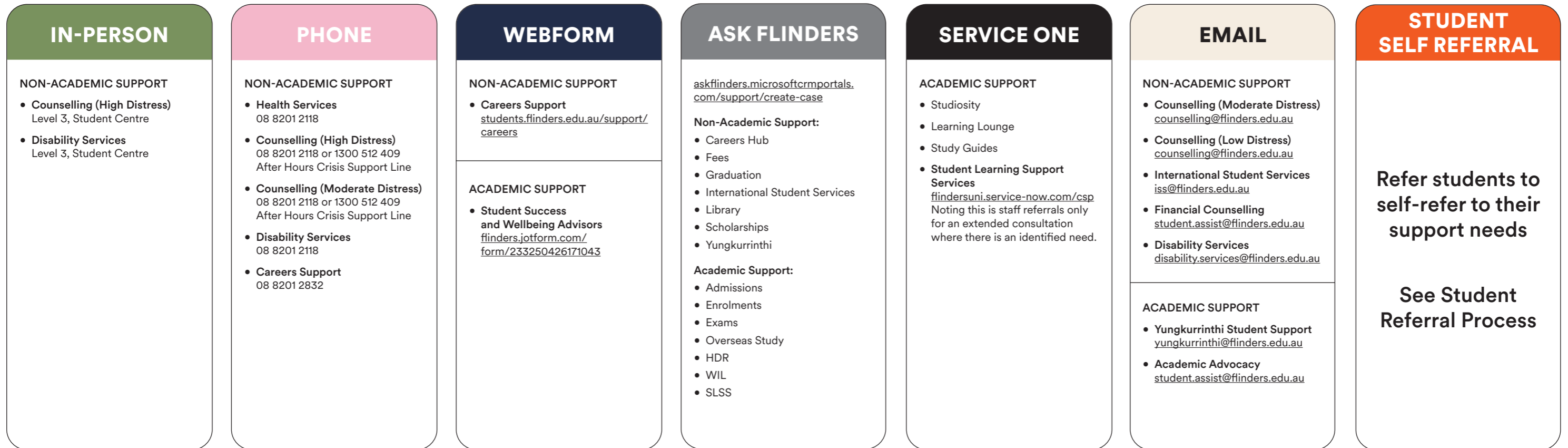


# STUDENT – SELF REFERRAL PROCESS

IN-PERSON	PHONE	WEBFORM	SELF-HELP	EMAIL	ONLINE	FLO
<p><b>NON-ACADEMIC SUPPORT</b></p> <ul style="list-style-type: none"> <li>• <b>Counselling (High Distress)</b> Level 3, Student Centre</li> <li>• <b>Counselling (Moderate Distress)</b> Level 3, Student Centre</li> <li>• <b>Health Services</b> Level 3, Student Centre</li> <li>• <b>International Student Support Services</b> Level 1 Professional Services Building</li> <li>• <b>OASIS</b> Humanities Road</li> <li>• <b>Financial Counselling FUSA</b> Level 1, Student Hub</li> <li>• <b>Disability Services</b> Level 3, Student Centre</li> </ul>	<p><b>NON-ACADEMIC SUPPORT</b></p> <ul style="list-style-type: none"> <li>• <b>Health Services</b> 08 8201 2118</li> <li>• <b>Counselling (High Distress)</b> 08 8201 2118 or 1300 512 409 After Hours Crisis Support Line</li> <li>• <b>Counselling (Moderate Distress)</b> 08 8201 2118 or 1300 512 409 After Hours Crisis Support Line</li> <li>• <b>Counselling (Low Distress)</b> 08 8201 2118</li> <li>• <b>Disability Advisor</b> 08 8201 2118</li> <li>• <b>Student Equal Opportunity Advisor</b> 08 8201 2118</li> <li>• <b>Legal Advisor</b> 08 7421 9985</li> <li>• <b>Spiritual Support</b> 08 8201 3530</li> <li>• <b>Careers Support</b> 08 8201 2832</li> <li>• <b>Student Housing Service</b> 08 7221 8900</li> <li>• <b>Flinders Living</b> 08 7221 8900</li> <li>• <b>Financial Counselling</b> 08 8201 2371</li> </ul>	<p><b>NON-ACADEMIC SUPPORT</b></p> <ul style="list-style-type: none"> <li>• <b>Counselling (Low Distress)</b> <a href="https://students.flinders.edu.au/support/hcd/counselling/new-client-form">students.flinders.edu.au/support/hcd/counselling/new-client-form</a></li> <li>• <b>Disability Advisor</b> <a href="https://students.flinders.edu.au/support/hcd/disability/register-for-disability-support">students.flinders.edu.au/support/hcd/disability/register-for-disability-support</a></li> <li>• <b>Student Advocacy</b> <a href="https://fusa.edu.au/academic-advocacy/">fusa.edu.au/academic-advocacy/</a></li> <li>• <b>Legal Advisor</b> <a href="https://flinders.edu.au/engage/community/clinics/flinders-legal-centre.html">flinders.edu.au/engage/community/clinics/flinders-legal-centre.html</a></li> <li>• <b>ADHD Support</b> <a href="https://blogs.flinders.edu.au/student-health-and-well-being/2024/02/07/adhd-support-group">blogs.flinders.edu.au/student-health-and-well-being/2024/02/07/adhd-support-group</a></li> <li>• <b>Financial Advocacy</b> <a href="https://fusa.edu.au/financial-advocacy/">fusa.edu.au/financial-advocacy/</a></li> </ul>	<p><b>NON-ACADEMIC SUPPORT</b></p> <ul style="list-style-type: none"> <li>• <b>Good Vibes</b> <a href="https://students.flinders.edu.au/uni-life/goodvibes">students.flinders.edu.au/uni-life/goodvibes</a></li> <li>• <b>Student Health and Wellbeing Blog</b> <a href="https://blogs.flinders.edu.au/student-health-and-well-being">blogs.flinders.edu.au/student-health-and-well-being</a></li> </ul> <p><b>ACADEMIC SUPPORT</b></p> <ul style="list-style-type: none"> <li>• <b>Self Help Library</b> <a href="https://blogs.flinders.edu.au/student-health-and-well-being/2023/12/20/counsellinghandouts">blogs.flinders.edu.au/student-health-and-well-being/2023/12/20/counsellinghandouts</a></li> <li>• <b>Study Guides</b> <a href="https://students.flinders.edu.au/support/slss/online-guides">students.flinders.edu.au/support/slss/online-guides</a></li> <li>• <b>Career Hub</b> <a href="https://careerhub.flinders.edu.au">careerhub.flinders.edu.au</a></li> </ul>	<p><b>NON-ACADEMIC SUPPORT</b></p> <ul style="list-style-type: none"> <li>• <b>Student Equal Opportunity Advisor</b> <a href="mailto:studenteo@flinders.edu.au">studenteo@flinders.edu.au</a></li> <li>• <b>Legal Advisor</b> <a href="mailto:ffc@flinders.edu.au">ffc@flinders.edu.au</a></li> <li>• <b>Student Housing Service</b> <a href="mailto:flinders.living@flinders.edu.au">flinders.living@flinders.edu.au</a></li> <li>• <b>Flinders Living</b> <a href="mailto:flinders.living@flinders.edu.au">flinders.living@flinders.edu.au</a></li> <li>• <b>Financial Counselling</b> <a href="mailto:student.assist@flinders.edu.au">student.assist@flinders.edu.au</a></li> <li>• <b>Disability Services</b> <a href="mailto:disability.services@flinders.edu.au">disability.services@flinders.edu.au</a></li> </ul> <p><b>ACADEMIC SUPPORT</b></p> <ul style="list-style-type: none"> <li>• <b>Indigenous Academic Skills Development</b> <a href="mailto:yungkurinithi@flinders.edu.au">yungkurinithi@flinders.edu.au</a></li> <li>• <b>International Student Support Services</b> <a href="mailto:iss@flinders.edu.au">iss@flinders.edu.au</a></li> <li>• <b>Academic Advocacy</b> <a href="mailto:student.assist@flinders.edu.au">student.assist@flinders.edu.au</a></li> </ul>	<p><b>NON-ACADEMIC SUPPORT</b></p> <ul style="list-style-type: none"> <li>• <b>Pride Network</b> <a href="https://students.flinders.edu.au/feedback-rights-policy/eo/sexual-and-gender-diversity/pride-network">students.flinders.edu.au/feedback-rights-policy/eo/sexual-and-gender-diversity/pride-network</a></li> <li>• <b>Scholarships</b> <a href="https://students.flinders.edu.au/finances-and-admin/support/scholarships">students.flinders.edu.au/finances-and-admin/support/scholarships</a></li> <li>• <b>Financial Help, Loans and Grants</b> <a href="https://students.flinders.edu.au/finances-and-admin/support/help-loans-and-grants">students.flinders.edu.au/finances-and-admin/support/help-loans-and-grants</a></li> <li>• <b>IT Support</b> <a href="https://students.flinders.edu.au/support/flinders-connect#specialist">students.flinders.edu.au/support/flinders-connect#specialist</a></li> <li>• <b>OASIS</b> <a href="https://oasis.flinders.edu.au/programs-events">oasis.flinders.edu.au/programs-events</a></li> <li>• <b>Disability Services</b> <a href="https://students.flinders.edu.au/support/hcd/disability">students.flinders.edu.au/support/hcd/disability</a></li> </ul> <p><b>ACADEMIC SUPPORT</b></p> <ul style="list-style-type: none"> <li>• <b>Academic Integrity</b> <a href="https://students.flinders.edu.au/my-course/academic-integrity">students.flinders.edu.au/my-course/academic-integrity</a></li> <li>• <b>FLO Support</b> <a href="https://canvas.flinders.edu.au/courses/282">canvas.flinders.edu.au/courses/282</a></li> <li>• <b>Library</b> <a href="https://library.flinders.edu.au/students">library.flinders.edu.au/students</a></li> </ul>	<p><b>ACADEMIC SUPPORT</b></p> <ul style="list-style-type: none"> <li>• <b>Studiosity</b> <a href="https://students.flinders.edu.au/support/slss/studiosity">students.flinders.edu.au/support/slss/studiosity</a></li> <li>• <b>Study Guides</b> <a href="https://students.flinders.edu.au/support/slss/online-guides">students.flinders.edu.au/support/slss/online-guides</a></li> <li>• <b>English for Academic Purposes</b> <a href="https://students.flinders.edu.au/support/slss/eap">students.flinders.edu.au/support/slss/eap</a></li> <li>• <b>Yungkurinithi Student Hub Portal</b> <a href="https://students.flinders.edu.au/support/indigenous-student-support">students.flinders.edu.au/support/indigenous-student-support</a></li> <li>• <b>Ready2Go</b> <a href="https://students.flinders.edu.au/support/slss/ready2go">students.flinders.edu.au/support/slss/ready2go</a></li> <li>• <b>Finding Your Way at Flinders</b> <a href="https://students.flinders.edu.au/orientation/finding-your-way">students.flinders.edu.au/orientation/finding-your-way</a></li> </ul>
<p><b>ACADEMIC SUPPORT</b></p> <ul style="list-style-type: none"> <li>• <b>Learning Lounge</b> The Commons Level 2, Central Library</li> <li>• <b>Flinders Connect</b> Level 0, Central Library Enrolment Support Exam Support Student ID Help Fees Scholarships Course Information Graduation JP's</li> <li>• <b>English for Academic Purpose</b> Various venues with details at: <a href="https://students.flinders.edu.au/support/slss/eap">students.flinders.edu.au/support/slss/eap</a></li> <li>• <b>Life Hack Drop In</b> OASIS Wellbeing Centre Details: <a href="https://blogs.flinders.edu.au/student-health-and-well-being/2024/02/07/life-hacks-drop-in-sessions/">blogs.flinders.edu.au/student-health-and-well-being/2024/02/07/life-hacks-drop-in-sessions/</a></li> <li>• <b>Yunkurrinithi Student Support</b> Level 2 &amp; 3, Student Centre</li> <li>• <b>IT Support at Flinders Connect</b> Level 0, Central Library</li> <li>• <b>Academic Advocacy FUSA</b> Level 1, Student Hub</li> </ul>	<p><b>ACADEMIC SUPPORT</b></p> <ul style="list-style-type: none"> <li>• <b>Indigenous Academic Skills Development</b> 1800 641 811</li> <li>• <b>International Student Support</b> 08 8201 2717 or +61 8 8201 2717 from overseas</li> <li>• <b>Flinders Connect</b> 1300 354 633 (option 2)</li> <li>• <b>Student Success and Wellbeing Advisors</b> 08 7421 9018</li> <li>• <b>Academic Advocacy</b> 08 8201 2371</li> </ul>	<p><b>ACADEMIC SUPPORT</b></p> <ul style="list-style-type: none"> <li>• <b>Indigenous Academic Skills Development</b> 1800 641 811</li> <li>• <b>International Student Support</b> 08 8201 2717 or +61 8 8201 2717 from overseas</li> <li>• <b>Flinders Connect</b> 1300 354 633 (option 2)</li> <li>• <b>Student Success and Wellbeing Advisors</b> 08 7421 9018</li> <li>• <b>Academic Advocacy</b> 08 8201 2371</li> </ul>				<p><b>ASK FLINDERS</b></p> <p><a href="https://askflinders.microsoftcrmportals.com/support/create-case">askflinders.microsoftcrmportals.com/support/create-case</a></p> <p><b>Non-Academic Support:</b></p> <ul style="list-style-type: none"> <li>• Careers Hub</li> <li>• Fees</li> <li>• Graduation</li> <li>• International Student Services</li> <li>• Library</li> <li>• Scholarships</li> <li>• Yungkurinithi</li> </ul> <p><b>Academic Support:</b></p> <ul style="list-style-type: none"> <li>• Admissions</li> <li>• Enrolments</li> <li>• Exams</li> <li>• Overseas Study</li> <li>• HDR</li> <li>• WIL</li> <li>• SLSS</li> </ul>

## SUPPORT SERVICES

# UNIVERSITY STAFF – REFERRAL PROCESS



## SUPPORT SERVICES



## STUDENTS

# ACADEMIC SUPPORT

SERVICE	DESCRIPTION	IN-PERSON	PHONE	WEBFORM	SELF-HELP	EMAIL	ONLINE	FLO	ASK FLINDERS	SERVICE ONE
<b>Student Learning Support Services</b>	Provides study support to develop academic skills.	●							●	●
<b>Learning Lounge</b>	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.	●								
<b>English for Academic Purposes</b>	The English for Academic Purposes series will help students develop the common academic skills needed for assessment.	●						●		
<b>Studiosity</b>	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.					●		●		
<b>Study Guides</b>	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: <ul style="list-style-type: none"> <li>• Writing resources</li> <li>• English Language Skills</li> <li>• General study resources</li> <li>• Mathematics resources</li> <li>• Reference resources</li> </ul>				●			●		
<b>Life Hack Drop In</b>	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.	●								
<b>Ready2Go</b>	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							●		
<b>Academic Integrity</b>	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.						●			
<b>FLO Support</b>	If you need help using FLO, look at these FLO help pages.						●			
<b>Library Support</b>	Find further information regarding library activities.	●					●			
<b>Self-Help Library</b>	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.				●					
<b>Studyology</b>	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



SERVICE	DESCRIPTION	IN-PERSON	PHONE	WEBFORM	SELF-HELP	EMAIL	ONLINE	FLO	ASK FLINDERS	SERVICE ONE
<b>Finding Your Way at Flinders</b>	Our online orientation topic designed to help set you up for success at Flinders University.				●		●			
<b>Flinders Connect</b>	Flinders Connect offers in-person, phone and online support for student related issues such as enrolment, fees, exams, graduations, and general queries.	●	●			●				
<b>Student Support and Wellbeing Advisors</b>	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.	●	●	●						
<b>Indigenous Academic Skills Development</b>	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.	●	●			●				
<b>Yungkurrinthe Tutorial Programme</b>	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.	●		●						
<b>Yungkurrinthe Student Hub Portal</b>	Aboriginal and Torres Strait Islander students are provided with automatic access to the Yungkurrinthe student hub portal, through FLO. The site is regularly updated with events, news and information relevant to their studies and engagement at Flinders.							●		
<b>Ask Flinders</b>	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: <ul style="list-style-type: none"> <li>• Admissions</li> <li>• Enrolment</li> <li>• Exams</li> <li>• FLO</li> <li>• Overseas study application</li> <li>• Higher Degree by Research</li> <li>• Student Recruitment</li> <li>• Work Integrated Learning</li> <li>• Student Learning and Support Services</li> <li>• Yunkurrinthe</li> </ul>								●	
<b>Flinders University Student Association (FUSA) Development Grants</b>	FUSA Development Grants are awarded for activities related to professional development and leadership.			●						
<b>Academic Advocacy (FUSA)</b>	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.	●	●	●		●				

# NON-ACADEMIC SUPPORT

SERVICE	DESCRIPTION	IN-PERSON	PHONE	WEBFORM	SELF-HELP	EMAIL	ONLINE	FLO	ASK FLINDERS	SERVICE ONE
<b>Counselling</b>	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.	●	●	●						
<b>Health Services</b>	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.	●	●							
<b>Disability Advisor</b>	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).	●	●	●			●			
<b>Student Equal Opportunity Advisor</b>	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.		●			●				
<b>Legal Advisor</b>	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.		●	●		●				
<b>Spiritual Advisor</b>	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.	●	●							
<b>Careers Support</b>	Supporting students to prepare for and step into their career.		●	●		●				
<b>Student Advocacy</b>	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.	●	●	●						
<b>ADHD Support</b>	Unlock Your Potential with ADHD 101 Support Group. Join us for a transformative 10-week journey designed for students with ADHD.			●						
<b>Financial Counselling</b>	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.	●	●	●		●				
<b>Good Vibes Experiment</b>	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.				●					
<b>Be Well Plan</b>	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.						●			

# NON-ACADEMIC SUPPORT

IN-PERSON	PHONE	WEBFORM	SELF-HELP	EMAIL	ONLINE	FLO	ASK FLINDERS	SERVICE ONE
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SERVICE	DESCRIPTION	IN-PERSON	PHONE	WEBFORM	SELF-HELP	EMAIL	ONLINE	FLO	ASK FLINDERS	SERVICE ONE
<b>Pride Network</b>	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+).						●			
<b>Scholarships</b>	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.						●			
<b>Finance and Help Loans</b>	For students experiencing financial difficulties, there is a range of services and financial assistance you may be eligible to receive.						●			
<b>IT Support</b>	Student IT support is available via Flinders Connect Monday to Friday 9am to 5pm.	●					●			
<b>Flinders Living</b>	Experience the community and convenience of living on campus in a safe, supportive and dynamic community.		●			●				
<b>Student Housing Service</b>	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.		●			●				
<b>Ask Flinders</b>	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: <ul style="list-style-type: none"> <li>• Careers</li> <li>• Fees</li> <li>• Graduations</li> <li>• International Student Services</li> <li>• Library</li> <li>• Overseas Health Cover</li> <li>• Scholarships</li> <li>• Student Records</li> <li>• Student Visas</li> </ul>								●	
<b>International Student Services</b>	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.	●	●	●		●				