

Student Support and Welfare Policy

1. Purpose

The purpose of this policy is to support the overseas students in adjusting to study and life in Australia by providing information to the overseas students on or access to an age and culturally appropriate orientation programs and to ensure that all the students are given required academic, non-academic and informational support while studying in Australia to successfully complete their courses within the duration.

As per standard 6.3 of the National code 2018, IIS offers reasonable support to the overseas students to enable them to achieve expected learning outcomes regardless of the overseas students' place of study or the mode of study of the course, at no additional cost to the overseas student.

IIS has implemented and documented a policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to the incidents that may cause physical or psychological harm.

IIS facilitates access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with the overseas students undertaking online or distance units of study.

This policy is managed in accordance to the requirements of:

Standards for RTO 2015 - Clause 1.3, Clause 1.7

National Code 2018 - Standard 6

2. Scope

This policy applies to all the Imperial Institute of Sydney staff and the prospective and current international students of IIS.

Diverse student learning needs are addressed and students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling to the enrolment stage. All support services on-campus are free of charge. Some referred services external to the Institute may come at a charge determined by the provider of the service.

3. Policy

Imperial Institute of Sydney will provide students with information relevant to each criteria mentioned above when they request assistance relating to any services and programs, at no additional cost to the student.

Imperial Institute of Sydney will offer reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.

Imperial Institute of Sydney will facilitate access to learning support services consistent with the requirements of the course, the mode of study and the learning needs of the student or student cohorts. Imperial Institute of Sydney has documented processes that it implements for supporting these processes.

Imperial Institute of Sydney has appointed a student Support Officer who will be the point of contact for students, and who has up-to-date details of the Imperial Institute of Sydney's support services (see details in procedures). All administration and academic staff will provide student support in their respective areas to assist the student.

Student Support Officer along with other IIS staff will abide by IIS's obligations regarding the Standard 6 of the National Code 2018 and Standard 1.7 of the Standards for the RTOs 2015.

Imperial Institute of Sydney has a documented Critical Incident policy and process that outlines how to manage critical incidents and what may affect the student's ability to undertake or complete a course (such as but not limited to incidents that may cause physical or psychological harm). Imperial Institute of Sydney will maintain a written record of any critical incident and remedial action taken by IIS for at least two years after the overseas student ceases to be an accepted student.

Imperial Institute of Sydney will take all steps necessary to provide a safe environment on campus and advise students and staff on actions they can take to enhance their personal security and safety.

Students will be provided with information on how to seek assistance and report an incident that significantly impacts on their wellbeing, including critical incidents.

Imperial Institute of Sydney will provide students with, or will refer them to (including electronically), general information on safety and awareness relevant to life in Australia through IIS's Safety and Security Kit.

4. Responsibility

IIS as an organisation is committed to creating awareness and access to a variety of student support services and ensuring that the international students make an effective transition into the life and study in Australia, achieve satisfactory course progress and ultimately achieve their desired academic outcomes.

CEO and the Student Support Officer are responsible for the implementation of this policy. Students support officer will have access to up-to-date details of the IIS's support services.

IIS has appointed a student support officer and staff members as official contact person for students to provide support to the students and to ensure that there are adequate support personnel. Each officer and a designated staff member at IIS will help the students in supporting the students who request for support. However, there will be one student support officer who will be responsible for specific task requirements and other staff members who will be responsible for providing support in different areas.

Official point of contact for support: Student Support Officer

Email: info@iis.edu.au

The other support staff are:

Service	Responsibility	Phone no	Email
Emergency Health, safety and security, critical incident/ First aid, student's health and safety.	CEO	+61 272 522 525 (Office hours) (In case of life threatening emergency, CALL 000)	info@iis.edu.au
Academic support (including catch up classes, academic progress, attendance, LLN Support, intervention)	Trainer & Assessor/RTO Training Manager	+61 272 522 525	info@iis.edu.au

Complaints & Appeals / Administration Matters <i>(including enrolment, orientation, deferral, results, Refunds)/Accommodation Support</i>	Administration Officer/ Support Officer	+61 272 522 525	info@iis.edu.au
Student support services/ Counselling support	Student Support Officer	+61 272 522 525	info@iis.edu.au

4. Requirements

IIS will help students to access the study support and welfare related services.

- As per standard 6.8 of the National Code 2018, IIS has its Critical Incident Policy and procedures in place that covers the action to be taken in the event of a critical incident, and records the incident and action taken. Our Critical incident policy ensures that IIS is prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances. See Critical Incident Policy and Procedures of IIS for more information.
- IIS has sufficient student support personnel to meet the needs of the overseas students enrolled with IIS. IIS will maintain one student support officer for every 80 students (1:80 ratios) to ensure that sufficient officers are available for students. Every member of IIS staff will execute the procedural aspects of this policy with specific matters dealt by specialised personnel.
- Reasonable steps will be taken to provide students with safe environment on campus and off campus, and it is advised to students and staff to take actions, which can enhance their personal security and safety.
- IIS will ensure that the staff members who interact directly with the overseas students are aware of the IIS's obligations under the ESOS framework and the potential implications for overseas students.
- IIS provides an opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are free of cost.
- IIS shall organise various student support as outlined below in point 5.

5. Procedures

5.1 Orientation Programs

All students will go through an orientation program during their first week at IIS. Students will be advised to attend the Orientation session. IIS will ensure that an age and culturally sensitive orientation programmed is delivered by the official point of contact personal i.e. Student Support Officer. This program provides information on being safe on campus and around campus.

The orientation program will include information regarding:

Support services available to assist overseas students to help them adjust to study and life in Australia

- Being safe on campus and around campus
- English language support and study assistance
- Any relevant legal services
- Emergency and health services
- IIS's facilities and resources

INTERNATIONAL INSTITUTE OF SYDNEY PTY LTD t/a [Imperial Institute of Sydney](#)

[Student Support and Welfare Policy](#) || **Version no: 2.0**

ABN: 23 610 424 336 | **RTO: 41568** | **CRICOS Number: 03944E**

Address: Suite 302, level 3, 20 Macquarie Street, Parramatta, NSW 2150

T: +61 272 522 525; 1300526511 (toll free) | **E:** info@iis.edu.au | **W:** www.iis.edu.au

- Complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- Information on visa conditions relating to the course progress and attendance requirements.
- The support services available to assist the students with general or personal circumstances that are adversely affecting their education in Australia.
- services that students can access for the information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (National Employment Standards).

After orientation program, students will be required to fill up and sign a student Induction checklist which will then be filed in the student's file.

5.2 Student Handbook

All students will be provided with a link of student handbook available on IIS website www.iis.edu.au prior to the enrolment. Student handbook will provide information on (but not limited to):

- Student support services available to them
- Services, facilities and resources available to students
- Language Literacy and Numeracy (LLN)
- Assessments, Reassessments
- Recognition to Prior Learning (RPL), Credit transfer
- Plagiarism and cheating
- Complaints and Appeals
- Student Code of Behavior
- Maintaining contact details up to date
- Visa requirements for international students
- Policies and Procedures (Refund policy, Deferment, Suspension and Cancellation Policy, Complaints and Appeals policy etc.)
- Other relevant information in assisting students to adjust to life and study in Australia.

6. Student Support Services

All students who require support can contact IIS's student support officer through email, phone or face-to-face contact. Student support services will be available for students at all times.

Students will be asked to fill up a "Student Support Request Form" which will help them to mention the support they require in detail.

Student support officer or representative will record the details in student support register and will make sure that student is satisfied with the support requested by him or her.

IIS will maintain evidence of the support provided to the students in file. This includes maintaining and keeping record of:

1. *Student Support Request form*: available from IIS's reception or website. Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements. IIS understands the difficulty that students may have to face when they are away from their home. Therefore, IIS ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services.
2. *Academic Support-Intervention Strategy Form*: Students whose attendance is unsatisfactory (i.e. below 80%) or if student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the units in given study period) will be called for Intervention meeting and intervention strategies will be discussed and applied. For more

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information, kindly refer to Attendance and Course Progress Policy available on website or from Reception.

6.1 Academic Support

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support to ensure that they maintain appropriate academic level, and general support to achieve satisfactory course progress. Student's course progress is monitored, and proper guidance and support is provided if unsatisfactory course progress has been identified.

Unsatisfactory Course Progress: A student will be deemed to have made unsatisfactory course progress in any given study period by not successfully completing or demonstrating competency in at least 50% of the units in any given study period or achieved minimum competency level as stipulated in individual program requirement.

A student can discuss any academic or other related issues to study at IIS at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required.

Intervention strategies are put in place to assist the students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies may include, but are not limited to:

- Academic skills support
- English language Support;
- Additional classes or tutorials and teaching support (whichever is required)
- Counselling/Mentoring
- Placement in another class; and
- Reduction in course load, Change of course
- Timetable adjustments using the new study plan.
- Reviewing assessment strategies
- Extension of CoE (conditions apply)

6.2 Language Literacy and Numeracy (LLN) Support and Pre-Training Review

- The pre-training review will be conducted prior to enrolment and LL&N test prior to the commencement of the course. This is done to ensure that prospective students are placed into the correct course and to identify any LL&N deficiencies.
- Students will be required to complete Pre-Training Review questions included in the application form prior to enrolment. LLN test will be conducted by using LLN robot in classroom under the supervision of qualified assessor on campus prior to commencement of the course. LLN Robot assessment tools are well mapped against each ACSF levels.
- IIS has an appointed LLN support officer to provide LLN Support to students. Support services are offered to all students.
- Imperial Institute of Sydney does not allow agents to conduct LLN assessments.

- In the event that a Trainer and Assessor identifies students with LL&N difficulties or where students require or request additional LL&N support. Appropriate strategies will be implemented to assist them with their learning. Additional support will be provided by the Institute with *ACSF Support plan.
- Students are requested to speak to LLN Support officer to discuss about the support measures that they might need. Imperial Institute of Teaching will provide support with no additional cost.
- The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy.

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plan for students will be developed on individual case by case basis.

Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication

If required, students can also be provided with support in Grammar, Vocabulary, Pronunciation. Students must contact IIS to seek assistance or support in LLN.

Detailed ACSF Support plan will be available through LLN Policy and can also be made available from the reception.

6.3 Counselling

All students needing counselling, study skills assistance or practical help can make an appointment with the Student Support Officer, at the main campus. An appointment can be made at reception or by emailing the student support officer at info@iis.edu.au. Personal Counselling Services will be organised where student is identified in need of counseling and may take the form of advice or referral to other services. Personal counseling services are provided in accordance with the institute code of practice and confidentiality procedures. Personal counseling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counseling

For Medical service and support near main campus, students may seek help from the reception or from student support officer.

Medical Centre near the campus:

1. Parramatta Doctors medical centre

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- Contact no: +61 2 9099 0565
- Address: Level 3, suite 25/27 Hunter St, Parramatta NSW 2150, Australia
- Email: parramattamedicalcentre.sydney

2. Argyle Street Medical Centre

- Contact no: +61 2 9893 8733
- Address: Cnr Argyle &, Marsden St, Parramatta NSW 2150, Australia

3. AMI Clinic - Parramatta

- Address: Suite 1, Level 1/44 Marsden St, Parramatta NSW 2150, Australia
- Contact: +61 1800 101 090

After Hours Care is provided through National Home Doctor Service- Phone number: 13 74 25

Students will be provided with counselling on (but not limited to):

- i. academic and future progress advice
- ii. Welfare matters

These services will be available and accessible by all students at suitable times.

Please Note: Referral to medical services available or external counsellors will be provided free of cost by the institute. However, fees of medical practitioners and/or counsellor will be borne by the students.

Imperial Institute of Sydney (IIS) offers reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.

IIS will ensure that students are provided with sufficient support so that they can adjust to study and life in Australia. Students are encouraged to contact Reception for more information.

Students requiring assistance with course progress should contact the students support services as soon as possible.

***Please speak to the student support officer for any more information including medical service or external support available near campus.**

6.4 Student Welfare Services

IIS has a designated Student Support Officer to assist in providing basic counselling services to all the students. This service assists the students experiencing difficulties in any of the aspect of their lives, including issues of academic or personal nature. The student support officer is available to the students to help them access study support and welfare-related services such as (but not limited to);

- **Legal Services** – IIS can refer a student who requires legal advice for a Legal Aid NSW (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student will be responsible for any cost related to the legal advice charged by the legal practitioner.
- **Accommodation** – Accommodation advice is available to all the international students from the point of application through to the completion of their course. IIS will provide up to date information on the accommodation options and/or providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- **Emergency and Health Services** – During orientation, the students are advised of the campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak to the student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g. 000 and inform IIS as soon as appropriate.
- **Facilities and Resources** – At orientation, the students will be given a guided tour of the campus and all IIS facilities. At this time, they will be given an explanation of all the available resources.

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- **Complaints and appeals processes** – The complaints and appeals policy and procedures are given in detail on the website www.iis.edu.au and can be made available from the administration department upon request.
- Any student visa conditions relating to the course progress and/or attendance as appropriate – Students are advised during orientation of their requirements to continue to meet their visa conditions.
- IIS can also refer the students to external counselling services for various issues if necessary, however, each issue is dealt on a case by case basis. There is no fee attached to this welfare support and referral service. Students are required to seek assistance from IIS's student support officer so that sufficient support can be provided.

6.5. Student health and Safety

- The primary mechanism for student support is through the Administration Officer and Student Support Officer who is responsible for responding to requests for assistance from the students.
- IIS has a Student Services team designated to support students. Reception is open daily from 9:00 am – 5:00 pm Monday to Friday. There will be one student support officer present during campus operating hours.
- Students are free to approach any IIS staff member for any help or make general enquiries, for example, directions, public transport and other day-to-day needs, banking, access to other services, etc.
- Students requiring additional assistance will be referred to the appropriate institute staff, e.g. Trainers/Assessors, Administration Officer, Chief Executive Officer, or to an appropriate external support provider if this is considered appropriate.
- There are also other staff members available to support the students. Their contact details are available in the student handbook and can be made available from the reception.

6.6. Disability Support

Australia has a law that protects the individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student.

Institute will apply reasonable adjustments for student with disability. However, reasonable adjustment applied will not be detrimental for the student to achieve course outcomes.

IIS will apply reasonable adjustments to the level it can for the students. This means that the institute cannot and will not:

- Refuse admission based on disability.
- Accept the student with a disability on less favourable terms than the other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common- rooms or lecture facilities).

7. Critical Incident Policy

As per standard 6.8 of the National code 2018, IIS has its Critical Incident Policy and procedures in place.

This standard mandate IIS to have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Critical incidents are not limited to, but could include:

- missing students
- Severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse

Non-life-threatening events could still qualify as critical incidents

Immediate Action: If you need assistance in dealing with critical incident --> contact emergency help line immediately by **calling 000** and inform the institute staff or CEO.

On receipt of the information regarding a critical incident, the CEO or senior person will do following:

- Create for themselves a clear understanding of the known facts.
- If an emergency exists and emergency services are not contacted already, it is advisable to contact the relevant emergency services by calling 000 as soon as possible.
- Ensure safety of students and staff including evacuation (if not done already).
- If translators are required, contact Translating and Interpreting Services by calling 13 14 50.
- Be present when emergency services arrive and liaise with the emergency services
- Deploy institute resources and supervise critical incident and emergency response.
- If counseling services are required, contact Life Line on 13 11 14
- If the critical incident is at an offshore location, contact the Department of Foreign Affairs and Trade (+61 2 6261 3305 or +61 2 6261 1111) for advice on best way of assisting student.
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

Any action taken regarding a critical incident is recorded to include outcomes or evidence if the incident is referred to another person or agency.

For detailed Critical Incident Policy and procedures, visit IIS website www.iis.edu.au

8. Health and Safety on Campus and Off Campus

Safety On campus

Students are required to be safe while they are on the campus. IIS does not tolerate any kind of misbehavior, sexual harassment or sexual assault. In order to be safe on campus, students should:

- Stay alert at all time keeping yourself and others safe.
- Students are required to observe safety signs, read instructions and be aware of the security and emergency arrangements at IIS campus.
- First aid box and list of first aid officers is displayed on the campus notice board.
- Check train, or bus shuttle services timetable before leaving campus for out of office hours.
- If you drive to IIS campus, try to park close to campus and use well-lit car parks.

- When leaving IIS at late evening, try to walk with a friend or group, and take paths that are well lit and ideally frequently used by other people.
- Report all the incidents and suspicious behaviour to staff of IIS immediately, no matter how minor it is.

IIS will support and guide you at every step.

Initial contact person/support staff on campus are mentioned above in the policy.

Safety-Off Campus

In order to be safe off campus, students must:

- Observe safety signs; be attentive while using escalators, road crossings and public transport.
- Use first carriage on the train while travelling late nights.
- Avoid taking shortcuts through dark lanes, parks while walking late night.
- Walk in groups, stay in lit up area of station, preferably within reach of emergency intercom at the station during late nights.
- While walking, always observe crossing lights, while driving, observe road signs and adhere to the speed limits.

Important safety related links:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

<https://nsw.crimestoppers.com.au/>

Emergency Contact List

➤ **Emergency and Support Services**

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132500 (For emergency help in flood, storm and tsunami), https://www.ses.nsw.gov.au/about-us/contact-us/
Non-Emergency Police	131 444
Poisons Information Centre: [24 hours]	131 126
Care Ring: 24-hour counselling service	136 169
Lifeline: 24-hour service	131 114
Public transport & timetables	https://transportnsw.info/
Dentists: Dental Hospital Service [Emergency Only]	9341 1040

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Search and rescue-Australian Maritime Safety Authority	Within Australia - 1800 627 484, Outside Australia - +61 2 6279 5000
Health Direct Australia	1800 022 222

9. External Support Services

IIS ensures that students are informed about the external support services for their life and study support in Australia.

Arrival Assistance

IIS can provide arrival assistance to students by informing and guiding them about the arrival assistance provided at Sydney Airport. The student's "Welcome Desk" at Sydney airport, run by the government, is open at key student arrival times and offers information, advice and a welcome pack when you arrive. For welcome desk opening hours, visit <https://www.study.sydney/programs/welcome-desk> or <https://www.sydneyairport.com.au/info-sheet/information-desks-t1>.

IIS provides airport pick up on pre-arranged basis. Students are required to fill the Airport Pick up form available on IIS's website or students can email their request for Airport pick up at info@iis.edu.au. Students are requested to contact IIS at +61 272 522 525 in advance, preferably, preferably within 5 working days to avoid any inconvenience.

Airport pick up fees: AU\$100

There is also a help desk available at the airport for international student to assist students in finding suitable airport pick up services e.g. UBER, Sky Bus and taxi services.

Accommodation Assistance

IIS does not have its own accommodation facilities. However, accommodation assistance will be provided to students upon request. Providing accommodation advice is free of cost. However, students will have to pay fees for the accommodation booked on behalf of them. Four weeks of notice prior to arrival is required.

International Student Welcome Desk

International Student Welcome Desk is an initiative of Study NSW and our partners to provide a friendly welcome for international students arriving into Sydney and NSW.

The ISWD offers a wide range of free support services and referrals for international students on health matters, general wellbeing, legal services, accommodation, financial management and safety issues.

Interpreters are available on request. ISWD can assist students through personal difficulties by providing emotional and practical support that is sensitive to their circumstances.

Sydney Airport: You'll find the Welcome Desk at T1 International in the Arrivals Hall opposite passenger exit A.

Open: Monday-Sunday 7:00am to 9:00pm

Please refer to the website of ISWD for further details. <https://www.study.sydney/programs/welcome-desk>

External Services Services

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1	<p>NSW Fair Trading It provides direct services to the public including advice, information and referral in consumer and residential tenancy matters. Contact no.: 13 32 20, 8:30 AM to 5 PM local time, Monday to Friday Website: https://www.fairtrading.nsw.gov.au/about-fair-trading/our-services Address: NSW Fair Trading 4 Parramatta Square 12 Darcy Street Parramatta NSW 2150</p>
2	<p>Alcohol and Other Drugs ADIS provides 24-hour 7 day a week telephone counselling, support, referrals and information for those affected by alcohol or other drugs. ADIS counsellors are trained to work with people who are concerned about their own alcohol and drug use, as well as callers who are concerned about their family or friends. ADIS is a free service which is available to all residents of NSW. Contact no.: 1800 250 015 Local Intake Lines: Southern NSW - 1800 809 423 <u>Sydney</u> - 1800 793 466 <u>Western NSW</u> - 1300 887 000 <u>Western Sydney</u> - (02) 9840 3355 Website: www.health.nsw.gov.au</p>
3	<p>Legal Aid NSW Legal Aid NSW is a statewide organisation providing legal services to socially and economically disadvantaged people across NSW. Contact no.: 1300 888 529 Monday to Friday from 8.30am to 5.30pm for Sydney (Central Sydney) and 9am to 5pm for all other offices., for free information over the phone about the law and how they can help you. Legal Aid NSW offices: www.legalaid.nsw.gov.au/contact-us/legal-aid-nsw-offices</p>
4	<p>Work Rights Fair Work Ombudsman Are you concerned about your pay or work conditions? Have you been bullied or harassed at work? Are you unsure of where to go to get help? Found out where you stand Website: https://www.fairwork.gov.au/</p>
5	<p>Reach Out Website designed for young people. Information and resources to assist with self-help or help for others. http://au.reachout.com</p>

Fire, ambulance, police (life-threatening emergencies): Ring 000

Hospitals and Medical Issues (NSW):

Westmead Hospital: (02) 8890 5555

Auburn Hospital: (02) 8759 3000

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Blacktown and Mount Druitt Hospital: (02) 9881 800

Royal North Shore Hospital: (02) 9926 7111

Refer to www.yellowpages.com.au for services near you.

The National Translating and Interpreting Service: 131 450

Life Line 24-hour Counselling Services: 131 114

Solicitors/ Lawyer:

The Institute of Arbitrators Mediators Australia: Free call 1800 651 650

Legal Aid NSW: <https://www.legalaid.nsw.gov.au/>

Study in Australia: www.studyinaustralia.gov.au

Places of Worship

Churches: www.australianchurches.net

Mosques: <http://www.islamiccouncilwa.com.au/mosque/>

Temples Australia: www.hindu council.com.au

Sikh Temple: <http://www.sikhyouthaustralia.com/>

Other Support Services

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

Lifeline: 13 11 14 (24-hour counselling service)

Men's line Australia: 1300 78 99 78

Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Help: 1800 627 727

Domestic Violence NSW: (02) 9698 9777, (02) 9698 9771

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Accommodation Information (Homelessness Help Services): 1800 627 727

The Gambling Help Line: 1800 858 858

Call us at +61 272 522 525 or Email us at: info@iis.edu.au for any assistance.

Students are always encouraged to seek assistance or help if they need any. IIS will make sure to provide all the support we can to its students.

INTERNATIONAL INSTITUTE OF SYDNEY PTY LTD t/a Imperial Institute of Sydney

Student Support and Welfare Policy || Version no: 2.0

ABN: 23 610 424 336 | RTO: 41568 | CRICOS Number: 03944E

Address: Suite 302, level 3, 20 Macquarie Street, Parramatta, NSW 2150

T: +61 272 522 525; 1300526511 (toll free) | E: info@iis.edu.au | W: www.iis.edu.au

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