



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

Support Services for Students in Hardship

You are not alone here at UOW. You are surrounded by a community of people here to support you and help you succeed. There a number of services and support available to you as you need them.

UOW'S 24-HOUR WELLBEING SUPPORT LINE

The 24 hour Wellbeing Support Line provides free and confidential advice to onshore UOW students who may be experiencing emotional distress, are overwhelmed or stressed.

The service is available 24 hours a day, 7 days a week (including on public holidays) for students onshore in Australia enrolled at any of our campuses.

Call 1300 036 149 or text 0488 884 164.

UOW COUNSELLING SERVICES

A free and confidential space where you can discuss concerns that may be impacting your academic performance or mental health and wellbeing. To access counselling, the first step is to register by completing the [Registration and Consent Form](#).

After your form is received, a counsellor will contact you via phone to discuss how we can best support you.

Support may include booking you in for an appointment with the UOW counselling service or referring you to other internal or external services.

Further information, as well as the registration and consent form can be found on the website:

uow.edu.au/student/support-services/counselling/get-help/

COUNSELLING & WELLBEING SUPPORT FOR STUDENTS OUTSIDE OF AUSTRALIA

[Specialised counselling and wellbeing services and resources](#) are now available to all UOW international students enrolled at any of our Australian campuses and studying offshore due to border closures.

UOW has partnered with LifeWorks to deliver a [Student Support Program](#) to support your emotional, mental and general psychological wellbeing. With these services you can:

- access support in your language, via face-to-face, structured telephone or online/video depending on preference and availability;
- receive up to 6 sessions of counselling per issue, with unlimited issues per year;
- access support 24/7, 365 days a year.

For more information visit: **uow.edu.au/student/support-services/counselling/counselling-services-for-international-students-offshore/**

STUDENT SUPPORT ADVISERS (SSA)

SSAs can help you work out the best way forward on a range of complex issues that may affect your studies.

They can assist with:

- identifying support services available at UOW and in the community understanding UOW policies and processes as they relate to you
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For more information visit: **uow.edu.au/student/support-services/advisers/**

ASK IZZY

The Ask Izzy website allows students to search for support services in their area, including food banks, counselling, legal support, careers support and accommodation.

The website can be accessed at: **askizzy.org.au**

IS THIS AN EMERGENCY?

Emergency Service: Call 000

Lifeline: text 0477 131 114 (6pm – midnight) call 13 11 14 (24hr)

UOW Crisis Security (if on campus): 4221 4555

DOMESTIC OR FAMILY VIOLENCE & ABUSE SUPPORT SERVICES

1800 RESPECT (1800 737 732) - A 24hr national telephone counselling and referral service.

NSW Domestic Violence Line (1800 65 64 63) provides counselling and referral services, AVO information, transport access to emergency accommodation, assistance with hospital care and legal services. For more support options: facs.nsw.gov.au/domestic-violence/my-situation

HEALTH HELP LINE

02 4239 2300 - The Health Help Line operates between 9am – 5pm Monday to Friday. All calls are answered by a Nurse who can provide information, advice and referrals to help students access appropriate care. Outside of normal operating hours, the line will provide recorded referral information.

FOOD ASSISTANCE ON CAMPUS

UOW Pulse have established **Pulse Pantry** to assist current UOW students facing hardship and food insecurity by providing last-minute meal ingredients.

Pulse Pantry is open every Wednesday from 11am- 1pm or until stock runs out. Located next door to Campus Pharmacy in Building 11. Find out more at pulse.uow.edu.au/pulse-pantry/

For information on where to access other free and low cost food assistance visit: uow.edu.au/student/support-services/food-assistance

STUDY NSW FOOD HAMPERS

Study NSW has partnered with Food Bank to provide free food hampers for international students. Hampers are distributed at locations across Sydney, Newcastle, Wollongong, Armidale, Wagga, Port Macquarie and Coffs Harbour. International students can access their hamper by following these steps:

1. Call Food Bank on (02) 9756 3099.
2. State that you are an international student and your suburb, then ask for the distribution point closest to you.
3. Have your student visa and student card with you when you collect the hamper.

More information on this and other emergency assistance options are available through the Study NSW website: study.sydney/student-welfare/food-assistance

LEGAL & FINANCIAL ADVICE

UOW's Student Legal Clinic provides free confidential legal advice to current students at UOW. This services is available both remotely, and in person. uow.edu.au/student/support-services/legal-clinic

For advice and support with managing financial stress: uow.edu.au/student/support-services/financialassistance

BUPA 24-HOUR STUDENT SUPPORT LINE

International students with BUPA Overseas Health Cover have access to a 24-hour Student Health and Support Line, included in their coverage.

Advice can be provided for a range of situations, medical or otherwise, and interpreters are available in 180 languages.

- medical and accident assistance
- personal, home and property assistance
- general tax and legal inquiries
- access to counselling

This service is available by calling: 1300 884 235