

# STUDENT SUPPORT SERVICES NEWSLETTER



THE UNIVERSITY OF  
NEWCASTLE  
AUSTRALIA

March 2009 – Issue 1

Welcome to the first issue of the Student Support Services Newsletter.

For those of you who aren't familiar with Student Support services, our role is to support and enhance the student experience at University. We focus on student retention and assisting students with a variety of issues. This newsletter is designed to inform University staff of the many highlights and activities happening within the Student Support services unit.

A PLACE OF

**OPPORTUNITY**

[www.newcastle.edu.au](http://www.newcastle.edu.au)

## CAREERS SERVICE

The Careers Service provides current students and graduates career guidance and assistance, resumé and job application advice, job interview information and practice, self-help services, and career planning. We also coordinate many on-campus events to assist our students with networking and job placement throughout the year.

**For further information on the careers service go to [www.newcastle.edu.au/service/studentssupport](http://www.newcastle.edu.au/service/studentssupport)**

## New Career Hub Software

This year the Careers Service was able to purchase new and very exciting software called CareerHub. The CareerHub system allows students, graduates and staff to view vacancies and employer profiles, book appointments with Careers Counsellors, register for workshops and events, career related websites and information sheets relating to job searching, resumes and interviews online and to create an e-portfolio.

The Career Hub system is located at [www.careerhub.newcastle.edu.au](http://www.careerhub.newcastle.edu.au) but you will need to register first. If you have any questions about CareerHub or would like a demo of the system please feel free to contact Allison Burgess on x15588.

Susan Eade  
Manager of Careers Service

# UPCOMING EVENTS FOR CAREERS

- **Education Expo:**  
17 March
- **Accounting and Finance Careers Evening:**  
19 March
- **Careers and Employer Expo:**  
27 March
- **Vacation and Work Experience Expo:**  
27 May
- **Health Careers Expo:**  
27 July

## TRANSITION AND RETENTION UNIT

The Transition and Retention Team is slowly growing with the recent secondment of Michelle Vincent from Disability Support and the future employment of another full-time project officer who will be co-coordinating activities under the auspices of a HEESP project grant.

Our early focus has been coordinating orientation events. Thank you to the many staff involved in the preparation and delivery of orientation events. Many resources can be found at the orientation website [www.newcastle.edu.au/orientation](http://www.newcastle.edu.au/orientation). If you encounter students who missed O'Week there is a link on this site for them.

We have also been busy training and organising the SOS student mentors – all the mentors have now completed their training and will be seen around campus in gold T-shirts. The mentor Blackboard site is operational and we are able to post information on the site for mentors – if you wish to communicate with mentors about events and opportunities on campus please send the announcement to [mentors@newcastle.edu.au](mailto:mentors@newcastle.edu.au).

We would like to take this opportunity to thank all the staff who were involved in the mentor training – we could not have done it without participation from the Counselling Service, International Student Support, The Forum, UoN Services, Campus Central and Library staff at all three campuses.

Sarah O'Shea  
Transition and Retention Manager





## COUNSELLING SERVICE

The Counselling Service provides free and confidential counselling to students studying at the University of Newcastle. Students come to see us for a wide range of personal, family and academic issues. Appointments can be booked by dropping in to our office in the Hunter Building (upstairs from the Griffith Duncan Theatre), phoning us on 4921 5801 or an email to [counselling@newcastle.edu.au](mailto:counselling@newcastle.edu.au).

Each day we have some provision for emergencies. At Callaghan we also provide a drop in no appointment clinic from 2pm to 4 pm Mondays and Wednesdays and Thursdays from week 6.

## Coming events

Watch out for regular mediation groups and exam anxiety workshops. Details can be found on the front page of our web page as dates are established.

## Important issues for Semester 1

Many students may be at risk of withdrawing from their studies due to a wide range of issues from traumatic events, a lack of academic self confidence, poor time management or multiple other stresses. The earlier we can see a student the more likely they will be able to positively overcome these challenges. At times this can lead to decisions to reduce their academic load or to take time out from their studies.

As University staff you may be in a position to identify students who would benefit from counselling support. Please encourage students to check out our web page: [www.newcastle.edu.au/service/studentssupport](http://www.newcastle.edu.au/service/studentssupport) or make an appointment.

We are also available to confidentially discuss student matters which may be of concern to you.

Anna Braithwaite  
Manager of the Counselling Service

# HEALTH SERVICE

The Health Service at Callaghan is currently busy preparing for another round of General Practice Accreditation. This involves review of all policies and procedures and ensuring that things like our facilities, medical records, and IT management meet the Royal Australian College of General Practitioners' standards. From early February the Callaghan practice has implemented an SMS appointment reminder system. So far, feedback from patients has been very positive, and it is planned to roll out this system at Ourimbah before the start of first semester.

## Immunisation

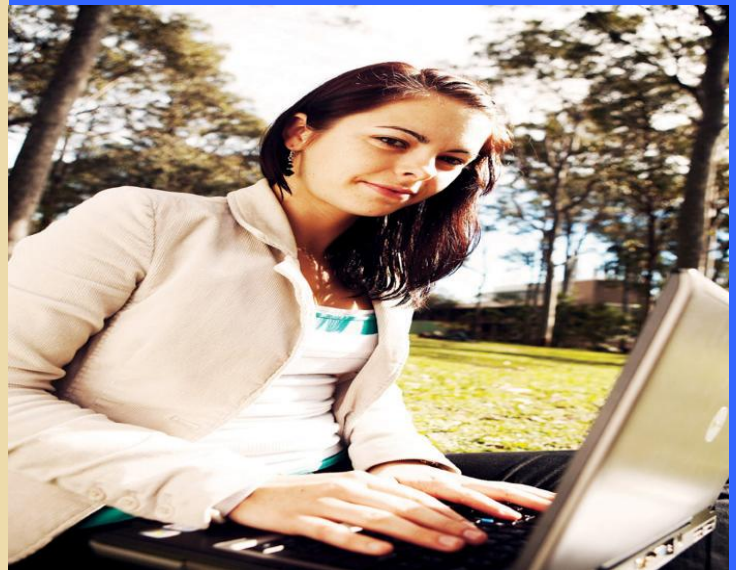
Plans are underway for immunisation programs early in the year. Depending on availability of vaccine, annual staff influenza immunisations should begin in late March and a special clinic will also be held at Edwards Hall for all students living in on campus residential accommodation.

The government funded Human Papilloma Virus immunisation program is drawing to an end. This is the vaccine for prevention of cervical cancer. All young women, 26 and under, need to have commenced their course of three immunisations by the end of June and completed the course by the end of this year, in order to receive the free vaccine. At Ourimbah there will be two special clinics on Thursday 5<sup>th</sup> March and Monday 16<sup>th</sup> March, for anyone eligible who has not started or completed the course.

## After Hours Contacts

GP Access After Hours is our provider of after hours care in Newcastle. Patients should call 1300 130 147 between 6.00 pm and 8.00 am on weekdays, Saturdays from 1.00 pm to Mondays 8.00 am, and Public Holidays from 8.00 am to 8.00 am the next day. Patients receive telephone advice from a registered nurse, if necessary, an appointment in a GP Clinic, or where appropriate a home visit. Assistance with transport to attend a GP appointment is also available.

Dr Stephanie Brookman - Manager



## Events for the Counselling Service

**A Meditation group is currently held each Thursday at 12pm to 1pm in Room RW2 - 44 (Richardson Wing).**

**Staff and students are most welcome. For further information contact Janet Carr**

**at [Janet.Carr@newcastle.edu.au](mailto:Janet.Carr@newcastle.edu.au)**

### **Mindfulness Meditation classes**

**Date: Monday 9<sup>th</sup> March to 6<sup>th</sup> April**

**Time: 12 to 1 pm**

**Venue: HA 158**

**Contact Teresa on**

**[Teresa.Dluzewska@newcastle.edu.au](mailto:Teresa.Dluzewska@newcastle.edu.au)**

# ACCOMMODATION SERVICES

## Accommodation Enquiry Centre

A new Accommodation Enquiry Centre is now located close to the eastern entrance of The University (previously Evatt House Office). The Enquiry Centre will open from 9.00 am to 5.00 pm Monday to Friday and students will now have the benefit of a “one stop shop” for both on and off campus accommodation information and advice.

Prospective and current students can visit the office, email [offcampusaccommodation@newcastle.edu.au](mailto:offcampusaccommodation@newcastle.edu.au) or [oncampusaccommodation@newcastle.edu.au](mailto:oncampusaccommodation@newcastle.edu.au) or call 02 49241444

## Off Campus Accommodation

The Service has a database of accommodation where people in the community, other students and real estate agents list properties/rooms that they feel are suitable for students to rent. There are also a limited number of listings for staff/visitors. The listings can be accessed at [www.newcastle.edu.au/service/accommodation/off-campus](http://www.newcastle.edu.au/service/accommodation/off-campus). The current database is in the process of being replaced by a much more informative and user friendly system. Currently, properties listed on the database are not inspected and any lease or other housing arrangements entered into are at the sole discretion of the student and the accommodation provider.

## On Campus Accommodation

There are four residential colleges at the Callaghan Campus; Barahineban (95 rooms), Edwards Hall (374 rooms), Evatt House (211 rooms) and International House (226 residents). A small residential college Blue Gum House (26 rooms) is located at The Central Coast Campus (Ourimbah). Students can choose from fully catered, partially catered and self catered accommodation. The colleges offer a range of social, cultural and sporting opportunities in an environment conducive to study and academic achievement. Information about individual colleges, tariffs, and the application process can be accessed at [www.newcastle.edu.au/service/accommodation/on-campus](http://www.newcastle.edu.au/service/accommodation/on-campus).



# DISABILITY SUPPORT SERVICE

The Disability Support Service continues to offer practical assistance and advice to students with a permanent or temporary disability or medical condition. The services are designed to assist each student to meet their academic responsibilities and to make their University experience productive and satisfying.

The Disability Support Service provides a broad range of services including lecture support, on campus transport, exam adjustments, adaptive technology, advocacy and ergonomic furniture.

The service has recently moved to the McMullin Building on the Callaghan Campus and is located in the Student Support Service at the Ourimbah Campus. The Disability Support Services also offers assistance through the Adaptive Technology Centre in the Auchmuty Library, and has an Adaptive Technology room in the Library at the Ourimbah campus.

To contact the Disability Support Staff, or to register for support, students can contact us via:

Phone: 49 215766 (Callaghan), 43484060 (Ourimbah)

Email: [student-disability@newcastle.edu.au](mailto:student-disability@newcastle.edu.au)

Or by calling into the service at MCG24, McMullin Building, Callaghan, or the Student Support Service, Ourimbah.

Liz Shanley

Manager of Disability Support Services

