



DUSA Student Advocacy and Support Service Referral information for Academics

As you are aware, many students face issues or difficulties during their university studies. DUSA employs qualified and experienced Advocates who offer free confidential and independent advice and support to all students - Undergraduate, Post Graduate (Coursework) and HDR.

Academic Issues

Advocates can provide support and advice regarding a range of academic matters, including:

- Academic Progress
- Academic Integrity Breach Allegations
- Review of Results
- General Misconduct Allegations
- University Appeals Committee submissions
- Special Consideration applications
- Concerns and Complaints submissions
- Intermission
- Pass Conceded/Final Unit to Complete applications
- Remission of Debt applications

Advocates will work together with the student to address their situation and discuss possible courses of action.

Advocates can assist with students' responses to the relevant faculty or section of the University, as well as review draft letters and accompany the student to meetings or hearings.

Welfare Issues

Financial Counselling

Doing a full assessment of your financial situation, including regular income and expenditure, assets and liabilities, to help you fully understand your position, create a budget and put a plan into place.

- Providing advice on how to negotiate with your creditors, government agencies or other providers.
- Negotiating directly with your creditors in certain circumstances.
- Providing advice about what options, rights and responsibilities you may have.

- Referring you to other services you may need, such as legal services, crisis food and accommodation services, and health services.

Survival Centre

The Student Advocacy and Support Service runs a Survival Centre on each campus. A variety of resources are provided to students facing emergency situations and financial hardship.

- Transport Assistance
- Emergency gift cards
- Basic food items
- Sexual health items (male and female)
- Hygiene products
- Clothing
- Scholarships (limited number offered every 12 months at the beginning of each year)

Free Breakfast

A free breakfast is offered to all students (all campuses) every Wednesday morning (during teaching weeks of Trimester 1 and 2) from 8.30am to 10.30am.

DUSA Transport Assistance Program (TAP)

For students who experience financial hardship the cost of getting to and from campus, be it through public transport or vehicle can become extremely overwhelming and stressful. To help students, DUSA provides the Transport Assistance Program which is accessible for all students (full or part time) experiencing financial hardship.

Referrals

If relevant, Advocates can refer or assist students to connect with a range of DUSA and Deakin services. Advocates can also provide the student with information and referrals to external services.

Contact Us

All services provided by the DUSA Student Advocacy and Support Service are free for **ALL** Deakin University students. Our Advocates are available on campus (post COVID) at Burwood, Waterfront Geelong, and Waurn Ponds Geelong. Our Advocates can provide in person (post COVID), telephone, Zoom appointments or alternatively provide support via email.

Please refer the student to make a confidential appointment with an Advocate in the following four ways:

- visit a DUSA reception at any of the campuses (limited availability at Warrnambool)
- call (03) 9246 8615
- visit our website at dusa.org.au under 'Get Help'
- email dusa-advocacy@deakin.edu.au

Burwood
Building H, Deakin University
221 Burwood Highway
Burwood VIC

Waterfront
Level 1, Deakin University
1 Gheringhap Street
Geelong VIC

Waurnd Ponds
Building JB, Level 1, Deakin University
Pigdons Road
Geelong VIC