

BROUGHT
TO YOU BY THE
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WELFARE'S
POCKET GUIDE



WELFARE

WELCOME

The Welfare Department strives to promote the health, growth and wellbeing of all students, no matter who you are or what you study. If you want to meet new friends while volunteering, we have a range of opportunities available at our events. Throughout the year, we'll also be leading campaigns and advocacy to improve your Uni experience.

Our work isn't just directed within UMSU, however; we can connect you with useful services that inform you of your rights, whether you're having trouble with the University or at work. Don't hesitate to drop by our office for a chat!

P.S. Did we mention we have tonnes of free food?

Location Level 1, Union House
Email welfare@union.unimelb.edu.au
Website umsu.unimelb.edu.au/welfare
Social [f UMSUwelfare](#) | [@umsu_welfare](#)

UMSU respectfully acknowledges the Traditional Owners of the lands on which our campuses are situated. We pay respects to Elders, past, present and emerging, and extend that respect to all First Nations Australians. Sovereignty was never ceded.

To learn more about Aboriginal and Torres Strait Islander culture and knowledge, feel free to contact:

- The UMSU Indigenous department:
umsu.unimelb.edu.au/indigenous
- The Murrup Barak Institute:
murrupbarak.unimelb.edu.au

CONTENTS

WELCOME!	2
Your Welfare OBs Our Campaigns Get Involved	
FOOD	6
Want free food? Welfare Breakfast Food bank Fitness	
HEALTH & WELLBEING	8
Need a health professional? Counselling and Psychological Services UniMelb Health services	
HOUSING	12
Looking for housing support? Emergency Accommodation Household Goods	
SUPPORT	14
Find your community Safer Community Program UMSU Intl Autonomous Departments	
WORK	19
Want a better deal at work? Careers fair work	
ASSISTANCE	20
Run into trouble? Advocacy Legal Academic Skills	
SELF-CARE TIPS	22
MORE RESOURCES	26
Special Consideration Useful Numbers Union House Map	

YOUR WELFARE OBS

ALLEN XIAO

How's it going? I'm a first-year Medicine student, and before that I completed a Bachelor of Biomedicine majoring in Neuroscience.

Without the opportunities in UMSU, I don't think my uni experience would be anywhere near as memorable, and I'm excited to show you everything your student union has to offer!

I love a good party, but during my downtime you can find me hunting for free food, or taking a nap in libraries around campus.

HUE MAN DANG

Hi! I'm in my first year of a Masters of Science in Epidemiology.

I come from an extensive background in community organisations, with a passion for improving access to education for disadvantaged students.

I also served as UMSU's Disabilities Officer last year, and I hope to bring that experience to Welfare in 2021. In my spare time I love watching Netflix, especially Avatar: The Last Airbender (always down for a chat about it)!

CAMPAIGNS FOR THE YEAR

We're always fighting to improve the wellbeing of the broader student body. This year, our priorities are:

- To drive a constructive dialogue around mental health, and expand the outreach of the Counselling and Psychological Services to students in need
- To improve our approach to drug use, by running education sessions, providing free testing kits, and ultimately pushing for change in the university's drug use policy
- To transform the Food Bank into a fully-equipped Resource Bank, where students can choose from a range of sustainable, culturally-appropriate foods and daily necessities



GET INVOLVED!

WELFARE COMMUNITY

COMMUNITY INVOLVEMENT PROGRAM (CIP)

The UMSU Welfare department volunteer program is a great way to meet like-minded people, make new friends and get involved in uni life! With the help of our student volunteers, the department runs heaps of free events and activities.

If you are interested in becoming involved, sign up to volunteer today: umsu.unimelb.edu.au/support/welfare

WELFARE COLLECTIVE

We run weekly collectives that are open to all students. If you're looking for a social space while getting involved in UMSU and the department, you've found the right place! You'll get to meet like-minded friends and help out with our events, campaigns and services. We'll also be hosting a range of workshops that help students navigate uni (and life in general).

Time Wednesdays 12pm

Location Online in Semester 1, TBC in Semester 2

Follow our socials for the latest updates:

 UMSUwelfare |  @umsu_welfare

WELFARE COMMITTEE

The Welfare Committee is a group of students elected to oversee the Welfare department and keep the Office Bearers accountable. Any student can attend committee meetings, although voting powers are restricted to the elected committee members.

For more information, visit the Committee page at: umsu.unimelb.edu.au/welfare-committee

Or email the Office Bearers at: welfare@union.unimelb.edu.au

FOOD



FREE BREAKFAST

Early morning classes? No time to eat at home?
Welfare has your back!

Four times a week, we will have the **Breakfast Bar** with all your favourites — cereal, fresh fruit, toast, jam, Vegemite, peanut butter, juice and much more.

On Tuesdays, we will have our famous outdoor BBQ with all the above plus bacon, free range eggs, hash browns and pancakes to start your day right!

We try to cater to all dietary requirements, and if we're missing anything, we're always open to suggestions. If you're interested in helping us run the breakfasts, please send an email to welfare@union.unimelb.edu.au

During Semester 1 & 2 (excludes exam periods & breaks, or periods where COVID Semester 2 restrictions prevent us from hosting the events)

BREAKFAST BBQ

Time Tuesdays, 8.30-10am

Location North Court, Union House

BREAKFAST BAR

Time Mondays, Wednesdays,
Thursdays, Fridays 8.30-10am

Location UMSU Kitchen, Ground Floor
Union House



FOOD BANK

A service available to all students at the university in need of assistance. We provide some basic, essential food items in packs for the times where you may need a helping hand.

You can grab a pack anonymously in a few ways;

At Parkville Campus:

- At the UMSU Information Desk, Ground Floor, Union House by asking the staff member on duty
- By emailing us to arrange a time to pick one up
- By visiting the Welfare Office in the Student Representatives Office on Level 1, Union House

At Southbank Campus:

- At Stop 1 (Elisabeth Murdoch Building)
- From the Southbank UMSU Officer

Location Level 1, Union House

Phone 8344 4808

Email welfare@union.unimelb.edu.au



MELBOURNE UNIVERSITY FOOD CO-OP

The food co-operative is a not-for-profit, member-owned and supported organisation. The food co-op volunteers cook healthy, minimally processed meals a few times a week with vegan and vegetarian options.

Time Monday-Friday 9am-4.30pm

Location The Food Co-Op is currently looking for a new home. Follow their socials for updates:
[f yourfoodcoop](#) | [@yourfoodcoop](#)

Phone 9347 8716

Email yourfoodcoop@gmail.com

HEALTH & WELLBEING

ONLINE FITNESS CLASSES

This year we'll be back with FREE online fitness classes! Please check our website and socials (check the back of this booklet) for details when semester starts.

UNIVERSITY OF MELBOURNE COUNSELLING & PSYCHOLOGICAL SERVICES (CAPS)

Provides students and staff with free, confidential, short-term counselling and a variety of psychological services including workshops, training, online resources, and mental health promotion. Accessing support at CAPS begins with an initial consultation appointment which you can book on the day, or the next day by booking online, calling or visiting reception.

Location Level 5, 757 Swanston Street, Parkville

Phone 8344 6297

Website services.unimelb.edu.au/counsel

TIP: CAPS is extremely busy around exam times. Book early in the day — before 10.00am — to maximise your chance of securing a same-day appointment.



UNIVERSITY HEALTH SERVICES

A variety of health care options for both local and international students, staff and their dependants. Currently, both in-person and telehealth options are available. For after-hours home visit from the National Home Doctor Service, call 137 425 or 9429 5677.

All patients will need to book with Appointuit, the Health Service's appointment portal. First-time patients should call the clinic's number provided below before making an appointment.

University Health Services can assist with the following:

- Travel health, safety and immunisation
- Sexual health and contraception
- Women's health
- Men's health
- Mental health
- Childhood vaccination
- Health checks

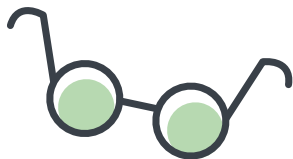


Time Monday–Friday, 8.45am–5pm

Location 138 Cardigan St, Carlton

Phone 8344 6904

Website services.unimelb.edu.au/health



UMEYECARE

University of Melbourne Eyecare provides eye checks to the staff and students of the University and the general public. The clinic offers student discounts on spectacle frames, prescription lenses, sunglasses and contact lenses.

Time Monday-Friday, 8.45am-5pm
Location Shop 2, 800 Swanston St, Carlton
Phone 9035 6666
Website healthsciences.unimelb.edu.au/eyecare-clinic

MELBOURNE DENTAL CLINIC

The Melbourne Dental Clinic provides both general and specialist dental services. There is a 5% discount for tertiary students and staff.

Time Monday-Friday, 8.30am-5pm
Location 580 Swanston St, Carlton
Phone 9341 6200
Website mshc.org.au

MELBOURNE SEXUAL HEALTH CLINIC

This free clinic focuses on patients with STIs who need treatment, patients with symptoms of a possible STI and patients who are at risk of STIs. International students with no Medicare card can get free sexual health care here.

Time 8.30am-5pm
Location 580 Swanston St, Carlton
Phone 9341 6200
Website mshc.org.au



HOUSING

EMERGENCY ACCOMMODATION

The University aids students who are experiencing a housing crisis and can help with emergency accommodation or make referrals to external agencies.

The service can help you if you find yourself affected by:

- Financial difficulties
- Eviction
- Short term homelessness
- Family/relationship problems
- Domestic violence/sexual assault

Time Monday-Friday 9am-5pm
(Stop 1 hours vary during semester)

Location Stop 1, Parkville or Stop 1, Southbank

Phone 136 352

Website housing-info@unimelb.edu.au

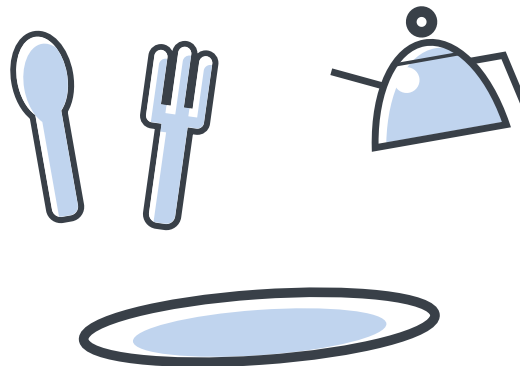


HOUSEHOLD GOODS

Welfare's Household Goods Service offers essential kitchenware — plates, cups, cutlery — all for FREE!

It doesn't matter if you've just moved to Melbourne or are moving homes and don't want to buy a whole lot of new things, come help yourself to as much as you need (honestly, please do, we'd appreciate it). Our vacuum cleaner is also available for students to borrow and take home.

Pop by the Welfare Office on Level 1 of Union House or email us at welfare@union.unimelb.edu.au to arrange a time to browse through our stuff.



SUPPORT

CHAPLAINCY

A number of chaplains from different faith groups are readily available to students for support. They can help students find religious spaces, faith-based groups, and support in difficult circumstances.

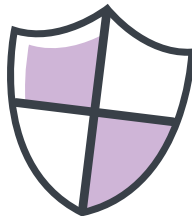
Two chaplains are based at the Stop 1 building; contact details of individual faith representatives can be found online.

Cost Free for University of Melbourne students
Location Level 5, 757 Swanston St, Parkville
Website students.unimelb.edu.au/student-support/health-and-wellbeing/faith-and-spirituality/contact-us

SAFER COMMUNITY PROGRAM (SCP)

The SCP provides information, referrals and supports to ensure you feel safe on campus, including free access to security escorts. For immediate help, contact Campus Security on 8344 6666 or Victoria Police on 000.

Location Stop 1, 757 Swanston St, Parkville
Phone 9035 8675
Website safercommunity.unimelb.edu.au
or download the free app



UNIVERSITY CHILDCARE

The University operates two children's centres and provides early childhood care and education services for the children of staff and students as well as the wider community.



Cost Student families get a subsidised rate
Time Monday–Friday 7.45am–6pm
Locations Queensberry Children's Centre,
228 Queensberry St, Carlton
Swanston St Children's Centre,
856 Swanston St, Carlton
Phone 8344 9621 (for all enquiries)
Email childcare-enquiries@unimelb.edu.au
Website unimelb.edu.au/childcare



UMSU INTERNATIONAL

UMSU INTL are the official representative body for all international students at the University of Melbourne, including undergraduate, graduate, study abroad and exchange students.


They provide representation, peer support and a range of social, cultural and professional events.

Location Level 2, Union House, Parkville
Phone 8344 4801
Email umsuinternational@union.unimelb.edu.au
Socials  umsuintl |  umsuintl





UMSU PEOPLE OF COLOUR

The People of Colour Department advocates for all students of colour, ensuring that they are given a voice in the University. They are here to combat racism, build community and create change.

Location OBs Offices, Level 1, Union House
Phone 8344 4831
Email umsuinternational@union.unimelb.edu.au
Website umsu.unimelb.edu.au/poc
Socials  umsupeopleofcolour |  umsupeopleofcolour

UMSU WOMEN'S

The Women's department strives to make the University a safe place for women-identifying and non-binary students, as well as advocate on behalf of them. They also provide freebies such as tampons, pads and safe sex essentials and more in the Women's Room.



Locations OBs Offices, Level 1, Union House
Women's Room, Level 1, Union House
Website umsu.unimelb.edu.au/womens
Socials  umsuwomens |  umsuwomens

SUPPORT

UMSU QUEER

The Queer department provides support to LGBTQIA+ students. They hold a free Queer lunch on Wednesdays, and catered Trans and Queer People of Colour collectives as well as Ace and Aro collectives.



They also run various events such as pride ball, movie nights, drinks meet ups and so much more!

Location Queer Space, Level 3, Union House
Phone 8344 4801
Email queer@union.unimelb.edu.au
Website umsu.unimelb.edu.au/queer
Socials  umsqueer |  umsqueer

UMSU DISABILITIES

The Disabilities department makes university life more accessible and enjoyable for all students, whether they identify as having a disability or not.

They run collectives and organise a variety of events each semester aimed at fostering a sense of community, while educating the broader public about disability, invisible and visible, physical and mental.

Location Disabilities Space, Level 3, Union House
Email disabilities@union.unimelb.edu.au
Website umsu.unimelb.edu.au/disabilities
Socials  ums.disabilities |  ums.disabilities

WORK



CAREERS

The UniMelb careers service offers free consultation services, advertisements for job opportunities, and a résumé builder. Under the Students@Work program, a range of part-time positions on campus are advertised on a regular basis.

Cost Free for University of Melbourne students
Location Level 5, 757 Swanston St, Parkville

FAIR WORK OMBUDSMAN

A regulatory body that provides free, fair and impartial advice about the Australian workplace relations system. A range of resources, including a pay calculator and a summary of employees' rights, is available on their website.

Website fairwork.gov.au

NATIONAL TERTIARY EDUCATION UNION

Students currently employed by the university are eligible to join the NTEU. The union campaigns for tertiary employee rights at a local and national level.

Location Old Metallurgy, Building 166, UoM Parkville
Phone 8344 4831
Website nteu.org.au/melb
Email unimelb@nteu.org.au
Social  nteu.unimelb

TIP: If you're not sure whether you're eligible to join a union, don't hesitate to contact them!

ASSISTANCE

UMSU ADVOCACY

Advocacy provides free, confidential and independent advice to all students on a range of academic and administrative issues. It also provides advocacy and representation for formal University hearings.

The service has heaps of resources regarding Special Consideration, Assessment Disputes, Academic Misconduct and the Course Academic Progress Committee (CAPC) process.

Drop-in Clinic

Location Level 4, Union House

Time Monday–Thursday, 2–4pm

Website umsu.unimelb.edu.au/advocacy

TIP: Advocacy are always at work! To guarantee a response within one working day, use the 'Contact Us' tab via the website link above.



UMSU LEGAL

UMSU Legal Service is a specialist community legal centre that provides free and confidential legal assistance and financial counselling service to all currently enrolled students at the University of Melbourne.

UMSU Legal Service provides assistance on various legal issues including:

- Tenancy
- Infringements/fines
- Minor criminal law
- Motor vehicle accidents
- Employment law include bullying
- Consumer law
- Family/personal intervention orders
- Discrimination
- Sexual harassment
- Powers of attorney

Phone 0468 720 668

Monday–Thursday, 1–4.30pm

Email legal@umsu.unimelb.edu.au

Website umsu.unimelb.edu.au/legal

ACADEMIC SKILLS

Supports students' academic development through online resources, workshops, academic writing drop-in sessions and booked individual tutorials.

Place Various locations at Parkville and Southbank (venues available on booking); please send Academic Skills an email for support at other campuses.

Drop-in Sessions

Time Monday–Friday, 12–4pm
from Week 3 to SWOT Vac

Phone 136 352

Email academic-skills@unimelb.edu.au

Website services.unimelb.edu.au/academicskills



SELF CARE TIPS



Eat healthily

Being a student is difficult but try to avoid take-outs and microwaved meals as much as possible. Treat our body to home-cooked meals and include plenty of fruits and vegetables in your diet. Try not to skip meals even if you are swamped with assignments/exams.

Drink plenty of water

Make sure you're paying attention to hydrating yourself. This is good for your skin; maintains weight and helps you feel fresh and energized throughout the day.

Digital Wellness

Studies show that taking a 10-15 minute break after every hour of study helps improve memory retention. Follow the 20/20/20 rule. Look away from your computer/phone screen every 20 minutes at a spot 20 feet away, for 20 seconds to avoid strain on your eyes.

Exercise

You don't have to become Dwayne Johnson (The Rock). Just a light jog or walk around the neighbourhood or at your favourite park goes a long way in keeping illnesses away, improving blood circulation and making you feel happy.

Indulge

Once in a while watch a movie, treat yourself to some fancy food or shop till you drop. Eat a tub full of ice-cream or a box of chocolates. This will get the endorphins going and helps you get out of a monotonous routine.

Hang out with friends

Try your best to not isolate yourself, especially when you are feeling down. Maintain a group of friends that you can rely on, no matter what the situation is. Not only are they going to make your university experience a fun one, but also a memorable one.

Quit the cigarettes

Smoking increases your blood pressure and causes hypertension and stress. Talk to your doctor or counsellor and develop strategies on quitting progressively.

Have a good sleeping schedule

Ensure 7-9 hours of uninterrupted sleep every day. This helps you maintain a healthy life and keep you energized as you go about your day.

Don't be afraid to get help

Whether it is a physical or mental issue, you should never be ashamed to seek help. 'Help' differs for everyone and what works for you might not work for someone else. Call a friend, a loved one or any of the several services in this handbook.



MENTAL HEALTH

Things to try when you are having a tough time...



Isolation tends to foster unhappiness, so make time to see other people regularly. Grab a coffee with a friend or get involved in an activity on campus.

It's easy to feel lost or overwhelmed when the environments around us are messy. Completing simple chores around the house like doing the dishes or vacuuming your room can have a strong positive effect on your mood.

Leave space for 'me time'. Regain some mindfulness with a walk in the park, or join a yoga or meditation class.

There's always help for managing stress levels. If it is affecting your academics, you can always talk to your lecturer or tutor and they will provide support to get you on the right path. Alternatively, do not be afraid to reach out to a counsellor.

Remember that you are going to be okay. As the old saying goes, "This too shall pass".

SPECIAL CONSIDERATION

SPECIAL CONSIDERATION

Going through tough times during assessment week? consider special consideration!

1. Go to students.unimelb.edu.au/your-course/manage-your-course/exams-assessments-and-results/special-consideration
2. Select the appropriate category- unexpected circumstances or ongoing support, and log in to the Special Consideration portal.
3. You will need to provide details of the assessment, including its subject code, weighting and due date.
4. If applying on medical grounds, you must enclose a Health Professional Report signed by a health practitioner (e.g. a GP or psychologist)

TIP: You can apply in advance, or up to four working days after your assessment.

RESOURCES

CAMPUS SECURITY

The University provides trained security officers to ensure you and your property are safe on campus. Campus Security can be dialled at any time and provide a 24-hour security escort service to walk you to public transport or some nearby buildings.

In a life-threatening emergency, always call 000 first.

Phone 8344 6666

Website students.unimelb.edu.au/explore/security

LIFELINE AUSTRALIA

Lifeline is a national charity that provides access to a 24-hour crisis and suicide prevention hotline. Their vision is for Australia to be suicide free.

Phone 131 114

Website lifeline.org.au



AFTER HOURS MENTAL HEALTH CRISIS SUPPORT SERVICE

For mental health support and advice during holiday periods, the Crisis Support hotline is available 24/7. They are contactable via phone and text.

Phone 1300 219 459

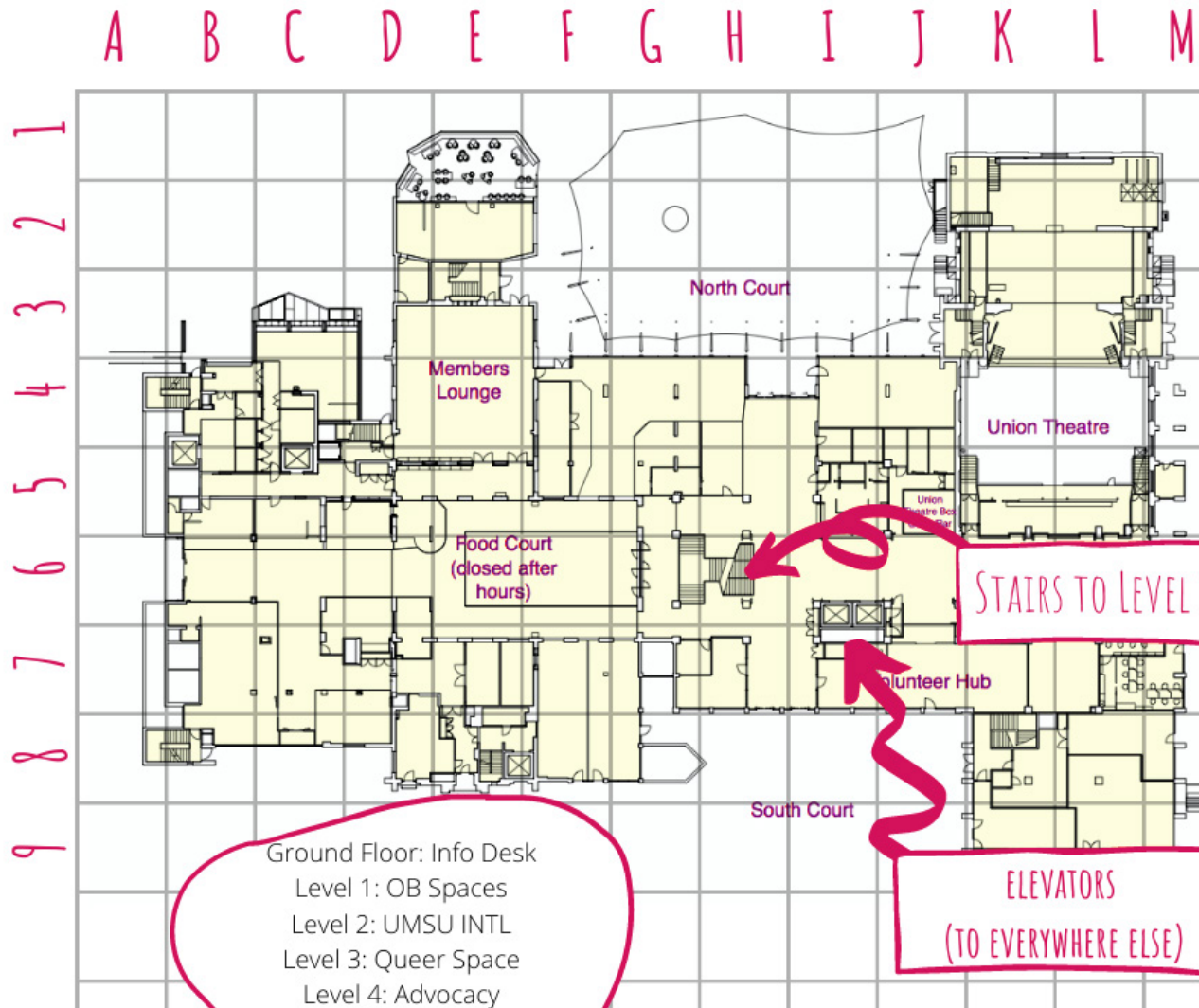
Text 0480 079 188

STUDENT SERVICES DIRECTORY

The University provides a range of additional support services for students. Among many other helpful destinations, links to careers and employability services, course advice, and Student Equity and Disability Support can all be found here

Website services.unimelb.edu.au

UNION HOUSE MAP





umsu.unimelb.edu.au/welfare

 [UMSUwelfare](https://www.facebook.com/UMSUwelfare) |  [umsu_welfare](https://www.instagram.com/umsu_welfare)

2021

