



UNSW
SYDNEY

Australia's
Global
University

UNSW UNDER 18 STUDENTS CARE PROGRAM

INFORMATION BOOKLET FOR
PARENTS/CARERS AND STUDENTS



Dear Students and Parents,

Welcome to the UNSW family! We are delighted that you have chosen to study at UNSW Sydney and join the Under 18s Care Program. Not only have you chosen one of the top universities in Australia, but you also have access to a comprehensive support program for our Under 18 International Students.

You will be looked after by the Under 18 Care Program team made up of the Under 18s Program Coordinator & Student Support Advisors. You will receive personalised support from the time you arrive until you turn 18 years of age.

Many of you will be studying in Australia for the first time and living away from your families; however, being part of the Under 18s Care Program will help you settle into UNSW as well as become quickly familiar with the local surroundings and Australian way of life.

The Under 18 Care Program also includes a series of orientation workshops to help you successfully transition to your studies at UNSW and living away from home.

UNSW offers many other social, cultural, and sporting activities to help you adjust to your studies and life in Australia. Clubs and societies on campus are a great way to meet other students and create a sense of belonging to your new community.

Students are welcome to come and see us and access support from Student Life after turning 18 years of age and throughout their time at UNSW.

To the parents of students under 18, we look forward to working with your child for the Care Arrangement. By working with the parents of our under 18 students we hope, we will together make this time at UNSW – one of the happiest and most rewarding times of their lives.

We look forward to getting to know you during the term and hope you will have a rewarding time here at UNSW.

Yours Sincerely,

Under 18s Program Coordinator &
Student Support Advisors

UNSW Student Life

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SECTION 1: UNSW U18 STUDENTS CARE ARRANGEMENTS

The **University of New South Wales Sydney Under 18 Care Program** supports the welfare and wellbeing of students under the age of 18 years who are enrolled in university studies. Under this program, UNSW offers ongoing monitoring and assistance with academic studies, accommodation, and welfare for the duration of enrolment, or until students reach their 18th birthday. Participating in this program will enable students under 18 to gain maximum benefit from their study experience.

What is the UNSW Under 18 Care Program?

Under the terms of the Australian Government's National Code 2018, UNSW is required to have in place procedures for ensuring welfare, support, and accommodation arrangements for students under the age of 18 years.

A student may apply for UNSW to take responsibility for their welfare arrangements under the **UNSW U18 Care Arrangement**. A **Care Arrangement** with UNSW requires students to:

- Live in UNSW approved accommodation at either SCAPE Darling Square or House, or New College and
- Participate in the UNSW Under 18 Care Program until students turn 18 years of age.

The **UNSW Under 18 Care Program** includes:

- Under 18 orientation workshops and programs
- Arrival check ins and support with the **Under 18s Program Coordinator**
- Regular meetings with a **Student Support Advisor** to assist students' transition to university, support their wellbeing and to help them succeed in their studies. assigned student cultural mentor will assist students in their transition to study at UNSW.

For details of roles and responsibilities under these arrangements, see [International Students Under the Age of 18 years – Welfare Support & Accommodation Arrangements Procedure](#)

Who is eligible for the UNSW Under 18 Care Program?

The **UNSW Under 18 Care Program** is available to students who:

- a) will be under 18 when entering Australia to begin a course at UNSW
- b) are post Foundation Studies students remaining in their selected Undergraduate Program (as listed on their Provisional Offer)
- c) do not need a **Confirmation of Appropriate Accommodation and Welfare** (CAAW) in order to meet **Immigration Department** student visa requirements.

The **UNSW Under 18 Care Program** is also available to international students who will be under 18 years of age when they enter Australia and will be living with parents/legal guardians) who would like to have extra support and guidance until they turn 18 years of age. Please complete the [UNSW Under 18 Care Program form](#).

What are the accommodation options within UNSW Accommodation and Welfare Arrangements?

U18 students have two options within the UNSW Accommodation and Welfare Arrangements. These are:

Option 1:

Live in Australia with a parent/legal guardian or relative approved by the Immigration Department. For more information, please refer to the [Immigration Department](#).

If students are living in Australia with a parent/legal guardian or relative approved by the Immigration Department, please complete the [Under 18 International Students Living with an Approved Parent/Legal Guardian or Relative Notification Form](#) before accepting your offer. These students are also eligible to enrol in the [UNSW Under 18 Care Program](#).

Option 2:

Live in Australia unaccompanied by a parent, legal guardian or a relative approved by Immigration Department and have a Care Arrangement approved by UNSW. The Care Arrangement includes the CAAW letter and the [UNSW Under 18 Care Program](#).

How can we apply for the UNSW Under 18 Care Program?

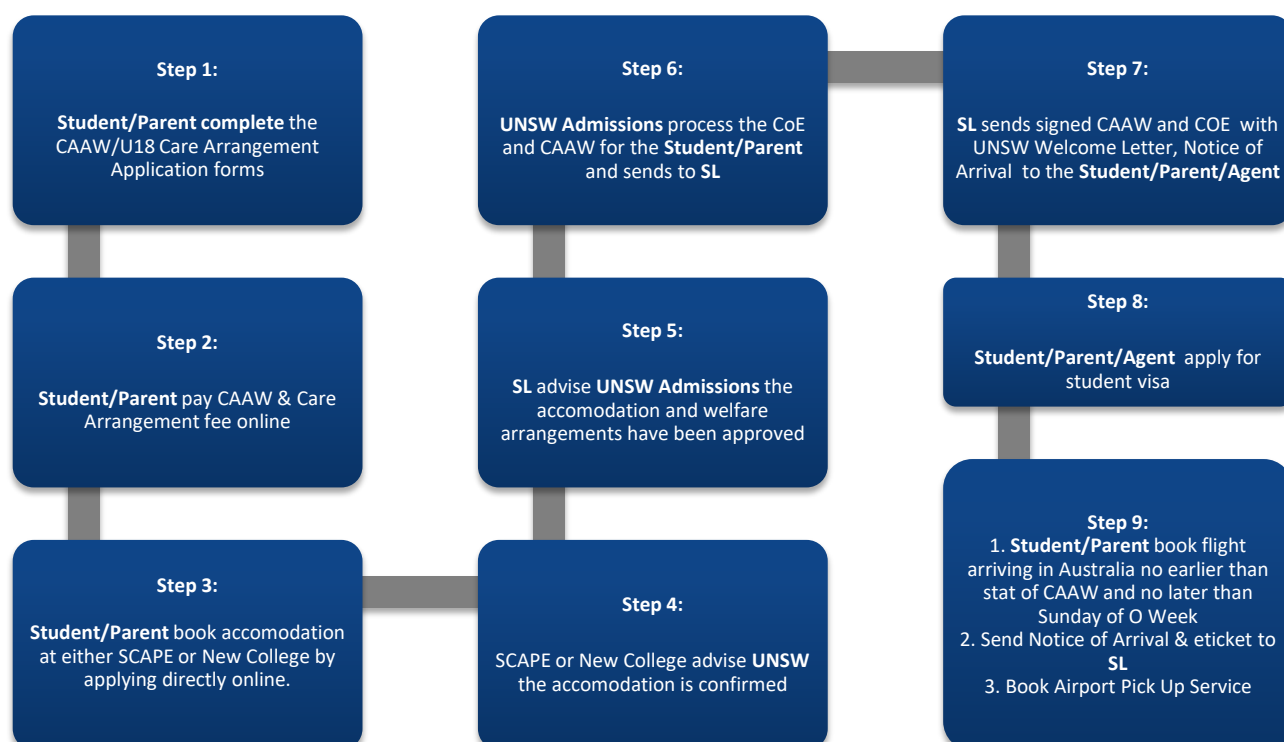
To apply for the UNSW Under 18 Care Arrangement:

1. Students and parents or legal guardians must complete the following forms and send as directed:
 - [UNSW Under 18 Care Program Application Form](#) and the online accommodation form for SCAPE or New College.
 - If SCAPE or New College are considered unsuitable, parents/guardians should contact UNSW Student Life (SL) by email under18@unsw.edu.au
2. Pay fees.

The Under 18 Care Arrangement includes:

 - \$150 for the Care Arrangement registration fee, and:
 - **\$8 per day** from the beginning of the CAAW period (14 days before the start of the term) until students turn 18 years of age.

What is the procedure for applying for the UNSW Under 18 Care Arrangement?



Payment

Payment for the **Under 18 Care Arrangement** and **Under 18 Care Program** can be made via the [UNSW Under 18 Care Arrangement Application](#) form using MasterCard, Visa or American Express. Once the payment has been made, a receipt will be forwarded to your nominated email address. You do not need to inform us that payment has been made.

Refunds for UNSW Under 18 Care Arrangement and Under 18 Care Program

If a student enrolls in the **Under 18 Care Arrangement** and subsequently wishes to withdraw, they must notify SL by email under18@unsw.edu.au. A full refund minus the *Confirmation of Appropriate Accommodation and Welfare* (CAAW) registration fee (\$150) will be made if written notification of withdrawal is received by SL before the start of the care arrangements. After this date, unused portions of the Care Program fee will be refunded. Students are required to give 10 working days' notice if they are discontinuing in the **UNSW Under 18 Care Program**.

If a student has been issued with a CAAW and they withdraw from the **UNSW Under 18 Care Program**, UNSW will cancel the CAAW and notify the Immigration Department that these care arrangements have been cancelled.

Getting a Confirmation of Enrolment (COE) as soon as possible

UNSW SL staff will assess student applications once they complete the online application form and pay the care arrangement fee. If student application documents meet the requirements, the applications will be approved, and the students will be sent the *Confirmation of Enrolment* (COE) and *Confirmation of Appropriate Accommodation and Welfare* (CAAW). Students will be notified if their application does not meet the requirements.

Transitioning from UNSW Global Foundation Studies on a Package Offer

If students are on a packaged offer from UNSW Global Foundation Studies, students will have been issued a conditional CAAW. In order to meet the conditions of the CAAW, students need to apply for the [UNSW Under 18 Care Program](#) prior to starting their course at the UNSW.

If students wish to change their program from the one on the original conditional offer, they need to re-apply for a new CAAW and the [UNSW Under 18 Care Program](#) before accepting their new offer.

Transitioning from another registered provider

UNSW does not accept responsibility for an under 18 student's accommodation and welfare arrangements before the commencement date on the CAAW. The CAAW is issued to students 14 days before the commencement of the term.

For further information about the UNSW Under 18 Care Program and Care Arrangement, please refer to <https://student.unsw.edu.au/visa18> or please email under18@unsw.edu.au.

What happens if a student breaches the rules and conditions of their CAAW?

IF A STUDENT BREACHES THE RULES AND CONDITIONS OF THEIR CAAW, THE FOLLOWING PROCEDURES TAKE PLACE;

1. First Breach – notification by email to student
2. Second Breach – notification by email to parent and student
3. Third Breach – parent and student are notified by formal letter from the Manager SL, UNSW.

Final breaches are reported to the Immigration Department which may result in the cancellation of students' "Confirmation of Appropriate Accommodation and Welfare" (CAAW) and Student Visa.

Accommodation Procedures and Rules

Procedures and rules about accommodation for U18 students are appropriate to their age group and are designed to protect their safety and wellbeing. The rules for curfews and procedures ensure that students' whereabouts and activities are always known to UNSW staff. Students must be fully aware of and comply fully with these conditions.

SCAPE

Next Gen Program for Under 18s

<https://www.scape.com.au/next-gen-progam>

- There is a 10pm curfew at SCAPE, which means that students need to return to the building by 10pm each day;
- Students need to sign in between 9:30pm to 10:00pm every evening;

- If students intend on staying away from their accommodation overnight or for a holiday, they must seek approval from the Under 18s Program Coordinator by completing the [Overnight Absence form for U18's](#) (refer to [Appendix Item 5](#)). Overnight stays away can only be with a parent/legal guardian, grandparent or sibling over the age of 21; and
- The [Overnight Absence form for U18's](#) must be signed and submitted to Reception before 5pm on the intended day(s) of absence.

New College

Handbook of New College <https://newcollege.unsw.edu.au/live-at-unsw/new-college>

- There is a 10pm curfew at New College, which means that students need to return to the building by 10pm each day;
- Students need to sign in between 9:30pm to 10:00pm every evening;
- If students intend on staying away from their accommodation overnight or for a holiday, they must seek approval from the Under 18s program Coordinator by completing the [Overnight Absence form for U18's](#) (refer to [Appendix Item 5](#)). Overnight stays away can only be with a parent/legal guardian, grandparent or sibling over the age of 21; and
- The [Overnight Absence form for U18's](#) must be signed and submitted to Reception before 5pm on the intended day(s) of absence

SECTION 2: INFORMATION FOR U18 STUDENTS

Rules and Responsibilities of an U18 student

- Arrive in Sydney no later than the Sunday of O week to attend all compulsory Under 18 events
- Check your university email account regularly for scheduled meetings;
- Attend a meeting every 2 weeks with your student support advisor until you turn 18;
- Abide by the accommodation rules and conditions concerning U18s;
- Depart Sydney during the term break and summer/winter vacations and return to your home country and care of your family. You should leave as soon as classes/exams finish. Students should only remain in Australia if you are studying.
- Complete a vacation/pre-departure form prior to mid-term and end of term;
- Advise the Under 18s Program Coordinator of the departure and return dates when you plan to leave for holidays;
- Seek approval from the Under 18s Program Coordinator to stay away from your accommodation overnight. Overnight stays away can only be with a parent/legal guardian, grandparent, or sibling over the age of 21 (during the term overnight stays away are only allowed on Friday or Saturday nights);
- Update current contact details – address, email, mobile and home phone number on www.my.unsw.edu.au as required by your student visa conditions; and
- Notify the Under 18s Program Coordinator or your Student Support Advisor if you have any concerns about your study or your stay in Australia.

Before Arrival

Complete and send the Notice of Arrival (sent to you with your COE and CAAW) and a copy of your e-ticket to under18@unsw.edu.au.

Check Australian Customs and Quarantine Information

Before travelling to Australia, students need to make sure they do not bring any prohibited items into Australia, such as firearms, weapons, illicit drugs, protected wildlife and associated products.

Travelers must declare any of these items on arrival by completing an **Incoming Passenger Card** during the flight or before going through Customs. Importation of fresh or packaged food including dairy, egg products, meat, poultry, seafood

products, seeds, nuts, fresh food, fresh vegetables, plant material, live animals and animal products are strictly controlled. If you are not sure about any items to be declared, ask a custom official. Failure to declare may result in serious consequences or penalties.

For further information please visit [Immigration Department](#), [Department of Agricultural and Water Resources](#) or [Arriving in Australia – Biosecurity](#).

Understanding your Visa Conditions

Before arriving in Australia, students should ensure they have completed the procedures to obtain the correct visa.

Important things to note:

| | |
|---|--|
| Your main course of study must continue to be a course in the education sector that matches your student visa | You must notify the university of changes in contact details within 7 days |
| You must continue to have sufficient financial capacity to support your study and stay in Australia | You must maintain visa length Overseas Student Health Cover (OSHC) |
| You cannot transfer providers within the first six months without a release letter | If you have not turned 18, you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia. |
| You must limit online/distance learning to one third of your total program | |
| You must maintain satisfactory course progress | |
| You must ensure you do not exceed your work restriction | |

For further information, please visit [Immigration Department Student Visa conditions](#).

Overseas Student Health Cover Card

Students need to order their OSHC card online via their OSHC provider website. E.g., [Medibank](#).

For further information, please visit [Australian Department of Health OSHC Frequent Asked Questions](#).

Important Documents

Please scan and make copies of important documents, (including but not limited to):

- Passport;
- Student visa;
- CAAW;
- Confirmation of Enrolment (COE); and
- Birth Certificate.

Note: *It is important for students to keep both soft and hard copies in case of an emergency.*

SECTION 3: UNSW SERVICES FOR UNDER 18 STUDENTS

Airport Pickup Service

UNSW Student Life (SL) organises an airport pickup service for newly arriving under 18-year international students. The service picks students up from Sydney's International Kingsford Smith Airport and takes students directly to either SCAPE or New College.

Please note: *there are no porters available to carry bags.*

- Arrival transfer: Sydney International Airport to UNSW Kensington Campus.
- Dates of operation: please refer to the website: <https://student.unsw.edu.au/airport>
- Cost is complimentary for Students.

For further information please refer the website: <https://student.unsw.edu.au/airport> or email international.student@unsw.edu.au.

Please note: *Under 18 years students cannot use ride share such as Uber unless they are travelling with someone over 18.*

Welcome Centre

Under 18 international students must come to the SL [Welcome Centre](#) within 24 hours of arriving in Sydney or the next business day. To check in with the Under 18s Program Coordinator. SL staff members and student volunteers are available to help and provide information about settling into Sydney and commencing studies at UNSW.

Welcome Centre staff can assist student with various tasks, including (but not limited to) the following:

- **Registering** for compulsory and other orientation events;
- **Enrolment:** how and where to enrol; what subjects to choose;
- **UNSW student ID cards:** where and how to get student ID cards;
- **Navigating the University:** where to find offices, buildings and locations;
- Setting up **bank accounts** and making tuition **fee payments**;
- **Mobile phone** systems in Australia;
- Using **wireless internet** on campus;

- **Transportation system** in Australia and international students' rights to concession transportation tickets;
- **Health insurance**: where to collect health insurance cards;
- **Tax file number**: how to apply for a Tax File Number (TFN) and why;
- **Employment**: part-time, internship opportunities and volunteering and
- **Student life**: extra curriculum activities on and off campus.

UNDER 18 INDUCTION DAY

The [Under 18 Induction Day](#) provides important information about U18 rules and conditions, student visa conditions, transitioning into Uni life, and preparing for first appointments. It is **COMPULSORY** for U18 students to attend.

At the U18 Induction Day, students will:

- Be assigned a Student Support Advisor (SSA);
- Receive a weekly study schedule and session planner (which they are required to complete and bring to the first appointment); and
- Under 18s Health Relationships This small-group interactive workshop for Under 18 international students will provide students with information on reproductive and sexual health including contraception, STI's and testing, healthy relationships, consent and how to report abuse. Workshops will be either all male or all female.

GETTING STARTED

Getting started provides in-person assistance with enrolment, ID cards, and IT set-up. For further information, including location, operating dates, and hours, please visit the [Getting Started website](#).

INTERNATIONAL STUDENT WELCOME EVENT

The [International Student Welcome Event](#) covers topics such as intercultural understanding, teaching and learning in Australia, student support services, professional and personal development and classroom behaviour. This is a great opportunity to get to know the university, make new friends and have some fun.

It is **COMPULSORY** for U18 students to attend this event.

SECTION 4: COMPULSORY APPOINTMENTS WITH UNDER 18 PROGRAM COORDINATOR & STUDENT SUPPORT ADVISOR

U18 Students are required to attend appointments with the Under 18s Program Coordinator and their Student Support Advisor.

First Appointment with Under 18s Program Coordinator (Week 1 or 2)

Student To Do List

- Bring the completed weekly study schedule and session planner.
- Sign the 'Monitoring of U18 Students' form and '
- Check/update contact details on myUNSW.
- Complete Safety and Wellbeing tutorial - <http://moodle.telt.unsw.edu.au/course/view.php?id=20460>; and
- Complete Overnight Absence Form for Under 18's if relevant

Second and Ongoing Appointments with Student Support Advisor (every 2 weeks).

TURNING 18

- Students and parents will receive an End of Care Arrangement letter/End of Care Program letter and
- Students are allowed to leave SCAPE, New College or Homestay depending on rental agreement with accommodation