

GETTING INVOLVED AND GETTING HELP

SUPPORT SERVICES AVAILABLE TO YOU AS A STUDENT OF VICTORIA UNIVERSITY

CAMPUS SECURITY

Campus Security Officers are located on all campuses and regularly patrol both on-campus and off-campus buildings and car parks. Escort services are provided to other buildings on campus and from your office or study area to your vehicle if it is parked in a Victoria University car park. If you are leaving the campus late, consider using the St Albans or Footscray Park shuttle bus to get to the local train station.

Visit: www.vu.edu.au/safety

Emergency Phone: 9919 6666

CAREERS AND EMPLOYMENT

A range of programs, services and resources for current Victoria University students and recent graduates including advice and assistance on your career direction, the world of work, writing applications and performing at interviews. Register on our web-based job board to access current employment opportunities.

Visit: www.vu.edu.au/careers

CHAPLAINCY

Support is available through pastoral / personal or spiritual concerns, irrespective of your faith background. Offers well-being programs including meditation, hypno-relaxation, taichi, yoga, christian and interfaith reflection and meetings.

Visit: www.vu.edu.au/chaplaincy

Email: catherine.tay@vu.edu.au or moira.evers@vu.edu.au

Phone: 9919 2292 9919 4418

CHILD CARE CENTRES

Victoria University's childcare centres are at four campuses. Each provides full-time, part-time and half-day care for children aged three months to six years. The service includes a state-funded preschool program.

Phone: Footscray Park 9919 4578, Footscray Nicholson 9919 8698, Newport 9919 8476, Werribee 9919 8098

COMPLAINT RESOLUTION

Victoria University has a comprehensive procedure for making complaints and offering feedback. For impartial advice, support or representation, contact the Student Advisory Service.

Visit: www.vu.edu.au/studentcomplaint

Email: studentadvisors@vu.edu.au

Phone: 9919 4360

COUNSELLING

Support and assistance with personal issues (concerns about overall well being, stress, grief, loss, sexuality, alcohol/drug issues) and study related matters such as exam stress, time management and procrastination.

Phone: 9919 8801 9919 2399 9919 4418

Visit: vu.edu.au/counselling

DISABILITY SERVICES

Advice and assistance for those with a disability and/or medical condition including provision of individual learning support, adaptive technology and alternative assessment arrangements, including for exams.

Visit: vu.edu.au/disability

Email: disability@vu.edu.au

Phone: 9919 8801 9919 2399 9919 4418

FINANCIAL ASSISTANCE

Information and advice on money management, Youth Allowance / Austudy, Centrelink or financial matters including credit cards, mobile phone plans and fines.

Phone: 9919 8801 9919 2399 9919 4418

Visit: vu.edu.au/financial-assistance

HEALTH AND PERSONAL SERVICES

A Health Advisor is available at Footscray Park Campus to provide advice, information and referrals about general health matters. Victoria University has several teaching clinics where treatments are performed by trained students under clinician supervision at a discounted rate including osteopathy, nutritional therapy, hairdressing, beauty therapy and massage.

Visit: www.vu.edu.au/health-services

HOUSING SERVICE

Housing information and advice including accommodation search, House Hunting Friends Register, shared housing guide and tenants rights.

Visit: www.vu.edu.au/housing

INDIGENOUS STUDENT SUPPORT

Moondani Balluk offers help with course selection and admission, scholarships, accommodation, tutoring and employment to indigenous students.

Visit: www.vu.edu.au/moondaniballuk

Phone: 9919 2891 9919 2836

INTERNATIONAL STUDENT SUPPORT

Support for international students to make your study experience a positive one and assist with adjusting to a new culture and environment.

Visit: www.vu.edu.au/international-students/life-at-vu

Email: iss@vu.edu.au

Phone: +61 3 9919 4953

INFORMATION TECHNOLOGY SERVICE DESK

ITS is the central point of contact for help and assistance with all IT issues for staff and students of Victoria University.

Visit: www.vu.edu.au/it-facilities

Email: servicedesk@vu.edu.au

Phone: 9919 2777

LEARNING SUPPORT

Provides language, study skills and academic writing support. The Learning Hub provides a range of useful information and resources to assist you in developing your language and learning skills.

Visit: www.vu.edu.au/studyhelp

Phone: 9919 4744

MYVU PORTAL

MYVU Portal is a personal learning environment for VU students. The portal provides students with direct access to view course information, enrolment details, results, awards, My Timetable, library, email, learning tools and VU social and learning networks. The portal can be personalised to suit your needs.

Visit: myvuportal.vu.edu.au

STUDENT LIFE

The Student Life Team provides opportunities for you to grow and enjoy yourself through campus activities, student societies support and funding, trips, competitions, special events, leadership and volunteer programs. Speak to your Recreation Officer about what is happening on campus and how to get involved.

Visit: www.vu.edu.au/current-students/campus-life

Phone: 9919 8801 9919 2399 9919 4418

SCHOLARSHIPS

Available to undergraduate and VE/FE students if you're in need of financial assistance.

Visit: www.vu.edu.au/scholarships

STUDENT ADVISORY SERVICE

Advice, support, information and referral regarding progress hearings, assessment, discipline and complaints per the Student Complaints policy. Student Advisors can speak on your behalf if you prefer.

Visit: www.vu.edu.au/studentcomplaint

Email: studentadvisors@vu.edu.au Phone: +61 3 9919 4360

STUDENT CONTACT CENTRE

An email, chat or phone service for students.

Visit: www.vu.edu.au/askvu Phone: +61 3 9919 6100

STUDENT EQUITY SERVICES

For support and advice on student equity initiatives and projects, discrimination and harassment, and equality of opportunity in education.

Visit: www.vu.edu.au/equity Email: equity@vu.edu.au

Phone: +61 3 9919 9561

STUDENT LEADERSHIP

Student Leadership develops the skills and relationships that are integral to your career.

Visit: vu.edu.au/student-leadership Email: lead@vu.edu.au

STUDENT LOUNGES

Located at every campus for you to relax, meet friends or pick up useful information.

See campus maps in your Student Diary for locations.

STUDENT SERVICE CENTRES

For general face-to-face on-campus enquiries, referral to specific services and student administration services including fee payment and student ID cards. PCs are available for online access to your student record via MYVU Portal.

SPORT AND FITNESS

Victoria University offers a wide range of sports activities and facilities. You can participate in sport clubs, social sport, university games, fitness events, swim lessons and personal training, or join one of the three fitness centres. Facilities include a 25m pool, group exercise studios, athletics track and multi-purpose courts.

Visit: www.vu.edu.au/sport

UNIVERSITY RESIDENCES

Victoria University provides student accommodation in Footscray, Maribyrnong and Sunbury for students studying at any of our campuses.

Visit: www.vu.edu.au/housing

WELFARE

Information and help for everyday matters impacting on your life including housing, tenancy issues, bond assistance, Centrelink, financial difficulties, money management and utilities relief. Referral to legal, youth and other support services is also available.

Visit: vu.edu.au/welfare

Phone: 9919 8801 9919 2399 9919 4418



SERVICES AND PROGRAMS

www.vu.edu.au/students

SERVICES AND PROGRAMS

www.vu.edu.au/students

ASK A QUESTION

ASKVU - Ask a question or search the comprehensive knowledge base of FAQs to find an answer to just about everything.

Visit: www.vu.edu.au/askvu

Phone: +61 3 9919 6100

Visit: your nearest Student Service Centre

AFTER HOURS CRISIS CONTACTS

LIFE LINE

24 hour counselling

Phone: 13 11 14

SUICIDE HELPLINE

24 hour counselling

Phone: 1300 651 251

POSTAL ADDRESS

Victoria University

PO Box 14428

Melbourne VIC 8001

www.vu.edu.au

CRICOS Provider No. 00124K