Message to parents - COVID-19: What UQ is doing to support your child

UQ is here to support all our students through the COVID-19 crisis and understand the additional stress international students are facing.

We have a range of new and enhanced services to provide students with the support they need to cope, seek financial assistance if needed, and to stay connected to one another and the University.

These services include:
- accommodation support
- health and wellness programs
- financial assistance
- payment plans for tuition fees
- delivering groceries and basic supplies
- mental health and counselling services
- online study support
- social networks and opportunities to connect online with other students and the UQ community
- a student emergency support fund: where donations are matched by the University and given to UQ students experiencing significant hardship.

This list is not exhaustive and we encourage students to get in touch with UQ Student Services to discuss their individual circumstances so we can provide support.

We are strictly adhering to the COVID-19 advice and guidelines by the Australian Federal Government and Queensland State Government to inform our operations, and we commend our students who have taken this advice seriously and committed to isolate and pursue their studies at home. The government bodies also have a range of support and resources for international students, and have extended working hour limits for students to help them receive extra income. Students can also call the Australian Government International Student Hotline on 1300 981 621.

The local community has shown compassion and kindness to international students and you can watch the #InThisTogether message of support on the Study Queensland website.

Here at UQ we also have the benefit of world-renowned experts who are leading the way in COVID-19 research, and we have received more than A$17million in funding to fast-track the development of a vaccine.

Should your child fall ill, be assured that we have one of the best healthcare systems in the world in Queensland, and they would be well cared for. There is also early signs to suggest that social distancing measures are proving effective in ‘flattening the curve’ to slow the spread of the virus.

If you know of any UQ student who needs help or support they can contact us via email or phone: student.services@uq.edu.au or (07) 3365 1704.