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UNIVERSITY OF  
TECHNOLOGY

# How can Student Services help you?

[swinburne.edu.au/stuserv](http://swinburne.edu.au/stuserv)



# Student Services

**Student Services offers a range of confidential services to Swinburne students. Experienced staff are available to assist you in the following areas:**

- Careers and Employment
- Disability Support Service
- Student Finance
- Student Development and Counselling
- Health Service – Campus Nurses
- Health Service – Medical Centre (Hawthorn)
- Housing
- Student Residences, Hawthorn
- Equity Scholarships Program
- Student Equity: promoting a safe and fair study environment
- Youth Workers
- Foodbank – emergency food relief free to students in need
- Childcare
- Multi-faith Facility

A range of activities and events are also run by these service areas.

Look inside to find out more about Student Services, and the contact details for the services on your campus.

## ■ FURTHER INFORMATION

Further details can also be found at our website:

[swinburne.edu.au/stuserv](https://swinburne.edu.au/stuserv)

# Careers and Employment

The service offers career advice and support to all current students, alumni of two years after graduation and TAFE students (up to six months after completion of course).

- Annual Employment Fair
- Employer Information Sessions
- Recruitment and selection service available
- Careers in the Curriculum – HED to be completed before graduation
- International employment information
- Free resumé check 1.30–2.30pm daily
- Job hunting seminars and workshops – register on SwinEmploy at <http://swin.careerhub.com.au>
- Resumé writing seminars/workshops
- “What can I do with my degree?”
- “What can I do with my TAFE qualification?”
- One-to-one counselling appointments
- Free interview practice 3.00–3.30pm daily

Please note that services offered will differ from campus to campus. Check our website for more details.

## ■ CONTACT DETAILS

Telephone: (03) 9214 5360

The George, Level 2, 34 Wakefield Street, Hawthorn

[swinburne.edu.au/careers](http://swinburne.edu.au/careers)

## Childcare

The university has childcare centres located at its Croydon, Hawthorn, Lilydale, Prahran and Wantirna campuses, operating Monday to Friday available for the children of Swinburne students and staff.

These centres are operated and managed by independent co-operatives. Further information can be obtained by contacting the centres directly. Please note waiting lists may apply.

### ■ CONTACT DETAILS

Croydon (03) 9725 4189

Hawthorn (03) 9818 2174

Lilydale (03) 9735 0711

Prahran (03) 9521 4653 or (03) 9521 4643

Wantirna (03) 9887 1564

[swinburne.edu.au/stuserv/childcare](https://swinburne.edu.au/stuserv/childcare)

# Disability Support Service

The Disability Support Service assists students to participate on the same basis as a student without a disability in their chosen course of study.

Swinburne provides a range of learning support services to meet individual needs of students with a disability or medical condition. These include:

- Alternative assessment arrangements for exams
- Adaptive technology
- Specialised equipment
- Alternative format course materials
- Direct support staff
- Resources and information available

## ■ CONTACT DETAILS

Croydon TAFE (03) 9210 1181

Hawthorn Higher Education (03) 9214 8500, TAFE (03) 9214 8513

Lilydale Higher Education (03) 9215 7123, TAFE (03) 9210 1181

Prahran Higher Education (03) 9214 8500, TAFE (03) 9214 8513

Wantirna TAFE (03) 9210 1181

Swinburne OUA: (03) 9215 7123

Email: [disability@swin.edu.au](mailto:disability@swin.edu.au)

[swinburne.edu.au/stuserv/disability](https://swinburne.edu.au/stuserv/disability)

## Student Finance

- Information, advice and advocacy on student financial issues
- Financial information including loans or other assistance
- Emergency financial assistance available in a crisis
- Assistance with fees for some Swinburne accredited TAFE courses in cases of financial hardship
- Budgeting assistance and handouts available
- Assistance with and referral to a wide range of financial issues

### ■ CONTACT DETAILS

Croydon Next to Cafeteria, (03) 9726 1712

Hawthorn Student Information Centre, (03) 9214 8882

Lilydale Student Centre, (03) 9215 7105

Prahran Level 2, PK Building, (03) 9214 6734

Wantirna WA Building, (03) 9210 1905

[swinburne.edu.au/stuserv/finance](https://swinburne.edu.au/stuserv/finance)

# Student Development and Counselling

- Short-term individual counselling available. Students can simply telephone or call in to make an appointment to see a counsellor. You do not need to explain anything when making an appointment. All counselling is free and confidential.
- Group programs and workshops for students to provide support as well as address any problems you may be experiencing while you are here at Swinburne
- Youth Workers are based on the Croydon and Wantirna Campuses. They are available for consultations from teaching staff and assistance to students either by individual appointments or facilitating of group workshops.
- Swin e-Counselling  
[www.swinburne.edu.au/swin-ecounselling](http://www.swinburne.edu.au/swin-ecounselling)
- Foodbank
- Emotional Intelligence Program
- Academic Success Program for students at risk

## ■ CONTACT DETAILS

Croydon Next to Cafeteria, (03) 9726 1713

Hawthorn The George, Level 4, 34 Wakefield Street (03) 9214 8025

Lilydale Student Centre, (03) 9215 7103

Prahran Level 2, PK Building, (03) 9214 6734

Wantirna WA Building, (03) 9210 1293

[swinburne.edu.au/stuserv/counselling](http://swinburne.edu.au/stuserv/counselling)

## Multi-faith Facility

The Multi-faith Facility is provided for approved use by students and staff for reasons associated with faith, meditation or to spend time in quiet reflection. It is accommodating of all religious affiliations and denominations.

- Chaplains available
- Meditative/quiet reflection room available
- Rooms available for booking your faith based activity

### ■ CONTACT DETAILS

The George, Level 3, 34 Wakefield Street, Hawthorn

[swinburne.edu.au/stuserv/multifaith](https://swinburne.edu.au/stuserv/multifaith)

## Health Service – Campus Nurses

Campus nurses on all campuses can provide:

- Emergency response and general first aid
- Assessment, treatment and referral as appropriate
- Health promotion programs
- Health counselling

### ■ CONTACT DETAILS

Croydon Next to Cafeteria, (03) 9726 1711

Hawthorn The George, Level 4, 34 Wakefield Street, (03) 9214 8483

Lilydale LD108, (03) 9215 7106

Prahran Level 2, PK Building, (03) 9214 6734

Wantirna WA Building, (03) 9210 1287

[swinburne.edu.au/stuserv/health](http://swinburne.edu.au/stuserv/health)

## Health Service – Medical Centre (Hawthorn)

- Professional doctors available, both male and female
- Appointments with nurses available. Consultation with nurse is free of charge
- All Australian resident students are bulk billed for their appointments with the doctor and must be holders of a current Medicare Card
- International students with current Worldcare or Medibank Private membership will be bulk billed at the time of their visit
- International students with other health insurance will need to pay for their visit and claim back from their appropriate insurance company
- The hours of operation are Monday to Friday, 9am–5pm

Services include:

- Doctors appointments
- Nurse consultations
- Emergency response and first aid
- Health information
- Pathology collection
- Drug and alcohol information
- Nutrition advice
- Needle syringe program
- Sick bay beds
- Immunisations and related information
- Sexual health
- Blood pressure checks
- Travel immunisation including Yellow Fever
- Flu immunisation
- Referrals to other services
- All services are confidential

## ■ CONTACT DETAILS

The George, Level 4  
34 Wakefield Street, Hawthorn  
Telephone: (03) 9214 8483

[swinburne.edu.au/stuserv/health](http://swinburne.edu.au/stuserv/health)

## Off-campus Accommodation

- Information, advocacy and advice on your rights and responsibilities as a tenant
- Assistance with tenancy dispute resolution
- Off-campus database system to assist students seeking off-campus accommodation
- Lists of local real estate agents
- Assistance finding emergency or short term accommodation; information on long term hostels
- Recommended Housing Providers are student apartments which have been assessed by the University based on a set of criteria. These apartments are generally located close to the respective University campuses. Visit [www.swinburne.edu.au/stuserv/housing/recommendedhousingproviders.html](http://www.swinburne.edu.au/stuserv/housing/recommendedhousingproviders.html)
- Information on all types of accommodation and the list of Recommended Housing Providers can be found at [www.swinburne.edu.au/stuserv/housing](http://www.swinburne.edu.au/stuserv/housing)

### ■ CONTACT DETAILS

Croydon Next to Cafeteria, (03) 9726 1712

Hawthorn Student Information Centre, (03) 9214 8882

Lilydale Student Centre, (03) 9215 7105

Prahran Level 2, PK Building, (03) 9214 6734

Wantirna WA Building, (03) 9210 1905

[swinburne.edu.au/stuserv/housing](http://swinburne.edu.au/stuserv/housing)

## On-campus Accommodation

Modern, safe, secure and convenient accommodation is offered at Swinburne's Hawthorn and Lilydale campuses.

### **Swinburne Student Residences, Hawthorn**

- Residential College
- Apartments providing independent living on campus

### **UniLodge @ Swinburne Place**

- Apartments

### **Lilydale Student Village**

- Apartments

## ■ CONTACT DETAILS

Swinburne Student Residences, 21 Wakefield Street, Hawthorn  
Telephone: (03) 9214 5555

UniLodge @ Swinburne Place, 24 Wakefield Street, Hawthorn  
Telephone: (03) 9914 2900

Lilydale Student Village, Melba Avenue, Lilydale  
Telephone: (03) 9735 9309

**[swinburne.edu.au/stuserv/housing](http://swinburne.edu.au/stuserv/housing)**

# Equity Scholarships Program

A range of scholarships is available to TAFE and Higher Education undergraduate students from disadvantaged backgrounds, particularly those experiencing financial hardship; and Indigenous students in financial need, particularly those who have had to relocate to commence tertiary studies.

Information on the full range of programs is available online at [www.future.swinburne.edu.au/scholarships](http://www.future.swinburne.edu.au/scholarships)

## ■ CONTACT DETAILS

Level 1, Swinburne Place West, Wakefield Street, Hawthorn

Telephone: (03) 9214 4358

Email: [scholarships@swin.edu.au](mailto:scholarships@swin.edu.au)

[future.swinburne.edu.au/scholarships](http://www.future.swinburne.edu.au/scholarships)

## Student Equity: promoting a safe and fair study environment

The Equity Unit works with professional and academic staff in faculties and departments and with senior administrators to provide advice to students on all equity matters.

The role of the Equity Unit is to:

- Ensure appropriate referral, advocacy and assistance to students who believe they have a grievance or experience discrimination or bullying
- Support an inclusive teaching and learning environment
- Work collaboratively with internal and external bodies to increase access for educationally and financially disadvantaged students
- Create opportunities for students through Equity Scholarships and Grants

### ■ CONTACT DETAILS

Level 1, Swinburne Place West, Wakefield Street, Hawthorn

Telephone: (03) 9214 4362 or (03) 9214 8852

Email: [equity@swin.edu.au](mailto:equity@swin.edu.au)

[swinburne.edu.au/stuserv/equity](https://swinburne.edu.au/stuserv/equity)