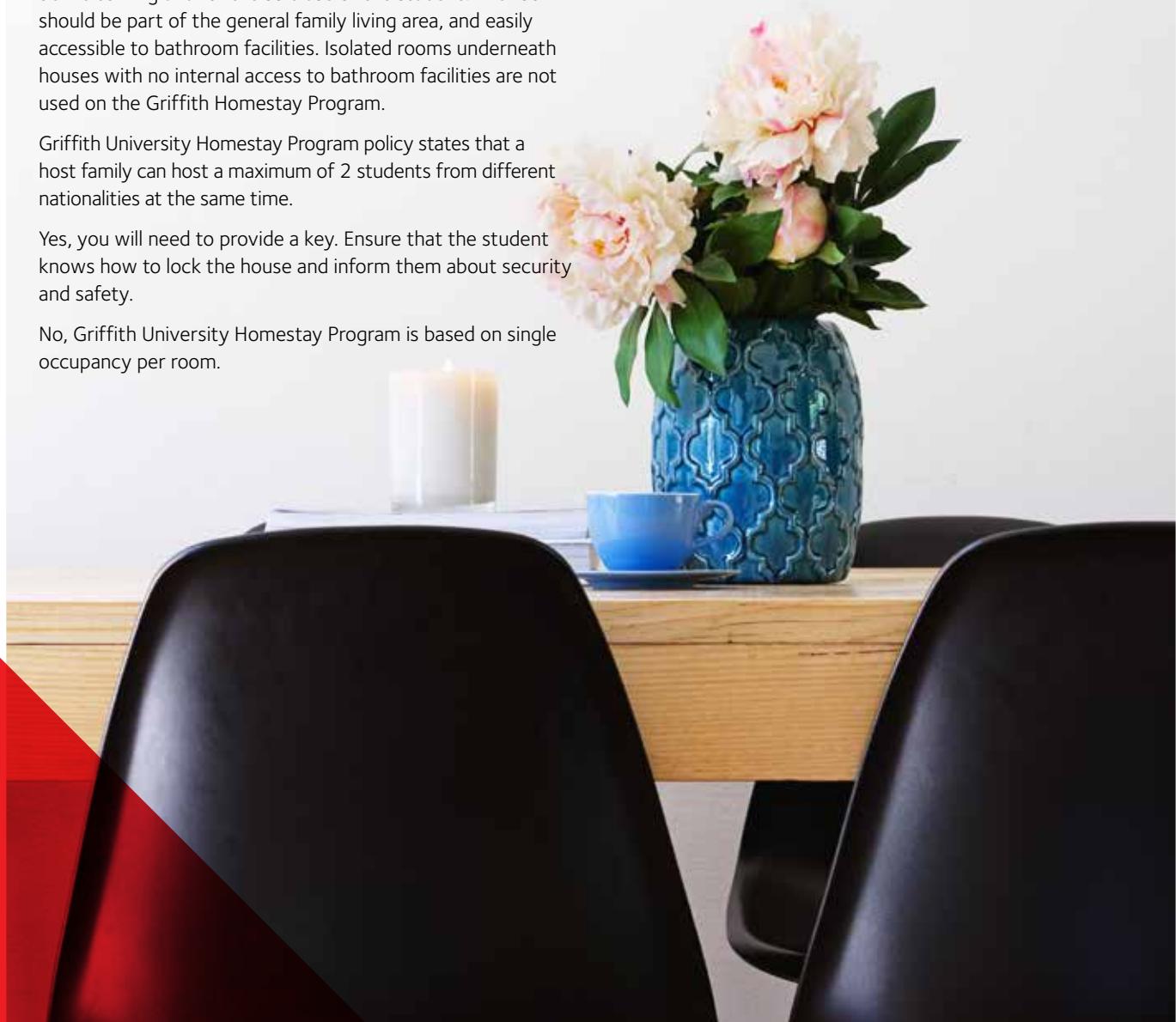
Yes, you will need to provide a key. Ensure that the student knows how to lock the house and inform them about security and safety.

No, Griffith University Homestay Program is based on single occupancy per room.

GENERALISATION AND STEREOTYPING

Increased knowledge creates the basis of opportunity for more sensitive and effective communication with each international student. However, there is a real danger that we will generalise from this knowledge base and form stereotypes about particular cultures that then hinder or prevent effective communication.

Whatever the cultural background of students, they are individuals with their own personalities, past experiences, needs and desires. They may even operate outside their cultural framework and there is no typical student from a particular country or religious faith. Visit different websites to gain an understanding of cultural background.





WELCOMING YOUR STUDENT TO AUSTRALIA

AIRPORT RECEPTION

Students of the Griffith Homestay Program are met at the airport by our Airport Reception Service. Families are not required to greet the students at the airport personally at any time. Doing so may have legal implications.

Our Airport Reception Service will telephone you prior to arriving at your home so please make sure you are available to answer the telephone in person, and that any answering machines are turned off.

Students attending Study Tours will be transferred to a meeting place on the Nathan/Mt Gravatt or Parkwood campuses directly from the airport. Families will be expected to pick up their students at one of these these venues.

Please be available to spend the first day or at least the first few hours with your student. It is inappropriate for the student to be left alone as soon as they have arrived at your home. On the day that the student arrives they will be hungry, tired and a little anxious. To make them feel at ease, suggest they contact their family or friends in their home country to advise they have arrived safely in Australia.

Make them feel comfortable and show them around your house and surrounding area They may wish to open a bank account and purchase a phone or sim card.

TRANSPORT

Students are responsible for their own transport.

Where do I find information about transport?

You can visit the Translink website. Type in your home address and you will be given the bus routes, prices and travel options for your house to the University campus translink.com.au

On arrival, please ensure that your student knows how to travel to the University and, more importantly, how to get home. Families should live within 30-40 minutes from campus by public transport. Consequently it is imperative that families live near a bus route where students can travel home after 6.00pm.

It is useful to point out landmarks near the location of your bus stop, for example a particular building, park or billboard

so students can identify where they are, or an alternative bus number in case services are rescheduled or cancelled without prior notice.

If you are able to catch the bus with the student on their first day of class please do so. This will eliminate problems of students getting lost, being late for class and getting upset.

The University has a free inter-campus bus service between Mt Gravatt and Nathan campuses.

Do the students purchase a Student or Adult Go Card?

If your student is studying an English course or GELI course, or is part of a short term study tour then they must purchase and adult GO Card. No concessions apply to these students.

If your student is a Full degree student/Post graduate student then they are permitted to purchase a student card. They will need to show their student ID when buying the card.

translink.com.au/tickets-and-fares/go-card

Does the University have a free bus service between campuses?

The university operates a free shuttle bus between Mount Gravatt and Nathan Campus:
griffith.edu.au/about-griffith/campuses/transport

The Student Guild also operates a bus between Brisbane campuses and the Gold Coast. For more information visit:
griffith.edu.au/international/life-in-australia/transport



Meals

Please discuss likes and dislikes with your student as food preferences are very important. The Australian diet is quite different to many other cultures and many students suffer stomach upsets, which can be avoided through effective communication.

If you are unable to prepare a meal for your student, please show them where food and dishes etc. are kept. It is not customary for guests to help themselves to food or drink in many countries and a student may initially feel uncomfortable doing this. There may be a need to reinforce this issue many times.

Students arriving from cooler climates should be made aware of the necessity to drink water so as not to dehydrate.

Should the student want more than breakfast, lunch and dinner you could encourage the student to go shopping with you to purchase some of their favourite food from their home country. Quite often students are happy to occasionally cook for the homestay family. It is suggested that rice could be made available for the students on a daily basis by purchase of a rice cooker.

What meals do I need to provide?

Depending on which Homestay option your student has requested (other than Option 2 – self-catering) you will need to provide 2 to 3 meals per day plus snacks.

How will I know if the student is happy with the food?

It is a good idea to communicate with the student about his or her likes and dislikes. It is also a good idea to take your student shopping so that they can choose their favourite food and ingredients.

BREAKFAST

In Australia it is not uncommon to expect students to make their own breakfast. Please make sure you show your students where to find ingredients. Often this is a new experience and will need to be taught how to prepare food for themselves e.g. toast, cereal, fruit yoghurt.

LUNCH

If you wish your student to pack their own lunch show them where the ingredients are kept and how to do it. Remember that in most Asian countries a large lunch and breakfast are eaten.

Homestay families will offer to make, or provide the ingredients for a packed lunch for the student during the week. This lunch could include a drink, sandwiches with various fillings as well as fruit, biscuits, cake or yoghurt etc. Some students may prefer a hot lunch of rice, noodles or leftovers from dinner e.g. pasta, curry etc.

DINNER

This is a very important meal.

Please sit and have dinner with your students as it is an expectation of the Homestay program, and an opportunity for both student and host to communicate about their day.

FOOD ALLERGIES

Talk to your student to determine if they have any food allergies or special dietary requirements. Special diets (e.g. Halal, vegan, gluten free) will be compensated with an additional weekly fee. Communication is very important.

TABLE MANNERS

The dining practices or table manners of other cultures may be quite different to your own. It is advisable to explain to your student any cultural difference that become evident.

THE BATHROOM

During your orientation around your home explain to the student about the bathroom and how to use these facilities. Note that students learning English may not understand immediately.

TOILETS

It is worth noting that the design of an Australian toilet can be quite different to that of other countries. Please explain to your student how to use your facilities and ensure that female students know how to properly dispose of sanitary napkins and tampons.

LAUNDRY

Do I wash the student's clothes?

Some students will do their own laundry but some may not. Talk to your student and ask what they would like. Many families are happy to do the laundry as they are in control of the washing machine and like to monitor the water usage.

It is advisable to give students, especially females, a special place to hang their underwear. It is not usual for them to have their underwear in public view on a washing line and they may feel uncomfortable if this is expected. It is an expectation of the Homestay program that laundry facilities are provided with no additional charge.

WATER AND DROUGHT

Many students will not be aware that Australia often experiences drought like conditions and that water is scarce. Homestay Hosts should talk to the student about being water wise around the home. For more information visit: nrw.qld.gov.au

PETS

Some students will be afraid of the family pet as in many Asian countries dogs and cats are seen as taboo. Make sure students feel comfortable.

TELEPHONES

Most students now have mobile phones; however please assist them to purchase Australian Sims. Short term study program students sometimes do not arrive with a phone Homestay hosts



may have a spare phone and give this to the student so that they can contact them in emergency.

Can the student use the telephone?

You can negotiate this with the student. Suggest they purchase a phone card and allow them to make local calls. The majority of students will have their own mobile phone. They may need to purchase a start-up kit when they arrive so that they have access to the telephone network in Australia. We encourage families to discuss the internet and phone usage and advise students of the fees. This is the responsibility of the host family. The University does not enter into the negotiations of these services.

INTERNET

Can the student use the family computer?

The majority of students will have their own laptops when they arrive in Australia and may require assistance to set them up. The family will need to negotiate with the student about internet and may charge a minimal fee for the weekly usage of the service. It is a good idea to check with your provider about the capacity of your internet package to avoid unnecessary charges. It is also important to talk to your student about downloading information and when it is convenient to use the internet.

What if the student uses too much internet?

Talk to the student about the internet and what is permitted e.g. advise them not to download movies, music etc. When the student first arrives discuss the internet and you can charge \$10 per week for internet usage. Always provide detailed receipts. Alternatively, you can suggest that they purchase a USB stick with rechargeable internet.

SAFETY AND SECURITY

Homestay Hosts must advise students about safety while travelling to and from the homestay or going out at night time. International students will not be familiar with Australian culture and mannerisms and will find Australia different to their own country of origin. Show your student around your house. Make sure they know how to lock the doors and windows.

What do I do if they continue to leave windows open?

It may assist the situation by placing friendly reminder pictures and notices on the back of doors to remind the student as they leave to check they have locked doors and windows. If the student continues to not follow security measures in your home, please contact our office and raise this issue.

What if my student goes out at night time?

Ensure that your student has your details and address and contact phone numbers

- You should advise your student not to travel alone late at night – to sit in carriages with other people and close to other passengers.
- Advise your student to appear confident, self-assured and comfortable in their surroundings through strong, positive body language.
- To look streetwise rather than fearful.
- To be aware of their surroundings and alert to what is going on around them.
- Advise the students not to accept lifts from people who you do not know.

Should I pick up my student late at night?

If you are aware there is no public transport available in your area late at night this should be advised to the student when they first arrive. At this time you can discuss with the student if you are willing to assist them on the occasional late night if prearranged, this is at the host family's discretion. Otherwise students can take a taxi but should be warned to travel with a friend.

Do I need to provide a house key to the student?

Yes, you will need to provide a key. Ensure that the student knows how to lock the house and inform them about security and safety.

If my student advises the following what do I do?

Advise the student to contact the Homestay Coordinator. More information can be found on page.

IMPORTANT THINGS TO TELL YOUR STUDENT ABOUT SAFETY IN AUSTRALIA

Cycling

Wearing a helmet is compulsory in Australia. Cycle on bike paths where possible and lock bicycles when not riding.

Walking/Exercising

Walk or exercise only in public areas and on footpaths. Do not use headphones. Be aware of your surroundings. At night walk in well-lit areas and where possible walk with someone.

Shopping

Should not carry large amounts of cash when shopping and keep your wallet secure. Cover your pin number when using ATM's.

Banking

Keep Bank details PRIVATE.

Police

Police in Australia will help students who feel unsafe, have been robbed or are being threatened in any way. The Police Liaison Unit has officers who speak different languages and can assist you.

Phone: 07 3364 3102 or more information at police.qld.gov.au

SEXUAL HARASSMENT AND ASSAULT – ZERO TOLERANCE

Griffith University recognises the right of all students and staff to a University environment where equality of opportunity, inclusion and diversity are valued, promoted and practised. Griffith University has zero tolerance for sexual assault, harassment (including sexual harassment), bullying and discrimination and expects that students, regardless of background or intrinsic characteristics, are able to participate fully in University activities and will feel that their contribution is welcomed, valued and supported. Please refer to Griffith University's Student Sexual Assault, Harassment, Bullying and Discrimination Policy.

Griffith University encourages individuals to report incidents of sexual assault, sexual harassment, harassment, bullying and discrimination and provides options ranging from anonymous reporting and disclosure, to lodgement of formal concerns and investigations. The Procedures for Reporting and Responding to Student Sexual Assault, Harassment, Bullying and Discrimination outline the process for reporting, responding to and resolving concerns.

policies.griffith.edu.au



REIMBURSEMENT OF EXPENSES

When will the host be paid?

The student will pay the host family for 4 weeks homestay when they arrive. Part of your role is to assist them to set up a bank account. They may need to open an account before they can pay the homestay fee to you. Generally students pay their host family within the first week of their stay. This payment is non-refundable; however there may be certain circumstances where a refund/partial refund is required.

We suggest you provide detailed receipts to the student for all payments received.

What if the student goes on holiday? Can I charge the student?

During holiday periods of more than 2 weeks, students must pay 50% of the Homestay fee to the Host to either store personal items or secure the room. This is negotiable between the Host and student. During holiday periods for less than 2 weeks, the student must pay the regular Homestay fees.

What if my student says they are leaving?

Placements in homestay are for 4 weeks. If the student decides to leave after this time they should advise you that they will no longer be staying with you. They are not expected to pay additional money.

If the student decides to remain with the family for a longer period of time then he or she will need to give 2 weeks' notice prior to moving out.

What if I am having financial difficulties?

It is entirely up to each individual homestay host to manage their own financial situation and hosting students should not be relied upon to solve personal financial hardships. Griffith University cannot guarantee that you will be provided with a homestay student.

What If my student is not paying his/her rent?

Discuss with the student about the payment and decide on a payment plan to eliminate the debt. Contact the Homestay office if the behaviour continues.

What if we go out for dinner or an outing who is responsible for payment?

If you wish to pay for the students meal out then please advise them of this at time of invitation. If you don't wish to pay for their dinner out then you need to also advise them of this. If the student does not wish to join your family for an evening meal out then the host family is expected to ensure they have left a meal for the student to heat up.

STUDY TOUR PAYMENTS

If your homestay student is part of a Study Tour or organised group, payment will be deposited into your personal bank account after the first 2 weeks of the students stay. Payment should cover two or three meals per day and all items such as laundry powder, toilet paper, soap etc. Please do not request money from your student.

INSURANCE

We recommend that families contact their insurance company to find out what and who are covered under their current home and contents policy. All Griffith Homestay families are required to have Public Liability Insurance and household insurance.

ONCE YOUR STUDENT HAS SETTLED IN

COMMUNICATION

What if I am having difficulty communicating with the student?

This is not uncommon. Some helpful hints:

- Write information down in clear and precise English
- Speak slowly and in a clear voice
- Ask the student to repeat what you have said so that you know they have understood
- Show photos or pictures of what you are trying to explain
- If you require help please contact the homestay office and we can meet with the student
- Slow, clear speech will be easier for the student to understand. Try to avoid using slang as this will only serve to confuse, especially in the initial few weeks. If possible explain to the student any colloquialisms that you may use. Note: It is a requirement of this program that families speak English at all times when hosting and remember that students come here to learn English and have expectations that their host family will speak in English.

My student wants to attend church

It is important that students feel free to worship or attend their own choice of church. You can assist the student with directions or invite them to worship with you. Some students may practice their religion in the home, particularly students from a Muslim background.

What do I do if my student comes home and advises that they have been harassed on the public transport?

You should ask the student if it is ok to tell the University. If the student says yes then contact the Homestay Coordinator or Student Adviser.

What happens if you suspect that a personal item has gone missing from your house?

You should contact the Homestay Coordinator and then you should contact the police.

PRIVATE TIME

Do not worry if your student spends some time in his or her room. Many students keep a diary and will spend time writing. Students may also need some time to gather their thoughts as it is very tiring speaking a second language.

Please contact the Homestay Coordinator if you feel the time your student is spending by themselves is excessive.



TAKE AN INTEREST

Take an interest in your student. Help them to find their way around Brisbane/ Gold Coast and generally assist them to assimilate into the Australian way of life. This will be of great value to the student and will help them adjust quickly before the start of their formal studies at the University

FRIENDS

Students should check with the homestay family before inviting friends to visit, especially if the invitation includes a meal. Many families have house rules regarding where visitors can meet, according to their home environment.

DRIVING IN AUSTRALIA

What if my student wants to drive a car?

Student can drive cars in Australia only if they have the appropriate licence for more information please visit the Department of Transport and Mains Roads. Overseas Driver licences are valid in Queensland with a certified English translation. Both documents must be carried by the driver. International driving permits are also valid for driving in Queensland. Make sure you are properly insured. If you have concerns please contact the University.

tmr.qld.gov.au/Licensing/Getting-a-licence/Getting-a-car-driver-licence.aspx

Should I drive in the car with the student?

If you are driving in the car with your student, please make sure you have insurance and the student wears a seat belt. It is important that both the host and student abide by Australia road transport laws. Do not drive unregistered vehicles or permit students to travel in cars with unlicensed drivers.

BEHAVIOURAL ISSUES

What if my student smokes?

The majority of students will advise that they smoke before they arrive in Australia. If you are happy to accommodate a smoker then you will need to show the student where they can smoke outside and ensure they are aware of where to dispose of their cigarette butts and rubbish. If you find that you have been allocated a student that is a smoker and you do not wish to host him/her then please contact the office as soon as possible.

What if the student goes out each night?

If the student goes out it is important that they notify you that they will miss dinner and that they are quiet when they return home late in the evening.

What if the student brings home a girlfriend or boyfriend and wants them to stay in their room?

The host will need to speak to the student about what is permitted in their home.

What happens if the student comes home drunk and disrupts your family?

You should contact the Homestay Coordinator. However, if the student is aggressive or hostile toward any member of the family please contact the police immediately then the homestay coordinator.

What do I do if my student does not come home?

If you are worried you can contact the Homestay Coordinator on the emergency phone 0419 720 826. Ensure that your student has all your contact details and that you have the student's mobile phone number. If the student is missing for more than 2 days then the police will need to be contacted and a missing person's report will need to be filed.

It is advisable to have the contact details of your students' friends. If you are unable to contact your student and are worried about their safety you can phone their friends to see if they can help. They may be staying with another homestay family or student and have forgotten to contact you.

What if my student is eating my personal food?

Arrange a special area for the student so that they can keep their favourite foods separate. Some families have a fridge for the student so that they know where to find snacks or fruit etc.



MEDICAL EXPENSES FOR AUSTRALIAN STUDY TOUR STUDENTS

Students attending these programs are covered by travel insurance. Should they need medical attention please take them to a doctor in the usual manner and ensure that they pay for the service at the time of consultation. They will need to receive a comprehensive receipt in order to claim a refund upon their return home.

MEDICAL TREATMENT FOR ELICOS AND DEGREE PROGRAM STUDENTS

Should your student need a doctor please take them to a medical centre and ask them to pay for the consultation. Students on student visas have compulsory Overseas Student Health Cover (OSHC) which they pay prior to arrival in Australia. A comprehensive receipt is needed to allow the student to make a claim. Claims can be made on an OSHC claim form available from their health care provider. Original accounts and receipts must be sent with the claim form.

There are medical centres on the Nathan & Gold Coast campuses that can be accessed by students.

GRIFFITH ENGLISH LANGUAGES ACTIVITIES + GRIFFITH MATES

*Interesting and inexpensive
outings with your student*

MT COOTHA

- Lookout
- Botanical Gardens
- Japanese Memorial Gardens
- Barbecue

REDLAND SHIRE

- Victoria Point
- Island hopping
- Cleveland Markets
- Coochie Mudlo Island
- Wellington Point

MT TAMBORINE

- Rainforest
- Picnics
- Thunderbird Park Markets
- Gallery Walk
- Tamborine Markets
- Observing hang gliders
- Views

BRISBANE CITY

- Southbank
- Heritage Trail
- Riverside Markets
- Possum feeding at night in the Botanical Gardens
- City Cat
- Museum and Science Centre

GOLD COAST & SUNSHINE COAST

- Beaches
- Theme Parks
(Dreamworld, Seaworld, etc.)
- Pacific Fair and Harbour Town

Should you plan to take your student on an expensive outing, such as a theme park or an expensive dinner, then please discuss the cost with your student and ask if they would like to do this before making any arrangements.
Good Luck & Enjoy your hosting experience!

USEFUL CONTACTS

If any difficulties develop, no matter how large or small please telephone the Homestay Coordinator for assistance on 07 3735 7919.

INTERNAL SUPPORT SERVICES

Available to Griffith University students including:

Griffith University Health Centre

Provide a range of medical and ancillary services for students and staff of the University.

Nathan	Mt Gravatt
📞 (07) 3735 7470	(07) 3735 5669
🕒 9am to 5pm	9am to 1pm Mon-Thurs
📍 Level 1, Sewell (N12), Kessels Road, Nathan QLD 4111	Level 2, Auditorium (M23), Messines Ridge Road, Mt Gravatt QLD 4122

Residential counsellor

Confidential support service Dedicated to supporting residents of Griffith University Colleges.

📞 (07) 3735 7470
✉️ residentialcounsellor@griffith.edu.au
📍 Sewell building (N12)

Counselling and Wellbeing

Free, professional and confidential counselling.

Nathan	Mt Gravatt
📞 (07) 3735 7470	(07) 3735 5669

After Hours Crisis Support Service

Call 1300 785 442 or text 0488 884 146

Mental health nurse

📞 (07) 3735 7299
📍 Level 1, Sewell (N12), Kessels Road, Nathan QLD 4111

Safe Campuses

griffith.edu.au/safe-campuses

EXTERNAL SUPPORT SERVICES

Available to both Griffith and non-Griffith students including:

1800RESPECT

Confidential information, counselling and support service. Open 24 hours to support people impacted by sexual assault, domestic or family violence and abuse.

📞 1800 737 732
🌐 1800respect.org.au/

Sexual Assault Helpline

Available 7.30 am – 11.30 pm, 7 days/week

📞 1800 010 120

Mensline (DV Connect)

Free confidential telephone, counselling, referral and support service for men available 9 am – 11.30 pm, 7 days/week.

📞 1800 600 636
🌐 dvconnect.org/mensline

Sexual Assault Services

Directory for support services in Queensland

🌐 health.qld.gov.au
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Griffith University collects, stores and uses personal information for the purpose of administering accommodation. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet Government, legal or other regulatory authority requirements.



IMPORTANT CONTACTS

Homestay Coordinator

Griffith Accommodation, Campus Life
Griffith University, Brisbane Q 4111

📞 07 3735 7919
0419 720 826 – *emergency use only*
✉️ homestay@griffith.edu.au

Emergency Contacts

Police	000
Ambulance	000
Security on Campus	(07) 3735 7777

Translink

📞 131 230
✉️ transport.qld.gov.au

Hospitals

Royal Brisbane Hospital	(07) 3253 8111
Logan Hospital	(07) 3299 8899
QEII Hospital	(07) 3275 6111
Gold Coast Hospital	1300 744 284

Health Services

Griffith University Nathan Campus	(07) 3735 3734
Griffith University Gold Coast Campus	(07) 5552 8734

Griffith College

Mount Gravatt campus	+61 7 3735 6900
Gold Coast campus	+61 7 5552 8500

Other Services

International Office Nathan	3735 7200
International Office Gold Coast	5552 8819
GELI Nathan	3735 7089
GELI Gold Coast	5552 7555
Multi Faith Centre	3735 7052
Translating and Interpreting	131450
World care Assist 24 hours	1800 814 781