



International Students Information Pack



headspace
Bondi Junction

International Students & Mental Health

Moving to a new country to study and adjusting to a new culture can be very stressful. It is a BIG transition to make. **International students face unique mental health stressors.** You might be facing language barriers, pressures from home, culture shock, loneliness or homesickness, or financial worries. All these experiences are normal, but they can make you feel anxious.

It's important that you take care of yourself. Even though headspace Bondi Junction cannot provide counselling for international students, **there are many other supports available for international students** – this document explains some, and gives links to others.

Translated Mental Health Resources

For links to mental health information in a variety of languages, see www.beyondblue.org.au/who-does-it-affect/multicultural-people/translated-mental-health-resources

You can also get free translation support from:

Sydney Health Care Interpreter Service

www.slhd.nsw.gov.au/interpreters/
9515 0030

Translating and Interpreting Service

www.tisnational.gov.au/
131 450

What is Mental Health?

Our mental health can change over time.

Good mental health has us feeling really good about ourselves, our future and our life.

A **mental health problem** might have us feeling a bit up and down, sad, irritable, or anxious for a short time.

A **mental illness** might see us being really sad, hopeless, confused and without hope for the future. For example, major depression has us feeling low and losing interest in activities for most of the day, almost every day.

It's normal to feel down sometimes, and there are things we can do to help us feel better. This might include talking about what we are dealing with and speaking to a counsellor or mental health professional. **By taking action to find good support, you can feel better and more settled in your new home!**



Costs involved in getting help



Medicare

Medicare funds Australia's public health care system. **It is available to Australian citizens and permanent residents.** It provides access to a range of cheap or free medical services, care in public hospitals, and cheap prescriptions.

Note: Medicare is NOT Medibank!



medicare



Overseas Student Health Cover (OSHC)

OSHC is private health insurance that covers in-hospital and general medical assistance, prescription medications and emergency ambulance assistance.

Information about different OSHC providers can be found at www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.html

Check your policy for what's covered

Different OSHC insurers cover different things. Often you need to pay for the medical service first, then do paperwork to get reimbursed some or all of the cost. Check your insurer's website for details of what it covers, and the process to claim.

If you have a complaint about your OSHC, contact the Private Health Insurance Ombudsman (PHIO). It's a free service!

www.ombudsman.gov.au/about/private-health-insurance

Information and online group chats on various mental health topics are available for free at <https://headspace.org.au/eheadspace/group-chat/>

Where can I get help?

Doctors (GPs)

If you're feeling physically or mentally unwell, first book in to see a doctor, also called a General Practitioner (GP). GPs practice at local medical centers. Make sure your local practice is covered by OSHC before you visit.

University Supports

Universities (and schools) have counsellors who can support students for free. Many also have a Health Service (with GPs), a Careers Centre, and other student support staff.

Psychologists

Psychologists help you work through stresses and worries to feel better. To see one, you need a referral from a GP. Psychology is under the specialist part of your OSHC cover. To find one near you, see www.psychology.org.au/Find-a-Psychologist

Psychiatrists

Psychiatrists are medical doctors that specialise in mental health. They can also help you talk through your worries. However, unlike psychologists, psychiatrists can prescribe medication to support in mental health issues like depression or psychosis. You need a referral from a GP.

Hospitals are for emergency situations – i.e. an injury or illness that's life-threatening or getting worse quickly. If you need an Ambulance, call 000.

Sexual Health Support

Sydney Sexual Health Clinic

www.sshc.org.au/

Tests and provides advice and treatment for Sexually Transmitted Infections (STIs). Free if you are under 24 years old or showing symptoms of an STI.

NSW Sexual Health Infolink

www.shil.nsw.gov.au/

Ask any questions about HIV, STIs and sexual health.

Low Cost Psychology Services

Universities often have a clinic where psychology students do their supervised placements. There are costs involved, but they are low. These services include UNSW Psychology Clinic, UTS Psychology Clinic, and ACAP Psychology Clinic.

headspace Camperdown

headspace Camperdown can sometimes see international students. If you are aged 12-25, ask your OSHC if you're covered for psychology sessions, then call (02) 9114 4100 to ask about an appointment.
www.headspace.org.au/headspace-centres/headspace-camperdown/

NewAccess

NewAccess provides six free sessions with a coach. They support you in setting practical goals to get you back on track.
www.beyondblue.org.au/get-support/newaccess

WAYS

WAYS can support international students with a range of services, including counselling and GPs: www.ways.org.au/

Need urgent help?

If you, or someone you are with, are hurt or need immediate support: Call 000 (Ambulance, Police, Fire Brigade).

If you think you might act on any thoughts or plans to harm yourself contact:

Lifeline

13 11 14

Telephone support 24/7

www.lifeline.org.au/crisis

Online web chat 7-10pm with a counsellor

Lifeline Text 6pm-midnight

0477 13 11 14

NSW Mental Health Line

1800 011 511

State-wide 24-hour mental health service to help you work out the right service for you.

Kids Helpline

1800 55 1800

24/7 phone and online counselling service for people aged 5 to 25. By phone, online chat, and email

Suicide Call Back Service

1300 659 467

For people aged 15 years or over. Telephone, video or online counselling with a mental health worker 24/7.

Want to talk to someone?

Youth Beyond Blue

www.youthbeyondblue.org.au

1300 224 636

Information, online chat, email & 24/7 phone support

QLife

www.qlife.org.au

1800 184 527

Online chat & phone counselling for lesbian, gay, bisexual, transsexual and intersex (LGBTI) young people

Butterfly Foundation

www.butterfly.org.au

1800 33 4673

Support, advice & recovery programs for people experiencing eating disorders.

MensLine Australia

1300 78 99 78

www.mensline.org.au

Phone and online support for men.

Helpful Resources

Reachout.com

Great website with information, tools, forums and apps to help cope with tough times and improve wellbeing.