

# FLINDERS SUPPORT SERVICES

## REFERRAL CHART

### STUDENT ADMINISTRATION SERVICES (COLLEGE)

Provides support across the student and teaching lifecycles, from enrolments to graduation. **Website** - [staff.flinders.edu.au/colleges-and-services/student-administration-services](http://staff.flinders.edu.au/colleges-and-services/student-administration-services)

**BGL** - BGLEnquiries@flinders.edu.au - 08 8201 3300  
**EPSW** - EPSWEnquiries@flinders.edu.au - 08 8201 7800  
**HASS** - HASSEnquiries@flinders.edu.au - 08 8201 7900  
**MPH** - cmph.enquiries@flinders.edu.au - 08 7221 8200  
**NHS** - NHSEnquiries@flinders.edu.au - 08 8201 7500  
**SE** - cse.enquiries@flinders.edu.au - 08 8201 7700

### INTERNATIONAL STUDENT SERVICES (ISS)

Supports onshore international students in their study and social life at Flinders, including an international student specific orientation program. International Student Advisors are also available one-on-one to discuss study, accommodation, welfare and visa enquiries.

**Location:** Level 1, Professional Services Building  
(access via Student Hub) Bedford Park

**Email:** [iss@flinders.edu.au](mailto:iss@flinders.edu.au) **PH:** 08 8201 2717

**Website:** [students.flinders.edu.au/student-services/iss](http://students.flinders.edu.au/student-services/iss)

**Overseas student health cover** (OSHC) medical insurance  
[students.flinders.edu.au/student-services/iss/health-cover](http://students.flinders.edu.au/student-services/iss/health-cover)

### YUNGKURINTHI

Provides support for Aboriginal and Torres Strait Islander students. This includes academic, pastoral and financial support and advocacy, counselling, scholarships, orientation, a culturally safe study space, social activities and more.

**Location:** Yunggorendi Mande Building, Bedford Park

**Website:** [students.flinders.edu.au/student-services/indigenous-student-support](http://students.flinders.edu.au/student-services/indigenous-student-support)

**Email:** [officeofindigenouststrategyandengagement@flinders.edu.au](mailto:officeofindigenouststrategyandengagement@flinders.edu.au) **PH:** 08 8201 3033 / 1800 641 811

### EXAMINATIONS

Information about exam timetables, locations, what students can and can't bring to exams, alternative exam arrangements, assessment methods and results.

**Website:** [students.flinders.edu.au/my-course/exams-assess-results/results](http://students.flinders.edu.au/my-course/exams-assess-results/results) **PH:** 1300 354 633 (option 2)

### ENROLMENT AND TIMETABLES

#### Enrolment information for all students

**Website:** [students.flinders.edu.au/my-course/enrolment](http://students.flinders.edu.au/my-course/enrolment)

**Key dates** (Enrolment, census, payments, exams)

**Website:** [students.flinders.edu.au/key-dates](http://students.flinders.edu.au/key-dates)

#### Enrolment support - Flinders Connect

**Location:** Library Bedford Park Level 0 (face to face)

**PH:** 1300 354 633 (option 2)

**Website:** [students.flinders.edu.au/student-services/flinders-connect](http://students.flinders.edu.au/student-services/flinders-connect)

#### Changing Course information Admissions - Flinders Connect

**In person:** Library Bedford Park Level 0

**PH:** 1300 354 633 (option 1)

**website:** [flinders.edu.au/study/apply/internal-transfer](http://flinders.edu.au/study/apply/internal-transfer)

### FEES & FINANCE

Course costs, payment dates & methods, refunds and remissions.

**Website:** [flinders.edu.au/enrolling/fee-information](http://flinders.edu.au/enrolling/fee-information)

**PH:** 1300 354 633 (option 2)

### GRADUATION

Finishing your studies (Conferral) eligibility to attend a ceremony, booking a ceremony, ceremony dates etc.

**Website:** [students.flinders.edu.au/my-course/graduation](http://students.flinders.edu.au/my-course/graduation)

**PH:** 1300 354 633 (option 2)

### SCHOLARSHIPS

For FAQs and the full database listing

**Website:** [flinders.edu.au/scholarships](http://flinders.edu.au/scholarships)

**PH:** 1300 354 633 (option 2)

### STUDENT SUCCESS & WELLBEING ADVISORS

Our Student Success and Wellbeing Advisors (SSWAs) can offer personalised support and information to assist students to navigate life at Flinders. Here's how we can support:

- Get studies on track: We can assist with motivation, planning, and access to study skills.
- Identify and achieve goals: We can assist to set goals and develop a plan to reach them.
- Understand and build your strengths: We can assist you to identify your strengths and develop them further.
- Navigate the university system: We can assist you to understand the university system and how to get the most out of your time here.

We can also assist students to connect with other services on campus, if needed. We're here to assist students to figure out what they need and how to get the right support.

**Website:** <https://students.flinders.edu.au/support/student-success-wellbeing-advisors> **Email:** [supportnetwork@flinders.edu.au](mailto:supportnetwork@flinders.edu.au)

# FLINDERS SUPPORT SERVICES

## REFERRAL CHART

### CAREERS & EMPLOYABILITY

Help students get job-ready through the Uni's Horizon Award plus a range of other career/ professional development opportunities. The team helps students connect with employers/industry, mentors and provide career advice and access to more than 8,000 job opportunities each year.

Students can select 'Career Hub' from **Okta:** [flinders.okta.com](https://flinders.okta.com)  
**PH:** 08 8201 2832 **Email:** [careers@flinders.edu.au](mailto:careers@flinders.edu.au)  
Service available to external students

### STUDENT LEARNING SUPPORT SERVICE (SLSS)

**Location:** Sturt and Central Libraries  
**Website:** [flinders.edu.au/slss](https://flinders.edu.au/slss) **PH:** 08 8201 2518  
**Email:** [slss@flinders.edu.au](mailto:slss@flinders.edu.au)  
Service available to external students.

**SUPPORT FROM A LEARNING ADVISOR** - Online with Studiosity or in person at the Learning Lounge or Drop-In Sessions.

**ONLINE STUDY GUIDES AND RESOURCES** - Provides a wide range of study guides and resources to help you develop the academic skills needed to be successful at university.

**THE LEARNING TOOLKIT** - provides study support resources across the preparing, doing and progressing stages of assessment to help you smash your assignment goals!

**STUDY SKILLS WORKSHOPS** - a range of workshops are available throughout the year to help you develop the skills needed to be successful in your assessments, including English for Academic Purposes.

**REFERENCING SUPPORT** - referencing is an essential academic skill that you will need throughout your time at university. Lucky there is a wide range of support available to help you!

**READY2GO** - what are your lecturers looking for? How do you balance study and life? Find out the answers to these questions and learn essential study skills through the Ready2Go online modules.

### LIBRARY

Library staff can help navigate the wealth of information available across three Flinders libraries, including electronic collections and more than a million books and journals.

**Libraries:** Central Library, Sturt Library, Tonsley Library & Gus Fraenkel Medical Library.

**Website:** [libraryflin.flinders.edu.au](https://libraryflin.flinders.edu.au) **Email:** [library@flinders.edu.au](mailto:library@flinders.edu.au)  
**PH:** 1300 354 633 (select option 3)

### HEALTH, COUNSELLING & DISABILITY

Students can access confidential appointments with qualified doctors /nurses, experienced counsellors and disability advisors.

**Location:** Health & Counselling, Level 3 Student Services Centre, Bedford Park

**Location:** Disability, Union Building, Bedford Park

**Website:** [flinders.edu.au/hcd](https://flinders.edu.au/hcd) **PH:** 08 8201 2118

For out of hours crisis support  
**PH:** 1300 512 409 or **SMS:** 0488 884 103.  
Service available to external students

**HEALTH SERVICES** - The University provides a confidential health service to all currently enrolled students at our fully equipped and accredited Medical Centre at Bedford Park campus. The health service provides emergency and routine medical care, as well as other services such as first aid, health screens, vaccinations and referrals.

**Open hours:** 9am - 5pm Monday - Friday (including vacation periods, but excluding Christmas and New Year periods)

**COUNSELLING SERVICES** - The University provides a free and confidential counselling service (up to 6 sessions per year) available to all undergraduate and postgraduate students, including students studying entirely online. Our qualified, experienced counsellors can help with academic issues and personal issues.

**Open hours/location:** 9am - 5pm Monday - Friday at Bedford Park campus. By appointment at Sturt and Tonsley campuses.  
**Note:** Counselling can also be provided via phone and Skype and there are remote services.

**DISABILITY SERVICES** - The University provides a free, confidential service for students who have a disability. For information on access plans, alternative exam arrangements, parking permits and privacy visit **website:** [students.flinders.edu.au/support/hcd/disability](https://students.flinders.edu.au/support/hcd/disability) or **email:** [disability@flinders.edu.au](mailto:disability@flinders.edu.au) **Location:** Bedford Park, Sturt Campus, Tonsley as well as via phone and Skype.

**EQUAL OPPORTUNITY** Flinders University actively promotes awareness and respect for the diversity of our staff and students. We value and respect the social, cultural and linguistic diversity of our community and encourage inclusive practices in order to provide an environment that is creative, innovative, flexible and productive. Equal Opportunity Advisors can provide students with confidential information and support regarding bullying, discrimination, harassment, sexual harassment and victimisation.

**Website:** [students.flinders.edu.au/feedback-rights-policy/eo](https://students.flinders.edu.au/feedback-rights-policy/eo)

### WORK INTEGRATED LEARNING

For information regarding placements or projects as part of study obligations. **Website:** [students.flinders.edu.au/my-course/placements](https://students.flinders.edu.au/my-course/placements)

**BGL** - [cbgl.placements@flinders.edu.au](mailto:cbgl.placements@flinders.edu.au) - 08 7421 9860

**HASS** - [chass.placements@flinders.edu.au](mailto:chass.placements@flinders.edu.au) - 08 7421 9860

**EPSW** - [cepsw.placements@flinders.edu.au](mailto:cepsw.placements@flinders.edu.au) - 08 8201 5410

**MPH** - [cmph.placements@flinders.edu.au](mailto:cmph.placements@flinders.edu.au) - 08 7221 8390

**NHS** - [cnhs.placements@flinders.edu.au](mailto:cnhs.placements@flinders.edu.au) - 08 8201 7500

**SE** - [cse.placements@flinders.edu.au](mailto:cse.placements@flinders.edu.au) - 08 8201 5133

# FLINDERS SUPPORT SERVICES

## REFERRAL CHART

### COMPUTERS AND PRINTERS

For info about accessing computers on campus and how to print  
**website:** [students.flinders.edu.au/support/computing/it-on-campus](https://students.flinders.edu.au/support/computing/it-on-campus)

### IT ISSUES

e.g. FAN, Okta, email, password, wi-fi.

**Location:** Flinders Connect, Level 0 Central Library Bedford Park

**Website:** [students.flinders.edu.au/support/flinders-connect](https://students.flinders.edu.au/support/flinders-connect)

**PH:** 08 8201 2345 **Email:** [askflinders@flinders.edu.au](mailto:askflinders@flinders.edu.au)

### STUDENT ID CARDS

For info on ordering new cards, collecting, continuing and replacing ID cards. **Website:** [students.flinders.edu.au/finances-and-admin/student-id-cards](https://students.flinders.edu.au/finances-and-admin/student-id-cards)

### TRANSPORT

**University Loop Bus:** Monday-Friday (during semester and exam times) 8:15am – 9:45pm Orientation Week: Monday to Friday 8:15am to 6pm Tonsley Loop Bus: Mon – Fri (all year round) 7am – 6pm For stops, route and times

**Website:** [flinders.edu.au/campus/bedford-park/location/loop-bus](https://flinders.edu.au/campus/bedford-park/location/loop-bus)

### SECURITY

Students can call the Flinders Security Service from a mobile phone or by using one of the security 'hot-line' phones on campus. Building access after hours requires the student to get approval from their College. They will need to contact security to organise this.

**Website:** [flinders.edu.au/security](https://flinders.edu.au/security) **PH:** 08 8201 2880 Contact triple (000) for emergency services (fire/ambulance/police)

### SPORTS & FITNESS

Alan Mitchell Building, Registry Road

**Website:** [onesportandfitness.com.au](https://onesportandfitness.com.au) **Ph:** 1300 354 633 (option 2)

### EMPIRE TIMES MAGAZINE

Empire Times is the student magazine of Flinders University. Empire Times is distributed around campus and online, to contribute visit

**Website:** [empiretimesmagazine.com](https://empiretimesmagazine.com)

### FLINDERS UNIVERSITY STUDENT ASSOCIATION (FUSA)

#### FUSA

**Email:** [fusa.edu.au](mailto:fusa.edu.au)

**PH:** 08 8201 2371

**Location:** Level 1, Student Hub, Bedford Park

**STUDENT ASSIST:** Student Assist provides Student Advocacy and Financial Counselling, helping students with a range of academic, administrative and welfare related issues. They assist with academic appeals, final grade reviews, applications for re-marking of assignments, academic integrity, complaints about topic, course, lecturer or supervisor, responding to 'show cause' letters (student progress review), assessment policy interpretation. Student Assist can also provide student loans, emergency financial assistance (supermarket cards, Metro cards, pharmacy vouchers, food parcels), grants, budgeting and debt renegotiation.

**Website:** [fusa.edu.au/studentassist](https://fusa.edu.au/studentassist)

**Email:** [student.assist@flinders.edu.au](mailto:student.assist@flinders.edu.au)

*Service available to external students*

**STUDENT COUNCIL:** The Student Council of FUSA are the elected representatives of the students. Feel free to contact them via their profiles

**Website:** [fusa.edu.au/studentcouncil](https://fusa.edu.au/studentcouncil)

**CLUBS & SOCIETIES:** For a full listing of current clubs, to create a new club or connect with members.

**Website:** [fusa.edu.au/clubs](https://fusa.edu.au/clubs)

**EVENTS:** FUSA runs over 300 events each year, for a full list visit [fusa.edu.au/events](https://fusa.edu.au/events) or [fb.com/FUSAssociation](https://fb.com/FUSAssociation)

### QUEER SPACE

The Queer Space is a safe place for all queer and questioning students. It can be found on level 1 of the Hub, Bedford Park.

### FLINDERS LIVING

Experience the community and convenience of living on-campus. With a five-minute walk to your classes, a tight-knit family and fun extracurricular activities, there are plenty of reasons to live at Flinders University as part of a safe, supportive and dynamic community.

**Website:** [flinders.edu.au/living](https://flinders.edu.au/living) **Ph:** 08 7221 8900 **Email:** [flinders.living@flinders.edu.au](mailto:flinders.living@flinders.edu.au) **Location:** Flinders Living, Bedford Park

### OASIS

Oasis is a student wellbeing centre located at the Bedford Park campus focused on supporting the social, spiritual, physical and emotional needs of all students.

**Location:** Lower level, Oasis building, Bedford Park

**Website:** [flinders.edu.au/oasis](https://flinders.edu.au/oasis) **PH:** 08 8201 3530