

1 PURPOSE

To ensure all students receive support services relevant to their course and personal circumstances, and relevant staff are made aware of Axial's obligations under the ESOS 2010 framework.

2 POLICY

Axial International College is committed to providing all students with the support they need to achieve their goals and to adjust to life and study in Australia.

Axial International College Student Support Officers (SSO) are available to:

- Ensure that all students undertake an appropriate orientation program;
- Provide the opportunity for students to participate in services designed to assist in meeting course requirements; and
- In addition, students can also access support services to:
 - Provide advice and support in relation to accessing welfare-related services to assist with issues that may arise during the student's study period
 - Referral (if required) to appropriate external support services
 - Ensure all relevant staff are made aware of Axial's obligations under the ESOS 2010 framework.

The SSO is also able to provide direction and assistance in the following areas:

2.1 LEGAL SERVICES

Should students require professional legal advice whilst in Australia, Legal Aid Queensland is a statutory authority that provides legal information, advice and representation to financially and socially disadvantaged Queenslanders. Legal Aid Queensland can be contacted on 1800 651 188 (free call) or through their website, www.legalaid.qld.gov.au.

For advice relating to student visas, the Department of Home Affairs can be contacted on 131 881 or through their website, www.homeaffairs.gov.au.

2.2 HOUSING INFORMATION

For information relating to renting in Qld please use the following contacts:

Residential Tenancies Authority - www.rta.qld.gov.au, phone number 1300 366 311.

If you require an interpreter, please contact the Translating and Interpreting Service (TIS) on 131 450 during RTA hours of business. TIS will telephone the RTA for you at no cost.

2.3 EMERGENCY AND HEALTH SERVICES

International students coming to Australia on a student visa are required to have Overseas Student Health Cover (OSHC), prior to arriving in Australia. OSHC covers the cost of standard doctor and hospital treatment, but not all providers offer extended cover such as dental, optional 'elective' treatments, or optical.

Further information on OSHC can be found at

www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-ovc.htm.

2.4 EMERGENCY CONTACTS

Emergency contacts that are provided to students include but are not limited to:

Emergency matters

- Contact details – Call 000 for fire, ambulance, police
- Mobile phone secondary emergency number - 112
- Service details - Life threatening situations, such as a car crash or a fire.

Local police – non urgent matters

- Contact details - Call 131 444 (everywhere except Victoria)
- Service details - Police attendance for non-urgent matters.

Lifeline

- Contact details - Call 13 11 14
- Service details - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. The support is via phone or through their online chat available on their website, www.lifeline.org.au.

Kids Helpline (up to 25 years of age)

- Contact details – Call 1800 551 800
- Service details - If students are aged under 25 and feeling depressed, worried, sad, angry or confused about things like their studies or personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if preferred).

Poison Information Centre

- Contact details – Call 131 126
- Service details - Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.