

# Health and medical services

## Emergency assistance

In a medical emergency, phone 000 (from a mobile phone you can dial 000 or 112). You can also [download the Emergency+ app](#) that can provide GPS location data to emergency services when you contact them through the app.

Anyone in Australia can visit the emergency department at a public hospital if you have a medical emergency, any time, day or night. Do not go to hospital unless you have a genuine emergency.

- [Find your nearest emergency department and its current wait time.](#)
- [Find out when you should attend emergency, and other options for getting immediate help.](#)

## If health is impacting your studies

If you are applying for special consideration or late discontinue under special circumstances on the grounds of illness or injury you will need a [Professional Practitioner Certificate](#). This is the University's preferred form of medical certificate, however other medical supporting documentation can be used as long as it meets the eligibility criteria.

## General medical health services

The University provides free or low-cost health and medical services to all students through the University Health Service.

[University Health Service](#)

02 9351 3484

Local students with Medicare cards and international students who have Allianz Overseas Student Health Cover (OSHC) do not have to pay for consultations. Some additional costs do apply for vaccines, equipment, or [cancellation fees](#).

International students who do not use Allianz OSHC will need to pay at the time of consultation and then claim a refund from their insurer.

## International students:

[Find a doctor who offers the full Allianz rebate for international students.](#)

This search tool can also be used to find:

- medical services by postcode across Australia
- multilingual health services
- male or female doctors
- psychological and other specialist services.

## Local students:

[Find a bulk billing doctor on Health Direct.](#)

[Find a bulk billing doctor on Health Engine.](#)

Both of these search tools can filter your search by location, specialist services, etc.

## Counselling services

The University's Student Counselling Service provides free and confidential [individual counselling](#) to University of Sydney students. Counsellors can assist students with problems such as exam stress, anxiety, and family issues. The Student Counselling Service also offers many free [workshops and online resources](#).

[Student Counselling Service](#)

02 8627 8433

[Sydney University Psychology Clinic](#) provides low-cost treatment and assessments by trainee clinical psychologists under the supervision of experienced clinical psychologists and clinical neuropsychologists.

02 9114 4343

[ACON Pride Counselling Services](#)

Pride Counselling clinicians are fully qualified and registered psychologists and mental health social workers. The team is very experienced working with sexuality and gender diverse communities.

### [Beyond Blue](#)

Support for people dealing with depression and anxiety.

[Web chat](#): daily, 24 hours

1300 224 636 (daily, 24 hours).

### [QLife](#)

Support for lesbian, gay, bisexual, transgender and intersex people.

[Web chat](#): daily 3pm – midnight

1800 184 527 (3pm – midnight).

### [Lifeline](#)

24-hour crisis support line with counsellors trained to assist people experiencing a mental health crisis, including suicidal thoughts.

13 11 14

### [Full Stop \(formerly NSW Rape Crisis Centre\)](#)

24-hour telephone counselling service for people who are survivors of, or at risk of, rape, sexual assault or family violence.

Online counselling: daily, 24 hours.

1800 385 578

### [1800 Respect](#)

Open 24 hours to support people impacted by sexual assault, domestic or family violence and abuse.

1800 737 732

### [Sydney Women's Counselling Centre](#)

Located in Campsie, with Mandarin and Cantonese-speaking counsellors available.

02 9718 1955

### [Women's health centres](#)

Provide services focusing on women's health issues, such as pregnancy counselling, cervical screening and breast checks. They also offer alternative therapies, support groups, counselling services, and advice for women experiencing domestic violence. Some services are fee-based.

## Sexual health services

### [a\[TEST\]](#)

Offers sexual health screenings for gay, bisexual, transgender, intersex and queer people

who identify as men, and other men who have sex with men. Bookings can be made online.

#### [RPA Sexual Health Service](#)

Testing for sexually transmitted infections (STIs), as well as counselling and education regarding safe sex practices.

#### [NSW Sexual Health Infolink](#)

Free and confidential advice and support from sexual health nurses, doctors and counsellors.

1800 451 624

## Dental services

If you're not covered by private health insurance, visiting a dentist can be expensive. The following are some more affordable options for a dental check-up, or dental emergency.

#### [Sydney Dental Hospital](#)

Located in Surry Hills, provides free dental care to [eligible adults](#) and free dental care for children. The Dental Hospital also provides emergency dental treatment, such as for pain and trauma. However, there can be extensive wait times.

02 9293 3333

#### [Campus Dental](#)

A private practice in the Wentworth Building on Darlington Campus. Payment is required on consultation, though a 10% discount is given to [USU Rewards members](#).

02 9692 8900

## International students

If you need help in a language other than English

#### [Translating and Interpreter Service \(TIS\)](#)

Free and immediate telephone interpreting service for health and medical assistance.

13 14 50

## Medical insurance

You may need to present your Overseas Student Health Cover (OSHC) card when seeking assistance. Sydney University prefers Allianz OSHC, and this is a good choice for

psychological counselling cover. However, it is your responsibility to make sure you [understand the services covered by your insurer](#).

## Emergency treatment

You can receive treatment in the emergency department of a public hospital. If you have been injured as a result of a criminal act against you (such as sexual assault, accident or fire) you should not be charged fees. If you attend an emergency department for other reasons, you could be charged a fee. Contact your OSHC provider to find out if you can claim a rebate.

## Non-emergency treatment

[Seek treatment at a general practice or medical centre for anything that is not an emergency](#). International students will need to pay a consultation fee and then claim a rebate from their OSHC provider.

## Psychologists and counsellors

You can use the [Allianz 'Find a Doctor' search tool](#) to find psychologists who offer the maximum rebate from Allianz.

Written by SUPRA Postgraduate Advocacy Service June 2023