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, hypnotherapy, tai chi, 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

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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

Information correct at time of printing June 2011