

International Student Support Services — Contact Information

Knowing where to seek support and who is there for guidance is key in making your studies at Wintec a great success. We offer international students everything from counselling and medical support right through to weekly information sessions with a police liaison officer.

Student Support Services Team

Our Student Services Team are here to help you navigate life in NZ while you study at Wintec.

Email: internationalhelp@wintec.ac.nz

City Campus: International Centre, B Block, Ground Level (report to reception)

Drop-in Hours: Monday to Friday, 10am to 3pm

Rotokauri Campus: International Student Support, the Hub

Drop-in Hours: Every Tuesday, 9am to 4pm

For urgent help, call 021703730 (available 24/7)

Accommodation & Shuttle Support

Our Accommodation team can assist you with your homestay bookings, any issues while staying in a homestay, shuttle enquiries and temporary accommodation arrangements.

You can **email** the accommodation team at international.accommodation@wintec.ac.nz

Medical & Counselling Support

Wintec Health Services have doctors and nurses on hand to help you when you are sick, or when you need health advice or general health checks.

Counsellors at Wintec are available to help you when you are feeling stressed from homesickness, have study concerns, or if you're experiencing any mental health issues. This service is covered under your insurance. Alternately, **phone 1737 for free counselling** country wide (available 24/7).

Wintec Health Services: A Block, City Campus and S Block, Rotokauri Campus

Phone: 07 834 8869

Email: healthservices@wintec.ac.nz

For after-hours medical help, visit the Anglesea Medical Centre (open 24/7) located near Gate 1 on the corner of Thackeray & Anglesea Street, or call the clinic on 07 858 0800. If you're unsure if you should visit a doctor or you want advice for a friend who's sick, you can call the **NZ Healthline** on 0800 611 116 (available 24/7). For **Covid-19 support**, call 0800 358 5453.

Under 18s — If you want to **travel outside of Hamilton or have an overnight stay away**, you must contact the student advisor for under 18s and fill out the required form for pre-approval.
Email: U18international@wintec.ac.nz





Additional Wintec Support Services

Wintec has a range of other services available.

Student Enrollment & Information Services

(SEIC) offer support for enrollments, visas, your finances, Wintec fees, withdrawals, refunds and insurance information.

Location: A Block (City) and Hub (Rotokauri)

Phone: 0800 2946 832

Email: info@wintec.ac.nz

The **Careers Centre** offer training in CV writing skills, interview skills and career planning, along with job search workshops and general job advice.

Located: Student Life, the Hub (by Student Learning Services), Wintec City Campus

Email: careers@wintec.ac.nz

Student Learning Services (SLS) offer free study workshops, tutoring, assessment support and study skills.

Located: City Hub or Rotokauri Hub

Phone: 07 834 8815

Email: sls@wintec.ac.nz

There are two Wintec libraries — One on the City Campus and another on the Rotokauri Campus. Staff can help you with literary reviews, resources, paraphrasing and APA referencing.

Visit www.wintec.ac.nz/library for information

Email library@wintec.ac.nz for an appointment

Wintec Security patrol campuses 24/7. Security can assist you with parking, building access, lost property, and emergencies. They can also escort students around campus after-hours.

City Campus: 07-834-8800 extn. 9000

Rotokauri Campus: 07-834-8800 extn. 8149

Email: security@wintec.ac.nz

Important Wintec Information

Visit the Wintec website for information on events, student resources, and current study programmes.

Student Resource Centre:

www.wintec.ac.nz/student-resources/

Wintec International Students:

www.wintec.ac.nz/international

Police and Law Enforcement Support

Wintec has a police liaison officer on campus every Thursday 9 am - 10 am in the B Block reception.

In an **emergency** call 111, or 105 for non-urgent

Community Support

The following support numbers will provide you with confidential advice on a number of issues.

The **Gambling Helpline** offers free support 24/7

Phone 0800 654 655 or **text** 8006

Asian Family Services offer a variety of practical workshops, and information with support for mental health.

Phone: 0800 862 342

The **Citizens Advice Bureau (CAB)** offer free legal support, and information on benefits and rights.

Phone 07 839 0395 for the CAB Hamilton

Shama helps ethnic women in NZ achieve their aspirations, free from fear, prejudice and violence.

Phone 07 843 3810

For NZ's **suicide crisis** line, **phone** 0800 543 354

