

Student services

The Australian School of Accounting (ASA) offers the following support services to students:

- **Orientation.** When you arrive, we will give you a thorough orientation to help you understand the School and life in Australia.
- **Academic support.** We want our students to make the best progress they can. Academic staff will be available for student consultation each week during study periods. Consultation times will be introduced during orientation and displayed on student noticeboards. You may also be referred to an Academic Skills session if required by the Academic Dean. We will give you advice if you are finding your studies more difficult than you expected, or if you are not making the progress as quickly as you would like.
- **English Language Support.** The Australian School of Accounting has English language support available from a qualified English language teacher who has a Master of Arts in Teaching English to Speakers of other Languages (TESOL). If you are having English language difficulties, you may make an appointment for an English language support session.

Personal and Study Support Services. The Australian School of Accounting believes it is very important that there is someone to help you with any problems you might have which may affect your study. You may make an appointment to see our Study Support officer on things such as:

- Time management issues
- Setting and achieving learning goals
- Motivation
- Ways of learning
- Managing assessment tasks
- Self-care, such as managing stress

Counselling Services. For any matter that is outside the expertise of our student support officer we can refer you to an external counselling service near the campus. This service will be introduced during orientation and displayed on the student noticeboard.

Accommodation: Support staff are available to discuss any issues or concerns you may have with your accommodation arrangements.

Cultural support. Multicultural NSW has many community organisations that you may want to become involved in. You can find a list at this link here, [Multicultural NSW](#). They also offer Interpreting & Translation services if you require it. Please see language services [here](#). Our support staff can help you with any cultural support you may require.

To access any of our support services please contact reception or email support@asa.com.au

External Support Services

Crisis lines

- Lifeline (24/7): 13 11 14 <https://www.lifeline.org.au/>
- NSW Rape Crisis: 1800 424 017 <http://www.nswrapecrisis.com.au/>
- National Sexual Assault Support: 1800 737 732 1800respect.org.au
- Suicide call back Service: 1300 659 467 <https://www.suicidecallbackservice.org.au/>
- Beyond Blue: 1300 22 46 36 <https://www.beyondblue.org.au/>
- Mental Health Line (NSW): Ph: 1800 011 511 for a 24-hour/ 7 days a week telephone service.

Emergency contacts

- Police/fire/ambulance: 000
- Police attendance (except VIC): 131 444
 - From mobile phones: 112
 - Text-based service for hearing or speech impaired: 106

(Further details on these services can be found here: <https://www.triplezero.gov.au/triple-zero/How-to-Call-000>)

- SES assistance in floods and storms: 132 500
- International incident emergency helpline: 1300 555 135