



Support for international students affected by the Novel coronavirus (2019-nCoV)

Support is available if you need help or someone to talk to about how the coronavirus may have affected you.

This is a challenging situation for many people, especially Chinese and other students, who are valued members of Australia's education communities. The implications of the spread of the virus may be causing you distress, anxiety or concern, particularly if you have family in affected areas or have not been able to return home or to Australia because of travel restrictions.

**It is OK to seek help. Many people do – including international students.
It will not affect your enrolment or your visa.**

Access to support

If you are a student from overseas on a temporary student visa, you can contact your Overseas Student Health Cover (OSHC) insurance provider for advice on your health cover and services available to support you, including counselling and other mental health support. Your health cover may help you access and or meet the costs of medical and hospital care while in Australia. This advice is confidential and will not affect your visa conditions or your student enrolment. Links to providers are provided below.

| Health Insurer | Insurers contact |
|---------------------------|---|
| ahm OSHC | 134 148 www.ahmoshc.com |
| Allianz Global Assistance | 13 67 42 www.allianzassistancehealth.com.au/en/student-visa-oshc/ |
| BUPA Australia | 1300 884 235 www.bupa.com.au/health-insurance/oshc |
| CBHS International Health | 1300 174 538 www.cbhsinternationalhealth.com.au/overseas-students-oshc |
| Medibank Private | 1300 561 012 www.medibank.com.au |
| NIB OSHC | 1800 775 204 www.nib.com.au |

Assistance on enrolments, courses and support services

You should contact your education provider for support, particularly if you are concerned that your enrolment, fees or other issues related to your studies may be affected by these circumstances. Many providers are already offering flexible arrangements for students affected by this situation. Look on their website and call their student support team.

Your institution may offer a range of counselling and advice services to help you. This information should be readily available to all students.

Online resources

If you are experiencing symptoms such as vulnerability, fearfulness, anxiousness, confusion, crying, sleeplessness, isolation or a sense of loss you may benefit from talking to a doctor or mental health professional. Information on anxiety and loss can be found at:

[Factsheet on Anxiety for young people](https://youthbeyondblue.com/understanding-anxiety)
youthbeyondblue.com/understanding-anxiety
[youthbeyondblue.com Understanding loss](https://youthbeyondblue.com/Understanding-loss)

[Information on stigma, discrimination, and mental health](https://headspace.org.au/young-people-and-anxiety)
[headspace.org.au/young-people and anxiety](https://headspace.org.au/young-people-and-anxiety)

Help lines, support groups and services from voluntary organisations

If you want to talk to someone about how you are feeling you may like to contact:

myCompass

myCompass helps deal with the pressures of study. It has an interactive self-help service that aims to promote resilience and wellbeing for people experiencing mild to moderate stress, anxiety and/or depression.

www.mycompass.org.au/YoungAdults

Youth Beyond Blue

Information, online and phone counselling for young people 12 to 25 years old, who can contact trained mental health professionals 7 days 24 hours.

1300 22 4636 Open 24/7 | [Youth Beyond Blue Chat online](https://youthbeyondblue.com/Chat-online) Open 3pm - 12am (AEDST)

Lifeline Australia

Lifeline is a crisis support service that provides short-term support at any time for people who are having difficulty coping or staying safe. 13 11 14

www.lifeline.org.au

Kids Helpline

Kids Helpline is a free, private and confidential phone and online counselling service for young people aged 5 to 25 years. 1800 55 1800 | www.kidshelpline.com.au

One Door Mental Health

One Door Mental Health offers bilingual support services for anxiety and emotional support. Services available in Mandarin

www.onedoor.org.au/services/bilingual-support-service

Headspace

A free service that supports young people aged between 12 and 25 and their families going through a tough time. 1800 650 890 9am - 1am (AEDST) | headspace.org.au

ReachOut

ReachOut provides practical tools and support to help young people aged 14–25 years get through everything from everyday issues to tough times. [ReachOut](https://reachout.org.au)

Study in Australia social media channels for international students

Stay connected with fellow students through:

[Study in Australia Facebook](https://www.facebook.com/studyinaustralia)

[Study in Australia Weibo](https://www.weibo.com/studyinaustralia)

[Study in Australia WeChat](https://www.whatsapp.com/channel/0029va311111111111111111)

Information is also available from Study Hubs

Melbourne | www.studymelbourne.vic.gov.au/

Perth | <https://studyp Perth.com.au/coronavirus-information>

Adelaide | <https://studyadelaide.com/>

ACT | <https://www.studyact.com.au/>

Sydney | <https://www.study.sydney/>

NT | <https://studynt.nt.gov.au/>

TAS | <https://www.studytasmania.tas.gov.au/>

QLD <https://www.studyqueensland.qld.gov.au>

Up to date information about support for students-affected by the coronavirus at www.studyinaustralia.gov.au and www.dese.gov.au or contact international.students@dese.gov.au.

The National Coronavirus Health Information Line is available on 1800 020 080 or at: www.health.gov.au/health-topics/novel-coronavirus-2019-ncov

Information and support services for international students are at: www.studyinaustralia.gov.au/news/novel-coronavirus-2019-ncov-what-is-it-and-what-do-i-need-to-know

International travel advice from the Department of Foreign Affairs and Trade is available at: www.smartraveller.gov.au/news-and-updates/novel-coronavirus-outbreak

