



# INTERNATIONAL STUDENTS

## Information for international students during COVID-19

Western Sydney University is dedicated to ensuring the successful participation of all its students. We recognise that our international students face new pressures and restrictions as a result of COVID-19 and that this may bring increased anxiety and hardship.

This is a challenging time which may impact upon our social relationships, mental wellbeing, financial wellbeing and study. You are not alone and support is available - we have a tight-knit University community who are ready to support you. All international students have been assigned an advisor through the Western Success program. Many of you would have had contact from an advisor already. Your advisor will support you throughout your time at Western and serve as a first point of contact if you need assistance.

## UNIVERSITY SUPPORTS

### International Student Information and Networks During Coronavirus (COVID-19)

**The University has established [Information on Coronavirus](#) website for students and staff, which includes a series of FAQs (Frequently Asked Questions) and content on student and staff wellbeing and safety during COVID-19. International students and staff should review this site for current information on available supports and resources. A dedicated information line has also been established for student and staff enquiries. You can call +61 02 9852 5399, from 8am to 5pm AEDT Monday to Friday, or email [coronavirusadvice@westernsydney.edu.au](mailto:coronavirusadvice@westernsydney.edu.au) with any questions or concerns relating to the coronavirus.**

Western Sydney University also has an After-Hours Student Assistance Line specifically for International students. If you have a problem after hours, please call 1800 735 807.

### Counselling and Wellbeing support

For international students whose wellbeing has been affected by current restrictions, the University's Student Wellbeing Service can provide counselling support and in some cases may be able to offer financial assistance if needed. Students should contact **1300 668 370** (select option 4 then option 1) for advice and support.

### Study Arrangements

The University is providing a range of options to assist International students who may be experiencing challenges with their current study arrangements. Advice can be provided on a range of options including reducing study load, taking a leave of absence, applying to withdraw without academic penalty or continuing online study in your home country. If you are concerned about your current study arrangements you can contact the **Student Welfare Service** or the Coronavirus Support Hotline on 02 9852 5399. If you are concerned about your progress in your current units of study you can also contact your Unit Coordinator to discuss what support may be available.

### Financial Support

The University will provide a 10% tuition fee reduction for all onshore, fee-paying international students for Session 1. This includes those undertaking Undergraduate or Postgraduate Coursework degrees, Master of Research, as well as self-funded Master of Philosophy or Doctor of Philosophy candidates.

If you are experiencing financial difficulty, you may also be eligible for further support from an international student hardship fund. Further details on the hardship fund can be found at the **Onshore International Students COVID-19 Financial Hardship Support Application**. This will include food packages, which are now available. Please contact [coronavirussupport@westernsydney.edu.au](mailto:coronavirussupport@westernsydney.edu.au) for advice.

The University can provide support to students who encounter financial hardship and wish to reduce their study load. Client Services staff can provide advice concerning fee payments to enable students to maintain their enrolment. Contact Client Services by email at [enrolments@westernsydney.edu.au](mailto:enrolments@westernsydney.edu.au) for advice on payment options.



## Supports available for students required to self-isolate

If a student advises that they are unable to self-isolate in their private accommodation, the on-campus accommodation provider may accommodate the student in a supported environment at no cost during the 14-day period of isolation. Students in isolation may receive personal supplies and meals/meal vouchers. The University is providing support and pastoral care to students during the self-isolation period. In the first instance, Nick Dionisopoulos ([N.Dionisopoulos@westernsydney.edu.au](mailto:N.Dionisopoulos@westernsydney.edu.au)) should be contacted to make arrangements with the on-campus accommodation provider where self-isolation is required.

## Accommodation Support

Students will not be evicted from University housing. We will do everything we can to find accommodation for students who lose their jobs and cannot keep up rental payments. The Australian Government is introducing a six-month moratorium on the eviction of rental tenants as a result of financial distress – the details will be available soon. If you are at risk of losing your non-University rental accommodation, we will support you. Please contact +61 02 9852 5399, Monday to Friday from 8am to 5pm AEST, or email [coronavirussupport@westernsydney.edu.au](mailto:coronavirussupport@westernsydney.edu.au).

## Medical Support

If you feel unwell in any way, you should stay at home and not attend University. If you feel unwell with Coronavirus (COVID-19) symptoms, such as a fever and cough, sore throat, tiredness or shortness of breath, please stay at home or go home if you're on campus and contact your doctor for urgent assessment. You should telephone the health clinic or doctor before you arrive.

Please call the University's Coronavirus (COVID-19) hotline on (02) 9852 5399, even if you're uncertain about your diagnosis, so that the University can provide you with further support. It is important to remember that while coronavirus is of concern, the **Department of Health** advises that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness – not COVID-19. Regardless, it is best to stay at home if you're unwell and seek medical advice to confirm a diagnosis.

While Allianz's offices located on Western Sydney University campuses have temporarily closed due to the Coronavirus (COVID-19) situation, they will continue to provide assistance with your Overseas Student Health Cover (OSHC) online and by phone. If your overseas health cover is provided by another provider, please contact them direct. To find a doctor, make a claim or update your personal policy or information, visit the Allianz Assistant Health website. To change or extend your policy, or for general enquiries, please call 13 67 42 or email [oshc@allianz-assistance.com.au](mailto:oshc@allianz-assistance.com.au). If you are not covered by Allianz and have Overseas Student Health Cover with another provider, please contact them for information on how to access your OSHC.

## OTHER SUPPORTS



### Study Support website

The Study Support website has a dedicated page on supports available to international students during this COVID-19 pandemic. The website is updated regularly and offers information and links to other support services available.



### Study NSW

The NSW government has International Student Welfare Services Hub which provides additional information on support and resources available to international students.

### NSW Health

The NSW Health website provides up to date information regarding the current pandemic and steps to keep safe



## MORE INFORMATION AND RESOURCES

More information and resources are available on the International Students webpage:  
[www.westernsydney.edu.au/coronavirus-information/information-for-international-students.html](http://www.westernsydney.edu.au/coronavirus-information/information-for-international-students.html)