<table>
<thead>
<tr>
<th>Types of concerns</th>
<th>Who to contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student is not attending lectures/tutorials</td>
<td>Educational Support Service x59365</td>
</tr>
<tr>
<td>Student shows sudden decline in academic performance</td>
<td>Counselling and Psychological Services x55418</td>
</tr>
<tr>
<td>Student has a disability/health condition which is impacting on their studies</td>
<td>Student Equity and Disabilities Unit x54734</td>
</tr>
<tr>
<td>Student has no money and requires financial assistance</td>
<td>Educational Support Service x59365</td>
</tr>
<tr>
<td>Student needs academic skills support</td>
<td>Learning Centre x52060</td>
</tr>
<tr>
<td>International student is concerned about visa issues</td>
<td>Student Development International x55333</td>
</tr>
<tr>
<td>Student needs career advice</td>
<td>Careers and Employment x55429</td>
</tr>
<tr>
<td>Student is displaying signs of mental ill health (e.g. unusual behaviour, hearing 'voices', aggression)</td>
<td>Counselling and Psychological Services x55418</td>
</tr>
<tr>
<td>Student is threatening to harm themselves or others</td>
<td>UNSW Security Services x56666</td>
</tr>
<tr>
<td>Still unsure about who to contact?</td>
<td>Call Student Central x58500</td>
</tr>
</tbody>
</table>

Visit the Student Life and Learning Website
www.studentlifelearning.unsw.edu.au

Counselling and Psychological Services (CAPS)
Kensington campus
Level 2, East Wing
Quadrangle Building
T: 9385 5418  F: 9385 6115
E: counselling@unsw.edu.au

Careers and Employment
Level 2, East Wing
Quadrangle Building
T: 9385 5429  F: 9385 6145
E: careers@unsw.edu.au

Learning Centre
Lower Ground Floor, North Wing
Chancellery Building
T: 9385 2060
E: learningcentre@unsw.edu.au

Student Central
Lower Ground Floor
Chancellery Building
T: 9385 8500
E: studentcentral@unsw.edu.au

Student Development International (SDI)
Ground Floor, Goodsell Building
The University of New South Wales
T: 9385 5333  F: 9385 6369
E: international.student@unsw.edu.au

Student Equity and Disabilities Unit (SEADU)
Ground Floor, John Goodsell Building
T: 9385 4734  F: 9385 6262
E: seadu@unsw.edu.au

Educational Support Service
The Hub, Lower Ground Floor
Morven Brown Building
(entry via Commerce Courtyard)
T: 9385 9365  F: 9385 9398
E: advisors@unsw.edu.au
## AVAILABLE SERVICES

### Counselling and Psychological Services (CAPS) x55418

**FOCUS: Mental Health, Resilience, Well-being**

Free and confidential student counselling service, offering:
- One on one sessions
- Programs, workshops and seminars for skill development
- Self-help resources (online)

### Educational Support Advisors x59365

**FOCUS: Support, Assistance**

Help students with personal, study and unirelated matters including:
- Support and assistance on matters such as financial, tenancy, access to legal services, and much more...
- Support with university processes such as student loan applications, special consideration applications, grade reviews/appeals or course variation
- Strategies to work out how students can benefit the most from their studies, develop better study habits, and improve their academic performance

Students are encouraged to contact an educational support advisor for free, confidential, professional support if academic or personal circumstances are affecting their progress with their studies.

### Careers and Employment x55429

**FOCUS: Career Development, Finding Work**

Provides UNSW students and recent graduates with services designed to help them find work and develop their careers. The following services are offered:
- Jobs Online for job vacancies
- Online employment-related information (sample resumes, cover letters, interview and job search tips)
- Workshops on career-related topics
- Individual assistance for resume checking and help with career management issues
- Internship opportunities

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### The Learning Centre x52060

**FOCUS: Academic Support**

Assists students adjust to academic culture and develop new approaches to learning:
- Individual consultations + workshops
- Academic skills support
- Student self-access materials

### Student Equity and Disabilities Unit (SEADU) x54734

**FOCUS: Disability, Discrimination, Harassment**

Offer advice, support and a range of services to any UNSW student who has:
- A disability or medical condition
- Entered university under the ACCESS scheme
- Experienced discrimination or harassment by a member of staff or another student at UNSW

### Student Development International (SDI) x55333

**FOCUS: International Students**

Student Development International helps students from overseas adjust to living in Sydney and studying at UNSW through:
- Personalised advice and support
- A wide range of educational, social and recreational activities

### Student Central x58500

**FOCUS: Advice and Referral**

Student Central helps students navigate the essential university processes - from enrolment through to graduation:
- Managing enrolment
- Fees, assessments and results
- Forms and Documents

### Security Services x56666

Security Services will coordinate an appropriate response in the event of an emergency (i.e. imminent threat of harm to self or others)