

UOW Support Services

Support Service	Details
UOW Security	<p>UOW Security operates in Wollongong 24 hours a day, seven days a week throughout the year. The unit responds to the Wollongong Campus, Innovation Campus and Student Accommodation and business activity across Wollongong. Security also handle lost and found property and assist with lost or found children.</p> <p>Location- building 72 (near Kooloobong) Open 24/7</p> <p>In an EMERGENCY - Phone 000 for Police, Fire Brigade, or Ambulance. Then contact UOW Security on (02) 4221 4900.</p> <p>You can also raise an Emergency Alert, a First Aid Alert or Help call using SafeZone app, or dial #1 at any Security telephone.</p> <p>For GENERAL Enquiries and Safety Escorts- (02) 4221 4555</p> <p><i>Security Telephones</i></p> <ul style="list-style-type: none"> • Security Telephones enable direct contact to the following services (with this directory appearing at each telephone location): • Dial 1 Emergencies Only – University Security Ext: 4900 • Dial 2 Emergency Services '000' Police/Fire/Ambulance • Dial 3 University Security – Safety Escorts, Assistance or inquiries, Ext: 4555 • Dial 4 Wollongong Taxi Service • Dial 6 NRMA Road Service • Dial 7 Fire Control Room – For use by Security and Fire Brigade only • Dial 8 Police Assistance Line (PAL) 131 444 • Dial 9 Parking Attendant 7.30am – 4.00pm - Monday to Friday <p>For more information, see https://www.uow.edu.au/about/security/index.html</p>
Safe Zone	<p>An app that allows students to quickly contact and send their location on campus to UOW security in the case of someone requiring urgent assistance, security, first aid, or help.</p> <p>Download and register on your smart device.</p> <p>For more information, see https://www.uow.edu.au/about/security/UOW129635.html</p>
Facilities Management Division	<p>The Facilities Management Division (FMD) has primary responsibility for the provision and care of the University Campuses. If there is an issue with UOW facilities, such as leaking toilets, etc. then students should contact FMD</p> <p>(02) 4221 3217 fm-service-centre@uow.edu.au</p> <p>Contact UOW Security's General Enquiry line in the case of an urgent after hour's issue.</p>

Counselling Services	<p>The UOW Counselling Service has a team of friendly and professional counsellors available to help students work through any personal, study or work related difficulties, conflicts or crisis. Students can access up to 6 counselling sessions per semester for free.</p> <p>Wollongong Campus Counselling Services Monday - Friday 9.00am to 4.30pm. Located in building 11, level 2.</p> <p>Ext. 3445 02 4221 3445</p> <p>Call to book a face-to-face or online appointment.</p> <p>See website for other campuses. https://www.uow.edu.au/student/counselling/gethelp/index.html</p>
UOW After Hours Crisis Support Line	<p>Students can contact the UOW After hours Crisis Support Line when they need assistance and the counselling service is closed by:</p> <p>Calling 1300 036 149 or Texting 0488 826 347</p> <p>Other phone or online counselling services are listed here - https://www.uow.edu.au/student/counselling/gethelp/ecounselling/index.html</p>
Student Support Advisors (SSAs)	<p>If students have any issues or problems that are affecting their <u>studies specifically</u>, a SSA can help by providing information relevant to their situation. SSA's are faculty specific and appointments are free. There are Student Support Advisors available to assist students who are studying at all UOW Campuses and in all UOW Faculties.</p> <p>Student Support Adviser Contact Details: https://www.uow.edu.au/student/services/SSA/contact/index.html</p> <p>Available times vary across faculties and campuses. Call or email to make an appointment.</p>
Disability Services	<p>If a student lives with a diagnosed disability or a medical condition, the UOW Disability Services can provide support in a variety of ways to ensure that they do not experience disadvantage whilst studying at UOW. Support available includes: Disability Liaison Officer, Reasonable Adjustments, Assistive Technology, Programs and Library Support. Appointments are free.</p> <p>Wollongong campus, Building 11, Level 2. Opening hours: Monday - Friday 9am – 4:30pm.</p> <p>Ext. 3445 02 4221 3445</p> <p>Email: disability_services@uow.edu.au</p> <p>Call or visit to make an appointment with the Disability Liaison Officer (DLO). Students not studying at Wollongong campus should register online and will be contacted by their DLO for an appointment.</p> <p>It is recommended that students register online and must provide supporting documentation. https://www.uow.edu.au/student/disability/register/index.html</p>

<p>International Students Program (ISP)</p>	<p>International Student Programs (ISP) connects students with people from all over the world offering opportunities to make new friends, develop skills and link to the local community.</p> <p>Students who require further support or have more complex enquiries may be directed to the ISP team or Wellbeing team for assistance.</p> <p>Wollongong campus, Building 11.125 (Wellbeing Hub) Monday – Friday, 9am – 4pm</p> <p>https://www.uow.edu.au/student/services/ISP/index.html</p>
<p>Student Central</p>	<p>One of the primary administrative and information contact points for future and current students of UOW. Student Central has service representatives from Student Service, Accommodation Services, BUPA, Global Student Mobility (Exchange) and Scholarships and Sponsorships. General support and administration for students regarding:</p> <ul style="list-style-type: none"> • Online account management • Academic advice • Subject / tutorial enrolment • Future student info etc <p>Wollongong campus, Building 11, ground floor. Monday – Friday, 9am – 5pm.</p> <p>Call 1300 ASK UOW or (02) 4221 3927, see staff in person, or submit a query online- https://www.uow.edu.au/student/central/contactus/index.html</p>
<p>UOW Living</p>	<p>UOW Living provides a range of living options that suit a variety of budgets and living needs. In addition to on campus accommodation, UOW Living provides support and advice for students considering living off campus.</p> <p>Call +61 2 4221 5467 (International) (02) 4221 5467 (Australia) Email accom-services@uow.edu.au</p> <p>Call or email for assistance and/or appointments. Visit the website for more info- https://www.uow.edu.au/accommodation/index.html</p>
<p>Student Legal Clinic</p>	<p>The Student Legal Clinic encourages and supports students in solving their own legal problems. We aim to assist as many students as possible. Legal advice is confidential and provided free of charge to students regarding issues such as:</p> <ul style="list-style-type: none"> • Residential tenancy • Criminal charges • Employee charges • Consumer rights • Motor vehicle accidents • Intellectual Property • Neighbourhood disputes • Employment Law • Victims of crime <p>The service is run through Carter and Ferguson Solicitors. 1st Floor, 27-29 Princes Highway, Fairy Meadow (accessible via free bus)</p> <p>Call (02) 4225 1990 Email uowclinic@cflegal.com.au</p> <p>Book an appointment online- http://www.cflegal.com.au/uow-legal-clinic.html</p> <p>Students may also access the Legal Clinic via their UOW Website - http://www.uow.edu.au/student/legalclinic/index.html</p>

<p>Careers Central</p>	<p>UOW Careers Central is here to help students set and achieve career goals. Their objective is to help you clarify your career direction and path, and help you to develop your employability so that you can enter a career of your choice. Careers central provides access to workshops, career consultants, events and networks to build skills and professional repertoire.</p> <p>Wollongong campus, Building 11.127 (above NAB and UniShop) Monday – Friday, 9am – 4pm</p> <p>Call (02) 4221 3325 Email careers@uow.edu.au</p> <p>Book an appointment online or visit the website for other resources- https://www.uow.edu.au/careers/index.html</p>
<p>Woolyungah Indigenous Centre</p>	<p>This centre is responsible for Indigenous student recruitment, access and support. They provide programs and facilities that encourage and support Indigenous Australians from entry to university through to successful completion. Study spaces and subject tutors are available.</p> <p>Wollongong campus, Building 30 (connected to the UOW College) Monday – Friday, 9am – 5pm **Students can apply for a 24hr access swipe card</p> <p>Call (02) 4221 3776 Email wic-enquiries@uow.edu.au</p> <p>See website for more information- https://www.uow.edu.au/wic/index.html</p>
<p>Ally network</p>	<p>An initiative that aims to provide safe places, advice, support, or just friendly people available to gay, lesbian, bisexual, transgender or intersex students and staff. Ally signs are available for people to put on their doors so that gay, lesbian, bisexual, transgender or intersex students and staff know they are welcome to connect (UOW Wellbeing is an Ally).</p> <p>For a list of Allies at UOW see - https://staff.uow.edu.au/content/groups/public/@web/@eed/documents/doc/uow138502.pdf</p>
<p>Safe Spaces</p>	<p>Wollongong Campus</p> <ul style="list-style-type: none"> • Queer Space- Building 19.G039 • Women’s Space- Building 19 Ground Floor (near the Queer Space) • Parents’ Room- Building 11 ground floor, opposite Student Central and next to Gypsy Jones cafe • Muslim Prayer Room- Building 11 Level one, Seminar Room 121 or Building 13, Sports Lounge on Fridays
<p>Peer Assistance Study Sessions (PASS)</p>	<p>PASS are free academic assistance programmes (study sessions) led by current students that have successfully mastered their first and second year courses. PASS sessions are available for many subjects at UOW. The timetable is available on their website - http://www.uow.edu.au/student/services/pass/index.html</p> <p>Building 19, G007</p> <p>Call (02) 4221 5526 Email pass-enquiries@uow.edu.au</p>
<p>Learning Co-Op</p>	<p>A peer supported study space where students can ask employed students any questions regarding study techniques, assignment writing, research skills, finding resources, and referencing. In the library, students will find a Library Rover or Peer Academic Coach (PAC) who are university students who can provide study skills advice, assistance with technology and refer you to individual consultations, seminars and workshops or online help as appropriate.</p> <p>Library Main Entrance</p> <p>Request a consultation online or in person</p>

	<p>Session information and timetable is available on their website - http://www.uow.edu.au/student/services/learning-coop/index.html</p>
UOWx	<p>UOWx is an initiative that allows students to document, and gain recognition for, extracurricular work, volunteering, leadership roles, etc. It is also a good way for students wanting to get involved in experiences outside of their coursework connected to volunteer and work opportunities at UOW.</p> <p>Further information is available on the UOW Website - http://www.uow.edu.au/student/life/uowx/index.html</p> <p>Call (02) 4221 5999</p> <p>Email uowx@uow.edu.au</p>
UniLife, UOW Pulse	<p>Uni Life offers entertainment and activities, food and retail, student involvement, sport, recreation and much more. We offer a complement to academic life with the sole purpose of enhancing the student experience. They are also involved with coordinating the clubs and societies in the university.</p> <p>Building 11, Level 1 (upstairs from Rush café/IGA) Monday – Friday, 9am- 5pm</p> <p>Call (02) 4221 8179 Email unilife@uow.edu.au</p> <p>For more information on events and what's on offer check the website - https://pulse.uow.edu.au/unilife/index.html</p>
UniActive, UOW Pulse	<p>UniActive provides the Wollongong community with top-class fitness and sporting facilities. And sees importance in balance between work, study and play for a healthy lifestyle.</p> <p>UniActive, Building 13. Sports Hub, Building 9. Call (02) 4221 4700 Email uniactive@uow.edu.au</p> <p>For more information on events, timetables, and what's on offer check the website- https://uniactive.uow.edu.au/index.html</p>