Welcome to the University of New South Wales (UNSW), Australia’s leading international university. International students such as yourself make a valuable contribution to campus life adding to the vibrant, dynamic and multicultural nature of our community. With its main campus based in Sydney, UNSW offers international students world-class educational opportunities and a unique Australian experience.

Australia’s culture, language and ways of learning may feel very different at first. But be patient with yourself and reassured that you are not alone. Many newly arrived students will be experiencing similar challenges. And for this reason, UNSW provides many programs and services specially designed to assist international students adjust to and make the most of their new environment.

Student Life and Learning (SLL) provides services and programs to assist with your transition and enhance your experience at UNSW. This includes a team of dedicated professionals providing services and programs to assist you from the time you arrive at UNSW through to your graduation. SLL program and services include StepUp, a three-day program introducing you to study at UNSW; language support programs; Cultural Mentors; and a range of fun social events and activities allowing you to get to know Sydney and your fellow students. Other SLL teams such as Careers and Employment, Counselling and Psychological Services, The Learning Centre, The Religious Centre, Student Central, Student Complaints and Appeals, Student Equity and Disabilities Unit, and the Student Participation Advisors, similarly provide valuable services catering to the needs of all our students.

I hope you fully explore all the opportunities that studying at UNSW offers. I wish you a rewarding time at UNSW and look forward to meeting you at one of the many events organised for our students.

SANDRA NORRIS
Director, Student Life and Learning
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Services for International Students

- **Student Development International (SDI)** offers free targeted services and programs for international students from the time you arrive at UNSW through to your graduation. Our programs and activities are aimed at creating a student experience that is personally inspiring and culturally enriching.

  - **International Student Advisors** are professional staff with experience in working with international students. Individual consultations are available with an International Student Advisor to assist students with a range of issues including but are not limited to:
    - Accommodation, health insurance, finance, visa requirements
    - Assistance with university administration processes
    - Adjusting to different cultures and language
    - Home sickness
    - Academic performance and progress
    - Assistance with the complaints and appeals process
    - Advocacy
    - Referral to specialist services

  Appointments with advisors can be made using the SDI Online Booking System at – www.internationalstudent.unsw.edu.au

- **Online Services**
  1. SDI’s website houses news and information about services, programs and resources for international students at UNSW and an Online Booking System where students can register for SDI events and workshops: www.internationalstudent.unsw.edu.au
  2. SDI’s IS Forum weekly newsletter provides the latest news about programs and events for international students. Find out how to subscribe to the newsletter at: www.internationalstudent.unsw.edu.au
  3. SDI’s Facebook Page is a space where students can discuss interesting topics and swap stories and photos: www.facebook.com/UNSW.SDI
International Lounge offers a comfortable drop-in social space for international students. The area is equipped with computers, free Internet access, study desks, microwave ovens and a reading and resources corner with newspapers, magazines and other relevant resources.

KENSINGTON CAMPUS - Ground Floor, John Goodsell Building
Phone: (02) 9385 5333   Fax: (02) 9385 6369
www.international student.unsw.edu.au

SDI Welcome Centre

Located in the International Lounge, the SDI Welcome Centre is the first port of call at UNSW for newly arrived international students. You will be greeted by a UNSW student volunteer or SDI staff member who will give you information about settling in to Sydney and the University. You will also be advised about the range of orientation events and activities for international students and assisted with any questions you might have. It is also a great opportunity to familiarise yourself with the SDI office, the International Lounge and the many programs and activities that SDI offers both during the orientation period and throughout the year.

When: Wednesday 3 July – Wednesday 7 August 2013, 9am – 5pm,
       Monday to Friday
       Open weekend of Saturday 20 July & Sunday 21 July 9am – 5pm

Where: Kensington Campus – International Lounge,
        Ground Floor, Goodsell Building

www.internationalstudent.unsw.edu.au

International Student Housing Assistance (ISHA) provides support for international students looking for suitable accommodation. ISHA lists a variety of available accommodation and includes a service to drive new students to inspect properties. The ISHA is located in room G21, Ground Floor, John Goodsell Building.

ISHA is available from: Wednesday 3 July – Wednesday 7 August 2013,
       9am – 5pm, Monday to Friday
       Open weekend of Saturday 20 July & Sunday 21 July 9am – 5pm

www.internationalstudent.unsw.edu.au

Further information regarding accommodation can be found on the following websites:

UNSW Residential Communities
Email: unswrc@unsw.edu.au   www.rc.unsw.edu.au/
The **Airport Pick-Up Service** is available for newly arriving international students commencing their programs. The service will pick you up from the international terminal of the Kingsford Smith Airport, Sydney and take you to SDI Welcome centre at UNSW's main campus.

- **Arrival Transfer:** Sydney International Airport to UNSW Kensington Campus
- **Dates of Operation:** 15 July - 26 July (including weekend)
- **Hours of Operation:** 6 am to 4pm
- **Cost:** $15.00 per person payable within 14 days of arrival

Students need to submit an online booking form by July 12th 2013.

If you arrive before 6am and after 4:00pm and require assistance, report to the Travel Concierge to arrange transportation from the airport to your accommodation.

[www.internationalstudent.unsw.edu.au](http://www.internationalstudent.unsw.edu.au)

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**Safety and Wellbeing**

Students are the lifeblood of UNSW. We want you to have a great time while you’re here and ensure you’re safe and well. But with tens of thousands of students on campus, looking after each and every individual can be tricky! So we place a big emphasis on doing your bit and taking some responsibility for your own safety and wellbeing.

The university provides a range of safety programs and services such as the Online Safety and Wellbeing Tutorial which all students are strongly encouraged to complete.

For more safety and wellbeing information, including a range of factsheets, visit – [www.safetyandwellbeing.unsw.edu.au](http://www.safetyandwellbeing.unsw.edu.au)

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**Campus Security** is located at the entrance of Gate 2 at the UNSW Kensington Campus. Campus Security provides a 24 hour presence on campus, every day of the year. It is their responsibility to provide a safe and secure environment for the UNSW community. Services include:

- A team of dedicated security officers who conduct building and campus patrols and provide incident and emergency response.
- A dedicated 24/7 control room which monitors alarms, CCTV, help points and emergency calls.
A dedicated security escort buggy and officer to accompany students day or night, from any location on campus to nearby bus stops, car parks and a limited area around the Kensington campus.

The security night shuttle bus which covers the Kensington Campus and surrounding streets. Timetables are available from FM Assist, the Gate 2 Security Office or online at Night Shuttle Bus.

The UNSW alert system - in the event of a major crisis or critical incident students can be alerted via sms to their mobile phone. Students must sign up for this service via myUNSW.

Safety awareness presentations - these 30-minute presentations provide students with tips on staying safe on and off campus and what to do in the event of an emergency.

In addition to these services, Security also manages:

- Crime prevention - Campus Security work closely with the Eastern Beaches Local Area Police in reducing crime in and around the campus to create a safe and secure environment for the UNSW community.

- Reporting - Campus Security should always be your first point of contact for incidents of crime and suspicious activity.

- Emergency response - Together with building emergency teams campus security will respond to every emergency and all security officers are first aid qualified. All members of the UNSW community must comply with emergency procedures and instructions.

For more information regarding safety and security at UNSW, including timetables, contact details and services available, visit www.facilities.unsw.edu.au

Security Officers can be reached at any time, at the Gate 2 Security Office, or by calling 9385 6000. For emergencies, or suspicious activity, please call 9385 6666. www.facilities.unsw.edu.au

- **Careers and Employment** offers help with your career and finding work. Careers Online for job vacancies:
  - Graduate, part-time, internship and volunteer
  - Local and international
Network with employers at:
- Annual careers expos
- Employer information sessions
- Guest workshops

Register online for:
- Workshops on career planning, job search, resumes and interviews
- Individual career advice appointments
- e-Newslist for career news and events

www.careers.unsw.edu.au

- **Counselling and Psychological Services [CAPS]** is dedicated to student development, achievement and wellbeing. CAPS offers UNSW students:
  - Free and confidential individual counselling and referral information
  - Various workshops and seminars for skills development relevant to academic, personal and career aspects of student life
  - Many online and self-help resources

Counsellors at CAPS have professional psychology or social work backgrounds with experience in assisting students in the following areas:
- Adjusting to different cultures and languages
- Adjusting to academic expectations at UNSW
- Understanding the challenges facing new international students such as making new friends, and settling in to living in Sydney
- Managing challenging life events, and difficult experiences such as stress, distress, low mood, anxiety and interpersonal difficulties

www.counselling.unsw.edu.au

- The **Enrolment Support Centre** assists new students with the online acceptance process. Our team can provide support and advice in relation to navigating myUNSW to accept and enrol online.

If you need academic advice regarding course (subject) selection or program rules, you should contact your Program Office.

Enrolment support services for Semester 2, 2013, will be available from Friday 19 July to Friday 2 August on the entry level of the Main Library.
To view the full range of support services available to students during this period please visit the Getting Started page:

www.gettingstarted.unsw.edu.au

Outside these dates, enrolment support will be available at Student Central: www.studentcentral.unsw.edu.au

- **Health Services on Campus**

  - **Dental Surgery** offers dental treatment for students. It is located within the University Health Service. Kensington Campus - Ground Floor, East Wing, Quadrangle Building. **Phone:** (02) 9313 6228

  - **Physiotherapy and Sports Injuries Clinic** provides services for back and neck pain, study and work overuse injuries and sports injuries. www.kensingtonphysiotherapy.com.au

  - The **School of Optometry and Vision Science Optometry Clinic** offers a range of services such as: general eye examinations, colour vision assessment, orthoptics, contact lens fittings and after care by appointment. It is located within the University. www.optom.unsw.edu.au/clinic/clinicindex.html

  - **University Health Service** offers a complete general practice situated within the University. All medical services are billed directly to OSHC providers meaning no upfront payment for students. There are a range of male and female doctors as well as practice nurses. We offer comprehensive travel vaccination services as well. www.healthservices.unsw.edu.au

  - **UNSW Sport and Recreation** provides a comprehensive array of health and fitness services, along with extensive sport and recreation facilities. www.sportandrec.unsw.edu.au

- **International Student Organisations** offer a range of recreational and cultural activities as well as social support for students away from family and friends.

  https://my.unsw.edu.au/student/atoz/InternationalAssociations.html

- **Legal Services**

  - **Kingsford Legal Centre (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 law centre. All advice is free. The Centre provides advice on
most areas of law such as employment, discrimination, credit and debt and tenancy. Please note that Kingsford Legal Centre cannot provide immigration advice.

[link]

- **Redfern Legal Centre (RLC)** provides free, confidential, legal advice that is available for international students on Wednesday nights from 6:30pm at Redfern Legal Centre, 73 Pitt St, Redfern.

  International students in NSW can obtain advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence and complaints about colleges or universities.

  Advice can also be given on how these problems can affect student visas. Advice is by appointment only. Call 9698 7645 to book a telephone or face-to-face appointment.

[link]

- **The Learning Centre** offers a wide range of academic skills support services to students enrolled at the University. Assistance is available through workshops in academic skills, individual consultations and academic English programs. All programs are free for enrolled UNSW students. Dates and times of workshops are available at The Learning Centre and on the website [www.lc.unsw.edu.au](http://www.lc.unsw.edu.au). Please find a list of services below:

  - Academic Skills Workshops assist students in adjusting to academic expectations. Workshop topics include reading and note-taking, essay and report writing, avoiding plagiarism, critical thinking and oral presentations.
  
  - Academic English Workshops assist students for whom English is a second language and include topics such as grammar, academic writing, discussion and listening skills.
  
  - Conversation classes help students improve English speaking skills in a friendly small group environment.
  
  - Individual writing consultations are available via appointment to help students improve their academic writing. Students will be given feedback on what they have written. Students can register online.
  
  - An extensive online academic skills library is available covering topics such as academic referencing; essay and report writing; seminar
presentations; and studying for exams. The Learning Centre also produces free handouts on these topics available at the Centre.

- First-year students and students new to UNSW can learn more about what is expected of university students at: www.lc.unsw.edu.au/firststeps

- Students can find out about plagiarism and how to avoid it on the Learning Centre’s interactive website: www.lc.unsw.edu.au/plagiarism/index.html

- A resource library is available at the Centre to assist students in developing the academic skills required for successful study.

www.lc.unsw.edu.au

- **Cultural Mentors** – Find out more about learning at UNSW and life in Sydney by making contact with a senior UNSW student known as a “Cultural Mentor”. Cultural Mentors are experienced students who provide advice and assistance to newly commencing international students prior to or on arrival at UNSW. Students can be matched with a Cultural Mentor by filling in an application on the following website:

  www.internationalstudent.unsw.edu.au

- **Peer Mentors** – Various Faculties and Schools at UNSW support their first year students through Peer Mentoring Programs. Allocated mentors provide advice and assistance, as well as a friendly face and someone to ask questions. For more information on being matched with a mentor, contact the Peer Mentoring Coordinator for your faculty, school, or department or ask at your Faculty Program Office to see which mentor program is most relevant to you.

  You can also contact peermentoring@unsw.edu.au for more information.

  www.counselling.unsw.edu.au/for-students/peer-mentoring/index.html

- **Religious Centre** is provided for all students and staff of the University and is located on the third floor of the Squarehouse on the Kensington Campus. It is currently attended by Anglican, Buddhist, Catholic, Coptic Orthodox, Islamic, Jewish, Greek Orthodox, Pentecostal, Presbyterian and Uniting churches. Full-time and part-time Chaplains conduct worship services, lead bible studies, hold prayer meetings and offer spiritual counselling. The Islamic Society has an Imam in attendance with meeting and prayer rooms available for Muslim students. The University Buddhist
Society also has facilities in the Centre. Shalom College has a Rabbi in attendance.

For more information and Chaplaincy contact details please visit the Religious Centre website:

www.religiouscentre.unsw.edu.au

- **Social Activities** are organised by SDI, Faculties, Schools and ARC to assist students with making a successful transition to learning at UNSW and living in Sydney.
  - Student Development International
    www.internationalstudent.unsw.edu.au
  - Arc
    www.arc.unsw.edu.au
  - The Mob - An ARC Program which hosts fortnightly social activities for students around greater Sydney
  - Facebook: TheMob UNSW
    www.facebook.com/themob.unsw

- **Student Central** is available to guide you through the essential university processes that occur over the duration of your student life. Our team is here to support you from the time you enrol through to the time you graduate by providing information, guidance and official documents including letters, transcripts and statements.
  www.studentcentral.unsw.edu.au

- **Student Complaints** - We want your experience at UNSW to be positive and enjoyable. If you have a problem or complaint, or feel you have been treated unfairly, there are plenty of ways to get help. If you feel comfortable in doing so, you can raise your concern directly with the person involved or responsible (e.g. your lecturer). Otherwise, you can take your matter to your School Grievance Officer, Head of School, staff at the Graduate Research School or a Student Participation Advisor.
If you are disappointed with the outcome, you can make a formal complaint by contacting the Student Conduct and Appeals Officer: studentcomplaints@unsw.edu.au. If your complaint is of a serious nature, or you feel it needs a formal approach, you should contact the Student Conduct and Appeals Officer as soon as possible. More information about how to make a complaint is available on the Student Life and Learning website: www.studentlifelearning.unsw.edu.au/complaints.html

Advice and support can be sought from a range of Student Life and Learning services www.studentlifelearning.unsw.edu.au or from an Arc@UNSW Student Advocate www.arc.unsw.edu.au.

- **The Hub** is a shared space where you can stop by and study, use meeting rooms, relax with friends and have a chat. You can also take advantage of a range of opportunities to help develop your professional skills while also contributing to campus life!
  www.thehub.unsw.edu.au

- **The UNSW Leadership Program**: Leadership isn’t just for the chosen few. Leadership is for anyone with the interest and commitment to take action, get involved and work with others towards meaningful change. Develop and discover your leadership style through workshops, self reflections and community engagement. Find out more at: www.leadership.unsw.edu.au

- **The Bug**: Here in The Hub, we understand that you have an unhealthy obsession with travel. Whether it’s exploring Sydney or faraway places, you are the expert. So we invite you to join us at The Bug to help your fellow students find those hidden travel gems.
  www.thebug.unsw.edu.au

- **The Student Equity and Disabilities Unit (SEADU)** provides a range of services to any enrolled student at UNSW with an ongoing illness or physical, sensory, psychiatric or learning disability. If you are an international student, study abroad or an exchange student and you have a disability, you are entitled to the same disability services as local students.

  To receive educational adjustments at UNSW, you must be registered with SEADU. To register, please visit the SEADU website and fill out the educational adjustments registration form. This form then needs to be submitted to SEADU along with current documents providing evidence of
your disability. International Students requiring disability support services are strongly encouraged to register with SEADU as soon as possible in order to ensure educational adjustments are put in place before teaching begins

www.studentequity.unsw.edu.au

- **Student Misconduct** refers to a breach of the standard of conduct expected of students studying at the University. We want UNSW to be a safe, harmonious and tolerant community. But we can’t do it alone. The approach we take is one of shared responsibility, with the Student Code setting out what you can expect from us, and what we expect from you.

You can view the Student Code at –


If you have a question about the Student Code or student misconduct, you can contact the Student Conduct and Appeals Officer: pvcstudentconduct@unsw.edu.au

Advice and support can be sought from the range of Student Life and Learning services [www.studentlifelearning.unsw.edu.au](http://www.studentlifelearning.unsw.edu.au) or from an Arc@UNSW Student Advocate [www.arc.unsw.edu.au](http://www.arc.unsw.edu.au).

- **Student Participation Advisors** are available to assist you with any personal and/or study related matter that is affecting your academic progress.
  - Support with financial, accommodation, tenancy, drug and alcohol concerns, access to legal services and more
  - Strategies to work out how to get the best from studies, develop better study habits, and work out ways to improve academic performance
  - Assistance with university processes such as special consideration applications, grade appeals, course variation or withdrawal

For more information or to make an appointment:

[www.thehub.unsw.edu.au](http://www.thehub.unsw.edu.au)

- **UNSW Advantage** recognises over 300 opportunities, such as voluntary work, internships and mentoring. The program is designed to help you build skills and make the most of your time at UNSW. Participation in program activities will be officially recognised on your Graduation Statement.

[www.advantage.unsw.edu.au](http://www.advantage.unsw.edu.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 Immigration and Citizenship (DIAC). Information provided by students may be made available to Australian Government agencies as required by the ESOS Act and related legislation.

Over the course of their studies, International Student Visa holders must consider the following important conditions:

- You are permitted to study up to 25% of your degree by distance/online learning. However, you may not enrol exclusively in Distance/Online learning units in any compulsory study period, i.e. Semester One or Semester Two.
- You must comply with condition 8533 of your student visa: Notify the University of your contact address in Australia. To update your current residential address go to myUNSW > My Student Profile tab > My Student Services channel > Personal Details and click on ‘Address’
- You must comply with condition 8202 of your student visa: Maintain a satisfactory progression at a normal rate (full time) to ensure completion within the specified duration of your student Visa.

For more information:

- Student Development International
  www.internationalstudent.unsw.edu.au
- Quick Information, Fact Sheets, FAQs and Easy Guide to ESOS
- Department of Immigration and Citizenship (DIAC): Student Visa Options
  www.immi.gov.au/students/students/chooser
Meet some of UNSW’s Cultural Mentors

Cultural Mentors are experienced students who provide advice and assistance to newly commencing international students prior to or on arrival at UNSW.

STACEY SENIOR CULTURAL MENTOR

Hey there and welcome to UNSW! My name is Stacey and I’m a second year International Studies student from Sydney, as well as being a Senior Cultural Mentor. If I had to describe UNSW in a single word, ‘community’ is definitely the perfect choice- there’s so much to do! As Cultural Mentors, we’re here to help you settle in to life at UNSW and become an active part of the community-making new friends, getting involved in societies and volunteering activities, and everything else we have to offer! Looking forward to meeting you all at Cultural Mentor events, and showing you the best sides of Sydney. Get ready for an adventure, Sydney style, and keep smiling! :)
P.S. Please don’t hesitate to come and say hi if you see me around the place, that’s what we’re here for!

DHANOSHAN SENIOR CULTURAL MENTOR

Hey everyone, Welcome to UNSW. I am Dhano, from Sri Lanka, currently a third year student in civil engineering and commerce. I would like to say that my experience at UNSW has been amazing. I am so happy that I made the right choice of choosing UNSW over several other universities around Australia. UNSW has excellent learning and teaching facilities and further more there number of clubs and societies for you to get involved. I know you all are eager to start your semester at UNSW, and for some of you this might be the first time away from your family. I could still recall how I felt homesick and lost when I landed in Sydney, yet the transition was smooth as I got involved in many O-Week and SDI activities and met new friends from all over the world. It was a new experience for me and I wish I could ever go back in time...sadly that’s that not possible unless time travel is a reality. I would definitely encourage you to come along and get involved in the activities run by the SDI, meet new people, hang around, familiarise yourself at UNSW and Sydney. Please do not hesitate to ask questions that you may have and I am willing to help you out. Have a safe trip and good luck for the upcoming semester.
Welcome to the best years of university anyone can possibly hope to have! My name is Druma, my friends call me Dee and I’m one of the Cultural Mentors you will be meeting this semester. I am so glad to be a Cultural Mentor, I get to meet so many wonderful people from all over the world including the other mentors. Through the Program, I made heaps of friends almost instantly. UNSW is an amazing university, with immense cultural diversity and something for everyone. It has more than a 250 clubs and societies, including those for sports, hobbies and volunteering. The campus is enormous and architecturally beautiful. The food courts serve delicious foods and have great varieties. With the help of the Cultural Mentoring program, you will have opportunities to get acquainted with the campus and meet the other mentees and mentors. I strongly recommend staying with the program once this semester ends as it is a great way to give back to the university in a fun and pleasant way! I look forward to seeing you at the SDI events! Until then, ciao!
RENARD  SENIOR CULTURAL MENTOR

Hello and welcome to UNSW! My name is Renard and I am from Malaysia. I am currently a second year postgraduate research student. Studying at UNSW has definitely been one of the highlights of my life. Not only am I impressed with the high quality of teaching but also the range of academic support provided by the university. Apart from the academic side of things, the social life on campus has been fantastic as well. I have met many life-long friends from different countries through SDI’s cultural mentoring program. We usually have heaps of fun playing sports, learning about new cultures, tasting food and also enjoying events around Sydney. So do come along to one of SDI’s events, I can assure you that it will be one of the best decisions you have made. And don’t hesitate to look me up when you’re around, definitely looking forward to meeting you in person. Adios! ☺

ANN  SENIOR CULTURAL MENTOR

HEY there! Welcome to UNSW!! Man oh man, you’re in for a treat! My name’s Ann and I am a third year international student from Brunei currently enrolled in the Bachelor of Media, Journalism and Communications. Studying in this university has truly been a life-changing experience. Every day I find myself learning new things and meeting tonnes of new people on campus. I haven’t regretted my decision to study here one bit, and I know that with the new friends you’ll meet along the way together with the new extracurricular activities you’ll find yourself getting involved with, you’re bound to feel the same way! As an international student, I found it extremely easy to adapt into the campus life over here. Everyone I initially met was super friendly and willing to help with my transition. Be sure to join us on events at SDI throughout the semester – it’ll be an excellent way to meet new people, plus – we’re all looking forward to meeting all of you! See you all soon!!!
Hi guys! Welcome to UNSW! My name’s Andrew, I’m 24 and a postgrad law student here at UNSW. This is a great university and you should be really excited by all the opportunities it has to offer. There are heaps of societies to join, parties to attend and most of all, heaps of great and friendly people to meet! I myself have been overseas to study and the best advice I can give is to just throw yourself into everything that comes before you. This university and the vibrant city it’s in has a lot to offer. But don’t worry, we’re not going to throw you in the deep end. The best way to give yourself a head start is to sign up and be matched with your very own Cultural Mentor. It’ll be our job to make sure you settle in well to your new country and have a great time along the way. What do you have to lose? Come and say hi to our warm and friendly team. We’re always here to help you with any questions you may have. See you around!

Hello and welcome to UNSW!! I’m Anna, and as a 3rd year Optometry student I would like to say that UNSW is an awesome place to study, regardless of whether you are new to Sydney or not. Although that being said, my first year at university was not particularly smooth either – I got lost several times, mixed tutorial classrooms around and caught the wrong bus to university several times (and even to the exams once!) Everyone needs help from time to time during their early days at university, which is what cultural mentors are here for! Whether you are just looking for friendly faces to chat with or having problems with an aspect of life at UNSW, we’re more than happy to help you out. It’s super easy to sign up for SDI activities and the cultural mentor program. The Program then provides a great way to meet new people and get settled into university life! Looking forward to meeting you all soon!

Find out more and be matched with a Cultural Mentor here:
www.internationalstudent.unsw.edu.au
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<td>13 Taronga Zoo Excursion</td>
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<td>16 Arrival Essentials</td>
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<td>16 SDI Campus Tour</td>
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<td>17 Finding your Feet in Sydney: Rocks Tour and Harbour Cruise (IAP)</td>
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<td>18 Arrival Essentials</td>
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<td>18 SDI Campus Tour</td>
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<td>19 STEPUP – Day 1</td>
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<td>19 Welcome Lunch (part of Step Up)</td>
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<td>21 Opera House Tour and Aroma Festival</td>
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<td>22 STEPUP – Day 2</td>
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<td>23 STEPUP – Day 3</td>
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<td>23 SDI Campus Tour</td>
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<td></td>
<td>23 IAP concludes</td>
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<td>24 O Week Activities begin</td>
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<td>24 Workshop: Stay Smart and Safe On and Off Campus</td>
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<tr>
<td>24 Arrival Essentials</td>
<td>24 SDI Campus Tour</td>
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<tr>
<td>24 SDI Campus Tour</td>
<td>25 UNSW Official Welcome for U/grad and P/grad coursework</td>
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<tr>
<td></td>
<td>(Welcome followed by ARC BBQ and Yellow shirts campus tour)</td>
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<tr>
<td>25 SDI Campus Tour</td>
<td>25 Workshop: Bang on Budget</td>
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<tr>
<td>26 O Week Activities end</td>
<td>26 Under 18’s Arrivals Essentials</td>
</tr>
<tr>
<td>26 Under 18s Campus Tour</td>
<td>26 Workshop: Shark! How to stay safe at the beach</td>
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<tr>
<td>26 Workshop: Accommodation- what you need to know</td>
<td>26 Movie &amp; Pizza Night</td>
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<tr>
<td>28 Mid-year break ends</td>
<td>28 Mid-year break ends</td>
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<tr>
<td>29 Semester starts</td>
<td>29 Successful Communication in Australia</td>
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<tr>
<td>30 SDI Campus Tour</td>
<td>30 Successful Communication in Australia</td>
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<td>30 Successful Communication in Australia</td>
<td>31 Successful Communication in Australia</td>
</tr>
<tr>
<td>31 Cultural Mentor Meet-Up</td>
<td>AUGUST</td>
</tr>
<tr>
<td>01 Latecomers Arrival Essentials</td>
<td>01 SDI Campus Tour</td>
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<tr>
<td>01 SDI Campus Tour</td>
<td>01 Successful Communication in Australia</td>
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<td>02 Successful Communication in Australia</td>
<td>02 Welcome BBQ for International Students</td>
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<tr>
<td>06 Conversation Class</td>
<td>06 Finding Part-Time Work</td>
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<td>06 Finding Part-Time Work</td>
<td>06 Culture of Oz</td>
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<tr>
<td>06 Culture of Oz</td>
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</tbody>
</table>
SEPTEMBER
07 Welcome Centres closes
07 ISHA closes
08 Conversation Class
10 Surf Lesson
10 Coogee to Bondi “Winter Whale-Watching Walk”
11 UNSW Language Exchange Program Deadline
13 Conversation Class
13 Resume basics
13 International Student Feedback Forum
13 Culture of Oz
15 Cultural Mentor Feedback Forum
15 Endeavour Networking Event/IAP Certificate Presentation
17 Indoor Rock Climbing
18 Sydney Swans AFL Football Game
20 Conversation Class
20 Interview Basics
20 Culture of Oz
22 Conversation Class
27 Conversation Class
27 Culture of Oz
29 Language Exchange Program Launch
29 Conversation Class
30 Family group meeting
30 Movie & Pizza Night

OCTOBER
06 Mid-Semester Break Finishes
07 Labour Day public holiday
08 Conversation Class
08 Culture of Oz
08 Outdoor Cinema
10 Cultural Mentor Assessment Centre
10 Conversation Class
11 Cultural Mentor Assessment Centre
15 Culture of Oz
15 Conversation Class
17 Cultural Mentor Interviews
17 Conversation Class
17 AusAID Returning Home Seminar
18 Cultural Mentor Interviews
22 Conversation Class
24 Conversation Class
25 Family group meeting

NOVEMBER
08 Exams begin
26 Exams End
26 Graduation Sundowner
27 Completing Students Workshop
27 Cultural mentor Training (CAPS)
28 Cultural mentor Training (SDI)
ELISE – Enabling Library and Information Skills for Everyone

Completing the ELISE quiz is a mandatory requirement for all commencing UNSW undergraduate students. ELISE is a short quiz designed to introduce you to information about the University, inform you about UNSW Library resources and services and guide you through the types of activities you are likely to undertake. By completing the quiz, you will also learn about important issues such as plagiarism, copyright and ethics and scholarly values.

You can complete the quiz via the following webpage:

http://subjectguides.library.unsw.edu.au/content.php?pid=317434&sid=2730492

Online Safety and Wellbeing Tutorial

Safety and wellbeing are important to our community. We offer many programs that address these topics, including the Online Safety and Wellbeing Tutorial. This tutorial contains important information about living in Sydney and studying at UNSW. Prior to O Week, you will be sent an email with instructions about how to access this Tutorial.

International Students Orientation & Transition

Orientation is an important time for first year students for a successful transition to university. Both the International Student and university-wide orientations are designed to prepare you for academic study at university and help you develop a feeling of belonging on campus.

The transition to university continues beyond the formal orientation period with many programs and activities to help you as you continue to settle in. Various student services on campus offer seminars and/or workshops designed to assist students adjust to university life.

Enhance your first-year experience and take advantage of the many academic, social, geographic and faculty-based programs offered free of charge during orientation and beyond.

www.internationalstudent.unsw.edu.au

www.gettingstarted.unsw.edu.au

Introductory Academic Program (IAP) (AusAID Scholarships students only)

The Introductory Academic Program (IAP) is compulsory for all commencing AusAID students. This four-week program provides information about the study environment at UNSW, the skills you need for academic success and where to go for assistance should you require it. You will also be presented important information regarding your scholarship, your health cover, the University in general and life in Sydney. The Program also includes a range of great social activities and events.

When: Monday 24 June – Tuesday 23 July 2013
Where: The IAP timetable is available at:
www.internationalstudent.unsw.edu.au
StepUp (University Preparation Program) (all commencing International students)

This three-day program is designed to introduce you to studying at UNSW and provide you with practical experience of attending lectures and learning in Australia. The program is suitable for undergraduate, postgraduate coursework and research students. Topics covered in the program include:

- Cultural transition
- Teaching & learning in Australia
- Time management
- Career planning
- Visa compliance information
- Looking for part-time or casual work

The program includes a welcome lunch for students and student families providing an opportunity meet fellow students and Cultural Mentors. Don’t miss out on this great opportunity to get to know your university, make new friends and have some fun. Register early as places are limited.

When: Friday 19, Monday 22 and Tuesday 23 July, 9am – 5pm
Where: Kensington Campus - Central Lecture Block (CLB)
Register: Use the SDI Online Booking System at: www.internationalstudent.unsw.edu.au

The StepUp timetable is available at: www.internationalstudent.unsw.edu.au

O Week (all commencing and returning UNSW students)

O Week is a great way to settle into uni life, find out about enrolment and get to know the valuable services that can be of assistance to you during your time at UNSW. O Week includes workshops, stalls, activities and faculty welcomes. O Week is designed to help students succeed at university. Visit us during O Week at the SDI stall on Thursday 25 July in Leighton Hall.

When: Wednesday 24 – Friday 26 July 2013
Where: The O Week timetable will be available at: www.oween.unsw.edu.au
Orientation Workshops

Arrival Essentials Sessions

In this workshop you will learn the essentials about living and learning in a new environment. It is strongly advised you attend one of these sessions as soon as possible after arriving at UNSW.

**When:**
- Tuesday 2 July, 10am – 12pm
- Thursday 4 July, 10am – 12pm
- Tuesday 16 July, 10am – 12pm
- Thursday 18 July, 10am – 12pm
- Wednesday 24 July 10am – 12pm (Use O Week Booking System)
- Thursday 1 August 10am – 12pm

**Register:**
Use the SDI Online Booking System at:
www.internationalstudent.unsw.edu.au

Under 18’s Arrival Essentials

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

**When:**
Friday 26 July, 10am – 12pm

**Register:**
Use the O Week Booking System at:
www.oweek.unsw.edu.au
Stay Smart and Safe On and Off Campus

Jointly presented by UNSW Security and NSW Police, this workshop is the perfect way for students to find out about keeping safe both on and off campus. The presentation will focus on issues relevant to international students however local students are also welcome to attend.

When: Wednesday 24 July, 11am –12pm
Register: Use the O Week Booking System at: www.oweek.unsw.edu.au

Bang on Budget

This workshop will provide tips and strategies on how to budget and make your money go further. It will also provide you with the opportunity to learn about free and cheap things to do on campus and in Sydney. If you have any questions about managing money and surviving financially as a student then this seminar is for you!

When: Thursday 25 July, 1– 2pm
Register: Use the O Week Booking System at: www.oweek.unsw.edu.au

Women and Safety

Designed specifically for female students, this workshop provides advice and information regarding safety and personal security for women. The workshop will also explore cultural differences and culturally appropriate behaviours.

When: Thursday 25 July, 1pm – 2pm
Register: Use the O Week Booking System at: www.oweek.unsw.edu.au
Women and Health

This female-only workshop presents a great opportunity to share and discuss common health issues affecting women. Meeting up with other female international students is a great way to share experiences and adjust to your new environment. The workshop will also include important life saving practices/techniques for better health and wellbeing.

When: Thursday 25 July, 2pm – 3.30pm
Register: Use the O Week Booking System at: www.oweek.unsw.edu.au

Accommodation – what you need to know

Want to better understand your basic rights when renting in Sydney? Want to find out ways to resolve common tenancy issues? Need some tips on surviving share housing? If you answered yes to one or more of the above questions then this is the workshop for you! Come along to find out information, tips and resources on tenancy rights and responsibilities, as well as tips for students living in share housing.

When: Friday 26 July, 1pm – 2pm
Register: Use the O Week Booking System at: www.oweek.unsw.edu.au

Shark! How to keep safe at the beach

Come along to this workshop and find out everything you’ll need to know about keeping safe at the beach and in the ocean in Australia. Facilitated by a Surf Life Saver, this Workshop will be a fun way to find out how to make the most of Australia’s beautiful coastline.

When: Friday 26 July, 2pm – 3pm
Register: Use the O Week Booking System at: www.oweek.unsw.edu.au
Orientation Welcome Events

SDI Campus Tours

Joining an SDI campus tour is the best way to get to know the UNSW campus and other newly commencing international students. Tours are led by Cultural Mentors who will show you faculty buildings, important student services, printing and copying facilities, the best places to eat and much more. Parents and partners are also welcome. Remember to download the UNSW “Un-iVerse” App before the tour - Cultural Mentors will show you how to use the App to find your way around campus. To download the App, just search “Uni-Verse” in the iPhone App store or Google Play.

When:

- Tuesday 2 July, 11.45am – 1pm
- Thursday 4 July, 11.45am – 1pm
- Tuesday 9 July, 11.45am – 1pm
- Thursday 11 July, 11.45am – 1pm
- Tuesday 16 July, 11.45am – 1pm
- Thursday 18 July, 11.45am – 1pm
- Tuesday 23 July, 11.45am – 1pm
- Wednesday 24 July, 11.45am – 1pm
- Thursday 25 July, 11.45am – 1pm
- Friday 26 July, 11.45am – 1pm (Under 18’s)
- Tuesday 30 July, 11.45am – 1pm
- Thursday 7 March, 11.45am – 1pm
- Thursday 1 August, 11.45am – 1pm

Where: Meet at International Lounge, Ground Floor, Goodsell Building

Register: Use the SDI Online Booking System at:

www.internationalstudent.unsw.edu.au

Faculty Welcomes

Faculties will have special welcomes and events for new students. Check the O Week website www.oweek.unsw.edu.au or your Faculty’s website for more details.
Official Welcome for Undergraduate and Postgraduate Students

Attending the Official Welcome from 11.30am – 12pm on Thursday 25 July is a must! Before and after the event, you can grab a bite to eat, see live entertainment, pick up free giveaways and attend workshops to help you prepare for your studies and life at UNSW. Information stalls and entertainment will take place between 10am - 4pm. Refreshments will be provided courtesy of UNSW Student Life and Learning. You are also invited to attend a student-led campus tour, departing from The Scientia Lawn at 2pm.

Please email rsvp@unsw.edu.au if you require disability access to the venue for yourself or your family.

When: Thursday 25 July, 11.30am – 12pm
Where: Leighton Hall, John Niland Scientia Building
Register: Use the O Week Booking System at: www.internationalstudent.unsw.edu.au

UNSW Postgraduate Research Induction

All new postgraduate research students are invited to attend the Postgraduate Research Student Induction. Attendance at this event by all postgraduate research students commencing a PhD or Masters is essential to find out important information and ensure a smooth transition to research study at UNSW. The event will also provide a great opportunity for research students to meet their university peers and staff.

When: Thursday 12 September, 4 – 6.30pm
Where: Leighton Hall – Scientia Building

Further information:
http://research.unsw.edu.au/events/induction-for-postgraduate-researchers
SDI Orientation Social Activities

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<tr>
<th>Activity</th>
<th>Day</th>
<th>Date</th>
<th>Time</th>
<th>Transport Costs +</th>
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<tbody>
<tr>
<td>Taronga Zoo Excursion</td>
<td>Saturday</td>
<td>13 July</td>
<td>10am-3pm</td>
<td>$35</td>
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<tr>
<td>Harbour Cruise</td>
<td>Wednesday</td>
<td>17 July</td>
<td>12.30-2pm</td>
<td>$25</td>
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<tr>
<td>Rocks Tour</td>
<td>Wednesday</td>
<td>17 July</td>
<td>2-3pm</td>
<td>$12</td>
</tr>
<tr>
<td>Opera House Tour and Aroma Festival</td>
<td>Sunday</td>
<td>21 July</td>
<td>9am-3pm</td>
<td>$24.50 (Opera House Tour)</td>
</tr>
<tr>
<td>SDI Movie &amp; Pizza Night</td>
<td>Friday</td>
<td>26 July</td>
<td>5 – 8.30pm</td>
<td>$3</td>
</tr>
<tr>
<td>Cultural Mentor/Mentee Meet-Up</td>
<td>Wednesday</td>
<td>31 July</td>
<td>12-2pm</td>
<td>Free</td>
</tr>
<tr>
<td>Welcome BBQ for International Students</td>
<td>Friday</td>
<td>2 August</td>
<td>4-8pm</td>
<td>$10</td>
</tr>
</tbody>
</table>

**Note:** stated costs are only approximate and may be subject to change.

Register via the Online Booking System at: [www.internationalstudent.unsw.edu.au](http://www.internationalstudent.unsw.edu.au)
Student Life and Learning Programs Beyond Orientation

SLL offers programs to both postgraduate and undergraduate students from the beginning of first year right through to final year in order to support your learning and to expand your social networks. Attend one or many of the programs SLL has to offer and get involved and connected to your new community.

**Finding Part-Time Work**

Did you know that 70-80% of positions are not advertised? Successful job searches involve being proactive and using a range of different techniques to access the ‘hidden’ job market. This workshop will teach you how to plan and organise your job search, conduct industry research and create your own opportunities. The workshop will also include valuable Visa and work rights information for international students.

**When:** Tuesday 6 August, 2pm – 3pm  
**Register:** Use the SDI Online Booking System at: [www.internationalstudent.unsw.edu.au](http://www.internationalstudent.unsw.edu.au)

**Resume Basics**

Find out useful tips about tailoring your resume to match the expectations of employers and recruiters in Australia. This workshop is the perfect way to make your resume stand out from your competitors and find out what will get you to the interview stage.

**When:** Tuesday 13 August, 2pm – 3pm  
**Register:** Use the SDI Online Booking System at: [www.internationalstudent.unsw.edu.au](http://www.internationalstudent.unsw.edu.au)
Interview Basics

This workshop gives you practical experience with different interview styles and questions to help your chances of success at interviews in Australia.

When: Tuesday 20 August, 2pm – 3pm
Register: Use the SDI Online Booking System at: www.internationalstudent.unsw.edu.au

UNSW Professional Development Program (International Students)

The UNSW Professional Development Program (International Students) is an initiative to assist UNSW international students with English as a second language and further develop their communication skills in a professional setting. The Program also allows students to gain practical workplace experience to enhance their career opportunities.

The Program consists of two components:

- A three-day training program on business communication, customer service skills, employer expectations and the recruitment process
- A 50-hour office internship program organised by Careers and Employment and run in various departments at UNSW

For further information: www.careers.unsw.edu.au.

Families/Spouses of International Students @ UNSW

SDI extends a warm welcome to the family members of international students at UNSW and hopes that this experience will be enriching for every member of your family. SDI provides support to international students’ families and invites spouses/partners/parents to join our International Family group. We meet regularly, socialise, exchange experiences and practice conversational English. To join the group, please contact: international.student@unsw.edu.au

www.internationalstudent.unsw.edu.au
Graduating Students’ Seminar

These workshops assist you to prepare for completing your studies at UNSW. Whether you are returning home or planning to stay in Australia, SDI conducts a series of seminars for all completing international students during the second half of both academic sessions.

When: Wednesday 27 November
Register: Use the SDI Online Booking System at: www.internationalstudent.unsw.edu.au

Graduation Sundowner

A farewell function is held to congratulate those international students who are completing their studies. It is a fun evening of food, drinks and good company.

When: Tuesday 26 November
Register: Buy tickets from the SDI front counter, Ground Floor, John Goodsell Building

International Student Feedback Forum

This forum is designed to assist Student Life and Learning in improving services and programs for International Students. Come along and meet with Sandra Norris (Director, Student Life and Learning) and Jan Thomas (Manager Student Development International), and tell us how we could make international student life at UNSW even better. Bring your ideas, feedback and enthusiasm! A light lunch will be provided.

When: Tuesday 13 August 12pm – 1pm
Register: Use the SDI Online Booking System at: www.internationalstudent.unsw.edu.au
Movie & Pizza Nights

SDI’s Movie and Pizza nights are a great chance to meet new people, see acclaimed international and Australian films and have loads of fun. After the movie, enjoy some pizza with other new and returning students and share your experiences of new life in Australia. Sometimes, we also head down to the UniBar for a few drinks afterwards. Don’t forget to register via SDI’s Online Booking System.

When:  
Friday 26 July, 5pm – 8:30pm  
Friday 30 August, 5pm – 8:30pm  
Friday 27 September, 5pm – 8:30pm

Where:  
CLB1

Register:  
Use the SDI Online Booking System at:  
www.internationalstudent.unsw.edu.au

Successful Communication In Australia

These workshops will help you become an effective and confident communicator in a range of Australian settings. You will learn how to seek help effectively, how to initiate contact in social or academic settings and how to successfully participate in a group or team setting. Learning culturally appropriate ways of participating is an essential skill for academic and social success.

When:  
Monday 29 July  
Tuesday 30 July  
Wednesday 31 July  
Thursday 1 August  
Friday 2 August

Register:  
Use the SDI Online Booking System at:  
www.internationalstudent.unsw.edu.au

For further information:  
www.internationalstudent.unsw.edu.au
English Language Conversation Classes

Practice conversation skills in a structured program facilitated by a qualified English language teacher. Discuss and debate current affairs and improve your general fluency, expression and confidence speaking English. Classes also allow students to meet new people from all over the world. Classes take place every Tuesday and Thursday during semester. Register using SDI’s Online Booking System.

Conversation Classes @ The Learning Centre

Conversation classes at The Learning Centre give students an opportunity to practice their English speaking skills in a supportive, social environment. Conversation groups are small and informal with each group made up of a maximum of 5 students. Conversation classes run for 4 weeks throughout semesters one and two. Students can book using The Learning Centre’s Workshop E-Booking System: http://www.lc.unsw.edu.au

Discussion Groups @ The Hub

These student-led groups are a fun and informal way for students to practice their conversation skills. The groups run daily and are a great way to meet new people and explore interesting topics. Students can register through The Hub’s Eventbrite page: http://unswthehub.eventbrite.com.au/.

SDI 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? 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 at a range of fun social activities. Applications for the Semester 2 program close on 11 August.

For more information and to apply for the program, please see www.internationalstudent.unsw.edu.au
Culture of Oz

Culture of Oz sessions have been developed to help international students learn about Australian Culture. Guest speakers will be invited to the sessions to talk about topics of special interest to students such as indigenous culture and history, colonisation in Australia, Australian public holidays and their history, Australian slang, social customs, traditions, sport, academic culture and Australian workplace culture. These sessions are informative and interactive. Please register using SDI’s online booking system.

For further information: www.internationalstudent.unsw.edu.au

Alumni Host Program

In 2013, first year international students will have the opportunity to gain valuable insight from a UNSW Alumni as part of the “Alumni Host Program”. This Program enables a limited number of international students to meet up with a UNSW Alumni at a social gathering at the beginning of semester in order to learn about their experience and find out how to make the most of the many opportunities at UNSW. Please see further information and register your interest on the following website: www.internationalstudent.unsw.edu.au

SDI Social Activities Beyond Orientation

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
<th>Time</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surf Lesson</td>
<td>Saturday 10 Aug</td>
<td>12.30pm – 2pm</td>
<td>$55</td>
</tr>
<tr>
<td>Winter Whale-Watching Walk</td>
<td>Saturday 10 Aug</td>
<td>9.45am – 3pm</td>
<td>Lunch money + transport costs</td>
</tr>
<tr>
<td>Movie &amp; Pizza Night</td>
<td>Friday 30 Aug</td>
<td>5pm – 8:30pm</td>
<td>$3</td>
</tr>
<tr>
<td>Indoor Rock Climbing</td>
<td>Saturday 17 Aug</td>
<td>1pm</td>
<td>$15</td>
</tr>
<tr>
<td>Australian Rules Football Game</td>
<td>Sunday 18 Aug</td>
<td>To be advised</td>
<td>To be advised</td>
</tr>
<tr>
<td>Lunch on the Lawn</td>
<td>Tuesday 3 Sept</td>
<td>12pm – 2pm</td>
<td>Money for sausage sizzle</td>
</tr>
<tr>
<td>International Night Markets</td>
<td>Wednesday 26 Sep</td>
<td>5pm – 9pm</td>
<td>Free</td>
</tr>
<tr>
<td>Clovelly Bowling/Stroke Bowling</td>
<td>Saturday 21 Sep</td>
<td>12pm – 4pm</td>
<td>To be advised</td>
</tr>
<tr>
<td>Outdoor Cinema</td>
<td>Tuesday 8 Oct</td>
<td>6pm</td>
<td>To be advised</td>
</tr>
</tbody>
</table>

Note: stated costs are only approximate and may be subject to change.

Register using the Online Booking System at: www.internationalstudent.unsw.edu.au
OTHER PROGRAMS – NOT FREE OF CHARGE

UNSW Institute Of Languages

UNSW Institute of Languages offers a range of English Language courses, Language Testing services, courses in Languages Other Than English and Language Teacher Training, to all UNSW students, UNSW staff and members of the wider community. English language programs are offered at a range of levels as either full-time or part-time courses. Many courses at the Institute of Languages can easily be completed on a part-time basis in conjunction with regular degree programs or during university semester breaks. Enrolled UNSW students are eligible for significant discounts on a number of courses at the Institute of Languages.

UNSW Institute of Languages is an accredited test centre for English language proficiency tests such as IELTS, TOEFL, TOEIC and The University of Cambridge ESOL Examinations. All tests are available at regular intervals throughout the year. Full course details are available online, via phone or at either of the conveniently located campuses. www.languages.unsw.edu.au

Day Trips

One enjoyable way of learning about Australia and meeting people is to participate in the day trips, excursions and short holidays organised by SDI or the UNSW International Office. These trips provide opportunities to see some of the beautiful Australian countryside, visit historical places of interest, and of course, have some fun!

- www.internationalstudent.unsw.edu.au
- www.international.unsw.edu.au/living-sydney/activities-and-excursions
## Useful Contacts

<table>
<thead>
<tr>
<th>CONTACTS</th>
<th>NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Emergency Support (24/7)</strong></td>
<td>Contact Numbers</td>
</tr>
<tr>
<td>UNSW Security (emergency on campus)</td>
<td>Internal: 56666 External: 9385 6666</td>
</tr>
<tr>
<td>UNSW Security (non-emergency)</td>
<td>Internal: 56000 External: 9385 6000</td>
</tr>
<tr>
<td>Police/Ambulance/Fire</td>
<td>000</td>
</tr>
<tr>
<td>Police/Ambulance/Fire (From Mobile phone)</td>
<td>112</td>
</tr>
<tr>
<td>Eastern Mental Health Crisis Team</td>
<td>1300 300 180 or (02) 9366 8611</td>
</tr>
<tr>
<td>Crime Stoppers</td>
<td>1800 333 000</td>
</tr>
<tr>
<td><strong>Drug And Alcohol Services</strong></td>
<td>Contact Numbers</td>
</tr>
<tr>
<td>Family Drug Support (24/7 information, help and referral)</td>
<td>(02) 4782 9222 or 1300 368 186</td>
</tr>
<tr>
<td>Alcohol and Other Drugs Information Service (24/7)</td>
<td>(02) 9361 8000 or 1800 422 599</td>
</tr>
<tr>
<td>Healthdirect Australia (24/7)</td>
<td>1800 022 222</td>
</tr>
<tr>
<td>Drug and alcohol counselling (24/7)</td>
<td>1800 888 236</td>
</tr>
<tr>
<td><strong>Legal Services</strong></td>
<td>Contact Numbers</td>
</tr>
<tr>
<td>Law Access NSW (free legal helpline, business hours)</td>
<td>1300 888 529 or TTY 1300 889 529</td>
</tr>
<tr>
<td>ARC (UNSW, business hours)</td>
<td>(02) 9385 7700</td>
</tr>
<tr>
<td>Legal Aid NSW (business hours)</td>
<td>(02) 9219 5000</td>
</tr>
<tr>
<td>Community Legal Centres NSW (business hours)</td>
<td>(02) 9212 7333</td>
</tr>
<tr>
<td>Anti-discrimination Board (business hours)</td>
<td>1800 670 812</td>
</tr>
<tr>
<td>NSW Police Assistance Line (24/7)</td>
<td>131 444</td>
</tr>
<tr>
<td>Kingsford Legal Centre (UNSW)</td>
<td>(02) 9385 9566</td>
</tr>
<tr>
<td><strong>Financial/Gambling Help</strong></td>
<td>Contact Numbers</td>
</tr>
<tr>
<td>Gambling Help (24/7)</td>
<td>1800 858 858</td>
</tr>
<tr>
<td>Salvo Care Line (24/7)</td>
<td>1300 36 36 22</td>
</tr>
<tr>
<td>Credit and Debt Hotline</td>
<td>1800 808 488</td>
</tr>
<tr>
<td>Centrelink (Youth and students)</td>
<td>13 24 90</td>
</tr>
<tr>
<td>Welfare Rights Centre (limited hours)</td>
<td>(02) 9211 5300</td>
</tr>
<tr>
<td><strong>Emergency Accommodation/Tenancy Issues</strong></td>
<td>Contact Numbers</td>
</tr>
<tr>
<td>Homeless Person’s Information Centre (9am - 10pm, 7 days)</td>
<td>1800 234 566</td>
</tr>
<tr>
<td>Y Foundation (business hours)</td>
<td>1800 424 830 or (02) 9318 1531</td>
</tr>
<tr>
<td>NSW Fair Trading (business hours)</td>
<td>13 32 20</td>
</tr>
<tr>
<td>Eastern Tenants Advice and Advocacy Service</td>
<td>(02) 9386 9147</td>
</tr>
<tr>
<td>Housing New South Wales</td>
<td>1300 468 746</td>
</tr>
</tbody>
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### CONTACTS

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Disability Services</strong></td>
<td></td>
</tr>
<tr>
<td>People With Disability Australia (business)</td>
<td>1800 422 015 or (02) 9370 3100 TTY 1800 422 016 or (02) 9318 2138</td>
</tr>
<tr>
<td>Disability Legal and Advocacy Service (limited)</td>
<td>(02) 8014 7000</td>
</tr>
<tr>
<td>UNSW Student Equity and Disability Unit (business)</td>
<td>(02) 9385 4734</td>
</tr>
<tr>
<td><strong>Aboriginal and Torres Strait Islander Services</strong></td>
<td></td>
</tr>
<tr>
<td>Aboriginal Corporation for Homelessness (business)</td>
<td>(02) 9799 8446</td>
</tr>
<tr>
<td>Nura Gili (UNSW, business)</td>
<td>(02) 9385 3805</td>
</tr>
<tr>
<td>Aboriginal Tenants Advice and Advocacy Services (business)</td>
<td>(02) 9569 0222</td>
</tr>
<tr>
<td>Aboriginal Housing Enquiry Service (business, assistance with housing applications)</td>
<td>1800 727 555</td>
</tr>
<tr>
<td><strong>Mental Health Crisis (24/7)</strong></td>
<td></td>
</tr>
<tr>
<td>Mental Health Line (24/7)</td>
<td>1800 001 1511</td>
</tr>
<tr>
<td>Lifeline</td>
<td>13 11 14</td>
</tr>
<tr>
<td>Suicide Prevention Call Back Service</td>
<td>1300 659 467</td>
</tr>
<tr>
<td>Kids Helpline (up to 25 years)</td>
<td>1800 551 800</td>
</tr>
<tr>
<td>Youth beyondblue</td>
<td>1300 22 4636</td>
</tr>
<tr>
<td>Suicide Prevention Crisis Line (24/7)</td>
<td>(02) 9311 2000</td>
</tr>
<tr>
<td>Eastern Suburbs Mental Health Acute Care Team (POW)</td>
<td>(02) 9366 8611</td>
</tr>
<tr>
<td>Salvation Army 24-hour Care Line</td>
<td>1300 36 36 22</td>
</tr>
<tr>
<td><strong>Sexual Assault Services</strong></td>
<td></td>
</tr>
<tr>
<td>Police/Ambulance Emergency number (24/7)</td>
<td>000</td>
</tr>
<tr>
<td>NSW Rape Crisis Centre (24/7)</td>
<td>1800 424 017 or (02) 9819 6565 <a href="http://www.nswrapecrisis.com.au">www.nswrapecrisis.com.au</a></td>
</tr>
<tr>
<td>National Sexual Assault, Domestic and Family Violence Line (24/7)</td>
<td>1800 737 732 (1800 RESPECT)</td>
</tr>
<tr>
<td>Victims Access Line (24/7)</td>
<td>1800 633 063 or (02) 8688 5511</td>
</tr>
<tr>
<td>The Child Protection Helpline (24/7, for notifications of child abuse)</td>
<td>132 111</td>
</tr>
<tr>
<td>Victims of Crime Helpline (8am - 11pm, Mon - Fri)</td>
<td>1800 819 817</td>
</tr>
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### Medical Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance (Emergency)</td>
<td>000</td>
</tr>
<tr>
<td>Healthdirect Australia (24/7)</td>
<td>1800 022 222</td>
</tr>
<tr>
<td>Poisons Information Hotline (24/7)</td>
<td>13 11 26</td>
</tr>
<tr>
<td>Sydney Sexual Health Centre (business hours)</td>
<td>(02) 9382 7440</td>
</tr>
<tr>
<td>Medical/travel insurance company</td>
<td>As per your policy (If relevant)</td>
</tr>
<tr>
<td>Local Hospital Emergency Department</td>
<td>Open 24 hours</td>
</tr>
<tr>
<td>UNSW Health/Medical Service</td>
<td>(02) 9385 5425</td>
</tr>
</tbody>
</table>

### Domestic And Family Violence

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic Violence Crisis Line (24/7)</td>
<td>1800 65 64 63 or TTY 1800 671 442</td>
</tr>
<tr>
<td>Sexual Assault, Domestic and Family Violence Line (24/7)</td>
<td>1800 424 017 or (02) 9819 6565</td>
</tr>
<tr>
<td>Victims Access Line (24/7)</td>
<td>1800 633 063 or (02) 8688 5511</td>
</tr>
<tr>
<td>MensLine Australia (24/7)</td>
<td>1300 78 99 78</td>
</tr>
<tr>
<td>The Child Protection Helpline (24/7)</td>
<td>132 111</td>
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</table>

### Gay And Lesbian Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gay and Lesbian Counselling Service (limited hours)</td>
<td>General: (02) 8594 9596  Lesbian only: (02) 8594 9595</td>
</tr>
<tr>
<td>ACON</td>
<td>(02) 9206 2000 or 1800 063 060</td>
</tr>
<tr>
<td>NSW Police Gay and Lesbian Liaison Officers</td>
<td>Contact through your local police station</td>
</tr>
</tbody>
</table>

### Additional UNSW Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Participation Advisors</td>
<td>(02) 9385 9365</td>
</tr>
<tr>
<td>ARC Student Association</td>
<td>(02) 9385 7700</td>
</tr>
<tr>
<td>Student Development International</td>
<td>(02) 9385 5333</td>
</tr>
<tr>
<td>Counselling and Psychological Services</td>
<td>(02) 9385 5418</td>
</tr>
<tr>
<td>UNSW Residential Communities</td>
<td>(02) 9385 4985</td>
</tr>
<tr>
<td>The Learning Centre</td>
<td>(02) 9385 2060</td>
</tr>
<tr>
<td>Scholarships Office</td>
<td>(02) 9385 1078</td>
</tr>
<tr>
<td>Student Conduct and Appeals Officer</td>
<td>(02) 9385 8515</td>
</tr>
<tr>
<td>Careers and Employment</td>
<td>(02) 9385 5429</td>
</tr>
<tr>
<td>Student Central</td>
<td>(02) 9385 8500</td>
</tr>
</tbody>
</table>