STUDENT – SELF REFERRAL PROCESS

IN-PERSON

NON-ACADEMIC SUPPORT

• Counselling (High Distress) 08 8201 2198
• Counselling (Moderate Distress) 08 8201 2198
• Health Services 08 8201 2198
• International Student Support Services Level 1 Professional Services Building
• OASIS Humanities Road
• Financial Counselling FUSA Level 1, Student Hub
• Disability Services Level 3, Student Centre

ACADEMIC SUPPORT

• Learning Lounge The Commons Level 2, Central Library
• Flinders Connect Level 0, Central Library
• Exam Support
• Student ID Help
• Fees
• Scholarships
• Course Information
• Graduation

• English for Academic Purpose
Various venues with details at: students.flinders.edu.au/support/?source=

• Life Hack Drop In OASIS Wellbeing Centre Details: blogs.flinders.edu.au/student-health-and-well-being/2023/01/02/life-hack-drop-in-session/
• Yunkurrinthi Student Support Level 2 & 3, Student Centre
• IT Support at Flinders Connect Level 0, Central Library
• Academic Advocacy FUSA Level 1, Student Hub

PHONE

NON-ACADEMIC SUPPORT

• Health Services 08 8201 2198
• Counselling (High Distress) 08 8201 2198 or 1300 512 409 After Hours Crisis Support Line
• Counselling (Moderate Distress) 08 8201 2198 or 1300 512 409 After Hours Crisis Support Line
• Counselling (Low Distress) 08 8201 2198
• Disability Advisor 08 8201 2198
• Legal Advisor 08 7421 9985
• Spiritual Support 08 8201 3530
• Careers Support 08 8201 2832
• Student Housing Service 08 7221 9900
• Flinders Living 08 7221 8900
• Financial Counselling 08 8201 2371

WEBFORM

SELF-HELP

NON-ACADEMIC SUPPORT

• Good Vibes students.flinders.edu.au/support/hhd/counselling/new-client-form
• Disability Advisor students.flinders.edu.au/support/hhd/disability/register-for-disability-support
• Student Advocacy flinders.edu.au/academic-advocacy
• Legal Advisor flinders.edu.au/engage/community-clinics/flinders-legal-centre.html
• ADHD Support blogs.flinders.edu.au/student-health-and-well-being/2024/02/07/adhd-support-group
• Study Guides students.flinders.edu.au/support/slls/online-guides
• Career Hub careerhub.flinders.edu.au

EMAIL

NON-ACADEMIC SUPPORT

• Student Equal Opportunity Advisor students@flinders.edu.au
• Legal Advisor flinders.edu.au
• Student Housing Service flinders.housing@flinders.edu.au
• Flinders Living flinders.living@flinders.edu.au
• Financial Counselling student.flinders.edu.au/support/financial-help/
• Disability Services disabilityservices@flinders.edu.au

ACADEMIC SUPPORT

• Indigenous Academic Skills Development yungkurrinthi@flinders.edu.au
• International Student Support Services slss@flinders.edu.au
• Academic Advocacy student.assist@flinders.edu.au

ONLINE

NON-ACADEMIC SUPPORT

• Pride Network students.flinders.edu.au/support/student-health-and-well-being/pride-network
• Scholarships students.flinders.edu.au/support/student-health-and-well-being/scholarships
• IT Support students.flinders.edu.au/support/flinders-connect/student-help
• OASIS oasis.flinders.edu.au/programs-events
• Disability Services students.flinders.edu.au/support/disability

ACADEMIC SUPPORT

• Indigenous Integrity students.flinders.edu.au/my-courses/academic-integrity
• FLO Support canvas.flinders.edu.au/courses/265
• Library canvas.flinders.edu.au/studenthub/library

FLO

ASSESS FLINDERS

ask@flinders.edu.au

Non-Academic Support:

• Careers Hub
• Fees
• Graduation
• International Student Services
• Library
• Scholarships
• Yunkurrinthi

Academic Support:

• Admissions
• Enrolments
• Exams
• Overseas Study
• HDR
• WIL
• SLSS
UNIVERSITY STAFF – REFERRAL PROCESS

SUPPORT SERVICES

STUDENTS

IN-PERSON

NON-ACADEMIC SUPPORT
• Counselling (High Distress)
  Level 3, Student Centre
• Disability Services
  Level 3, Student Centre

PHONE

NON-ACADEMIC SUPPORT
• Health Services
  08 8201 2198
• Counselling (High Distress)
  08 8201 2198 or 1300 512 409
  After Hours Support Line
• Counselling (Moderate Distress)
  08 8201 2198 or 1300 512 409
  After Hours Support Line
• Disability Services
  08 8201 2198
• Careers Support
  08 8201 2832

WEBFORM

NON-ACADEMIC SUPPORT
• Counselling and Wellbeing Advisors
  students.flinders.edu.au/support/form

ASK FLINDERS

NON-ACADEMIC SUPPORT
askfinders.microsoftportals.
com/support/create-case
Non-Academic Support:
• Careers Hub
• Fees
• Graduation
• International Student Services
• Library
• Scholarships
• Yungkurrinthi

ACADEMIC SUPPORT
• Student Success
  and Wellbeing Advisors
  flinders.jotform.com/
  form/233250426171043

SERVICE ONE

ACADEMIC SUPPORT
• Studiosity
• Learning Lounge
• Study Guides
• Student Learning Support
  Services
  flindersuni.service-now.com/csp:
  Noting this is staff referrals only
  for an extended consultation
  where there is an identified need.

EMAIL

NON-ACADEMIC SUPPORT
• Counselling (Moderate Distress)
counselling@flinders.edu.au
• Counselling (Low Distress)
counselling@flinders.edu.au
• International Student Services
  iss@flinders.edu.au
• Financial Counselling
  student.assist@flinders.edu.au
• Disability Services
  disability.services@flinders.edu.au

ACADEMIC SUPPORT
• Yungkurrinthi Student Support
  yungkurrinthi@flinders.edu.au
• Academic Advocacy
  student.assist@flinders.edu.au

STUDENT SELF REFERRAL

Refer students to
self-refer to their
support needs

See Student
Referral Process

Non-Academic Support:
• Careers Hub
• Fees
• Graduation
• International Student Services
• Library
• Scholarships
• Yungkurrinthi

Academic Support:
• Admissions
• Enrolments
• Exams
• Overseas Study
• HDR
• WIL
• SLSS

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>DESCRIPTION</th>
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</thead>
<tbody>
<tr>
<td>Student Learning Support Services</td>
<td>Provides study support to develop academic skills.</td>
</tr>
<tr>
<td>Learning Lounge</td>
<td>Located in the Central Library at Bedford Park campus, the Learning Lounge is a study space staffed by Learning Advisors who are there to support students in their studies.</td>
</tr>
<tr>
<td>English for Academic Purposes</td>
<td>The English for Academic Purposes series will help students develop the common academic skills needed for assessment.</td>
</tr>
<tr>
<td>Studiosity</td>
<td>Available online 24/7 throughout the year, even during semester breaks! Make use of Studiosity’s Writing Feedback and Connect Live services to ask questions and improve academic work.</td>
</tr>
</tbody>
</table>
| Study Guides                                     | The Student Learning Support Service (SLSS) provide a range of study guides designed to help students with the necessary skills and work for their University studies covering:  
  - Writing resources  
  - English Language Skills  
  - General study resources  
  - Mathematics resources  
  - Reference resources                                                                 |
| Life Hack Drop In                                | Life Hacks Drop-In Sessions will provide students with practical tools, techniques and strategies in a fun and light way to improve both wellbeing and academic performance.                                    |
| 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                                |
| Academic Integrity                               | Academic integrity is a commitment to principles of honesty, respect, trust and fairness, and this guide outlines what academic integrity is, and how to develop the academic skills to support it.               |
| FLO Support                                      | If you need help using FLO, look at these FLO help pages.                                                                                                                                                     |
| Library Support                                  | Find further information regarding library activities.                                                                                                                                                         |
| Self-Help Library                                | Our self-help library is there for students who wish to do some reading in the area of mental health, wellbeing and productivity and learn about different services, programs and tools they can use to improve their wellbeing. |
| Studyology                                       | 5-week, online programme teaching you the psychological skills necessary to develop a positive relationship with studies. Studyology is delivered online but in real-time, and students express an interest via email.  |
# Academic Support

<table>
<thead>
<tr>
<th>Service</th>
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</thead>
<tbody>
<tr>
<td>Finding Your Way at Flinders</td>
<td>Our online orientation topic designed to help set you up for success at Flinders University.</td>
</tr>
<tr>
<td>Flinders Connect</td>
<td>Flinders Connect offers in-person, phone and online support for student related issues such as enrolment, fees, exams, graduations, and general queries.</td>
</tr>
<tr>
<td>Student Support and Wellbeing Advisors</td>
<td>The Student Support and Wellbeing Advisors are here to assist students succeed, both academically and personally. We want to assist you to find your own path to success, and we’ll work with you to overcome any challenges you’re facing.</td>
</tr>
<tr>
<td>Indigenous Academic Skills Development</td>
<td>The Deadly Study Program aims to provide students with flexible access to culturally responsive academic study advice. Suitable for undergraduate and postgraduate degrees, the program employs study advisors who can support students to develop study skills with managing their university and study needs.</td>
</tr>
<tr>
<td>Yungkurrinthi Tutorial Programme</td>
<td>YTP provides free tutoring for Aboriginal and Torres Strait Islander students enrolled in degree programs at Flinders. YTP connects students to a tutor who has expertise in their subject area and can support them to develop their understanding and critical engagement in the curriculum.</td>
</tr>
<tr>
<td>Yungkurrinthi Student Hub Portal</td>
<td>Aboriginal and Torres Strait Islander students are provided with automatic access to the Yungkurrinthi student hub portal, through FLO. The site is regularly updated with events, news and information relevant to their studies and engagement at Flinders.</td>
</tr>
<tr>
<td>Ask Flinders</td>
<td>Portal for students to access articles and FAQ’s regarding support and studies at Flinders University. Students can also request specific support in areas of: - Admissions - Enrolment - Exams - FLO - Overseas study application - Higher Degree by Research - Student Recruitment - Work Integrated Learning - Student Learning and Support Services - Yunkurrinthi</td>
</tr>
<tr>
<td>Flinders University Student Association (FUSA) Development Grants</td>
<td>FUSA Development Grants are awarded for activities related to professional development and leadership.</td>
</tr>
<tr>
<td>Academic Advocacy (FUSA)</td>
<td>Provides key support for academic processes such as academic integrity, placement, assessment variation (resubmission, supplementary/deferred assessment, exemptions for repeat students), assisting students in complaints about assessment frameworks within a topic and grading.</td>
</tr>
</tbody>
</table>
## NON-ACADEMIC SUPPORT

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>DESCRIPTION</th>
<th>IN-PERSON</th>
<th>PHONE</th>
<th>WEBFORM</th>
<th>SELF-HELP</th>
<th>EMAIL</th>
<th>ONLINE</th>
<th>FLO</th>
<th>ASK FLINDERS</th>
<th>SERVICE ONE</th>
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<tbody>
<tr>
<td><strong>Counselling</strong></td>
<td>The University provides a free and confidential Counselling Service that is available to undergraduate and postgraduate students currently enrolled at Flinders. This includes those studying entirely online.</td>
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<td><strong>Health Services</strong></td>
<td>The University provides a confidential health service to all currently enrolled students at our fully equipped and accredited Medical Centre. All eligible consultations are bulk-billed.</td>
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<td><strong>Disability Advisor</strong></td>
<td>The University provides a free, confidential service for students who have a disability (medical condition, mental health condition, learning difficulty, or any disability that impacts on study).</td>
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<td><strong>Student Equal Opportunity Advisor</strong></td>
<td>The Student Equal Opportunity Advisor provides confidential support and information for students who have experienced sexual harassment, discrimination, bullying or any additional breaches of the University’s Equal Opportunity Policy and other relevant Policies and Procedures.</td>
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<td><strong>Legal Advisor</strong></td>
<td>Flinders Legal Advice Clinic is operated by the College of Business, Government and Law. The Clinic is staffed by law students under the supervision of qualified legal practitioners (primarily staff from Flinders Law). They can provide assistance in many areas of law however they do not provide advice in relation to all areas of law.</td>
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<td><strong>Spiritual Advisor</strong></td>
<td>Oasis on the Bedford Park Campus, is a Student Community Wellbeing Centre focused on supporting the physical, emotional, social and spiritual needs of students, so they can achieve academic and personal success.</td>
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<td><strong>Careers Support</strong></td>
<td>Supporting students to prepare for and step into their career.</td>
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<tr>
<td><strong>Student Advocacy</strong></td>
<td>Academic Advocates are available to all currently enrolled students of Flinders University and is free, independent and confidential. Services include advocacy, support, assistance, information and referrals on any issues that may affect the academic lives of students.</td>
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<td><strong>ADHD Support</strong></td>
<td>Unlock Your Potential with ADHD 101 Support Group. Join us for a transformative 10-week journey designed for students with ADHD.</td>
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<tr>
<td><strong>Financial Counselling</strong></td>
<td>The Financial Counsellor is available on campus to provide information and assistance on all things financial and can help you find ways to improve your financial situation.</td>
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<td><strong>Good Vibes Experiment</strong></td>
<td>The Good Vibes Experiment is a campaign led by students at Flinders University. The campaign encourages us all to experiment with adding wellbeing-focused activities to our everyday lives.</td>
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<tr>
<td><strong>Be Well Plan</strong></td>
<td>The Be Well Plan is an interactive group program in which you are taught how to build a tailored wellbeing and resilience plan that you can use at any stage of life to get yourself back on track, cope with difficult times, or simply enhance your mental health and wellbeing. The programme is delivered online but in real-time and students express their interest via email.</td>
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**NON-ACADEMIC SUPPORT**

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<th>SERVICE</th>
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<tr>
<td><strong>Pride Network</strong></td>
<td>The Pride Network is an initiative designed to enhance University culture by creating a more welcoming and inclusive environment for members of the Flinders community who identify as lesbian, gay, bisexual, transgender, intersex, and queer/questioning, asexual, as well as other expressions of gender, sex, sexuality, and identity (LGBTQIA+).</td>
</tr>
<tr>
<td><strong>Scholarships</strong></td>
<td>Financial support is available to Flinders students through a wide range of government and donor-funded scholarships, plus support from external Trust and Foundations. Scholarship options may be based on study area, cultural background, financial need or personal situation.</td>
</tr>
<tr>
<td><strong>Finance and Help Loans</strong></td>
<td>For students experiencing financial difficulties, there is a range of services and financial assistance you may be eligible to receive.</td>
</tr>
<tr>
<td><strong>IT Support</strong></td>
<td>Student IT support is available via Flinders Connect Monday to Friday 9am to 5pm.</td>
</tr>
<tr>
<td><strong>Flinders Living</strong></td>
<td>Experience the community and convenience of living on campus in a safe, supportive and dynamic community.</td>
</tr>
<tr>
<td><strong>Student Housing Service</strong></td>
<td>We appreciate that moving away from home to study at university can be a daunting experience. It’s not a journey that you need to navigate alone. The University’s Student Housing Service Officer is here to help you.</td>
</tr>
</tbody>
</table>
| **Ask Flinders**      | Ask Flinders is a portal for students to access articles and FAQ’s regarding support and studies at Flinders University. Students can also request specific support in areas of:  
  - Careers  
  - Fees  
  - Graduations  
  - International Student Services  
  - Library  
  - Overseas Health Cover  
  - Scholarships  
  - Student Records  
  - Student Visas |
| **International Student Services** | The International Student Services (ISS) team is the first point of contact for all international students studying at Flinders University campuses in Australia. The team offers a range of programs supporting study and social life, as well as referring students to services on campus and within the local community. The ISS team supports international students who are experiencing challenges in adjusting to the Australian academic and living environment, including one-to-one confidential appointments with an International Student Advisor. Our key role is to provide timely and specialised support to international students and staff at Flinders University. |