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UNSW would like to extend a warm welcome to new and returning students and their supporters. Much of the dedication and hard work of students to reach UNSW would not have been possible without the support and commitment provided by you.

Whether you are the parent, partner of relative of a UNSW student, you want to support the student in your life to prosper and achieve positive outcomes during their university experience.

This guide provides information for parents, partners and families about the university experience and environment, the changing nature of your supportive role, advice for families who may accompany their student to Australia and the diverse support available at UNSW.

We hope that this guide helps you to support the student in your life
Playing a Supporting Role

Each UNSW student has a community of supporters of which you are an integral part.

By understanding the culture on campus and students’ changing responsibilities and commitments, you can decide when to offer valuable support and sometimes when to let go, to enable the development of the student in your life.

At UNSW, we consider the holistic experience of students and continually aim to develop and improve the way we engage with our student community.

One of the fundamental components of achieving positive student outcomes is timely and relevant support.

Transition to university involves students navigating change, much of which is determined by the quality and timing of available support, and access to it.
Privacy and legal matters

UNSW is required to comply with legislation aimed at protecting the interests of students studying in Australia. It is important for families to be familiar with these regulations.

Visa Requirements

International students require a Confirmation of Enrolment (CoE) from the university before they can obtain a visa. The CoE is provided to the student by the university when their application to study at the institution is successful. The CoE can then be used to apply for the appropriate student visa from the Australian Government. If your student is under 18 years of age, please see page 18 for more information.

Students and their dependents can find out their visa conditions, study entitlements and work entitlements online using VEVO, a free service that is available 24 hours a day, 7 days a week. To use VEVO go to: border.gov.au/vevo

Legal Framework

International education requirements and standards in Australia are governed by the Education Services for Overseas Students Act 2000 (ESOS). The Providing Quality Education and Training and Protecting the Rights of International Students fact sheet describes some of the main elements of ESOS and gives an overview of what should be expected, as well as international students’ rights, when they pursue an education in Australia. internationaleducation.gov.au/Regulatory-Information
UNSW Privacy Code of Practice

UNSW is committed to safeguarding the privacy of student information. We have implemented measures to comply with our obligations under the Privacy and Personal Information Protection Act 1998 (NSW) (“the Act”). All staff members are bound by the Act and by the UNSW Privacy Management Plan.

This means that we are unable to share any personal, academic or administrative information about a student of UNSW to parents, partners or anyone else other than the student. The only exception to this policy is if the student has made appropriate arrangements for Third Party Authorisation. This is where the student provides consent that their information can be shared with a nominated person such as a parent or partner.

student.unsw.edu.au/third-party-authorisation

Student Complaints Procedures

A complaint is any type of problem, concern or grievance about students’ studies, student life, the University or the University environment. Anything which negatively affects a students’ experience at University can be raised as a complaint.

Student Integrity Unit can provide advice about the complaint process. Phone +61 2 9385 8515 or email studentcomplaints@unsw.edu.au

Critical incidents

UNSW has in place a comprehensive whole of university approach in dealing with traumatic or tragic situations which affect our students. Relevant staff members are equipped to manage and respond to student needs and will take appropriate measures for the student’s wellbeing and communication with their family.
Support at UNSW

UNSW offers academic, pastoral, social and professional development support as part of our holistic approach to engaging students.

The support we offer comes via many channels:

- Internationally accomplished academic and research staff accessible to students through their course of study,
- Leading practitioners in student development, support, equity and engagement
- A suite of peer mentoring, professional skills development and social programs that span the university through co-curricular and student-led organisations.

To learn more information about supporting your student, view the Online Essentials modules – module 7: Support your Student available at https://moodle.telt.unsw.edu.au/course/view.php?id=20661
The university is organised into eight faculties, and multiple schools within these faculties. Faculties are responsible for the student academic and learning experience. Within faculties and schools, students have access to academic and professional staff to meet both their intellectual and professional development needs.

Centralised services focus on supporting students to develop the skills to achieve success at university, and beyond. UNSW support overall learning and personal development through timely and appropriate advice and programs.

Students can also tap into the diverse opportunities available through Arc, the student representative organisation on campus. Arc supports more than 250 sport, social and recreational student clubs and societies. It also supports students through advocacy and volunteering opportunities.
Student lifecycle

Each student has a unique set of circumstances which influences their education experience. Four phases represent the student life cycle for international students at UNSW:

**Pre- Arrival**

In the pre-arrival stage, students should undertake research to decide what to study based on their passions and/or strengths, reputation of institution and experience of relatives or friends.

Once students have applied and received an offer, they will need to accept the offer and finalise visa applications, find accommodation, learn about services available at UNSW, and life in Sydney including transport routes.

**Arrival, Orientation and Transition**

UNSW offers practical support, such as Airport Pick Up Service, Getting Started and Welcome Day (International Student Briefing Day) and the Welcome Centre to support the successful transition to life in Sydney and UNSW.

Events such as the Official Welcome to UNSW, International Student Briefing Day and Getting Started are important in familiarising students with the university environment and culture. Students will also learn about workshops, information sessions, social activities and peer mentoring.

**Learning and Development**

After the first term of study, where students adjust to academic life and find their place in the university community. Students begin to specialise in their chosen area of study and sometimes re-evaluate their career paths based on newly acquired interests and skills.

This phase is also an important time for students to develop their networking, communication and leadership skills by getting involved in co-curricular activities on campus.

**Graduation and Completion**

The final phase of the student experience is graduation. This is an opportunity for students to share the success of completion with the people who have supported them along the way. Students also prepare for further study, or gather information and career related skills to begin their professional life.

International students are invited to attend the Completing Students Seminar to support their transition to work or further study. These seminars prepare students for graduation procedures; departure from Australia and career advice for the Australian and international job markets.
Pre-Arrival
- Gather information about different options for study
- Familiarisation with courses, programs and career pathways
- Gather information about the support universities can provide

Arrival, Orientation and Transition
- Understand the conditions of your visa, and your rights and responsibilities
- Confirm accommodation
- Enrol and register in courses and complete administrative tasks
- Orientation (campus tours, Welcome Day: International Student Briefing Day and Arrival Essentials workshop)
- Settling in (time management, assessment completion, social connections, faculty and services familiarity)
- Meeting new people, including both staff and students
- If you are under 18 attend Welcome Day: International Student Briefing Day, Arrival Essentials workshop and a compulsory U18 Induction Day

Learning and Development
- Increase confidence and continue development in academic skills, time management and other professional skills such as communication and collaboration
- Improve familiarity with support, development and social networking opportunities available to students through co-curricular programs
- Consideration of career planning and deciding on areas of specialisation

Graduation and Completion
- Preparing for completion of studies
- Planning next steps, including career planning and job applications
- Completing Students Seminar
- Graduation
Academic year

The university calendar is organised into four terms – Term one, Term two, Term three are part of the standard academic years for students, and an optional Summer term is also available.

The summer session has become increasingly popular for students who want to fast track their degree or catch up with units of study where they may have underperformed.

Term one runs from February to May; Term two runs from June to August; Term three runs from September to December; and Summer term usually runs from January to February. The UNSW academic calendar is available online. student.unsw.edu.au/calendar

Each term has ten weeks and is organised around the following key times:

<table>
<thead>
<tr>
<th></th>
<th>Summer</th>
<th>Term 1</th>
<th>Term 2</th>
<th>Term 3</th>
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</thead>
<tbody>
<tr>
<td>Orientation</td>
<td></td>
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<tr>
<td>Study</td>
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<tr>
<td>Exams</td>
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Each of these periods places differing time pressures on students with regard to energy and time spent on study, assessments and class time.

It is important to consider what you as a supportive family member can do to help the student when they are experiencing these pressure points and have a conversation about how to support your student can go a long way.
Time Management

Studying at university is a big commitment, and can have an impact on students and people supporting students.

Committing to study will mean that students’ priorities may change and students need to learn to manage these different responsibilities.

Students taking a full-time load (48 units of credit over the three terms) can be spending up to 40 hours a week studying. A majority of this time is spent outside of the classroom revising, completing assessment tasks and conducting independent research. This requires a great deal of motivation and organisation on behalf of the student, and requires effective time management skills.

Students are encouraged to actively develop their time management skills, which will prove invaluable during their years of study and also into their career. Learning to manage study, health and wellbeing, work commitments as well as personal relationships is often the key to maintaining a harmonious life balance.

In supporting your student, it is important to have an understanding of these new time commitments, and reflect on how these might impact on your student’s ability to engage in activities outside of their university studies.

Faculty Support

Each faculty provides students with guidelines about the number of contact hours and private study required for each course of study. Students are then encouraged to consider their commitments to prioritise how they will spend their time.

Other Support

Time management skills for students are offered through workshops student.unsw.edu.au/academic-skills-workshops-and-courses and other online resources student.unsw.edu.au/support-time-management via The Learning Centre, Counselling and Psychological Services and through consultations with the Educational Support Advisor (see page 26). Students will need to actively seek out this information to assist them in managing their busy lives.
Keeping in Touch

Negotiating communication

Before your student goes overseas to commence their study, it is important to discuss how you would like to stay in touch. It is a good idea for you both to manage your expectations of how often and how you will communicate.

There are a range of great applications available via smartphones that offer easy and economical communication. These include but are not limited to Skype, Viber, Whatsapp, Wechat and Tango.

It is also important to consider how to reach each other during an emergency and to have alternate contact numbers for this purpose.

What to do when you’re concerned

A large part of the changing relationship with a student who travels overseas is to know when and how to give space to allow them to become independent. On occasion however you may be concerned about their welfare.

You should make direct contact with your student in the first instance. If you do not hear from them when you were expecting and you have reason to become worried then you can contact Student Development International or Campus Security.

Visiting your student

If you would like to visit your student while they are studying at UNSW, a letter can be requested from Nucleus to assist with your visa application to enter Australia. Your student will need to request this letter on your behalf, and staff at Student Central will assist with the enquiry.

The Nucleus
Phone: +61 2 9385 8500
Location: Level 2 (entry level), UNSW Main Library (F21)

Student Development International
Phone: +61 2 9385 4734
Email: international.student@unsw.edu.au

UNSW Campus Security
Phone: +61 2 9385 6666
Email: security.services@unsw.edu.au
Monthly tips for parents

Students are presented with new challenges in managing their time and workload in the first year of transition to university life. Establishing good habits and getting the right kind of support is crucial in laying a good foundation for university life.

Below you will find some common challenges students may experience at different points in their first year and ways you could offer support. The table is written to convey the experience of a student who commences their studies in February.

<table>
<thead>
<tr>
<th>Student experience</th>
<th>Suggested ways to support student</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>February</strong></td>
<td></td>
</tr>
<tr>
<td>Mental preparation for university, feeling nervous/ excited.</td>
<td><em>Give space for your student to discuss some of the emotions they might be feeling to allow them to process their transition, release stress and develop strategies on how to overcome temporary challenges.</em></td>
</tr>
<tr>
<td>Attending University Welcome and Orientation events.</td>
<td><em>Offer to attend campus events during the orientation period for moral support. Allow room for student to explore new phase independently if they prefer.</em></td>
</tr>
<tr>
<td>Navigating a large city campus with diverse student population.</td>
<td><em>Encourage student to seek information online about student services and campus facilities.</em></td>
</tr>
<tr>
<td>Processing new ideas and new ways of doing things.</td>
<td><em>Encourage student to attend faculty welcomes, campus tours and to join a peer mentoring program to help them become confident on campus and meet new people student.unsw.edu.au/cultural-mentors</em></td>
</tr>
<tr>
<td>Departure from old friendship networks, becoming more independent and making new friends.</td>
<td></td>
</tr>
<tr>
<td>Navigating new city and systems.</td>
<td></td>
</tr>
</tbody>
</table>

| **March**                                                                         |                                                                                                   |
| Learning about university online systems for learning and communication.            | *Encourage student to seek help from International Student Advisors student.unsw.edu.au/isupport* |
| Familiarisation of campus, course content and university culture.                   | *Encourage help seeking behaviour as form of empowerment (not sign of weakness).*                   |
| Juggling financial burden of purchasing materials and textbooks for class.         | *Inform student materials and resources are available online and in the library.*                   |
| Anxiety around continuing course or changing before census date.                   | *Be open to listening about new people, events and issues that arise in your student's life.*      |
| Meeting new people. Making effort to develop new friendships and networks.         | *Encourage student to join English language support workshops student.unsw.edu.au/english*          |

| **April**                                                                         |                                                                                                   |
| Managing group work, assessments and following academic guidelines.                | *Challenges may arise with group work situations, encourage student to be persistent, to document communication and hold the higher ground if peers are not completing their work. Student should raise concerns with their academic instructor.* |
| Managing stress associated with competing deadlines.                              | *Encourage positive lifestyle habits to ensure students maintain adequate sleep, nutrition and exercise.* |
|                                                                                   | *Encourage good study habits with a balanced approach to leisure and social activities.*            |
### Student experience

- Final assessments due for the term, students may be pushed for time and have late nights to complete work.
- Managing stress related to first round of exams.
- Compromising sleep, diet and exercise to meet deadlines.
- Exams
- Down time during end of term break, more opportunity for leisure and social activities.

### Suggested ways to support student

- Reiterate healthy lifestyle habits so students can sustain energy for periods of intense work.
- Many students like to relax, travel or work during their break.
- Encourage positive eating, sleeping and exercise habits.
- Be mindful of time constraints and stress experienced by student at this time. Students may exhibit some signs of anxiety but be aware of serious signs of distress. Remind students that it is normal to feel under pressure at this time and that it is temporary.

### May

- Release of term 1 results, elation or frustration.
- Begin of Term 2 in early June.
- Dealing with impact of previous term results, maybe considering changing program.
- Increasing engagement with campus events and social events.
- Some students may question their decision to study their chosen field.

### June

- Managing group work, assessments and following academic guidelines.
- Managing stress associated with competing deadlines.
- Exams preparation.

### July

- Encourage student to speak to a Program Authority and an International Student Advisors (ISA) to consider strategies to improve grades or consider alternative programs to study.
- Encourage student to develop positive social networks and get involved with volunteering and events. Students often perform better when they have a sense of community inclusion [http://student.unsw.edu.au/co-curricular](http://student.unsw.edu.au/co-curricular).
- Encourage student to adopt a balanced approach to study and leisure activities.
- Encourage student to be mindful of their positive and negative work habits during the previous term.
- Encourage student to seek help from International Student Advisor [http://student.unsw.edu/isupport](http://student.unsw.edu/isupport).

### August

- Exams
- Managing stress related to exam preparation.
- Compromising sleep, diet and exercise to meet deadlines.
- Seeking support from peers.
- Exams
- Some students may question their decision to study their chosen field.

- Encourage student to speak to academic advisors and International Student Advisors (ISA) to consider strategies to improve grades or consider alternative programs to study.
- Encourage student to develop positive social networks and get involved with volunteering and events. Students often perform better when they have a sense of community inclusion [http://student.unsw.edu.au/co-curricular](http://student.unsw.edu.au/co-curricular).
- Encourage student to adopt a balanced approach to study and leisure activities.
- Encourage student to be mindful of their positive and negative work habits during the previous term.
- Encourage student to seek help from International Student Advisor [http://student.unsw.edu/isupport](http://student.unsw.edu/isupport).
- Students who are questioning their field can consider internal program transfer if they would like to study a different program. Encourage them to seek advice from faculty advisor.
<table>
<thead>
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<tr>
<td><strong>September</strong></td>
<td></td>
</tr>
<tr>
<td>▶ Managing group work, assessments and following academic guidelines.</td>
<td>▶ Encourage student to seek help from International Student Advisor <a href="http://student.unsw.edu/isupport">http://student.unsw.edu/isupport</a></td>
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<td>▶ Encourage help seeking behaviour as form of empowerment (not sign of weakness)</td>
</tr>
<tr>
<td>▶ Managing stress associated with competing deadlines.</td>
<td>▶ Inform student materials and resources available online and in library. This means all items do not have to be purchased but the student will need to be organised to access the material.</td>
</tr>
<tr>
<td>▶ Be open to listening about new people, events and issues that arise in your student's life.</td>
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<tr>
<td><strong>October</strong></td>
<td></td>
</tr>
<tr>
<td>▶ Exam preparation.</td>
<td>▶ Show interest in student's work and encourage them to persist and work hard.</td>
</tr>
<tr>
<td>▶ Managing stress related to exam preparation.</td>
<td>▶ Encourage positive eating, sleeping and exercise habits.</td>
</tr>
<tr>
<td>▶ Compromising sleep, diet and exercise to meet deadlines.</td>
<td>▶ Students may stay longer hours on campus to complete assignments and group work. Encourage them to learn about safe transport options and campus security services including night shuttle bus and safety escorts <a href="http://facilities.unsw.edu.au/node/118/#staysafeapp">facilities.unsw.edu.au/node/118/#staysafeapp</a>.</td>
</tr>
<tr>
<td>▶ Seeking support from peers.</td>
<td>▶ Pay attention to any signs of serious distress. Support is available on campus <a href="http://student.unsw.edu.au/wellbeing">student.unsw.edu.au/wellbeing</a></td>
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<tr>
<td>▶ Encourage positive eating, sleeping and exercise habits.</td>
<td>▶ Offer words of encouragement and assure student the pressure is only temporary.</td>
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<td><strong>November</strong></td>
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<td>▶ Final assessment due for the term, students may be pushed for time and have late night to complete work</td>
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<tr>
<td>▶ Exams</td>
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<td>▶ Managing stress and fatigue over exams</td>
<td>▶ Many students like to relax, work or travel during their holidays.</td>
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<tr>
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<td>▶ Student who would like to fast track their program to improve academic standing may consider summer school</td>
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<tr>
<td><strong>December</strong></td>
<td></td>
</tr>
<tr>
<td>▶ Encourage positive eating, sleeping and exercise habits.</td>
<td>▶ Some students may attend summer school</td>
</tr>
<tr>
<td>▶ Many students like to relax, work or travel during their holidays.</td>
<td>▶ Summer school exams</td>
</tr>
<tr>
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Families of under 18 students

International students under the age of 18 are welcome at UNSW. Appropriate accommodation and welfare arrangements need to be in place to support their study and obtain a student visa. These arrangements are regulated to care for the safety and wellbeing of the student.

Students who are under 18 accepting an offer at UNSW can meet visa requirements as accompanied or unaccompanied.

Accompanied students are those who will live in Australia with a parent, legal guardian or a close relative of good character (nominated by both parents) who is 21 years of age or over. The arrangement must be approved by the Department of Home Affairs.

For more information about student visas please visit the Department of Home Affairs. [https://www.homeaffairs.gov.au/](https://www.homeaffairs.gov.au/)

Unaccompanied students will reside in Australia without any parent, legal guardian or approved relative. In this case, UNSW will need to approve the student’s accommodation and welfare arrangements. Once approved a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter will be issued by the university, which can then be used to apply for a student visa.

It is important to contact SDI as soon as possible to avoid any delays in arranging the CAAW letter.

Students must abide by a number of conditions to be issued a CAAW by UNSW. These include:

- To stay in UNSW approved accommodations until they turn 18 years of age and comply with their rules and regulations
- attend Under 18’s Induction Day
- attend International Student Briefing Day orientation program
- attend a compulsory Arrival Essentials workshop
- attend regular scheduled meetings with an International Student Advisor. These meetings provide students with the opportunity to discuss any issues they may have about their accommodation, academic progress, and any other personal concerns
- Parents of under 18 students should discuss the details of all of these arrangements with their student, particularly the name of their adviser at SDI. This way both parents and students can contact the adviser directly if you have concerns.
It is important to contact SDI as soon as possible to avoid any delays in arranging the CAAW letter.

If a UNSW approved accommodation is not suitable, parents/guardians should contact SDI via email under18@unsw.edu.au or tel: + 61 2 9385 4734. Please advise the reasons why UNSW approved accommodation is not suitable and what accommodation type is preferred.

In signing the CAAW letter, UNSW is undertaking an important responsibility. The letter confirms appropriate arrangements have been made for the student’s accommodation, support, and general welfare.

For more comprehensive information about the process and conditions for under 18 students please visit the Current Students Website – Under 18 Years of Age International Students. student.unsw.edu.au/visa18
Being Financially Independent

In making the decision to study overseas, students and their families need to ensure that they will have sufficient financial resources for the duration of the academic program.

Student visa conditions and the Education Services for Overseas Students Act 2000 (ESOS) stipulate that students must be enrolled on a full time basis (48 units of credit in a year, or over the three terms). Students are able to work but are restricted to 40 hours per fortnight when their program is in session.

Students are able to work with no restrictions when their program of study is not in session (during their holiday session).

There are many benefits to having a casual or part time job, international students should consider the type of work they are looking for, ensure they meet their visa requirements and ensure their employment rights are protected. However, students should be aware that their ideal job may not be found straight away. For this reason, they will need to have adequate funds to support their living and study expenses. More information about looking for part time or casual work can be found via the Careers and Employment office.

Careers and Employment

Monday-Friday, 9am-5pm  
Level 2, East Wing  
Quadrangle Building  
Kensington Campus  
Phone: (02) 9385 5429  
Email: careers@unsw.edu.au

Scholarships

Scholarships are available for internationals students. The application process is extremely competitive.

To search for scholarships and view if your student could be eligible please visit scholarships.online.unsw.edu.au/scholarship/sc_search.login
Students at UNSW find themselves in many different types of accommodation settings. Some students may consider share housing while others might like to live on campus. Their living arrangements might also change over time depending on their circumstances.

Living on Campus

UNSW Student Accommodation have a range of accommodation options offering great benefits to students.

Campus living allows students to develop their independence in a safe and supportive environment.

Most colleges offer meals, cleaning, wireless internet, academic, and pastoral support. This is ideal for students who have never lived away from home and want the assurance of a supportive environment.

Independent living options are also available with a range of self-catered apartments. This could suit singles, couples or young families.

Living Off-Campus

If students are planning to live off campus we strongly recommend that they organise temporary accommodation before they leave home and organise their permanent accommodation after they arrive in Sydney.

For detailed information about the rights and responsibilities in the property market and to understand student accommodation options, check out the videos and information at our Accommodation and Housing for UNSW Students page at student.unsw.edu.au/accommodation.

Students who are looking to move out of home for the first time and are seeking a house to rent can find useful information on the Accommodation page of the Current Students website (student.unsw.edu.au/accommodation).

From this page, students can access the UNSW Study Stays database of locally listed properties as well as information about tenancy agreements and understanding associated rights and responsibilities. It also provides details on where students can seek help if they have accommodation issues.

Information on the full range of on and off campus accommodation options, is available at accommodation.unsw.edu.au/off-campus-accommodation.
Families planning to live in Australia

This is often the case for many postgraduate students who have family responsibilities. Student Development International have compiled a guide to assist families when planning for their stay in Australia.

*The Bringing Family Guide* is available online and provides information about housing and accommodation, child care and school options, budgeting, employment, health cover and links to other resources for information.

[https://student.unsw.edu.au/family](https://student.unsw.edu.au/family)

There are also a range of workshops and information sessions for family members who are seeking employment and would like to learn how to prepare for the job market or want to improve their English language conversation skills.

Partners and families can also participate in the SDI social activities which take place at the start of each term. This is often a great way to meet new people and get insight into the university experience of students.
Transport

UNSW is very accessible by public transport with nearly 1700 UNSW Express Bus services per week.

The full suite of transport options, depending on the original location, include: cycling, walking, and carpooling, driving, bus, train and ferry services.

The cost of public transport varies for the different categories of international students. Students who are in Australia as part of the Australia Award program, will be eligible for travel concessions (similar to what is available for local students).

Families who accompany students to live in Australia are unfortunately not entitled to travel discounts and must purchase the standard fare.

Campus maps can be downloaded from estate.unsw.edu.au/maps/maps.html

More information is available from estate.unsw.edu.au/node/94
Health and Wellbeing

With busy lives, health and wellbeing can often be overlooked. It is important for students to maintain good nutrition; healthy and active lifestyles as well as ensuring their bodies are well rested with enough sleep.

UNSW Health Service:
Ph – +61 2 9385 5425

UNSW has a medical centre, dental, optometry and physiotherapy services available on campus.

The University Health Service is staffed by a professional medical staff including doctors and nurses. Students are encouraged to make an appointment should they require medical assistance. ‘Parents, Partners and children can also access the university health service. For appointment: healthservices.unsw.edu.au/content/online-appointments

UNSW Counselling and Psychological Services (CAPS)
+ 61 2 9385 5418

Should you have any concerns about a loved one’s health and wellbeing, there are some signs that may indicate someone is unwell and may require support. These could include changes in behaviour, changes in academic engagement and/or signs of physical or emotional health issues. If you would like to find out more about these signs, you can find invaluable information on the UNSW Counselling and Psychological Services website student.unsw.edu.au/counselling

Overseas Student Health Cover

All international students are required to have private health insurance for the duration of their stay in Australia. This is referred to as Overseas Student Health Cover (OSHC).

For more information about UNSW’s preferred OSHC provider please go to: medibank.com.au/overseas-students/uni-nsw.aspx
Co-curricular opportunities

Students enjoy great benefits by participating in their community through volunteering and other extra-curricular programs.

It allows them to develop skills, build confidence and expand their social networks. UNSW is famous for its strong campus culture and students have hundreds of opportunities to get involved. Below are some quick links for some of these exciting opportunities:

- Volunteering opportunities [student.unsw.edu.au/volunteering](http://student.unsw.edu.au/volunteering)
- Exchange [student.unsw.edu.au/exchange](http://student.unsw.edu.au/exchange)
- Sport and recreation [unsw-ymca.org.au](http://unsw-ymca.org.au) and [sport.arc.unsw.edu.au](http://sport.arc.unsw.edu.au)
- Leadership Program [student.unsw.edu.au/leadership](http://student.unsw.edu.au/leadership)
- UNSW Advantage [student.unsw.edu.au/advantage](http://student.unsw.edu.au/advantage)
- Peer Tutoring and Mentoring [student.unsw.edu.au/peer-mentoring](http://student.unsw.edu.au/peer-mentoring)
Safety on Campus

UNSW’s security services and 24/7 security presence on campus, highlights the importance of student, staff and visitor security and safety at UNSW.

Whilst there is a strong focus on prevention, UNSW’s round-the-clock- security services also mean that help is only moments away should it be required.

**Security Escorts** - Security Services are available to accompany students on campus at any time all year round. Safety escorts are free, and can be used from any location on campus to car parks, bus stops, taxi ranks and limited locations surrounding the campus. To request a security escort, students can call 9385 6000 from any lift phone or Help Point on campus.

**Free Night Shuttle Bus** - The bus route covers Kensington Campus and Randwick Campus. There are a number of bus stops around campus. The service operates Monday to Friday between the hours of 7pm and 11.30pm. Please note it does not operate on public holidays or during the University shut down period (from late December to early January).

**Tip:** Students can download the DoubleMap Bus Tracker App (from iTunes or Google Play) and select University of New South Wales.

**Help Points** – Help Points have been strategically placed across UNSW campuses to help ensure safety. Help Points provide a direct link to the Security Services Control Room.

With safety and security well taken care of, your student can be free to concentrate on their studies and enjoy all that student life has to offer.
UNSW Services & Facilities

Student Development International
International student support, orientation, mentoring, visa enquiries.
Location Ground Floor, John Goodsell Building
Call +61 2 9385 4734
Email international.student@unsw.edu.au
Website student.unsw.edu.au/international

International Student Advisors
A team of professional staff based in SDI office, dedicated to the needs of international students:
- Assist students to understand their visa and regulatory requirements
- Enrolment variations
- Personal Issues
- Provide information, advice and referral services
- Support Australia Awards Students
- Educational performance, academic planning and goal setting
- Incident response
- Monitor the wellbeing of students under 18 years of age
- Help with getting accustomed to life at UNSW and the broader Australian community
Consultations can be booked online student.unsw.edu.au/consult

The Nucleus
Whether it is advice on essential university processes or connecting students in with key support and development services, The Nucleus is there to assist students from enrolment to graduation
Location Level 2 (entry level) UNSW Main Library
Call +61 2 9385 8500

The Learning Centre
Academic skills workshops, online academic writing workshops, English conversation classes, individual help with writing
Location Lower Ground Floor, North Wing, Chancellery Building
Call +61 2 9385 2060
Email learningcentre@unsw.edu.au

Careers and Employment
Jobs and internships, individual careers advice, careers expos, career development seminars
Location Level 2, East Wing, Quadrangle Building
Call +61 2 9385 5429
Email careers@unsw.edu.au

Campus Security
UNSW Security Services has a comprehensive 24 hour security presence on campus and maintains security monitoring services for the University.
Location Security Office at Gate 2, open 24/7
Call Emergency +61 2 9385 6666
Non emergency (building access, etc) +61 2 9385 6000
Email security.services@unsw.edu.au

Counselling and Psychological Services (CAPS)
Confidential counselling services
Location Level 2, East Wing, Quadrangle Building
Call +61 2 9385 5418
Email counselling@unsw.edu.au
Website counselling.unsw.edu.au

Faculties

Faculty of Arts and Social Sciences
Location The Nucleus: Student Hub in the Main Library (Level 2)
Call +61 2 9385 2289
Website arts.unsw.edu.au

UNSW Business School
Location (Student Centre) 1028/Quadrangle Building Level 1
Call +61 2 9385 3189
Website business.unsw.edu.au

UNSW Built Environment
Location West Wing, Red Centre Building
Call +61 2 9385 4799
Website be.unsw.edu.au

UNSW Art and Design
Location: Block D, Ground Floor, Room DG01, Paddington Campus
Call: +61 2 8936 0684
Website: artdesign.unsw.edu.au
University Health Service
The University Health Service provides a quality and confidential health service to the students, staff & visitors of UNSW. Students are a priority and doctors, nurses and administration staff are non-judgemental and culturally aware. Both male and female doctors work at the practice and are available upon request.

Location  Ground Floor East, Quadrangle Building, UNSW
Call  +61 2 9385 5425
Email  unihealth@unsw.edu.au
Website  healthservices.unsw.edu.au

Student Integrity Unit
Student Code advice, complaints handling and resolution

Call  +61 2 9385 8515
Email  studentcomplaints@unsw.edu.au

Educational Support Service
Advice on personal life and academic success

Call  9385 4734
Email  advisors@unsw.edu.au

Childcare services
UNSW owns, operates and manages four early childhood and long day care services on its Kensington Campus: House at Pooh Corner, Kanga’s House, Owls’ House and Tigger’s Honeypot.

For local and international student families, the availability and close proximity of the services support their ability to study effectively and achieve career aspirations.

Early Years Office
Email  earlyyears@unsw.edu.au
Website  earlyyears.unsw.edu.au

Disability Support Services
Educational adjustments and classwork support.

Location  Ground Floor, John Goodsell Building
Call  +61 2 9385 4734
Email  disabilities@unsw.edu.au

Religious Centre
The Religious Centre is provided for all students and staff at UNSW.
The centre is attended by Anglican, Buddhist, Muslim, Catholic, Coptic Orthodox, Pentecostal, Presbyterian and Uniting Church Chaplains.

For more information: student.unsw.edu.au/religion

Uni-Verse
UNSW's official App
Student can access Moodle, timetable, library database and room bookings, location maps, Advantage and personalised action plan.

Download it from https://student.unsw.edu.au/universe

For general information or to ask any questions about supporting your student please use the online form available at the UNSW Supporters website.