Welcome to Student Support

The Student Support Team is always here to help with personalised advice and information about university life, student visas, wellbeing, academic performance or if you need help but don't know where to go.

Our team of Student Support Advisors provide personal support and work with all students to promote the development of skills needed to navigate and succeed at university.

Drop-in service

Only the virtual service will be available until further notice.

There is a daily drop-in service for short (10-15 minute) consultations in person or via phone or virtual face-to-face video call, Monday to Friday.

- **In person 1:00pm – 4:00pm:** Click here to join the Student Support In-Person Queue. A Student Support Advisor will see you in The Nucleus: Student Hub.
- **Virtual 1:00pm- 4:00pm:** Click here to join the Student Support Virtual Queue. A Student Supporter Advisor will call you on Teams or phone. Please ensure your phone number is up to date on myUNSW.

Appointments

All appointments will be virtual until further notice.

You can book a longer appointment via telephone, video-link or in-person on the UNSW Health and Wellbeing booking page.

Book an appointment

Or if you are unable to book please send an email with the heading "Booking an Appointment".

When booking in if you would like an in-person appointment please write this in the comment section.

If you require immediate support and you are feeling overwhelmed by stress or anxiety, you can contact the following for free, confidential, and anonymous support:

For students in Australia:

- Mental Health Line (24 hour):
  - 1800 011 511 phone line for mental health acute care.

For students outside of Australia:

- **UNSW Security** + 61 2 9385 6000
• Medibank 24 hour line (you don’t need to be a Medibank customer): +61 2 89050307

Locations

Kensington campus - John Goodsell Building
John Goodsell Building, Ground Floor, UNSW Kensington campus

• Student Support and Success Advisors, John Goodsell Building, Ground Floor, The University of New South Wales, Kensington NSW 2052.
• Campus map reference F20 (PDF) - Beside the Central Lecture Block

Kensington campus - The Nucleus: Student Hub
Located inside main Kensington campus library

• Student Support and Success Advisors in The Nucleus: Student Hub - located inside the main Kensington campus library, first right as you enter the library main entrance.
• Campus map reference F21 (PDF)

Meet the Advisors

Jo Cassidy
Student Support

How long have you been at UNSW?
I started at UNSW in January 2020.

Favourite thing about my job
I love working with a team of people who are passionate about creating the best International student experience possible in a creative and meaningful way.

Stressbuster
I like to cook and chat on the phone with friends and family when I am feeling overwhelmed.

Helen Craig
Student Support

How long have you been at UNSW?
I have worked as an International Student Advisor at UNSW for more than 5 years but have been a part of UNSW for much longer. I completed my studies here and lived on campus - some of the best times of my life.

Favourite thing about my job
What I love about this job is hearing about your life, what you love doing, life back home and also your study. Anything that helps me to understand you, your passions and what drives you.
Stressbuster
Right now, to relax and pass the time at home, I like having a stroll with 'Mr B'; my dog Billy and swimming any chance I can get. Dancing around the kitchen to bad 80's music or new music introduced to me by my kids is my other stress release, even Billy gets into it.

Pia Larsson
Student Support

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How long have you been at UNSW?
I've been working as an International Student Advisor at UNSW since 2010.

Favourite things about my job
Sharing the journeys of international students, meeting interesting people of all backgrounds and working with compassionate people.

Stressbuster
Being extra mindful about reconnecting with my body throughout the day, so that I can respond to what it needs and use its intelligence to guide me. I also love spending time by/in the ocean and having dance parties with my 2-year old, who particularly loves shuffling to Hammer Time.

Semra Tastan
Student Support

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How long have you been at UNSW?
I've been an International Student Advisor for the past 3 years and have worked at UNSW for 6 years.

Favourite thing about my job
I love working with students and being a part of their journey at UNSW.

Stressbuster
I like to spend time doodling or drawing when I am stressed.

Nicole Zhang
Student Support

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How long have you been at UNSW?
I joined the UNSW Student Support team in April, 2021. Previously, I worked three years as Student Advisor for UNSW Global who offer UNSW pathway courses to International Students

Favourite thing about my job
I enjoy forming the bond with students while guiding them through their requests and challenges. I love being supportive, resourceful, and inspiring to my students.

Stressbuster
I consider myself a Yogi and I have been practicing Yoga for almost 10 years. I forget all my troubles while I am standing on my Yoga mat.

Bridey Martin
How long have you been at UNSW
I have been working at UNSW for 2 years and am loving every minute of it (MINUS rainy days, cold days, days when my puppy is left at home (everyday!) windy and sticky/hot days, or days when I don’t get to sit in the sun)

Favourite thing about my job
Helping students find their own ways through difficult times and creating space for them to fall back in love with learning again!

Stressbuster
Painting, walking my puppy Junebug, and looking up memes about nature and art or reading about social workers doing justice!

Darcy Keogh
Student Support

How long have you been at UNSW?
March 2020

Favourite thing about my job
There are many, but one that stands out is being able to offer students who are struggling the opportunity to be heard and seeing the relief that can come from this small act.

Stressbuster
Walks in the bush, practicing gratitude and daily meditation.

Michael Davidson
Student Support

How long have you been at UNSW?
Since July 2017 (almost 12 months in the Medical Faculty as a Student Admin Officer and the rest as a Student Support Advisor)

Favourite thing about my job
How rewarding it is, yet a great challenge at the same time. It is so beneficial to be able to help students on their journey and to guide, advise and support them in any way we can.

Stressbuster
To listen to music or to get out and enjoy a walk before and after work to process the day and reflect.