External Support (Student Well-Being)

About this document

This document has been set up to ensure that students are provided with the appropriate referrals to external providers when necessary, to meet the requirements of Standard 2.6 of the Outcome Standards for RTOs, Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

It's important that all students are valued and feel supported in our college community so having a consistent and central place to store information is vital.

External provider detail

Personal and Crisis Support

Free interpreters

If you need an interpreter, you can use the free Translating and Interpreting Service on 131 450. Website; https://www.tisnational.gov.au/

Crisis support

Lifeline 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.

Beyond Blue 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au. See a range of help lines and websites at https://www.beyondblue.org.au/get-support/national-help-lines-and-websites including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.

Headspace 25 years of age

Phone or visit 1800 650 890, website; https://headspace.org.au/

Support for eating disorders and body image issues

Butterfly foundation; https://butterfly.org.au/

Domestic violence

Students can contact 1800RESPECT; 1800737732.

Sexual violence

Students can contact Full Stop Australia; 1800 385 578 or visit;

https://fullstop.org.au/contact-us

Gambling support

The Multicultural Problem Gambling Service (MPGS) for NSW provides free, confidential, and accessible counselling for people affected by gambling. MPGS also provides in-language training workshops and presentations to interested groups (e.g. communities and service providers) on problem gambling and other issues that can impact families (e.g. mental health, relationships).

MPGS is a free service, provided in different languages.

Phone: 1800 856 800 or the Multicultural Problem Gambling Service website;

https://www.gambleaware.nsw.gov.au/

Legal Support Services

The Redfern Legal Centre's international student legal services NSW gives free, confidential legal advice to international students studying in New South Wales. The International Student Legal Service is independent of the College and the government. Contact 02.96985975 or visit the website; https://rlc.org.au/what-we-do/our-services/international-student-legal-service-nsw

You can speak with an experienced solicitor to get free and confidential legal advice about issues including:

- *Housing problems*
- *Employment*
- *Sexual assault and sexual harassment*
- *Complaints about colleges or universities*
- *Fines*
- *Debts*
- *Car accidents*
- *Discrimination*
- *Family law*
- *Domestic violence*
- *Student Visa advice*

Disability services

Include a website for relevant disability support group for relevant state eg Disability Services Australia (NSW) https://www.dsa.org.au/

Financial support

ASIC Money Smart: https://www.moneysmart.gov.au/

Access for advice on financial help and getting back on track with a budget

Study Support

Study Skills

There are a few useful websites that provide study skill support for international students;

https://www.open.edu/openlearn/skills-for-study

https://newcomersnetwork.com/australia/information/study-skills-for-newcomers-and-international-students-in-australia/

https://www.idp.com/global/study-in-australia/tips-for-new-international-students/

https://www.educationcorner.com/study-skills.html

https://www.aussieeducator.org.au/resources/studyskills.html

https://www.readandspell.com/tips-for-adult-learners

Local libraries

You can visit the local library which houses an excellent range of books and multimedia resources relevant to your course:

Local library details are:

- Burwood Library, https://www.burwood.nsw.gov.au/For-Residents/Burwood-Library
- Located at 2 Conder St Burwood. Burwood library is home to a large collection of Chinese and other language resources.

English language support

Reading Writing Hotline - 1300 655 506

https://www.readingwritinghotline.edu.au/

https://www.readwriteandspell.com.au/

https://www.workskil.com.au/resource-hub/additional-support/reading-and-writing-in-english/

Local cultural and community groups

Burwood local council website for *What's on in my area?*

https://www.burwood.nsw.gov.au/For-Residents/Events-and-Activities

Local cultural and community groups

There are a lot of social meet up groups and international student meet up groups you may like to look into;

https://www.meetup.com/en-AU/topics/international-students/

NSW Government support for international students

https://www.service.nsw.gov.au/guide/support-international-students

Local prayer and worship rooms :

Refer to Google Maps

Childcare

- Study Sydney (NSW) - this website provides information on the services offered in Sydney, NSW and has plenty of information for international students: https://www.study.sydney/live
- Find and Early Childhood Service or School: mychild.gov.au
- My School: www.myschool.edu.au

Document control

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