Key Information for Under-18 International Students

The University of Sydney is proud to welcome all under-18 international students. Whilst studying in Sydney, it is important you are aware of and satisfy your individual visa conditions.

We advise that you check your University e-mail account regularly for important information (at least weekly). You should use your University email account to contact us for any request.

Information relating to under-18 international students can found on our Under-18 international webpage.

University of Sydney - Key Contacts

Below is a list of key contacts and common requirements to help guide you during your study in Sydney. We encourage you to share these contacts with your parents/family.

Under-18 Support Team
After enrolling and during your stay in Australia:
support.under18@sydney.edu.au

Admissions
For pre-enrolment and full degree program information:
admissions.mail@sydney.edu.au
Phone: +61 2 8627 1444

Compliance Team
For visa related information and enquiries:
student.compliance@sydney.edu.au

Emergency Contact
- Campus Security - +61 2 9351 3333
  Campus security staff are available 24 hours a day to assist with an emergency or safety threat.
- If your life is being threatened, or if someone is seriously ill or injured, or if you just witnessed a serious incident dial triple zero (000) for emergency services (fire/ambulance/police).

Concerns and Incidents
If you have safety concern or need to talk to someone about an incident on campus, please call our confidential helpline - 1800 SYD HLP (1800 793 457)

You can call this helpline to:
- Request security assistance
- Report any incident
- Report any unwanted sexual experience, or physical or other abuse
- Make a complaint
Counselling and Mental Health Support
Counselling and Psychological Services (CAPS)
caps.admin@sydney.edu.au
Phone: +61 2 8627 8433 or +61 2 8627 8437

Lost Item
Campus Assist on +61 2 9351 7838

Allianz Global Assistance
- Member Services and General Enquiries- 13 OSHC (13 6742)
- Claims- 1800 651 349
- 24 Hour Emergency Helpline - Medical, legal and interpreting services in emergency situations, call - 1800 814 781

Useful links
Current Student website
Health, wellbeing and support services on campus
Emergencies and safety on campus
Advice on reporting sexual assault
Contacts and Enquiries
Campus Maps and location

Visa Requirements

Student Visa holders must:
Login to MyUni account and update their Australian residential address, Australian phone number and emergency contact details:
- Within seven (7) days of arrival in Australia.
- Within seven (7) days of moving to a new residential address.

At all times hold a valid visa in order to study in Australia:
You must be aware of the expiry date of your visa at all times. If you are required to extend your visa, you must request for a new electronic Confirmation of Enrolment (eCoE) through the student portal before your current one expires.

Please do not hesitate to contact us if you require any assistance or have any questions.

Good luck and enjoy the semester!