# Student Support Services

<table>
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<tr>
<th>Who are we?</th>
<th>Our dedicated and friendly team of Student Advisors. We look forward to meeting YOU!</th>
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| What do we do? | - Course information and advice  
- Academic support  
- Applications for Special Consideration  
- Applications for Transfers, Withdrawal from units or course  
- Mentoring opportunities  
- Health, accommodation and safety advice  
- Welfare assistance  |

Remember, SIBT is here to help you achieve success within your chosen program of study! We encourage you to make us your first point of call within SIBT.

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| Student Advisors | Students are encouraged to use the support services available and to contact the friendly staff at SIBT for advice and assistance as soon as they are finding things a little difficult.  
We are always here and ready to listen to any problems or concerns you may have – personal or academic.  
To see a Student Adviser you can:  
1. Make an appointment  
2. Email OR  
3. Attend a drop in session |
|------------------|----------------------------------------------------------------------------------|
| SIBT Reception  | Level 2, 11 York Street  
Wynyard 2000 NSW  
T: (612) 9964 6555  
E: sibtstudentservices@sibt.nsw.edu.au  
Attend a drop in session:  
SIBT Reception  
Mon to Fri 12:00pm – 2:00pm |
### Getting Connected

There are a number of ways students can connect with each other at SIBT.

Make new friends and find out what’s happening by joining SIBT on twitter, Facebook and weibo.

### Student Events & Social Activities

We understand that for students, the main reason they are in Australia is to study. However, participating in extra-curricular activities and getting out and about is important too.

SIBT encourages you to interact and enjoy your experience by taking a break from your studies and having some fun and participating in extra-curricular activities. By being involved in non-academic interests whilst studying you will be able to develop a network of friends and to broaden your outlook and skills.

### Events, Activities and Adventures

You can also take part in a variety of events, activities and adventures: day trips across NSW, Barista courses and sporting event).

If you or a group of your friends have a particular interest in an activity, that you believe others might also been interested, please come by and speak to a Student Advisor in the student services team, who may be able to help you organise such an outing for you!

### Peer Mentoring Program

This program helps students adapt to their new learning environment. An experienced senior student, trained as a mentor, welcomes each new student at orientation.

Mentors provide new students with information about academic and campus life, and offer ongoing support during their initial semester at SIBT.
The Student Welfare Advisor is available to help you work through any personal difficulties that you may experience during your time at SIBT. All appointments with the Student Welfare Advisor are free and confidential.

You can seek support for a range of issues, including the following:
- Accommodation
- Counselling
- Disability Support
- Cultural Understanding
- Relationships Problems
- Mental Health
- Financial Issues
- Low Attendance
- Adjusting to Change
- Student Advocacy
- Sexual Health
- Bullying

To contact the Student Welfare Advisor you can:
- Make an appointment OR
- Email

Sometimes you might need to seek assistance from other internal and external services, such as a counsellor. The Student Welfare Advisor can help you with information and advice about the right services to talk to.

In the case of an emergency outside of hours please call Triple Zero (000) or refer to the list of contacts here: List of Emergency Contacts

## Misadventure or Disruption to Studies

During your studies, there may be times when circumstances beyond your control stop you from attending class or completing an assessment. Under such circumstances you may apply for ‘Special Consideration’.

If you will be missing an assessment task due to illness, misadventure or extenuating circumstances then you need to complete Special Consideration Form online.

You will need to provide a Professional Authority Form, which must be completed by your doctor or for non-medical reasons a relevant professional.

This online application must be submitted no later than 48 hours after the missed class.

If you need assistance completing your application, contact a Student Advisor to help you through the process.
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<tr>
<th>Security</th>
<th>24/7 Security - (612) 9964 6113</th>
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<tr>
<td>Students are able to access Wynyard Green security services at all times on the Ground floor. Do not hesitate to call them if you need assistance.</td>
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<th>Under 18 Students</th>
<th>Homestay Network Tel: (612) 9412 3100 <a href="http://www.homestaynetwork.com.au">www.homestaynetwork.com.au</a></th>
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<tr>
<td>Student Services provide additional support for students under 18 because under Australian law they are considered to be minor students.</td>
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<td>We want our younger students to be safe and happy in their accommodation and to progress well in their study. As a result, we organise regular group meetings, providing you with the opportunity to discuss any problems you may be experiencing.</td>
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<td>In liaison with our approved homestay agencies, we can also arrange guardianship and accommodation as required.</td>
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<th>Overseas Student Health Cover</th>
<th>AUZZIE FAMILIES Homestay Care Tel: (612) 9301 0900 <a href="http://www.auzziefamilies.com">www.auzziefamilies.com</a></th>
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<td>Overseas Student Health Cover (OSHC) helps international students cover their medical costs.</td>
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<td>Allianz Global Assistance is SIBT's chosen provider of Overseas Student Health Cover (OSHC).</td>
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<td>All international students must take out OSHC as a condition of their student visa and SIBT arranges payment of OSHC to Allianz when you pay your fees and before you are issued with your Confirmation of Enrolment.</td>
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<tr>
<td>You will need your SIBT Student ID Card as well as your Allianz Global Assistance OSHC card to verify you have Overseas Student Health Cover when visiting a Medical Service.</td>
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**Why do I need Health Insurance?**

- Medical treatment in Australia is expensive, and if you have an accident or get sick, insurance will cover many of your expenses.
- OSHC is a mandatory requirement of the student visa and the policy must cover the full length of your visa duration.

**How to Renew Lapsed Policy**

If your OSHC membership has expired:
- You are in breach of your student visa
- You are not covered for any medical treatment you can visit Allianz Global Assistance at Navitas English (Level 4) from 10 am – 4pm (Friday) and Level 24, 1 Market Street, Sydney, 2000 from 9am – 5 pm (Monday – Friday)

**OSHC ALLIANZ**

**Member Services and General Enquiries**
13 OSHC (13 6742)
+61 7 3305 8841 (If calling from outside Australia)
**Claims**
1800 651 349
**24 Hour Emergency Helpline**
1800 814 781
**Postal Address:**
Allianz Global Assistance OSHC Locked Bag 3001 Toowong QLD 4066