



**AUSTRALASIA**  
INTERNATIONAL SCHOOL

EST: 1973  
RTO CODE: 6251 CRICOS: 02747G

## STUDENT SUPPORT SERVICES

We are required under Section 21 (2A) and Standard 5 of the ESOS Act to ensure the welfare, arrangements, support and accommodation for international students and under Section 21 (2A) of the ESOS Act to ensure accurate records are maintained of the international students contact details.

### INTERNATIONAL STUDENT HOTLINE

1300 363 079 - Monday to Friday 8 am to 6 pm

The Australian Government is committed to providing the highest quality education system and making sure that international students receive the support they need while they are studying. If you are having problems with your study, safety, accommodation or at work, you can call this number, which is operated by the federal Department of Education. There is no need to give your name or personal details when calling.

### REASONABLE ADJUSTMENT IN TRAINING AND ASSESSMENT

Trainer/assessor is responsible and required to utilise the reasonable adjustment strategy.

### ENGLISH LANGUAGE SERVICES

Student Support Officer is responsible to assist the student to arrange.

The language barrier is something that all international, non-native English-speaking students aim to overcome while studying in Australia. It can be daunting conversing with people in English so we have created this list of fun, interactive online tools to help improve your confidence.

TITLE	LINK	WHAT IS IT?
English Central	<a href="http://www.englishcentral.com">www.englishcentral.com</a>	A platform full of English language videos that progressively build your comprehension.
BBC Learning English	<a href="http://www.bbc.co.uk/learningenglish">www.bbc.co.uk/learningenglish</a>	Watch well-crafted videos and then complete the related activities to increase your knowledge of the English language.
italki	<a href="http://www.italki.com">www.italki.com</a>	Choose between native speakers and qualified tutors (more expensive) to have a 1-on-1 video chat with you.
Busuu	<a href="http://www.busuu.com">www.busuu.com</a>	A website and mobile app, Busuu is a social network of people learning new languages.

### OVERSEAS STUDENT HEALTH COVER

Student Support Officer is responsible to assist the student to arrange.

If a student faces a situation where they feel like they're being taken advantage of or unfairly treated, in regards to their OSHC, they can contact the Private Health Insurance Ombudsman (PHIO). It's a free service designed to help them out of trouble! [www.ombudsman.gov.au/about/private-health-insurance](http://www.ombudsman.gov.au/about/private-health-insurance)

### VICTIM OF CRIME

Student Support Officer is responsible to assist the student to arrange.

To speak to police, visit any one of our five police stations, or call one of the numbers below.

1. 000 for emergencies and life - threatening situations only.



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2. 131 444 for police assistance when there is no immediate danger.
3. 1800 333 000 to report crime information. You can remain anonymous.
4. 131 450 for telephone interpreter service.

## **COUNSELLING**

Student Support Officer is responsible to assist the student to arrange.

Mental Health Crisis Triage - Provides a crisis service for people with acute psychiatric illness or distress.

Phone: 1800 629 354

CatholicCare - provides a range of counselling and support services.

ANU Psychology Clinic - is a research, training and treatment centre. Therapy is provided predominately by intern psychologists completing their postgraduate training in clinical psychology under the supervision of a senior clinical psychologist. Provides counselling and therapy for adults experiencing anxiety disorders, depression, grief and bereavement and stress related health conditions.

Calwell Mental Wellbeing Service - provides specialist counselling services for individuals, couples and families.

Phone: 02 6291 4300

Cancer Council ACT Inc - provides a telephone counselling service for people affected by cancer and their families and carers. They also offer facilitated support groups and volunteer peer assistance.

Helpline 13 11 20

Lifeline - provides free, anonymous, confidential telephone counselling service for people under stress, in crisis, or with any problem.

Phone: 131 114 (24 Hrs)

Salvation Army Social Services - provides all social services without discrimination.

Victim Support ACT - delivers the Victims Services Scheme for the ACT Government. Our services are free and confidential for victims who have experienced crime in the ACT.

Victims of Crime Assistance League ACT Inc. (VOCAL) - provides support, advocacy, free professional counselling and practical assistance. Will accept referral for victims of crime (not eligible for VSS) and their families. Provides court support, assistance with impact statements and applications for financial assistance.

Phone: 02 6295 9600 or email [vocalact@gmail.com](mailto:vocalact@gmail.com)

Supportlink - provides an immediate response to people bereaved by suicide via its 24-hour crisis response telephone number. From there, those bereaved can receive face-to-face outreach service provided by a skilled Trauma Response Team and/or assistance in engaging other support services matched to their needs.

Phone: 0421 725 180

## **LEGAL AID**

Student Support Officer is responsible to assist the student to arrange.

Legal Aid NSW. We can help in criminal law, family law and some civil law matters.

Main Office Address  
323 Castlereagh Street  
Haymarket 2000  
Phone: 02 9219 5000



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## **HOUSING**

Student Support Officer is responsible to assist the student to arrange.

The Tenants' Union NSW is a not for profit community legal centre offering free services for people renting their homes in NSW.

Phone (02) 6247 2011 between 9.30 am and 4.00pm