



# Students' Care Program

UNSW College TEST  
Building L5, 223 Anzac Pde  
Kensington NSW 2033



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# **WELCOME**

**to the UNSW College  
Under 18 Students' Care Program**



## 0.1 Who is this Program for?

Welcome to our Under 18 Students' Care Program. This program has been specifically designed for UNSW College under 18 international students who are studying and living in Sydney without their parent or guardian. Students, who have been issued with Confirmation of Appropriate Accommodation and Welfare (CAAW) by the

College, are automatically enrolled into our Under 18 Students' Care Program. The aim of the program is to support our younger students through their transition to studying and living in Sydney, to support students' safety and wellbeing and help them thrive both academically and personally.



## 0.2 Meet Our Student Wellbeing Team

**Student Wellbeing Team** is responsible for the delivery of the College Under 18 Students' Care Program. Within our team we have various roles dedicated to supporting our under 18 students while they are studying at the College.

**The Under 18 Student Coordinator** oversees the provision of all services to Under 18 students and is here to ensure that our younger students have a positive study experience at the College. The Under 18 Coordinator is also a contact person for parents and guardians.

**Our Student Wellbeing Advisers** provide wellbeing support to students both in one on one and group settings.

**The Accommodation Team** is here to ensure that Under 18 students are satisfied with their living arrangements and are here to assist with any accommodation related questions or concerns.

### Under 18 Coordinator



Lindsay

### Team Leader Student Wellbeing



Merelien

### Accommodation Officers



Ester

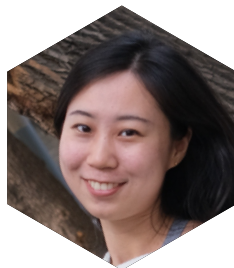


Vanessa

### Student Wellbeing Advisers



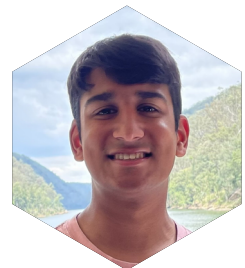
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Richard



Suvir



Leon



Aanushka



Cath

## 0.3 Six Pillars of the Program

Our Under 18 Students' Care Program provides holistic support to our younger students and takes into consideration all aspects of student's life.



**1. Supporting Students' Health & Wellbeing**



**2. Enrolment & Study Support**



**3. Living in Under 18 Approved Accommodation**



**4. Under 18 Student Rules**



**5. Liasing with Parents**



**6. Program Completion & Transition to UNSW**



# **Section 1:**

## **Supporting Students' Wellbeing**

UNSW College has a comprehensive wellbeing program “Thrive” which supports students to develop positive mental health and wellbeing, build positive relationships and connections and support academic success through programs, workshops and student led initiatives.

Thrive supports student’s wellbeing through the following pillars:



**Transition**



**Healthy Habits**



**Relationships** and Connections



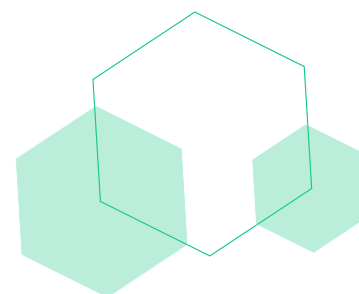
**Inclusion**, Diversity and Equity



**Values** and Strengths



**Emotional** Wellbeing



Our Under 18 Students’ Care Program is underpinned by the principles of Thrive which are promoted at each stage of the student’s journey. UNSW College has partnered with the Institute of Positive Education to deliver the Positive Education Enhanced Curriculum in Under 18 fortnightly groups. The fortnightly sessions are delivered by the Student Wellbeing Team and focus on opportunities for students to build relationships with peers, while participating in interactive sessions on topics including positivity, motivation, goal orientation, grit and persistence, character strengths and study skills.

In addition to the College group wellbeing program, students can access individual support from the Student Wellbeing Team.

## 1.1 Under 18 Students Orientation

### Pre Arrival:

Student Wellbeing Team connects with our Under 18 students and their parents even before they arrive in Australia. **How do we do that:** By inviting students and parents to join our online Pre Arrival Information Session in which we talk about supports available to students, Under 18 rules and what happens once students arrive in Sydney. There is also time to ask any questions that students or parents may have.

### Arrival in Sydney:

After students have settled in their Under 18 approved accommodation, they are invited to attend our New **Under 18 Students Welcome Breakfast** - Students are provided with Information about Under 18 Students Welcome Breakfast via email so it is important they check their email before they travel to Sydney.

### Under 18 Students Orientation:

**Orientation** is an essential aspect of student's transition into studying and living in Sydney. All Under 18 students who have been issued with the College CAAW must attend an Under 18 Students Orientation which is in addition to all Students, Orientation Welcome Session.

## 1.2 Student Safety

At the College, student safety is our priority. Under 18 students are provided with necessary safety information in Under 18 Students Orientation. Below is a summary of student safety information.

### 1.2.A Know Who to Contact in Case of an Emergency:

- **If You are on Campus:** Contact UNSW Campus Security - 24/7 on +61 2 9385 6666
- **If You are in Your Under 18 Approved Accommodation:** Call your accommodation provider emergency number for support. For a list of accommodation provider contacts go to [Page 24](#).
- **If You are Out and About Within the Sydney Community:** Call 000

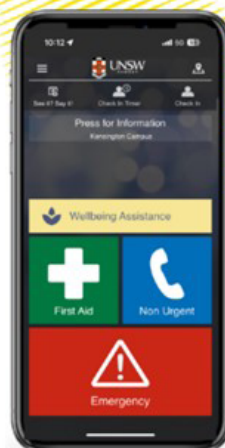
## 1.2.B Download SafeZone@UNSW App

All students should download SafeZone@UNSW App. This app can be used to request emergency assistance, get first aid or see safety notifications from UNSW security.

Download our new  
SafeZone app today



Safety in the palm of your hand  
Super straightforward to use



Emergency assistance

First-Aid assistance

Wellbeing Assistance

Check In Timer

See it? Say It!

UNSW Shuttle Bus



Android Device



iOS Device

[unsw.edu.au/safezone](https://unsw.edu.au/safezone)



## 1.2.C Be Aware of Scams

Both students and their parents must be aware that scammers often target international students. This is why it is important to follow the below safety guidelines to protect yourself from scams.

Watch this video for tips on how to recognise and protect yourself from a scam:

<https://my.unswcollege.edu.au/student-support/protect-yourself-against-scams/>

**Who Can you Talk to if You are Concerned You are Being Targeted by a Scammer:**

- **UNSW Campus Security (24/7):**  
General enquiries: 02 9385 6000 or  
if it is an emergency: 02 9385 6666
- **UNSW College Student Wellbeing Team (Mon-Fri: 9am-5pm):**  
Email: [Under18@unswcollege.edu.au](mailto:Under18@unswcollege.edu.au) or  
Book an appointment with your Student Wellbeing Adviser [here](#).

**More About Safety on Campus:**

For Further information on safety on campus, including scam awareness information go to:

<https://my.unswcollege.edu.au/student-support/safety-on-campus-safety-online/>





## 1.3 Making a Complaint

At the College, we want every student to feel safe, respected, and supported. Sometimes, you might have a concern or feel unhappy about something that has happened at school. When this happens, you have the right to tell us – this is called making a **complaint**.

We take all complaints seriously and handle them with care and fairness. You will be treated with respect, and your information will be kept private.

### Who You Can Talk To:

If you have a problem or wish to make a complaint, your first step could be speaking to a **Student Wellbeing Adviser** who will listen, ensure that you are feeling supported, will help you understand your options under the [UNSW College Student Grievances and Complaints and Policy](#) and can also connect you to other services which might be beneficial for you.

### If You Want to Make a Complaint:

You have the following options:

1. Complete the College online [Complaint Form](#) or
2. Email: [complaintsandconduct@unswcollege.edu.au](mailto:complaintsandconduct@unswcollege.edu.au)

### When you make a complaint, we will:

1. Listen carefully and take your concerns seriously.
2. Investigate what has happened in a fair and timely way.
3. Keep you informed about the progress and feedback
4. Make sure you have access to wellbeing support during the process.

If you are not satisfied with the outcome, you have the right to **appeal** the decision. The school will explain how the appeals process works and help you with this if needed.

### You Are Safe to Speak Up

You will **not get in trouble** for making a complaint or raising a concern. We appreciate your feedback and want you to feel safe, supported, and respected during your time at the College.

### If you would you like more information:

Please refer to the [Student Guide to Complaints and Appeals](#) available on our Current Students Website.

# 1.4 Information on Support and Reporting Options for Gendered Violence

## Creating a Safe and Respectful Community

At UNSW College, we are committed to building a safe, respectful, and inclusive community where every student can thrive.

This means understanding what respectful behaviour looks like and taking action to prevent gendered violence.

We are dedicated to raising awareness, responding compassionately to disclosures, and providing specialist support to anyone affected by gendered violence, whether it happens on campus, online, or off campus.

## What is Gendered Violence?

Gendered violence refers to any behaviour that causes harm, fear, or distress to a person because of their sex, gender, sexual orientation, or gender identity.

It can take many forms, including:

- Sexual harassment or gendered harassment
- Sexual assault
- Relationship or family violence
- Coercive or controlling behaviour

Examples of gendered violence include:

- Asking intrusive or inappropriate questions about someone's private life or sexuality
- Making sexual or gender-based jokes or comments
- Harassing someone because of their gender or sexual orientation
- Staring, leering, or making unwanted sexual comments or gestures
- Sharing or threatening to share sexual images

without consent

- Unwanted touching or sexual contact
- Pressuring or coercing someone into sexual activity
- Using threats, intimidation, or physical violence in a relationship
- Controlling a partner's movements, finances, or friendships
- Isolating someone from their support network or harming their pets

## Our Commitment to You

Your safety and wellbeing are our top priorities.

Gendered violence and all forms of sexual misconduct are never acceptable at UNSW College.

If you ever feel unsafe, uncomfortable, or unsure, please reach out for support.

## Getting Support

If you've experienced gendered violence you can speak with our Student Wellbeing Team. They are trained in responding to gendered violence and can explain your options and provide tailored support.

Support is available on campus or off campus, and you can choose what feels right for you, whether that's getting confidential advice, making a report, or just talking things through.

**Are you at immediate risk of harm?**

- For immediate emergency assistance call Police, Ambulance, Fire (000) or
- UNSW Security (9385 6666).
- If you need to talk to someone right now contact the 24-hour service [1800 Respect](https://www.unsw.edu.au/1800-respect) (1800 737 732).

**Otherwise, you can:**

1. Talk to a **Student Wellbeing Adviser** who will listen to you, ensure your safety, provide wellbeing support, and discuss your options. To speak to a Student Wellbeing Adviser, you can:
  - Come into the Student Services on Level 1 – you don't have to have a pre-booked appointment.
  - Email the Wellbeing Team via student. [support@unswcollege.edu.au](mailto:support@unswcollege.edu.au) or
  - Book an appointment by clicking [here](#).
2. Make a confidential report via the [College Gendered Violence Online Portal](#). You can make a report yourself or ask your Student Wellbeing Adviser to help you.

## 1.5 Seeing a Doctor in Sydney

As a student living and studying in Sydney it is important that you know what to do if you are unwell and need to see a doctor. Here is what you need to know:

### General Practitioner (GP) - Your First Point of Contact If You are Unwell

In Australia, if you need to see a doctor you need to book an appointment with a General Practitioner, called GP. GP is your first point of contact for any health concerns. Your GP can make a referral to a specialist or order any necessary medical tests.

Below is a list of services you can access if you are unwell:

- To see a doctor on campus:  
UNSW Health Service  
<https://www.student.unsw.edu.au/hsu>  
Ph: 02 9385 5425
- To find a doctor near where you live use:  
<https://www.hotdoc.com.au/>
- For free health advice from a registered nurse over the phone:  
Health Direct Australia on 1800 022 222  
or
- Medibank 24/7 Student Health and Support Line on 1800 887 283

### What If I Need Help Booking an Appointment with a Doctor?

There are people who can assist you if you are unwell and need support:

- If you are in your accommodation please speak to a member of staff or your host, if you are in homestay.
- You can also speak to your Student Wellbeing Adviser or email us on  
[Under18@unswcollege.edu.au](mailto:Under18@unswcollege.edu.au)

### If it is an Emergency:

- Go to the emergency department of the nearest hospital or
- Call 000 if it is a life-threatening situation



## 1.6 Your Overseas Student Health Cover (OSHC)

OSHC is your compulsory health insurance while you are living in Australia on a student visa. It is a condition of your student visa to maintain your OSHC for the duration of your stay in Australia.

### Things You Must Know about OSHC:

- You must know who your OSHC provider is
- Activate your cover after arriving in Australia and obtain your OSHC card (either digital or physical one) after arriving in Australia.

**Below is a List of Current OSHC Providers in Australia:**

- **Medibank - this is UNSW College and UNSW preferred OSHC provider.**  
If you are with Medibank download Medibank OSHC App to:
  - Access your digital OSHC membership card
  - View your cover details

- Make claims
- Contact a health advice line or
- Find a health provider (including accessing online doctor's consultations)

[Click here](#) for information how to activate your cover with Medibank.

### Other OSHC Providers:

- [Allianz Care Australia \(PeopleCare\)](#)
- [BUPA Australia](#)
- [NIB OSHC](#)
- [AHM OSHC](#)
- [CBHS International Health](#)





## 1.7 Mental Health Support Services for Students

### Know that You are Not Alone:

Being an international student is an amazing life experience but can also be stressful at times. When you go through a difficult time it is important that you know that you are not alone. As a College student you can access a range of free wellbeing support services. Here are some options for you.

### Speak to Your Student Wellbeing Adviser Available 9am-5pm Monday - Friday

Remember Student Wellbeing Advisers are also available to meet with you one on one if you need additional wellbeing support. They can provide direct support and information about other support services that might be beneficial for you. To book an appointment with a Student Wellbeing Adviser, click [here](#).

### Contact UNSW Mental Health Connect

This free service helps you find the support you need for your mental health and can connect you with services both on and off campus are available 9 am-5 pm Monday to Friday.

- **Call:** 02 9385 5418
- You can also complete an online **Mental Health Connect** self-referral form. Click [here](#) to complete.
- **For After Hours Support: Contact UNSW Students After Hours Mental Health Support Line.**  
**Available 5pm - 9am Mon - Fri & 24 Hours on Weekends & Public Holidays:**  
**Call:** 02 9385 5418  
or to text with a counsellor  
**SMS:** 0485 826 595

## 1.8 Under 18 Group Meetings

As part of the Under 18 Students Care Program, you will be required to attend fortnightly Under 18 students small group meetings with your designated Student Wellbeing Adviser. Those sessions aim at helping you develop positive wellbeing strategies and help you with your transition to university and living independently.

Each session students have an opportunity to discuss a different topic. Some examples include:

- Understanding Australian Health System and how to see a doctor.
- Looking after your physical and mental wellbeing.
- Discussing study and exam stress and positive ways of coping.
- Learning about importance of connections and ways to engage in life on campus.
- Recognising your strengths and how to use them.

### Are Group Meetings Compulsory?

Yes. The Under 18 Group meetings are an important aspect of our Under 18 Students' Care Program and play a vital role in supporting and monitoring of our Under 18 students.

### What Should I Do If I Cannot Attend an Under 18 Group Meeting?

First of all, students must have a valid reason such as illness or an event outside of student's control to miss an Under 18 group meeting. If you are unable to attend with valid reasons, please notify us on: [under18@unswcollege.edu.au](mailto:under18@unswcollege.edu.au)

Please know that missing an Under 18 Group meeting without a valid reason is considered a breach of [Under 18 Student Rules](#).







## 1.9 One-on-One Support

Additional one on one support is available for students who would like to discuss any personal issues or require additional assistance. Appointments with Student Wellbeing Advisers are offered both online and face to face on campus. Click [here](#) to book an appointment with Student Wellbeing Adviser.

If you happen to be experiencing crisis, know that our Student Wellbeing Advisers will be here to support you. We will ensure to stay in regular

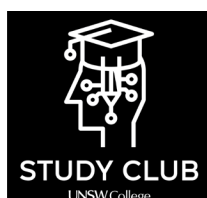
contact with you, and any support services that might be involved in providing care to you. We will also keep your parents updated. If you are experiencing health issues which might require hospitalisation or longer absence from school, we will stay in touch with you during this period and will help you with your transition back to studies.



## 1.10 College Wide Student Extra Curricular Activities

The College offers a wide range of activities which encourage connections, promote wellbeing and offer leadership opportunities. Our regular activities include:

- Thrive Thursdays
- Student Volunteer Program
- Student Clubs and Societies and
- Study Club



In addition to those, each week students can join additional activities and events. To check what activities and events are offered [click here](#).



UNSW College

[Quick Links](#) [Forms](#) [Orientation](#) [Student Life](#) [Health & Wellbeing](#) [Academic Support](#) [Search](#)

### Weekly events and activities



#### Study Club

Available in person at the L5 Building every week Monday to Thursday where you can achieve your study goals, improve your English skills and meet new friends.

[Find out more >](#)



#### Student Clubs & Societies

Make new friends who share the same interests with you at one of our clubs and societies and join some of the weekly events.

[Find out more >](#)



#### Volunteer Program

Develop your professional, social and communication skills as a volunteer and elevate the community's student experience by helping out at fun events on campus.

[Register here >](#)



# **SECTION 2:**

## **Enrolment & Study Support**

## 2. Enrolment and Study Support

As part of our Under 18 Students' Care Program, students are provided with support regarding understanding their responsibilities as a student, developing healthy study habits and setting their personal and academic goals. Students are provided with information about other services which support student's academic success

### 2.1 Equitable Learning Services

Are you neurodivergent or living with a physical or mental health condition impacting your studies?

If yes, know that we are here to help. You can access, free and confidential support from our Student Wellbeing Advisers to ensure that your mental or physical health conditions do not adversely affect your studies.

Student Wellbeing Advisers will work with you to create your individual **Equitable Learning Plan (ELP)** which is then implemented in the classroom and during exams and assessments.

#### How Do I Register?

Please complete our Online Equitable Learning Services Registration. To access registration form [click here](#).

#### Do I Need Any Documentation to Register?

Yes, in order to be issued with your individual Equitable Learning Plan (ELP) you must provide supporting documentation from your health practitioner.



### **Documentation Must Be:**

- Less than two years old
- Written on a letterhead, signed and dated by an appropriate health practitioner
- In English or NAATI accredited translated copy

### **Documentation Must State:**

- The nature or duration of your condition
- Any treatment you are receiving
- The impact your health condition is having on your studies and exams

### **What If I Do Not Have Documentation or My Documentation is More than Two Years Old?**

- Speak to your Student Wellbeing Adviser
- Book an appointment with a health practitioner and ask them to complete the Health Professional Report available [here](#).

## 2.2 Class Attendance

### Class Attendance

You should attend all your scheduled classes. We know that students who attend 100% of their classes have the best chance of achieving academic success. As an international student you must maintain a minimum of 80% attendance- this is a requirement of your student visa.

#### What if I Cannot Attend a Class Due to Being Unwell?

Being sick is the main reason why students may not be able to attend class. Here is what you need to do if you are missing classes due to being unwell:

1. See a doctor and obtain a medical certificate
2. Complete a Relevant Absence Form.

All student Forms are available on the College current Student website:

<https://my.unswcollege.edu.au/forms/>

- a. For absence between 1-5 days complete **Explanation of Absence Form** (if no assessment or exams are missed)
- b. If you are missing an exam or assessment complete **Request for Special Consideration due to Illness or Misadventure Form**
- c. If you are going to miss more than 5 days you will have to apply for **Leave of Absence – if you need to take this leave please speak to your Student Adviser**

3. Email your absence form with medical certificates or other supporting documentation to: [enquiries@unswcollege.edu.au](mailto:enquiries@unswcollege.edu.au)

#### What if I Have Other Personal Reason for Missing a Class?

If you are missing a class or exam or assessment this must be for a “compassionate or compelling reason”. Please refer to the College Compassionate and Compelling Circumstances Policy for more information. To access all College policies, [click here](#).

Speak to your Student Wellbeing Adviser if there are other circumstances preventing you from attending your classes.

#### What Happens if Student Attendance is Low?

At the College we have processes in place to identify students whose attendance is low and so we can provide appropriate interventions. Those interventions may include students receiving attendance warning letters and being required to attend an interview to discuss reasons for their absences as well as wellbeing support.

If you have received an attendance warning letter, it will be shared with your parents. Your Student Wellbeing Adviser may also request to have a phone or video meeting with your parent to discuss your attendance



## 2.3 Free Academic Supports Available

There is a wide range of free academic supports available to students at the College. Below is a summary of what you can do if you need support with your studies:

### Speak to Your Class Teacher:

If you have any subject specific questions, such as:

- You want to ask about something that was discussed in class or.
- Need clarification about a task or assignment.

### Where Can I Find My Teacher's Contact Details?

Teachers details are available on each individual course Moodle page as well as in the course guide.

### Attend Subject Specific Consultations:

Students requiring additional support for specific subjects can also attend free subject specific consultations. During the consultations the subject teacher is available to assist students with any questions they may have and help them. Students can find weekly consultation schedule on their course Moodle page.

### Attend Study Club:

Study Club is a social study space for students who would like to access additional study assistance. Our study club is run by Peer Leaders who are UNSW College graduates currently studying at UNSW. At Study club students can get help completing their homework, get assistance with any questions they have while practicing their English and making friends and the same time.

For more information visit:

<https://my.unswcollege.edu.au/student-support/study-club/>

### Speak to Student Progress Adviser:

Students who are concerned that they may not be able to progress to their next program in the education pathway within the expected timeframe or pass their current courses can book an appointment with a Student Progress Adviser for further advice. Some students will be required to attend an interview.

To book an appointment with the Student Progress Adviser click [here](#).

### Speak to Your Student Wellbeing Adviser:

Students can also always request to speak to their Student Wellbeing Adviser for support with setting achievable study goals, establishing a study routine and managing study stress.

For more information about academic support [click here](#).

## 2.4 Accessing Academic Results

Your exam results are available for you to view online. You will receive an email alerting you that your exam results are available to view online. We encourage you to share your results with your parents. You must be aware that, while you remain Under18 years old, your parents can request information regarding your exam results and attendance.

Parents wishing to obtain information about their child's exam results can email:

[Under18@unswcollege.edu.au](mailto:Under18@unswcollege.edu.au)



# **SECTION 3:**

## **Living in Under 18 Approved Accommodation**

## 3. Living in Under 18 Approved Accommodation

Having a safe, comfortable accommodation with appropriate wellbeing support is an essential aspect of our Under 18 Students' Care Program and an important part of the overall student experience. As an Under 18 student, with UNSW College CAAW, you must reside only in accommodation approved by the College. A list of currently approved Under 18 accommodation

providers is available on UNSW College current students' website:

<https://my.unswcollege.edu.au/student-support/accomodation-support/>



### 3.1 UNSW College Accommodation Services

Our Accommodation Officers are here to ensure that students have a positive accommodation experience. They can assist students with all accommodation related enquiries.

#### How Can I Contact an Accommodation Officer:

- To book an online appointment click [here](#) or
- Email us on [Under18@unswcollege.edu.au](mailto:Under18@unswcollege.edu.au)



## 3.2 UNSW College Under 18 Approved Accommodation Providers

UNSW College offers 3 distinct accommodation options for under 18 CAAW students.

### 1. On Campus Student Accommodation

New College is the only on campus accommodation available for UNSW College under 18 CAAW students. Please note that admission to New College is not automatic and students must go through a selection process.

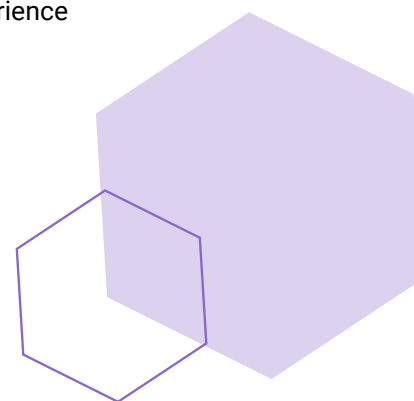
### 2. Off Campus Student Accommodation

Students can choose from any of the below properties, which are approximately 40min to the college by public transport.

- Scape Kingsford -within walking distance to campus (15-20 min)
- Iglu Central
- Iglu Redfern
- Scape Darling House
- Scape Darling Square
- Homestay

### 3. Students Wshing to Book Homestay Can Choose From One of the Below Homestay Providers:

- Australian Homestay Network
- Auzzie Families
- Oz Homestay
- Study Vision
- Global Experience



## 3.3 Accommodation Provider Contacts

| Provider                          | Office No.       | Out of Hours/Emergency No.                              | General email enquiry  |
|-----------------------------------|------------------|---|--|
| New College                       | +61 2 9381 1999  | Dean Duty Phone -<br>+61 455 496 212                    | <a href="mailto:enquiries@newcollege.unsw.edu.au">enquiries@newcollege.unsw.edu.au</a> |
| Scape Kingsford                   | +61 2 9310 6810  | +61 428 192 471   | <a href="mailto:kingsford@scape.com.au">kingsford@scape.com.au</a>                     |
| Scape Darling House               | +61 2 8099 2310  | +61 438 783 661   | <a href="mailto:bookings@scape.com.au">bookings@scape.com.au</a>                       |
| Scape Darling Square              | +61 2 8099 2300  | +61 438 783 661   | <a href="mailto:bookings@scape.com.au">bookings@scape.com.au</a>                       |
| Iglu Central                      | +61 2 8024 8600  | +61 448 664 565   | <a href="mailto:central@iglu.com.au">central@iglu.com.au</a>                           |
| Iglu Redfern                      | + 61 2 8024 8630 | +61 426 709 463<br>(Resident leader) on call 10pm - 9am | <a href="mailto:redfern@iglu.com.au">redfern@iglu.com.au</a>                           |
| Australian Homestay Network (AHN) | +61 2 9264 0470  | +61 1300 697 829  | <a href="mailto:sydney@homestaynetwork.org">sydney@homestaynetwork.org</a>             |
| Auzzie Families                   | +61 2 8328 8499  | +61 419 628 168<br>(or +61 419 125 822)                 | <a href="mailto:info@auzziefamilies.com">info@auzziefamilies.com</a>                   |
| Global Experience                 | + 61 2 9264 4022 | +61 430 008 448   | <a href="mailto:enquiry@globalexperience.com.au">enquiry@globalexperience.com.au</a>   |
| Oz Homestay                       | +61 2 9325 6988  | +61 421 556 374   | <a href="mailto:info@ozhomestay.com.au">info@ozhomestay.com.au</a>                     |
| Study Vision                      | + 61 2 9669 5225 | +61 410 691 761   | <a href="mailto:info@studyvision.com.au">info@studyvision.com.au</a>                   |



# **SECTION 4:**

## **Under 18 Student Rules**



## 4. Under 18 Student Rules

Under 18 students who are part of our Under18 Students Care Program must follow a set of rules which have been put in place to support students' safety and wellbeing. These rules are a requirement of all under 18 students to maintain

their Confirmation of Appropriate Accommodation and Welfare (CAAW) with UNSW College which is a requirement of their student visa. Students are advised of these rules in Under 18 Orientation as well as during their 1st Under 18 students group

## 4.1 List of Rules

List of rules is available below and also on our current students' website:

<https://my.unswcollege.edu.au/student-support/u18-student-rules-and-responsibilities/>

1. You are prohibited from smoking, drinking alcohol or using prohibited drugs.
2. You must keep your Australian contact details and your parents' contact details up to date through the UNSW College Student Portal.
3. Check your student and personal email every day for important correspondence from UNSW College.
4. Attend the Under 18 Students Orientation Session.
5. Attend scheduled Under 18 group meetings and workshops.
6. Attend scheduled one-on-one meetings with your Wellbeing Team Member.
7. Only stay in accommodation that is approved by UNSW College.
8. Follow all Under 18 Rules at your Accommodation including:
  - a. Curfew: Remain in your accommodation between 10pm – 6am. If you are living in a Residential college, you will be required to sign-in as per the residential college's procedures.
  - b. Visitors: You must seek approval if you are planning to have visitors in your room.
  - c. Staying Outside of Approved Accommodation: You must have written approval from UNSW College if you are planning to stay outside your approved accommodation.
9. You must allow at least 5 working days for approval from UNSW College if you want to:
  - a. Stay somewhere else overnight or travel out of Sydney.
  - b. Change your accommodation.
  - c. Return home (to your home country) during your scheduled UNSW college holidays.
10. If you are considering any changes to your current enrolment, you must make an appointment with your Student Wellbeing Advisor to discuss your enrolment and seek advice.
11. Transition to UNSW:
 

If you remain Under 18 at commencement of your UNSW degree program, you will be required to complete a form regarding your accommodation and your holiday plan. You will also be required to attend an Under 18 Transition to University Information Session.

You will be given a deadline to provide this information. If you do not confirm the above arrangements by the specified deadline your Confirmation of Appropriate Accommodation and Welfare (CAAW) will be cancelled. You will have to return home and apply directly to UNSW for new CAAW.



## 4.2 What Happens If Students Breach Under 18 Student Rules

If a student breaches the Under 18 Student Rules and Responsibilities, the following process is followed:

### 1. First Breach:

- notification to student by email.

### 2. Second Breach:

- notification to student and parent by email and
- student is required to attend a meeting with an Under 18 Student Coordinator.

### 3. Third Breach:

- notification to student and parent by email.
- Student is required to attend a meeting with an Under 18 Student Coordinator and the parent is invited to attend online.
- Summary of meeting is sent to parent.

### 4. Any Further Breach:

- Student's Confirmation of Appropriate Accommodation and Welfare (CAAW) is cancelled by the College which may result in cancellation of the student visa.
- Once the CAAW has been cancelled the parent will have to make arrangements for their child to return home unless they can make alternative Under 18 Care Arrangements which will have to be approved by the Department of Home Affairs (DHA)

### What If I Have Questions About these Rules?

We are here to assist and answer your questions.

Email us on: [under18@unswcollege.edu.au](mailto:under18@unswcollege.edu.au)





# SECTION 5:

## Liasing with Parents

## 5. Liaising with Parents

We work in partnership with students, their parents and guardians to support students' safety, wellbeing and academic success.

### 5.1 When Will the College Contact Parents

- In an emergency/child experiencing crisis.
- To discuss wellbeing or concerns.
- If a student received an Academic Risk letter
- If student has not returned to their accommodation in the evening.
- If student breached Under 18 rules.
- If student received attendance warning.
- If student engaged in student misconduct.

### 5.2 Keeping Parent/Guardian Contacts Up-to-Date with UNSW College

It is important that all parent/guardian contact details are kept up to date. Students can update both their own and their parents' contact details via student portal.

Refer to Quick Links on our current students website:

<https://my.unswcollege.edu.au/quicklinks/>



# **SECTION 6:**

## **Program Completion & Transition to UNSW**





## 6. Program Completion & Transition to UNSW

Students who remain under 18 during the gap between the courses and at commencement of UNSW program will have to ensure that they comply with the Under 18 Care Arrangements Requirements during this period.

## 6.1 If You Are Turning 18 After Completion of UNSW College Program and Before Commencement of UNSW

You will have to confirm with the College whether you:

- a. are staying in Sydney or
- b. returning home for this period.

You will be given a deadline to confirm those arrangements.

## 6.2 If You Remain Under 18 at Commencement of UNSW

**You Will be Required to:**

1. Attend Under18 Students Transition to UNSW Information Session (you will receive invitation for this session from the College).
2. Confirm your holiday arrangements during gap period.
3. Confirm your Under 18 approved accommodation for when you commence your program at UNSW.
4. To confirm those arrangements email: [Under 18 Student Holiday and Temporary Stay Form](mailto:Under18@unswcollege.edu.au) to [Under18@unswcollege.edu.au](mailto:Under18@unswcollege.edu.au)

**How Do I Confirm My Holiday and Accommodation Arrangements?**

Email a completed [Under 18 Students Care Arrangement Form for Students Transitioning to UNSW](#) to [Under18@unswcollege.edu.au](mailto:Under18@unswcollege.edu.au). If you are returning home, you will also need to attach a copy of your flight ticket.

**Follow the Steps Below After You Have Received Your Full UNSW Offer:**

Apply for a UNSW CAAW and UNSW Under 18 Students' Care Program:

1. If your final offer is the same as your provisional offer, you need to only apply for the UNSW Under 18 Students' Care Program.
  - a. If your final offer is the same as your provisional offer, you need to **only** apply for the UNSW Under 18 Students' Care Program.



- b. If your final offer is different from your provisional offer, you need to apply for **both** a UNSW CAAW and the UNSW Under 18 Care Program. The application can be lodged via UNSW CAAW online portal [UNSW Sydney - Online Forms](#). Under 18 students will not receive their CoE from UNSW until their CAAW is confirmed.
2. Once your CAAW is confirmed, you can accept your UNSW Offer by uploading acceptance and supporting documentation via your [myUNSW](#) account.
  3. UNSW will issue a CoE and CAAW for your undergraduate program. You will be informed of the orientation event schedule via email at the same time.
  4. Enrol into courses in your myUNSW account.

## 6.3 If You Are Not Planning to Continue to UNSW

If you are not planning to continue with UNSW or UNSW College, please email us on [Under18@unswcollege.edu.au](mailto:Under18@unswcollege.edu.au) so we can discuss your individual circumstances and provide you with advice regarding next steps. Please know that you will be required to make arrangements to return home within 14 days.



# Useful Student Contacts & Resources

| UNSW and Sydney Essential Services Contacts: |   |                              |   |
|--|---|------------------------------|---|
| UNSW Campus Security                         | Phone: + 61 2 9385 6666   | Emergency on campus          | All hours   |
|  | Phone: + 61 2 9385 6000<br>Email: <a href="mailto:security.services@unsw.edu.au">security.services@unsw.edu.au</a>  | Non-urgent security          | All hours   |
|  |   |                              |   |
| All Emergencies                              | 000 (Triple Zero)   | Life threatening emergency   | All hours   |
| NSW Mental Health Line                       | Phone: +61 2 9385 5418<br>SMS: +61 485 826 595<br>(For confidential support)  | Urgent mental health support | All hours   |
| UNSW Health Service                          | Phone: +61 2 9385 5425  | To see a doctor.             | Hours may vary. To book an appointment click <a href="#">here</a> . |
| Health Direct:                               | Phone: 1800 022 222   | 24-hour health advice        | All hours   |
| Medibank 24/7 Student Help & Support Line    | Phone: 1800 887 283   | 24-hour health advice        | All hours   |
| If you Experienced Gendered Violence         | For information on where you can access support and how you can make an online report to UNSW College please refer to <a href="#">Important Student Contacts</a> section on the College current students website. |                              |   |
| UNSW College Contacts & Resources            |   |                              |   |
| Student Services & Student Wellbeing Team    | Location: Level 1, 223 Anzac parade, Kensington (L5 Building)<br>Email: <a href="mailto:enquiries@unswcollege.edu.au">enquiries@unswcollege.edu.au</a><br>Phone: 02 9386 2222                                     |                              | 9am – 5pm<br>Monday to Friday                                       |
| Under 18 Related Enquiries:                  | Email: <a href="mailto:Under18@unswcollege.edu.au">Under18@unswcollege.edu.au</a>   |                              |   |
| Student Wellbeing Adviser                    | <a href="#">Click here</a> to book an appointment.  |                              |   |

# Useful Student Contacts & Resources

|                                   |   |
|-----------------------------------|---|
| <b>Accommodation Team</b>         | <a href="#">Click here</a> to book an appointment.  |
| <b>Equitable Learning Support</b> | If you have a physical/mental health condition affecting your studies and would like to register for equitable learning support: <a href="#">click here</a>                               |
| <b>Current Students Website</b>   | <a href="https://my.unswcollege.edu.au/">https://my.unswcollege.edu.au/</a>   |
| <b>To Access Student Forms</b>    | <a href="https://my.unswcollege.edu.au/forms/">https://my.unswcollege.edu.au/forms/</a>   |
| <b>Under 18 Students Rules</b>    | <a href="https://my.unswcollege.edu.au/student-support/u18-student-rules-and-responsibilities/">https://my.unswcollege.edu.au/student-support/u18-student-rules-and-responsibilities/</a> |