You are about to start one of the biggest adventures of your life. UNSW provides an excellent learning environment, and equally as important, many diverse opportunities for you to grow and develop as an individual and global citizen. UNSW mentoring and leadership programs, student clubs, volunteer opportunities and creative makerspaces all offer a unique platform for your academic and individual skills to develop, whilst meeting and working with people from all over the world.
In preparation for your arrival to Sydney, international students are strongly encouraged to consider the following:

Cost of Living in Sydney: have a budget and stick to it!

Consider your budget, Sydney is a little pricey.

Website: student.unsw.edu.au/approximate-weekly-costs

Visa: Know YOUR visa requirements

Website: student.unsw.edu.au/visa

Accommodation

Book UNSW or other student residence accommodation, for example Urbanest or Unilodge@UNSW (under 18s only).

If you are looking for off-campus private accommodation you can find links to information on the webpage below. We recommend that you only commit to a lease/tenancy agreement after you have visited the property. This way you can be certain about the quality of the accommodation. We recommend booking short-term accommodation for the first couple of weeks so that you can look at properties.

Website: student.unsw.edu.au/accommodation

Power and appliances

Electrical outlets in Australia generally supply electricity between 220 – 240 volts AC. If you are bringing appliances from your home country, you will likely require a power adapter or voltage converter to be able to plug them into an Australian electrical outlet.

Prepare to Arrive

PRE-ARRIVAL CHECKLIST

Record your student number

Book accommodation

Book flights so that you can attend the International Student Welcome Day. Under 18 students also need to attend the Under 18 induction day.

Book your transport from the airport to your accommodation

Know your Overseas Student Healthcare Cover (OSHC) policy number

Go to the Getting Started website and enrol in classes

Sign up to be matched with a UNSW Cultural Mentor

Access and complete UNSW Essentials - our online module to help you transition to UNSW

Follow UNSW on social media
Arrival

The Sydney Airport is located in the suburb of Mascot, 30 minutes from the UNSW Kensington Campus. No matter what transportation you choose to use, all international students can get immediate advice and printed guides with maps and information about accommodation and transport from the International Student Welcome desk located in Arrivals A, Terminal 1. The desk is staffed by local and international student volunteers.

**Location:** Terminal 1, International Airport

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**AIRPORT PICK UP SERVICE**

A service to transport new students from the International Terminal to their accommodation or the Kensington campus.

**Cost:** Free for students.

If parents and family members or friends are coming with you they must pay and you will need to book directly with Redy2Go.

**Location:** Terminal 1, International Airport.

*Please refer to Sydney airport website sydneyairport.com.au for visitor assistance.

**Dates and hours of operation**

For information about dates and hours of operation please visit the website. Please note that this service is only offered for a defined period of time around the start of term.

**Website:** student.unsw.edu.au/airport

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**Other Transport Options**

**Taxi:**

Each airport terminal has its own sheltered taxi rank with supervisors on hand during peak times to ensure a smooth flow of taxis for travelers. Staff can also organise taxis with baby capsules, wheelchair access, five-seaters and maxi taxis for larger groups or station wagons for large amounts of baggage.

The approximate cost of a taxi from the airport to UNSW is $45-55 (one way). An additional airport toll is payable for each taxi leaving from any of Sydney Airport’s taxi ranks.

**Bus:**

Sydney Buses operate a timetabled service, Route 400, between Bondi Junction and Burwood, stops at both the International (T1) and Domestic (T3) terminals, and goes past the UNSW Kensington Campus. Other buses go to other destinations. Clearly marked bus stops are located on the arrivals level outside each of these terminals.

**Trains:**

You can catch the train from the airport to the City and a number of other suburbs.

From 2020 you can connect to the Light Rail at Central Station and travel to UNSW.
International Student Welcome Day

An orientation program designed to introduce students to studying at UNSW and provide practical experience of attending lectures and learning in Australia. The program is suitable for Undergraduate, Postgraduate, Coursework and Research Students. Topics covered include:

- Intercultural understanding
- Teaching & learning in Australia
- Classroom behaviour
- Professional and personal development
- Visa compliance information

Details and Registration:
For information about times and meeting points, and to register please visit the website.

gettingstarted.unsw.edu.au/welcome-day-international-student-briefing-day

International Student Welcome Day
Frequently Asked Questions

Is it compulsory to attend the Welcome Day?
All Under 18 students must attend. We strongly recommend all international students participate.

Can my parent(s) attend?
Parents and partners are invited to attend a Parents/Family/Caregiver session designed to answer relevant questions.

Do I need to register to participate in the Welcome Day?
Yes, all students should register.

Website:
gettingstarted.unsw.edu.au/welcome-day-international-student-briefing-day

Parents/Family/Caregivers

A seminar for Parents/Family/Caregivers will provide an overview of the requirements of student life at UNSW, including advice for your parents/family/caregivers to help you succeed in your studies. An International Student Advisor will be available to answer any questions. The seminar is delivered in English and Chinese Mandarin. No registration required.

For information about times and dates please visit the website.

ARRIVAL CHECKLIST

- Record your Z ID
- Visit the International Student Welcome Centre
- Email or phone your family
- Complete UNSW Essentials module for international students
- Complete your online enrolment and class registration, and set up your UNSW email account.
- Collect your Student ID card and Health Care membership card
- Attend International Student Welcome Day and O-Week activities
- Sign up to be matched with a UNSW Cultural Mentor
- Complete ELISE tutorial (compulsory for both undergraduate and postgraduate students) and the online safety and wellbeing tutorial
- Follow UNSW SDI Facebook and Instagram Accounts

student.unsw.edu.au/international
### International Student Welcome Centre

The Welcome Centre is the first port of call for all new international students. You will be greeted by a friendly Student volunteer or staff member who will be able to give you information about settling into Sydney and UNSW. You’ll find out about the range of orientation events and activities available to you, and help with any questions you might need answered. All students under the age of 18yrs old must register their attendance at the Welcome Centre.

The Welcome Centre is open before term starts, for approximately 4 weeks. For more information and opening hours visit the website.

**Website:** student.unsw.edu.au/international-student-welcome-centre

**Where:**
Student Lounge, Red Centre, Kensington Campus, (Map reference H13)

**Your Student ID Card**

Getting your Student ID card is easy and you can collect your card from “Getting Started”.

**Website:** student.unsw.edu.au/id-card

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### Getting Started Services

A range of services are available prior to the commencement of each term to assist new and returning students with enrolment, student ID cards and IT Password set up issues. For more information about location, dates and times visit the website.

**Website:** gettingstarted.unsw.edu.au

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### International Student Advisors

International Student Advisors are professional staff with experience in working with international students. Individual consultations with an International Student Advisor are available to assist students with a range of issues including but not limited to: accommodation, transitioning to a new culture, academic performance, overseas student health insurance, finance and student visa requirements.

**Phone:**
+61 2 9385 4734

**Website:**
student.unsw.edu.au/international

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### Student Lounge

Offers a comfortable drop-in social space for students. Here you can meet other students, eat and study.

**Time:**
Monday to Friday, 9am to 5pm

**Location:**
Ground floor, Red Centre (Map reference H13)

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### Student Organisations on Campus

Arc @ UNSW oversees a range of clubs and societies. Arc’s advocacy and legal staff can help with academic disputes, administrative problems, harassment or discrimination or dealing with charges of academic misconduct.

**Telephone:**
+61 2 9385 7700

**Email:**
reception@arc.unsw.edu.au

**Location:**
Arc Precinct, Level 2, Basser College (off Basser Steps)

**Website:**
arc.unsw.edu.au

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### Faculty Program Authority

Your faculty program authority provides assistance on a range of academic and administrative matters, including program rules, enrolment, academic advice, choice of major, choice of courses and electives, timetables, leave and program transfer and Honours programs.

**Website:**
student.unsw.edu.au/program-contacts
Orientation at UNSW is all about making the most of your time at university. Whether you are a new or returning student, undergraduate or postgraduate, getting involved will help you make the best possible start when term begins.

Make sure you check out the UNSW orientation week event planner. This has the full list of all orientation events, including Faculty Welcomes, student run activities and professional/academic sessions. You can browse all sessions and export it to your personal calendar!

For dates and information about all of the amazing activities available, please see the website.

**ARC - Your student association**

Students are excited to greet you as you start studying here! Check out all of the amazing things students deliver at the ARC website.

**Website:** arc.unsw.edu.au/o-week

**The Official Welcome to UNSW Sydney**

The Vice Chancellor's office formally welcomes you to UNSW. Come and meet the Vice Chancellor in a formal environment. This is a great way to mark the start of your journey!

**Website:** student.unsw.edu.au/orientation

**Induction Day for Students Under 18 Years of Age**

This is a mandatory session for all students under 18 who have taken up UNSW’s care, welfare and accommodation arrangements.

**Register:** student.unsw.edu.au/arrival-workshops

**Campus Tours**

Joining a student-led campus tour is the best way to get to know the UNSW campus and other newly commencing international students. Cultural Mentors will show you faculty buildings, important student services, printing and copying facilities, the best places to eat and much more.

**Where:**
The Welcome Centre, Student Lounge, The Red Centre (map reference H13).

**Register:** student.unsw.edu.au/arrival-workshops
Overseas Student Health Cover by Medibank
This session is delivered by a representative from Medibank to give students a clear understanding of the Medibank OSHC cover and inclusions. Students will also have the opportunity to ask questions if they seek further clarification on any aspects of their overseas student health cover.

For information on date and time, and to register, please visit the website.

Website: student.unsw.edu.au/arrival-workshops

Culture of Oz Workshops
The Culture of Oz program is a series of workshops developed for International Students on Australian Culture. Guest speakers are invited to workshops to share information on topics of special interest to students such as Indigenous Culture and History, Australian Lifestyle and Aussie slang.

Australian Lifestyles
Aussie Slang
Mates and Dates
Culture at Work

Register:
student.unsw.edu.au/culture

Academic Skills Workshops
A range of free workshops developing academic skills such as: essay writing, oral presentations, reports and research papers. Alternative workshops develop skills essential to academic study such as avoiding plagiarism, critical thinking and referencing.

Website:
student.unsw.edu.au/academic-skills-workshops

Language Exchange Program
G’day! Salut! Hola! Hello! Are you interested in learning or improving your language, cultural and employability skills while meeting great new people from all over the world for FREE? Do you want to gain cultural insights from real people instead of text books? The Language Exchange Program is an opportunity for students to share language skills and cultural insights in language groups and at fun social events. Over 9,000 UNSW students have participated in the program, exchanging 120 language combinations!

Register:
student.unsw.edu.au/lep

Discussion Groups
Discussion groups are for international students who want to improve their English language speaking skills in a safe, friendly environment. Led by student volunteers, these informal discussion groups also give you the opportunity to learn more about the Australian culture and make new friends. Discussion Group runs all year long during term time.

Website:
student.unsw.edu.au/discussion-group

Conversation Café
Develop your general fluency and improve your classroom participation in an informal and supportive environment. This program is 4 weeks long.

Website:
student.unsw.edu.au/conversation-groups

Sydney…a city for study and play

We’ve got your weekends covered

Bondi Beach
Take in a long lazy Sunday brunch at this world famous beach then make your way to the Bondi Markets where up and coming designers are showcasing their work. To finish up your day why not take a dip in the clear blue ocean or take an afternoon surf lesson. Always swim between the red and yellow flags.

CBD Shopping
If you need a break from studying, take the bus or train to the city and experience a blend of historic and ultra-modern shopping precincts. If you need to rest those weary feet, there are plenty of places to taste some of Sydney’s great food from all over the world.

Social Activities
There’s nothing more glorious than looking at the Opera House and Harbour Bridge from the crystal blue water of Sydney Harbour while also meeting new students on board a harbour cruise. Don’t worry if you haven’t arrived in Australia yet, our Cultural Mentors have already arranged alternate events that will have you coming back for more.
UNSW Essentials: Online Transition Module

International students will be provided access to an online tutorial (prior to arriving in Sydney) that systematically addresses key components when commencing studies ensuring that your University experience is a success. From preparing to arrive to final preparations for Exams, the tutorial reviews and pinpoints skill sets for overcoming challenges newly arrived students may encounter. The 7 modules are: Preparing to Arrive, Getting Started, Orientation, Settling In, Managing Your Studies, Preparing for Exams and Supporting your Student.

Website: moodle.telt.unsw.edu.au/course/view.php?id=20661

UNSW Ready: Introductory Academic Program - IAP

UNSW Ready is a 3 to 4 week introductory academic program that is delivered before term starts. This is a great introduction to the UNSW study environment and support services available, and prepares your academic English and study skills so that when term starts you are confident that you can start your studies prepared. It is also a great opportunity to meet other students and form friendships.

Attendance is compulsory for students who enrol in this program. For more information and program dates please visit the website.

Website: student.unsw.edu.au/iap

Transition Modules

Enabling Library and Information Skills for Everyone (ELISE)

ELISE is a mandatory requirement for commencing undergraduate and postgraduate students. ELISE is a quiz designed to introduce students to UNSW and services provided. By completing the quiz, you will also learn about important issues such as plagiarism, copyright and ethics and scholarly values.

Website: moodle.telt.unsw.edu.au/login/index.php

NavigateMe - Discover where you need to be

NavigateMe will guide you through a series of questions on key aspects of your studies and university life. The tool links to information, resources and support services within Faculties and across UNSW services.

Your responses create a personalised Action Plan that can be printed or emailed before a face to face meeting with a UNSW advisor. The plan can also be used as a guide you can refer to during term. You can redo NavigateMe as many times as you need to during your studies at UNSW. It offers immediate help, is easy to access, free and quick to complete. NavigateMe is confidential and available 24/7.

Website: navigateme.unsw.edu.au

Get Connected, Stay Connected

International Student @ UNSW Newsletter

The International Student @ UNSW Newsletter is a newsletter promoting the latest events, programs and workshops available to students. All current International Students will automatically be subscribed to this newsletter.

Website: student.unsw.edu.au/iap

Social Media

• facebook.com/unsw
• facebook.com/ArcUNSW
• instagram.com/unsw
• instagram.com/arcunsw
• linkedin.com/school/university-of-new-south-wales
• international.unsw.edu.au/wechat-australia

Follow International Student Activities through our Instagram account.

• instagram.com/unswsdi

UNSW UniVerse

UniVerse is UNSW Sydney’s official app.

Website: universe.unsw.edu.au

Quick Links

UNSW Identity Manager:
idm.unsw.edu.au

myUNSW:
my.unsw.edu.au

What’s on in Sydney
whatson.cityofsydney.nsw.gov.au

What’s on in Randwick
randwick.nsw.gov.au/community/whats-on

Social media is a great tool for communicating with your friends and family. Don’t forget, safeguard your privacy: once posted, tweeted or emailed, the information is public. Remember, websites can be monitored, and perpetrators will be held accountable.
Language Exchange Program

G’day! Salut! Hola! Hello! Are you interested in learning or improving your language, cultural and employability skills while meeting great new people from all over the world for FREE? Do you want to gain cultural insights from real people instead of text books? The Language Exchange Program is an opportunity for students to share language skills and cultural insights in language groups and at fun social events. Over 9,000 UNSW students have participated in the program, exchanging 120 language combinations!

Register:
student.unsw.edu.au/lep

Discussion Groups

Discussion groups are for international students who want to improve their English language speaking skills in a safe, friendly environment. Led by student volunteers, these informal discussion groups also give you the opportunity to learn more about the Australian culture and make new friends. Discussion Group runs all year long during term time.

Website:
student.unsw.edu.au/discussion-group

Conversation Café

Develop your general fluency and improve your classroom participation in an informal and supportive environment. This program is 4 weeks long.

Website:
student.unsw.edu.au/conversation-groups

Language and Conversation Skills
Student Engagement and Friendships

Friendships while studying are just as important as hitting the books. Isolation or 'fear of missing out' can be easily avoided by being proactive. Join a mentoring program today!

Cultural Mentoring Program

Apply to be matched with a Cultural Mentor via the Cultural Mentoring program, introducing new international students to a student mentor. Cultural Mentors are available to answer questions about studying at UNSW or living in Sydney. They are a valuable resource for the Australian culture and customs.

Website:
student.unsw.edu.au/cultural-mentors

Alumni Host Program 2019

First year international students have the opportunity to engage with UNSW Alumni. Graduates serve as hosts providing support and general information to newly arrived International Students. Students should meet with their Alumni host at least three times during semester. Discussion topics may include (but are not restricted to); how to make the most of their studies at UNSW, settling into Sydney.

Website:
student.unsw.edu.au/alumni-host

Faculty Peer Mentoring Programs

UNSW Business School, UNSW Art and Design and the Faculties of Arts and Social Sciences, Built Environment, Engineering, Law, Medicine and Science all offer peer mentoring programs.

Website:
student.unsw.edu.au/peer-mentoring

Undergraduate over 21 Students

The University has a number of peer mentoring programs including one for first year students over 21 years of age beginning an undergraduate degree.

Website:
student.unsw.edu.au/peer-mentoring-program-mature-age-students
Hola!

My name is Yee Ching and I am a Master of Commerce student from Hong Kong. Coming to Sydney three years ago as an international student, not knowing where to live, where to meet new friends, how to be better prepared for that brand-new page of my life – I was once as nervous as you. But after getting in touch with the cultural mentors, I can now proudly say that I enjoy and treasure every single moment I spend here in UNSW!

While UNSW is already full of societies and clubs for you to explore. UNSW is a place where international students can meet like-minded students and share their diverse ideas and stories without any boundaries. From the language exchange program to the Cultural Mentoring Program, from academic issues to personal support, international student services can get them all sorted.

UNSW is where I found home in Australia and I hope it is where you can feel a sense of belonging as well! Here, I wish you all a great year ahead and together, let’s make that new page of our lives bright and colourful!

— Yee Ching Chan
Master of Commerce

Hey guys,

Welcome to UNSW!

My name is Sameer and I am a Commerce student. I remember when I started my first semester at UNSW how much of a daunting experience it was but luckily my Cultural Mentor helped me to smoothly transition into my new life at Sydney. We understand the difficulties you might be facing being away from friends and family and that is why we are here to help.

One of the challenges I personally felt, and I think most international students face is finding a group of friends that you really connect with. My advice to combat this would be to get yourself out there and try to meet as many new people as you can. There are so many opportunities on campus to meet new people through events, volunteering and sports. UNSW also has events happening throughout the term which are a load of fun and provide an excellent opportunity to meet some amazing people.

If you get tired from attending events, feel free to stop by the Student Lounge. There’s always someone there who you can chill with. You’ll usually see me there with some fellow mentors so feel free to come say hi and join in!

University is a time for personal development, it is full of opportunities to have perhaps one of the most exciting times of your life. You just have to get yourself out there.

— Sameer Mahar
Bachelor of Commerce
Heya!

My name is Aurélia and I am currently in my fifth year of Civil and Environmental Engineering. I hope your trip to Sydney went well and that you are all ready to start university. If not, that’s okay because the Cultural Mentors are here to help!

If I had one advice for you, it would be to jump on every single opportunity. I know that moving in another country can be quite challenging but I’ve found that staying alone by yourself is one of the many mistakes you can make. Instead you should try to meet people and not be afraid of engaging in conversation with students at the university.

Wishing you an awesome start of the term and hopefully I’ll get to meet you soon!

— Aurélia Israel
Bachelor of Civil and Environmental Engineering

Hi guys!

Welcome to UNSW, Sydney, and Australia!
My name is Chris, and I am in my final year of Bachelor of Commerce and Law. Like many of you, I come from an overseas background: I was born and raised in Hong Kong but came over to study at the age of 14. Studying abroad in a foreign country is no doubt a daunting experience. However, having done it for 8 years now, I can guarantee you that it will also be a rewarding and memorable one!

First of all, it’s ok to miss home – I certainly did when I first arrived in Sydney. However, make sure you stay positive and it should get better over time. Secondly, as international students, there are likely many questions on your mind right now. Please ask away! UNSW’s Cultural Mentors (like me!) are always here to help. Lastly, aim to make the most of your time here! I highly recommend talking to anyone you come across on campus, whether it is in a lecture, a student society event, or an activity run by international student services. You will find that people here are friendly, helpful, and probably just as eager to meet someone new as you may be.

I wish you an awesome start to your university journey ahead, hopefully I’ll get to meet you soon!

— Chis Chan,
Bachelor of Commerce/Law
Academic Support

Studying in a new country comes with challenges however UNSW ensures that there are tools available for students.

Online Academic Skills Resources

The Learning Centre provides an extensive library of online academic skills resources on topics such as essay and report writing, referencing, avoiding plagiarism, oral presentations, grammar, critical thinking, writing literature reviews, exam skills and many more topics.

Website: student.unsw.edu.au/academic-skills

Plagiarism and Academic Integrity

The Plagiarism and Academic Integrity website is designed for students who want to know more about what plagiarism is and how to avoid it in their academic work.

Website: student.unsw.edu.au/plagiarism

iWRITE

An initiative of the Faculty of Engineering and Information Technologies to support English academic writing in Engineering.

Website: iwrite.unsw.edu.au/iwrite.html

Individual Consultations for Academic Skills Support

The Learning Centre offers help with academic writing on an individual basis. Students can discuss academic writing (or any study-related up skilling) with a peer writing assistant. Individual consultations are free but are by appointment only.

Website: lc.unsw.edu.au/services-programs

Support and adjustments

If you are managing a disability, health or learning difficulty, or you are studying under difficult personal circumstances, a Disability Advisor can assist you with the educational adjustments to help you manage your studies and course work.

Register: student.unsw.edu.au/register-support

Doctors

UNSW Health Services provide quality health services. As an overseas student, you and your accompanying family MUST have Overseas Student Health Cover (OSHC) for the entire length of your student visa in Australia. OSHC will help you to pay for any medical and hospital care you may need while studying in Australia.

Location: Ground Floor, East Quadrangle Building, Kensington Campus

Telephone: +61 2 9385 5425

Opening Hours: Monday to Friday 8am to 5.30pm (Last appointment 5.15pm)

Email: unihealth@unsw.edu.au

Website: healthservices.unsw.edu.au

NSW Health

NSW Health provides information on: Sexual Health, HIV, sexually transmissible infections and viral hepatitis in diverse languages; Transcultural Mental Health multilingual tips and resources & Multicultural Problem Gambling Service for NSW in different languages.

Sexual Health: playsafe.health.nsw.gov.au

Multicultural HIV and Hepatitis Service: mhahs.org.au

Transcultural Mental Health Care and Multicultural Problem Gambling Service: dhi.health.nsw.gov.au

UNSW Dental

Location: Lower Ground Floor, West Wing, Quadrangle Building, Kensington Campus

Opening Hours: Monday to Friday 9am to 5pm

UNSW Optometry Clinic

Examinations are available to UNSW staff, students and the general public, in most cases at no charge.

Location: Ground Floor, Rupert Myers Building (North Wing) Gate 14 Barker Street, Kensington campus

Opening Hours: Monday to Friday, 9am to 5pm

Telephone: +61 2 9385 4624

Email: optomclinic@unsw.edu.au

Website: optometry.unsw.edu.au/clinic

UNSW Fitness and Aquatic Centre

UNSW Sport and Recreation provide a health and fitness services, along with sport and recreation facilities.

Location: UNSW Fitness and Aquatic Centre (Map Ref: BS)

Opening Hours: Monday to Friday, 6am to 10pm
Saturday to Sunday, 8am to 8pm

Telephone: +61 2 9385 4881

Email: reception.unsw@ymca.org.au

Website: unsw-ymca.org.au
Staying Safe & Well

Online Safety and Wellbeing Tutorial
The tutorial contains important information about living in Sydney and Studying at UNSW.
Website: student.unsw.edu.au/safety

Self-help Tips and Resources
Sometimes all we need is a little information that points us in the right direction. Don’t wait until your issue gets too big. Get the assistance that you need early. In the Self-Help Tips and Resources section of the Current Students website you will find some tip sheets, information guides, documents and videos to help you understand and deal with your concerns.
Website: student.unsw.edu.au/self-help-wellbeing-tips-and-resources

International Student Advisors
It is normal to feel lonely and homesick when you are away from home and family, and it can take some time to adjust. The experience of arrival is different for different people, and it will be continue to be different as you continue through your studies.
International Student Advisers (ISAs) are available to meet with you one on one to discuss any concerns or problems you may be facing. ISAs are here to work with you in designing strategies to help you manage your studies and personal situations.
Phone: + 61 2 9385 4734
Website: student.unsw.edu.au/consult

Counselling Services
UNSW Counselling and Psychological Services (CAPS) are available Monday to Friday to help students with:
- Counselling for individuals
- Support and transition to university
- Motivational support
- Personal skills development
- Psychological services
- Anxiety and mood management
- Stress management programs
- Online self-help guides and programs and workshops
Telephone: + 61 2 9385 5418
Location: Kensington Campus - Level 2, East Wing, Quadrangle Building (Map Ref: E17)
Paddington Campus - Room G106, G Block
Email: counselling@unsw.edu.au
Website: student.unsw.edu.au/counselling

StaySafe@UNSW App
StaySafe@UNSW App is our new Security app. Download it to your smartphone for direct access to:
- Emergency contacts
- Request a security escort
- Track the night shuttle bus and more!
- Track your walk with a friend
The app also features a flashlight and alarm, security tips and a newsfeed. Download the app for free from the App Store or Google Play.
Website: student.unsw.edu.au/security

Campus Security
Campus Security provides a 24 hour presence on campus, every day of the year. Services include campus patrols, a student escort buggy and safety awareness presentations.
Location: Campus Security is located at the entrance of Gate 2, High Street, UNSW Kensington campus.
Telephone: +61 2 9385 6000 (general enquiries)
+61 2 9385 6666 (emergencies)

Bullying, harassment, discrimination, sexual misconduct and assault
If you have been assaulted, threatened, harassed, discriminated against or experienced sexual misconduct by any staff or another student, it is important you ensure your safety and we encourage you to make a complaint or report.
Telephone: UNSW Security +61 9385 6666 (on-campus) or emergency services on 000 (off-campus)

Lodging a complaint:
student.unsw.edu.au/emergency
student.unsw.edu.au/equity
student.unsw.edu.au/complaints OR
https://student.unsw.edu.au/harassment

StaySafe@UNSW App
StaySafe@UNSW App is our new Security app. Download it to your smart phone for direct access to:
- Emergency contacts
- Request a security escort
- Track the night shuttle bus and more!
- Track your walk with a friend
The app also features a flashlight and alarm, security tips and a newsfeed. Download the app for free from the App Store or Google Play.
Website: student.unsw.edu.au/security

UNSW is a smoke free campus!
UNSW is committed to protecting its staff, students, contractors and visitors from all hazards including second hand smoke.
Community and Family

Ally @ UNSW

The ALLY program at UNSW is a network of trained staff and students that aims to ensure that UNSW is a safe, welcoming place for all staff and students who identify as Lesbian, Gay, Bi-sexual, Transgender, Queer or Intersex (LGBTQI). ALLIES volunteer to undertake their role with the knowledge that they’re making UNSW a better place to study and work for everybody.

Website:
student.unsw.edu.au/ally

Spirituality & Religion

The Religious Centre is accessible for all students and staff. It is currently attended by Anglican, Buddhist, Catholic, Coptic Orthodox, Islamic, Jewish, Greek Orthodox, Pentecostal, Presbyterian and Uniting churches.

Location: 3rd Floor Squarehouse (Map Ref: E4)

Website: student.unsw.edu.au/religion

Childcare

There are four day care services owned and operated by UNSW Sydney.

Telephone: +61 2 9385 0054

Email: earlyyears@unsw.edu.au

Website: earlyyears.unsw.edu.au

Schooling for your Children

It is a requirement for school aged children of dependants of international students to attend school in Australia. Children must be five years old to be eligible to start school in New South Wales. You are responsible for school fees (unless exempt) and other costs including school uniforms, books, stationery and excursions. You may need to pay for one semester’s school fees when you provisionally enrol your children.

Website:
studyinaustralia.gov.au/english/australianeducation/bringing-your-children

ARC - student clubs

There are student clubs for different ethnic and cultural groups, as well as special interest groups. Take a look and find the right clubs for you!

Website: https://www.arc.unsw.edu.au/clubs
UNSW Careers and Employment

UNSW Careers: Individual Career Advice
Book an individual appointment for career advice and get help with applications, interviews and more.

Website: careers.unsw.edu.au

International Student Careers Web Page
Visit this page developed by UNSW Careers and Employment to learn about all the resources and programs available to you as an international student.

Website: student.unsw.edu.au/international-student-careers

Professional Development while studying at UNSW
An initiative to assist UNSW international students to improve their communication skills in a professional setting, gaining practical workplace experience to enhance their career opportunities.

Register: student.unsw.edu.au/pdp

Volunteering
International students can engage with the community and gain work experience through volunteering - also a great way to meet people!

NSW Volunteering Services
volunteering.nsw.gov.au

UNSW ARC Volunteering
https://www.arc.unsw.edu.au/volunteering

Jobs and Internships
As a UNSW student, you have access to a large number of employment opportunities including degree related jobs, graduate programs, employment scholarships and cadetships, internships, vacation work and overseas employment.

Website: student.unsw.edu.au/jobs

International Student Employability Guide
This essential guide contains valuable information and tips on how you can enhance your employability during your time at UNSW. It contains information on UNSW Careers and Employment resources and programs, and features profiles of successful UNSW international alumni.

Download: student.unsw.edu.au/ieg

UNSW Leadership Program
The UNSW Leadership Program is a flexible program that blends face to face and online learning, and allows you to develop key leadership skills at your own pace whilst fitting around your other commitments. Through the program you will explore different theories of leadership, develop practical leadership skills and uncover your strengths and values.

Website: student.unsw.edu.au/leadership

UNSW Advantage and AHEGS
UNSW is committed to creating an outstanding co-curricular experience for our students; one that supports personal and professional growth and creates a rich and vibrant campus life. You can develop your professional skills through a number of volunteer programs recognised by UNSW Advantage which, on completion, will appear on your Australian Higher Education Graduation Statement (AHEGS).

Website: student.unsw.edu.au/advantage

Careers Expos and Employer Presentations
UNSW has strong links to industry and the University’s careers expos, seminars and employer presentations, providing the opportunity to gain valuable insight and to speak directly with industry professionals.

Website: student.unsw.edu.au/expos

Interchange
4 day TED style conference program that is designed to help find your inner entrepreneur and develop professional skills, including communication, innovation and leadership.

Website: student.unsw.edu.au/interchange
Like many international students you may get a part time or casual job to help pay for living expenses while studying in Australia. It is important to know your rights in the workplace.

**Fair Work Online**
The Fair Work Ombudsman provides a wide range of free information and resources such as Pay & Conditions Tool & Multi-lingual resources.

*Website:* fairwork.gov.au
*Telephone:* 13 13 94

**International Student Work Rights**
International students (Visa Subclass 500) can work up to forty hours per fortnight once their study has commenced and during any period in which their program is in session. A fortnight means a period of 14 days commencing on any Monday and ending on the second following Sunday.

Check your visa conditions using VEVO

*VEVO Website:* immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online

**Work Rights Website:** immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation

The Student Code is the basis of the relationship between the University and students. Students should read the Student Code, as it contains important information regarding both the University’s and students’ responsibilities.

**UNSW Responsibilities**
The Student Code recognises that UNSW has certain responsibilities to you. If you feel that the University has not met one or more of its responsibilities, you can make a complaint under the Student Complaint Procedure.

**Students Responsibilities**
The Student Code outlines expectations regarding your behaviour both academically and in relation to your general conduct at University. If you breach the Student Code, UNSW may take disciplinary action according to the Student Misconduct Procedure.

**Complaints**
UNSW wants each student’s experience to be positive and enjoyable. Should any problem arise, there are plenty of ways to get help. Try to resolve issues as close to the source as possible, this might mean contacting your course coordinator, lecturer or tutor directly. Alternatively speak with the School Grievance Office. Students wanting to take the matter further must lodge a formal complaint to the Student Integrity Unit. If your complaint is of a serious nature, or if you are uncomfortable raising it locally, you can contact the Student Integrity Unit in the first instance.

**Know your Rights**
KLC can provide students and local residents with free legal advice, referral and assistance with legal problems. The Centre is a clinical legal education
program and community centre. All advice is free and covers most areas of law such as employment, discrimination and tenancy issues. The Kingsford Legal Centre does not provide immigration advice.

Where: Ground Floor, Law Building (Map Ref: F8)

Telephone: +61 2 9385 9566

Website: klc.unsw.edu.au

Redfern Legal Centre (RLC)

RLC provides free, confidential legal advice. International students at UNSW can obtain advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence and complaints about colleges or Universities at RLC.

Where: 73 Pitt St, Redfern

Telephone: +61 2 9698 7277

Website: rlc.org.au

Education Services for Overseas Students (ESOS) Act 2000

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding environment in which to study. Australia's laws promote quality education and consumer protection for overseas students. These laws include the ESOS Act 2000 and the National Code. As an International Student Visa holder, you enjoy various rights, including receiving accurate information about your course, tuition fees and refund policies, access to support services and complaints processes, and information about academic progress and changes to your enrolment. The ESOS Act also provides obligations and restrictions on students. Under the Act, students must comply with the conditions of their student visa. The University is also required to monitor and report on some of these conditions to the Department of Home Affairs. Information provided by students may be made available to Australian Government agencies as required by the ESOS Act and related legislation.

Website: student.unsw.edu.au/visa

Community Language Information

Website: fairtrading.nsw.gov.au/ftw/About_us/Access_and_equity/Think_Smart_program/Community_language_information.page

Driving in New South Wales


In order to graduate you must have completed all assessments, paid outstanding debts, resolved all pending results and checked and updated your personal details in myUNSW.

Completing Student Seminar Series

When your time at UNSW comes to an end, there are a number of seminars that will assist to prepare students for life after university whether you intend on working within Australia or overseas.

Website: student.unsw.edu.au/departing-unsw
Key Services at UNSW

INTERNATIONAL STUDENT SERVICES AND EXPERIENCE
Specialised Student Support, Arrival Services, Orientation, Cultural Mentor and Development Programs.

Telephone: +61 2 9385 4734
Location: Ground Floor, John Goodsell Building (Map Ref: F20)
Website: student.unsw.edu.au/international

THE NUCLEUS: STUDENT HUB
Student ID Cards, advice on essential university processes or connecting you with key support and development services, Student Hub will support you from enrolment to graduation.

Telephone: +61 2 9385 8500
Contact: unswinsight.microsoftcrmportals.com/contact-us/
Location: Level 2 (entry level), Main Library. (Map Ref: F21)
Website: nucleus.unsw.edu.au

LOST PROPERTY & PARKING
Building access, lost property, maps, security and parking.

Telephone: +61 2 9385 5111
Email: estate@unsw.edu.au
Location: Level 2, Pavilions Level, Mathews Building (Map Ref: F23)
Website: estate.unsw.edu.au

EDUCATION SUPPORT ADVISORS (ESA)
Study support and advice on navigating UNSW.

Email: advisors@unsw.edu.au
Location: Ground Floor, John Goodsell Building (Map Ref: F20)
Website: student.unsw.edu.au/advisors

DISABILITY SUPPORT SERVICES
Support in educational adjustments.

Email: disabilities@unsw.edu.au
Location: Ground Floor, John Goodsell Building (Map Ref: F20)
Website: student.unsw.edu.au/disability

UNSW ACCOMMODATION
Colleges and Apartments offering a unique experience for students, by combining a strong support network delivered through an established residential care program.

Telephone: +61 2 9385 4346
Email: accommodation@unsw.edu.au
Location: Lower Ground Floor, Goldstein College, Gate 5 High Street (Map Ref: Building B17)
Website: accommodation.unsw.edu.au
LEARNING CENTRE
Academic skills workshops, English conversation classes, individual help with writing.

Telephone: +61 2 9385 2060
Email: learningcentre@unsw.edu.au
Website: lc.unsw.edu.au

UNSW UNIVERSITY HEALTH SERVICE
Telephone: +61 2 9385 5425
Location: Ground Floor, East Quadrangle Building
Kensington Campus (map Ref E17)
Website: healthservices.unsw.edu.au

CAREERS AND EMPLOYMENT
Career advice, interview practice and career planning.

Telephone: +61 2 9385 5429
Email: careers@unsw.edu.au
Website: careers.unsw.edu.au

COUNSELLING AND PSYCHOLOGICAL SERVICES (CAPS)
Individual counselling, specific programs, workshops and seminars, self-help resources.

Telephone: +61 2 9385 5418
Email: counselling@unsw.edu.au
Location: Level 2, East Wing Quadrangle Building
(Map Ref: E17)
Website: counselling.unsw.edu.au

Off Campus Contacts

EMERGENCY SUPPORT (24/7)
UNSW Security
(emergency on campus) 9385 6666
UNSW Security
(non-emergency on campus) general inquiries: 9385 6000

Police/Ambulance/Fire 000 (primary number)
Police/Ambulance/Fire 112 (mobile phone)
Mental Health Crisis Team
(South East Sydney)
Crime Stoppers 1800 333 000

MEDICAL SERVICES
Health direct Australia (24/7) 1800 022 222
Poisons Information Hotline (24/7) 13 11 26
Sydney Sexual Health Centre (02) 9382 7440

DRUG AND ALCOHOL SERVICES
Family Drug Support (24/7) (02) 4782 9222
Alcohol and Other Drugs (02) 9361 8000
Drug and alcohol Counselling (24/7)
NSW (Regional): 1800 422 599
Metropolitan: 9361 8000

SEXUAL ASSAULT SERVICES
NSW Rape Crisis Centre (24/7) 1800 424 017 or 9819 6565
National Sexual Assault 1800 737 732
Domestic and Family Violence Line (24/7) 1800 737 732
Victims Access Line (24/7) (02) 8688 5511
The Child Protection Helpline (24/7 notifications of child abuse) 132 111
Victims of Crime Helpline 1800 633 063 (Mon- Fri 8am to 6pm)
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<tr>
<th><strong>MENTAL HEALTH CRISIS (24/7)</strong></th>
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<tbody>
<tr>
<td>Mental Health Line</td>
</tr>
<tr>
<td>1800 011 511</td>
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<tr>
<td>Lifeline</td>
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<tr>
<td>13 11 14</td>
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<tr>
<td>Suicide Call Back Prevention</td>
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<tr>
<td>1300 659 467</td>
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<tr>
<td>Kids Helpline (up to 25 years)</td>
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<tr>
<td>1800 551 800</td>
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<tr>
<td>Beyondblue</td>
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<tr>
<td>1300 22 4636</td>
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<tr>
<td>Eastern Suburbs Mental Health Service</td>
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<tr>
<td>(02) 9366 8611</td>
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<tr>
<td>Salvation Army Care Line (24/7)</td>
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<td>1300 36 36 22</td>
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<th><strong>LEGAL SERVICES</strong></th>
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<td>Law Access NSW</td>
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<tr>
<td>1300 888 529</td>
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<tr>
<td>Legal Aid NSW</td>
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<tr>
<td>(02) 9219 5000</td>
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<tr>
<td>Community Legal Centres NSW</td>
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<tr>
<td>(02) 9212 7333</td>
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<tr>
<td>Anti-discrimination Board</td>
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<tr>
<td>(02) 9268 5544</td>
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<tr>
<td>NSW Police Assistance Line (24/7)</td>
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<th><strong>FINANCIAL/GAMBLING HELP</strong></th>
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<tr>
<td>Gambling Help (24/7)</td>
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<tr>
<td>1800 858 858</td>
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<tr>
<td>Centrelink (Australian Award students)</td>
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<tr>
<td>13 24 90</td>
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<tr>
<td>Welfare Rights Centre</td>
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<tr>
<td>(02) 9211 5300</td>
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<th><strong>DOMESTIC AND FAMILY VIOLENCE</strong></th>
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<tr>
<td>Domestic Violence Line</td>
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<tr>
<td>1800 65 64 63</td>
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<tr>
<td>Victims Access Line (24/7)</td>
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<tr>
<td>1800 633 063 or (02) 8688 5511</td>
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<tr>
<td>MensLine Australia (24/7)</td>
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<tr>
<td>1300 78 99 78</td>
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<tr>
<td>The Child Protection Helpline (24/7)</td>
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<th><strong>TENANCY ISSUES</strong></th>
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<td>NSW Fair Trading</td>
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<tr>
<td>13 32 20</td>
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<tr>
<td>Eastern Area Tenants Service</td>
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<tr>
<td>(02) 9366 9147</td>
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<td>People with Disability Australia (PWDA)</td>
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<tr>
<td>1800 422 015</td>
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<tr>
<td>Disability Legal and Advocacy Service</td>
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<tr>
<td>(02) 8014 7000</td>
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<th><strong>GAY AND LESBIAN SERVICES</strong></th>
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<tr>
<td>Gay and Lesbian Counselling Service</td>
</tr>
<tr>
<td>(02) 8594 9596 or (02) 8594 9595 (lesbian only)</td>
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