

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

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 **PH:** 08 8201 2717

Website: students.flinders.edu.au/student-services/iss

Overseas student health cover (OSHC) medical insurance
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

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

ENROLMENT AND TIMETABLES

Enrolment information for all students

Website: students.flinders.edu.au/my-course/enrolment

Key dates (Enrolment, census, payments, exams)

Website: 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

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

FEES & FINANCE

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

Website: 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

PH: 1300 354 633 (option 2)

SCHOLARSHIPS

For FAQs and the full database listing

Website: 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

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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
PH: 08 8201 2832 **Email:** careers@flinders.edu.au
Service available to external students

STUDENT LEARNING SUPPORT SERVICE (SLSS)

Location: Sturt and Central Libraries
Website: flinders.edu.au/slss **PH:** 08 8201 2518
Email: 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.

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 **PH:** 08 8201 2880 Contact triple (000) for emergency services (fire/ambulance/police)

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

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

Website: 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 - 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.

COUNSELLING SERVICES - 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 (counselling@flinders.edu.au).

DISABILITY SERVICES - A free, confidential service for students who have a disability. A 'disability' can be a medical condition, mental health condition, learning difficulty or any disability that impacts on study (disability@flinders.edu.au).

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

COMPUTERS AND PRINTERS

For info about accessing computers on campus and how to print **website:** 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

PH: 08 8201 2345 **Email:** askflinders@flinders.edu.au

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LIBRARY

The Library can help students find the resources they need for their assignments and academic journey.

Staff available: 9am-5pm Monday to Friday (excluding public holidays)

Location: Central, City, Sturt, Tonsley and Flinders Medical Centre.

Website: libraryflin.flinders.edu.au

Email: library@flinders.edu.au

PH: 1300 354 633 (select option 3)

FINDIT@FLINDERS (LIBRARY SEARCH): Find books, book chapters, journal articles, videos, news reports, theses, and more.

SPACES TO STUDY: Bookable rooms to study in a group or individually.

SEARCH SUPPORT DROP-INS: Assistance with search skills, ranging from assignment searching to systematic style reviews. No bookings are required.

HOW-TO-GUIDES: Suite of resources to help you get started on searching for information and using the library.

WORK INTEGRATED LEARNING

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

BGL – cbgl.placements@flinders.edu.au - 08 7421 9860

HASS – chass.placements@flinders.edu.au - 08 7421 9860

EPSW – cepsw.placements@flinders.edu.au - 08 8201 5410

MPH – cmph.placements@flinders.edu.au - 08 7221 8390

NHS – cnhs.placements@flinders.edu.au - 08 8201 7500

SE – cse.placements@flinders.edu.au - 08 8201 5133

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

SPORTS & FITNESS

Alan Mitchell Building, Registry Road

Website: 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

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

FLINDERS UNIVERSITY STUDENT ASSOCIATION (FUSA)

FUSA

Email: 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

Email: 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

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

Website: fusa.edu.au/clubs

EVENTS: FUSA runs over 300 events each year, for a full list visit fusa.edu.au/events or 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.

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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 **Ph:** 08 7221 8900 **Email:** 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 **PH:** 08 8201 3530

WANT YOUR SUPPORT SERVICE FEATURED ON THIS DOCUMENT?

To have your information updated or added to this document, contact gareth.furber@flinders.edu.au