

**EQUITY
SUPPORT
SERVICES**

**ANNUAL
REPORT
2008**



The
University
of Sydney

EQUITY SUPPORT SERVICES

**ANNUAL
REPORT
2008**

CONTENTS

| | |
|----|------------------------------|
| 4 | Financial Assistance Office |
| 10 | Disability Services |
| 20 | Childcare Information Office |
| 24 | Accommodation Service |
| 30 | The Smith Family Partnership |



The
University
of Sydney



WELCOME

Equity Support Services brings together a number of student support services that provide practical assistance and information to support students in meeting their academic and personal goals while at University.

These services include:

- Financial Assistance Office
- Disability Services
- Child Care Information Office
- Accommodation Service

Equity Support Services also undertakes projects and programs to promote aspiration and encourage the access of students from equity backgrounds and coordinates the whole of University reporting to the Department of Education, Employment and Workplace Relations (DEEWR) about equity and disability issues.

2008

This has been a significant year for Equity Support Services, with a move from the Community portfolio into the Education portfolio and within that into Student Administration and Support.

Along with many of the units in Student Administration and Support we have moved into the new Jane Foss Russell Building. This move brings significant student services together into one building and has provided opportunities for us to work more closely with our colleagues in different service areas.

Late in 2007 Equity Support Services was given management of projects and programs to promote aspiration and encourage the access of students from equity backgrounds, most notably the University's partnership with The Smith Family which is now in its fourth year. This program and other outreach activities will be extended next year into a new program with four high schools and 12 primary schools, to build aspiration and attainment with pre-tertiary students from low socio-economic backgrounds. The program, a partnership between the NSW Department of Education and Training will be funded by a grant from the Structural and Diversity Adjustment Fund (DEEWR) and the University.

Reflective of the last few years, Equity Support Services has experienced significant growth in demand, and a number of business cases have been put forward for further resourcing to support this increase.

I would like to thank the staff of Equity Support Services who are consistent in their diligence and focus on the students we support. I would also like to acknowledge the Director, Student Administration and Support, Dr Margaret Edmond for her leadership through considerable change.

Annette Cairnduff

Head, Equity Support Services



The Financial Assistance Office provides support to degree students who are experiencing financial difficulty and whose academic work may suffer as a result.

FINANCIAL ASSISTANCE OFFICE

About us

The Financial Assistance Office (FAO) provides support to degree students who are experiencing financial difficulty and whose academic work may suffer as a result.

Interest-free loan and bursary assistance is intended to help students in emergencies so they can maintain a reasonable standard of living. Students may apply for assistance more than once during their degree, however assistance cannot be provided as a regular source of income.

How we assist students

FAO assists students with a number of essential living and study expenses, such as:

- textbooks, readers, journals
- bond, rent in advance, and rent arrears
- phone, electricity and gas bills
- medical and dental bills
- travel and accommodation costs for compulsory placements.

We are unable to assist with the following:

- payment of compulsory subscriptions
- payment of HECS or tuition fees including Summer/Winter School fees
- purchase of cars
- holidays
- financial penalties (traffic and library fines).

Emergency cash payments (ECPs) of up to \$500 can be made on the day of application in some circumstances.

Our values

In the provision of service we value:

- treating students with dignity and respect
- using the resources available in a responsible manner
- acting with integrity and transparency to achieve equity for students who need our service
- working with students to facilitate self-determination, opportunity and choices
- maximising opportunities for students' personal growth and independence.

Types of assistance

Student loans

Available to Australian citizens and permanent residents, our student loans are interest-free and can be up to \$2000 for essential living and study expenses. Loans are for full-time undergraduate and postgraduate students and, in some cases, part-time students. Non-award and Continuing Education students are not eligible for student loans.

Repayment is preferred within 12 months, but this is negotiable in each case according to circumstances. Loans may be repayable by instalments or in a lump sum and must be repaid by the agreed date, which is set out in the legally binding Loan Agreement and Repayment Schedule.

Loans for international students

These are interest-free and can be up to \$1000 for essential living and study expenses. The repayment terms are negotiable in each case – within 12 months is preferred – but cannot be later than graduation.

Bursaries

A bursary is a non-repayable grant which may be awarded to students who are in financial difficulty and making satisfactory progress in their studies.

There are two types of bursaries: general and advertised. General bursaries have no application deadline and are awarded to applicants after an interview with the Financial Assistance Office. Advertised bursaries are listed at the beginning of March with applications closing 30 April each year, and are usually awarded by July.

Application forms are available from the Financial Assistance Office's website, www.usyd.edu.au/financial_assistance or by contacting the office directly.

Bursary assistance may be available to full-time local undergraduate students experiencing significant financial difficulties who are making satisfactory academic progress. They are awarded as part of a financial assistance package according to the availability of funds and the needs of applicants. Bursary recipients are encouraged to make a donation back to the fund once they have completed their studies, so future students may receive the same benefit.

Please note that bursary assistance is intended to cover essential living and study-related expenses.

Students with a disability who are studying part time and receiving Centrelink benefits because of their disability, can also be considered for bursary assistance.

2008 activities

During 2008 the Financial Assistance Office helped more students than ever: 1728 (compared to 1548 in 2007). The total assistance provided was \$2,088,630 (compared to \$1,831,420 in 2007).

With an increase in demand, the Financial Assistance Office relied on funding from an appeal to alumni and donors, which brought in approximately \$50,000. These funds were used to meet the increased demand for bursary assistance in 2008.

FAO undertook a large promotion of the service through the MyUni Student Portal, direct emails to students through faculty offices, the SWOT Program, International Student Orientation, Sydney Uni Live! and Information Day, presentations at faculty orientations and postgraduate orientations.

FAO also distributed a bookmark and brochures through the Koori Centre, faculty offices, the University of Sydney Union and Student Representative Council.

Throughout the year FAO continued to work closely with Student Administration and Support to provide an effective service to students, with faculty offices in the promotion of services, and with the Revenue Service on payments to students and the collection of student loans. FAO also increased its contact with staff from Philanthropy and Development.

A major achievement at the end of 2008 was the relocation of the Financial Assistance Office, along with other support services, to the Jane Foss Russell Building. This move was completed with minimum disruption to students.

Looking forward to 2009

The Financial Assistance Office staff look forward to taking advantage of the co-location of most of the student-related services on campus and are keen to find ways to improve their service and contribute even more to a positive student experience.

Introducing the staff

Ben Alfred

Financial Assistance Officer

Phone: +61 2 8627 8421

Email: b.alfred@usyd.edu.au

Maria Loveday

Administrative Assistant

Phone: +61 2 8627 8419

Email: m.loveday@usyd.edu.au

Toni King

Administrative Assistant

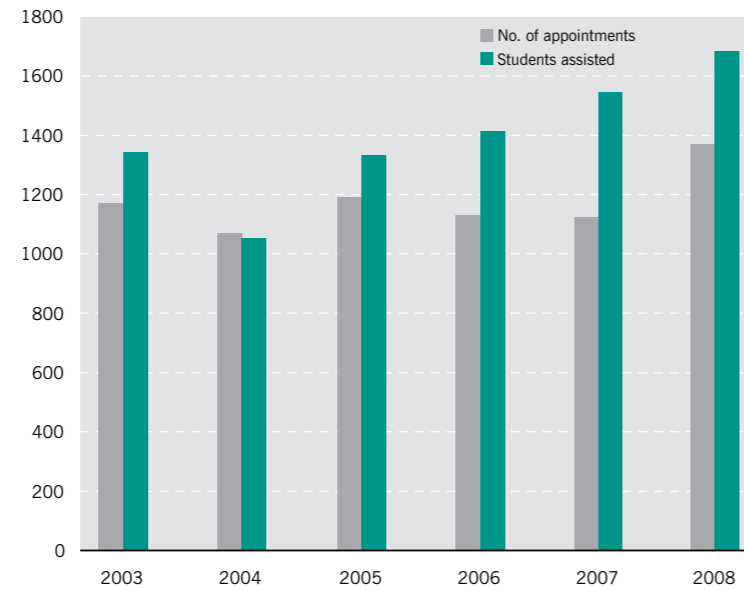
Phone: +61 2 8627 8419

Email: t.king@usyd.edu.au

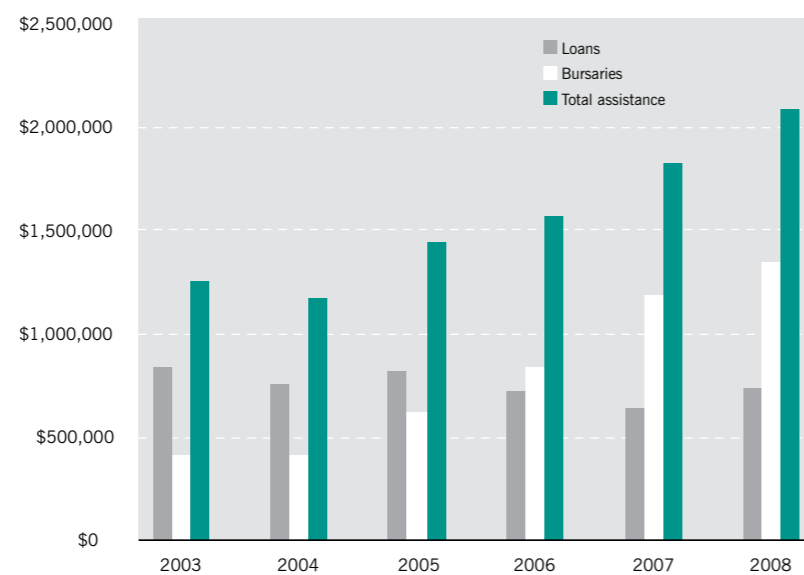




Financial Assistance Office: students assisted 2003–2008



Financial Assistance Office: assistance provided 2003–2008



Financial Assistance Office – student demographics in 2008

| Variable | Students assisted | % Students assisted | Overall enrolment | % Overall enrolment |
|--|-------------------|---------------------|-------------------|---------------------|
| Undergraduate | 1532 | 90.97 | 30,705 | 66.67 |
| Postgraduate | 152 | 9.03 | 15,349 | 33.33 |
| Female | 1031 | 61.22 | 26,746 | 58.07 |
| Male | 653 | 38.77 | 19,308 | 41.93 |
| Total students assisted in 2008: 1684 | | | | |
| Total University enrolment in 2008: 46054 | | | | |

| Student assisted, by faculty, in 2008 | Students assisted | % Students assisted | Overall enrolment | % Overall enrolment |
|--|-------------------|---------------------|-------------------|---------------------|
| Agriculture, Food and Natural Resources | 29 | 1.72 | 684 | 1.49 |
| Architecture, Design and Planning | 34 | 2.01 | 1309 | 2.84 |
| Arts | 413 | 24.52 | 8013 | 17.4 |
| AGSM | 0 | 0.00 | 432 | 0.94 |
| Dentistry | 52 | 3.08 | 523 | 1.14 |
| Economics and Business | 98 | 5.81 | 8307 | 18.04 |
| Education and Social Work | 198 | 11.75 | 2757 | 5.97 |
| Engineering and Information Technologies | 78 | 4.63 | 3462 | 7.52 |
| Health Sciences | 65 | 3.85 | 5232 | 11.36 |
| Medicine | 256 | 15.20 | 2756 | 5.98 |
| Sydney Law School | 44 | 2.61 | 2298 | 4.99 |
| Nursing and Midwifery | 19 | 1.12 | 753 | 1.64 |
| Pharmacy | 21 | 1.24 | 1251 | 2.72 |
| Rural Management | 0 | 0.00 | 101 | 0.22 |
| Science | 123 | 7.30 | 4831 | 10.49 |
| Special Programs | 0 | 0.00 | 722 | 1.57 |
| Sydney College of the Arts (Visual Arts) | 152 | 9.02 | 776 | 1.68 |
| Sydney Conservatorium of Music | 34 | 2.01 | 837 | 1.82 |
| Veterinary Science | 68 | 4.03 | 1010 | 2.19 |
| Total | 1684 | 99.9 | 46,054 | 100 |



**Disability Services
assists current and
prospective students
of the University
of Sydney who
have a disability to
access reasonable
adjustments.**

DISABILITY SERVICES

About us

Disability Services helps current and prospective students of the University of Sydney who have a disability to access reasonable adjustments.

Disability Services is the principal point of contact and support for students with disabilities. It works closely with others in the administration and academic departments of the University to ensure that appropriate arrangements relating to teaching and assessment are made for students with disabilities, while maintaining the academic integrity and core requirements of the individual courses.

Types of assistance

To access services and support, eligible students are required to contact Disability Services and make a registration appointment, at which the Disability Service Officer will discuss individual needs and the kinds of adjustments and services available. These include:

- academic adjustments and support
- access provisions
- assistive technology
- equipment, resting rooms and lockers
- library support services
- parking, transport and travel.

Specific arrangements for students with disabilities have also been made with some of the faculties:

- **Faculty of Arts:** The Faculty of Arts is developing an online system for students to apply for Special Consideration, Special Arrangements and extensions on written work.
- **Faculty of Economics and Business, and Faculty of Law:** Disability Services is undertaking a pilot scheme with these faculties to develop Personal Academic Plans for students who require academic adjustments, such as assignment extensions and exam adjustments.

Academic adjustments and support

Some of the academic adjustments available to eligible students:

- **Assignment extensions:** An assignment extension may be requested when a student is unable to complete an assignment on time, due to the effects of the condition for which they are registered with Disability Services. The decision to grant an extension lies with the lecturer.
- **Exam adjustments:** Registered students may apply for adjustments for both in-department and formal University exams through Disability Services. The adjustment the student receives is based on the medical documentation provided, discussions with the student and academic staff, and the most appropriate form of assistance to reduce the impact of the disability without compromising the academic integrity of the course. Some examples are:
 - extra time for resting/writing (+10 min per hour)
 - bite-size food/drink and permission to use glucometer
 - reader (+20 minutes per hour)
 - amanuensis/scribe (+20 minutes per hour)
 - large print and/or coloured exam paper
 - sloping desk surface
 - personal computer (PC or Mac)
 - toilet/rest breaks
 - permission to move about/exercise
 - seating in front or back of room
 - special lighting
 - ergonomic or other furniture.
- **Letters of introduction:** Following registration, students can choose to have Disability Services provide a letter of introduction, which contains advice on the impacts of their condition and recommendations for adjustments. This letter can be a useful tool for alerting academic staff of the student's need, in particular if their condition is ongoing and fluctuating.

Access provisions

- **Alternative formats:** Some students may require their written study materials to be provided in an alternative format to make it easier to access, such as conversion into larger font or soft copy format.
- **Building/room accessibility:** For students with mobility impairments, which may cause difficulty in accessing buildings, it is important the location of classes listed in a timetable are checked prior to the start of semester.
 - If a class is located in a non-accessible location contact should be made as soon as possible with Disability Services to arrange for a class in an accessible location.
 - Other obstructions to access, such as a blocked footpath, can be brought to the attention of Campus Property and Services on Camperdown Campus or the Disability Services Officer on Cumberland Campus.
- **Notetaking services:** The Peer Notetaking Service provides electronic copies of lecture notes to eligible students (as determined by a Disability Services Officer). Notes are recorded, scanned and emailed to the student. The recipient is not disclosed to the notetaker. The assessment of eligibility is based on the impact of the person's disability on their ability to effectively take notes for at least one hour. Overall, notetaking is only provided to students whose disability prevents them from:
 - writing legibly for a significant period of time, or writing without experiencing moderate to severe pain
 - hearing the majority of the lecture with any certainty
 - seeing information that is displayed visually, such as overhead slides or chalkboard
 - seeing their own notes as they are written down.
- **T-Loops:** Several rooms across Camperdown Campus are equipped with T-Loops for students with hearing impairments. On the Cumberland Campus, the main lecture theatre in E101 is equipped with a T-Loop. These loops facilitate amplification of sound for hearing-aid users and can increase their opportunities to participate in class. There are also a number of mobile T-Loop units that can be loaned out for semester to eligible students for use in smaller class meetings, tutorials or conferences.
- **Timetabling:** Where a student's disability impacts upon their ability to attend university at certain times, Disability Services can work with the Timetabling Manager to organise the student's timetable, where possible, to fit in with their needs.

Assistive technology

- **Assistive Technology Labs:** These labs provide students with assistive software and hardware that addresses a range of disabilities, such as vision, learning and mobility impairments. They also provide access to standard lab computer resources, including core programs such as Word and Excel, printing facilities and Internet access.
- **Equipment loans:** Recording devices, ergonomic furniture, assistive technology and other equipment are available to students eligible for these services.
- **Resting rooms:** The University has three resting rooms, designed to accommodate students who need to take medication (such as insulin), or those who have chronic pain or fatigue and need to rest before their next class.

Library support services

Both the Fisher and the Health Sciences libraries currently offer the following services to students registered with Disability Services:

- extended loans
- location of books for students with vision impairment/mobility impairment
- photocopying of articles for students with vision impairment/mobility impairment
- use of a trolley for students unable to carry books
- assistance with electronic information sources and relevant resources.

Pick-up service

Students with a mobility impairment can organise to be picked up by Security at various locations on the Camperdown Campus and transported to another spot on campus. To do this, the student needs to be assessed as eligible by a Disability Services Officer and their eligibility noted on the Disability Services Card.

Support groups

Studying at University can be challenging at the best of times and having a disability can add to the stress a student may experience. It is important they know they're not alone and that others are experiencing or have experienced similar challenges. Some of the internal support networks offered at the University of Sydney are:

- Mental Health Support Group (MHSG)
- The Counselling Service
- International Student Support Unit (ISSU).

Student Disability Liaison Officers

All faculties/schools have a staff member appointed as a Student Disability Liaison Officer (SDLO) to discuss concerns regarding assistance. An SDLO can be a member of the faculty or general staff who has been appointed by the Dean. Being an 'insider', the SDLO can provide quick advice and faculty-specific support.



2008 activities

In 2008 a total of 1025 students registered with Disability Services. This number has been steadily increasing each year, with a significant increase in direct support such as examination adjustments and academic plans.

Disability Services undertook a number of projects aimed at streamlining support. These included the following:

Academic plans – Faculty of Economics and Business and Faculty of Law

Academic plans enable students to put in place all assessment and examination adjustments for a semester with an early notification system for academic staff and faculty administration. The academic plan pilot scheme with the Faculty of Economics and Business continued throughout 2008 and is to be reviewed at the end of Semester One, 2009. This trial was also instigated with the Faculty of Law for Semester Two, 2008 and is currently under further expansion for Semester One, 2009. An online survey of students and staff will be undertaken for the review in 2009.

Centralisation of examination procedures

There was further streamlining of the process relating to examination adjustments. The Examinations Office incorporated a range of mid-semester, in-department, Summer and Winter School exams into their administration. This has enabled the University to centralise its costs for examinations and increase its claim for direct student support to the Department of Education, Employment and Workplace Relations (DEEWR).

It has also ensured consistent management of examination arrangements for students with disabilities and is a significant risk-minimisation measure. Academic staff have greatly benefited from this arrangement as they are no longer responsible for individually coordinating special examination arrangements.

Online information and forms

In 2008 there were significant improvements to the process by which students can access services, including a range of online forms. Students can now make arrangements for their exams and request assignment extensions online. At the same time, these online forms improve work flow management.

e-Learning, library services and ICT

Disability Services and ICT are working more closely together to ensure appropriate assistive technology services are available for students. There has been a considerable refurbishment of Assistive Technology Labs with improved hardware and software, and the appointment of an Assistive Technology Specialist (ATS) has made a great improvement to the management of assistive technology resources for the University.

The ATS is also instrumental in consulting and participating on the Library Services Committee and the e-learning Working Group, which were initiated by Disability Services in 2008 to improve the wider University services for students with disabilities.

Staff training and development

The Student Disability Liaison Officer Forum was held during the AVCC teaching week in Semester Two, 2008, and had an unprecedented attendance rate by staff. The forum focused on web accessibility with a presentation from Jason Markou, Assistive Technology Specialist.

Jason has conducted a comprehensive audit of WebCT and e-Learning sites; the accessibility issues on these sites was a core component of his presentation. A number of workarounds or solutions were presented as an interim method of managing these issues.

In addition, the Disability Services Officers presented a number of interactive case studies focusing on the balancing of core course requirements and disability impacts.

Disability Services also developed tailored training programs for faculty staff, with programs presented to the Faculty of Nursing and Midwifery, and the Faculty of Veterinary Science.

Looking forward to 2009

Disability Services will continue to implement a number of pilot schemes that aim to provide improved services to students. These will include a pilot of the Mentoring Access Program (MAP) as part of our SWOT initiative, which will be evaluated at the end of Semester One, 2009.

For new students the transition to University can be exciting but also daunting. Making friends, locating classes and understanding terminology such as 'credit points' and 'corequisites' can be a challenge. The University's Mentoring Access Program (MAP) will link new students who have a disability (a mentee) to a current student with a disability (a mentor) from the same faculty.

Mentors and mentees will have an initial start-up meeting at O-Week, to exchange information about themselves, discuss expectations of their mentoring relationship and agree on parameters for it. After two subsequent meetings there will be a final round-up session between the mentor and their mentor group.

Disability Services will also expand the provision of academic plans to students studying in the Faculty of Law, and continue the program with the Faculty of Economics and Business.

We continue to work closely with the Examinations Office to review the administration of examinations and streamline this process for students with disabilities. We have undertaken a pilot project with the Faculty of Veterinary Science with the hope of further expansion.

DISABILITY SERVICES

Feedback from students

"The Disability Services staff provide great support. The stresses of enrolment were reduced thanks to their assistance."

"I have difficulty listening and taking notes at the same time but Disability Services helped by arranging a notetaker for me."

"Disability Services helped me cope by liaising with my lecturers to arrange for special provisions during exams and tests."

"While my overall Sydney experience has been enjoyable, there were also some challenging and difficult times, but it was the support provided by Disability Services and faculty staff that helped me get the most out of my subjects and survive exams."

"Disability Services is extremely supportive of its students and always ready to help. I encourage anyone who has a disability that they feel will get in the way of their studies to sign up with Disability Services."

"Communicating issues and difficulties is essential for anyone planning to attend a large academic institution. If you have a problem, ask. In a lot of cases Disability Services will be able to help you, although lecturers can be a good point of contact as well. In a large institution like Sydney Uni, it can sometimes be difficult to work out who does what, so explore the University website."

Introducing the staff

Mary Teague

Manager

Phone: +61 2 8627 8426

Email: m.teague@usyd.edu.au

Bronwyn Allan

Disability Services Officer

Phone: +61 2 8627 8423

Email: b.allan@usyd.edu.au

Fiona Darcy

Disability Services Officer

Phone: +61 2 8627 8424

Email: f.darcy@usyd.edu.au

Ann McCutcheon

Disability Services Officer

Phone: +61 2 8627 8418

Email: a.mccutcheon@usyd.edu.au

Trudy Stone

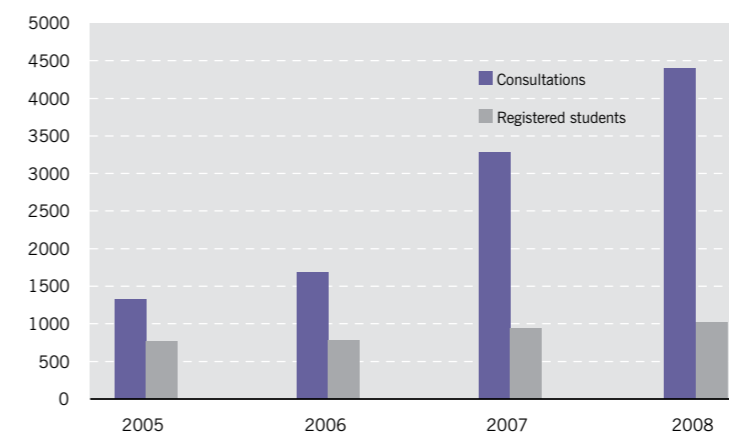
Equity Support Services Officer

Phone: +61 2 8627 8422

Email: t.stone@usyd.edu.au



Disability Services: consultations 2005–2008



Note 1: The increase in consultations reflects both an increase in student numbers with complex diagnosis, and the fact that from 2007 there has been improved recording of significant phone and email consultations.

DISABILITY SERVICES

Disability Services – annual statistics

| Students registered | 2005 full year | 2006 full year | 2007 full year | 2008 full year |
|----------------------------------|----------------|----------------|----------------|----------------|
| Permanent disability | 539 | 514 | 709 | 783 |
| Temporary disability | 68 | 125 | 210 | 220 |
| Local | 555 | 685 | 824 | 881 |
| International | 24 | 36 | 51 | 56 |
| Study Abroad | 15 | 5 | 3 | 6 |
| Local full-fee-paying | 22 | 25 | 36 | 48 |
| Postgraduate | 54 | 65 | 91 | 100 |
| Undergraduate | 565 | 697 | 835 | 910 |
| Total registered students | 765 | 775 | 942 | 1025 |

| Services used | 2005 full year | 2006 full year | 2007 full year | 2008 full year |
|---------------------------|----------------|----------------|----------------|----------------|
| Total consults | 1319 | 1679 | 3280 | 4397 |
| Face to face consults | 933 | 883 | 950 | 1136 |
| Building access requests | 31 | 30 | 24 | 21 |
| Letters of introduction | 303 | 408 | 553 | 533 |
| Assistive Technology Labs | 90 | 79 | 86 | 97 |
| Equipment loans | 125 | 138 | 125 | 134 |
| Exam adjustments | 541 | 654 | 781 | 861 |
| Library assistance | 143 | 147 | 114 | 120 |
| Notetaking | 283 | 309 | 354 | 379 |
| Parking referrals | 39 | 53 | 56 | 49 |
| Resting room usage | 104 | 101 | 141 | 160 |
| Accessible materials | 15 | 18 | 15 | 24 |
| Academic plans | | | | 102 |

Disability Services – quarterly statistics 2008

| Students registered | 1st quarter | 2nd quarter | 3rd quarter | 4th quarter |
|----------------------------------|-------------|-------------|-------------|-------------|
| Permanent disability | 635 | 742 | 787 | 783 |
| Temporary disability | 167 | 93 | 204 | 220 |
| Local | 726 | 831 | 862 | 881 |
| International | 44 | 53 | 62 | 56 |
| Study Abroad | 4 | 6 | 11 | 6 |
| Local full-fee-paying | 24 | 36 | 47 | 48 |
| Postgraduate | 78 | 99 | 110 | 100 |
| Undergraduate | 730 | 838 | 889 | 910 |
| Total registered students | 822 | 951 | 1012 | 1025 |

| Services used | 1st quarter | 2nd quarter | 3rd quarter | 4th quarter |
|---------------------------|-------------|-------------|-------------|-------------|
| Total consults | 1003 | 2319 | 3495 | 4397 |
| Face to face consults | 293 | 626 | 854 | 1136 |
| Building access requests | 25 | 26 | 21 | 21 |
| Letters of introduction | 471 | 512 | 546 | 533 |
| Assistive Technology Labs | 89 | 96 | 97 | 97 |
| Equipment loans | 117 | 127 | 131 | 134 |
| Exam adjustments | 693 | 809 | 850 | 861 |
| Library assistance | 121 | 124 | 119 | 120 |
| Notetaking | 337 | 370 | 383 | 379 |
| Parking referrals | 50 | 50 | 49 | 49 |
| Resting room usage | 20 | 158 | 160 | 160 |
| Accessible materials | 22 | 23 | 25 | 24 |
| Academic plans | 19 | 70 | 94 | 102 |



The *Child Care Information Office* provides up-to-date information on child care services to help current and prospective students and staff to find child care for their young children.

CHILD CARE INFORMATION OFFICE

About us

The role of the Child Care Information Office is to provide up-to-date information on child care services to help current and prospective students and staff to find suitable child care for their young children.

The University of Sydney and the University of Sydney Union (USU) have a strong record of activity and achievement in the provision of child care.

At present there are five child care centres operating on or near these campuses, catering to over 200 children aged from 0 to five years. They are open to students and staff of the University as well as members of the general community.

These centres were established with funds provided by the Senate, the University of Sydney Union and the Commonwealth Government, and are managed by qualified staff and subject to Quality Assurance accreditation as required by the government. Each centre provides programs which are developmentally appropriate and responsive to the needs of the individual child.

The office provides information about the child care centres on or near the Camperdown/Darlington and Cumberland campuses, and also gives contact details for other organisations, such as Family Day Care and the Child Care Access Hotline.

University of Sydney Parents Network

The Parents Network is an initiative of the Child Care Information Office, and is jointly coordinated with the Staff and Student Equal Opportunity Unit. It provides an opportunity for staff with young children to meet and share information and support in a friendly, informal environment.

The Parents Network continued to meet regularly during lunch times in 2008. The following subjects were covered:

- parental leave
- child care
- negotiating flexible working conditions
- supportive networking with other parents of young children at the University
- guest speakers on topics of interest for parents.

2008 activities

A major function of the service is to keep the website up to date. Though some staff and students ask for information via phone, email or office drop-in, most prefer to look online.

During 2008 the office worked to expand the information on the website. This included developing a page for international students to give a general overview of the types of child care available in Australia, and providing more information on child care facilities (such as baby change rooms) across the campus.

To assess the effect of the website upgrades, the service began monitoring the number of website hits in the latter part of the year. In December 2008 there were 865 'unique visitor sessions'. The improved monitoring will allow quarterly comparisons of website visits in future, and will help identify the most popular web pages.

The Child Care Information Office promotes its service to students and staff by distributing brochures across campus, and through its participation in the Sydney Welcome, Orientation and Transition Program (SWOT), International Student Support Unit (ISSU) Orientation, and University open days such as Sydney Uni Live and Info Day.

The Child Care Information Office also provides secretariat support to the University's Child Care Coordinating Committee, which seeks to ensure maximum cooperation and coordination in the delivery of child care support to the University community.

Looking forward to 2009

The Child Care Information Office will continue to provide up-to-date information to students and staff about child care, including through regular updates and improvements to the child care website.

The office will provide secretarial support and relevant reports to the Child Care Coordinating Committee. Statistical data reported to the committee will include improved data on website usage.

As well, the office will continue to work with the University's Staff and Student Equal Opportunity Unit to run the University Parents Network.

Introducing the staff

Maria Loveday

Child Care Information Officer

Phone: +61 2 8627 8419

Email: m.loveday@usyd.edu.au

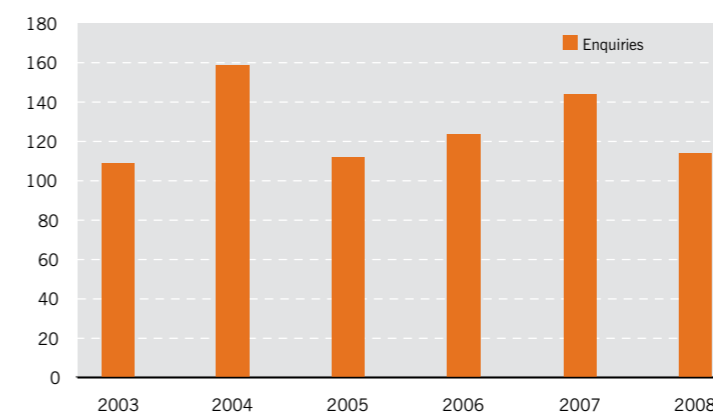
Toni King

Child Care Information Officer

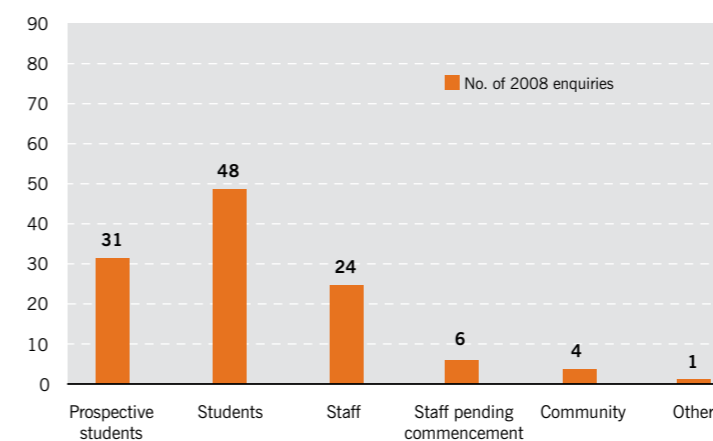
Phone: +61 2 8627 8419

Email: t.king@usyd.edu.au

Child Care Information Office: number of enquiries 2003–2008



Child Care Information Office: type of enquiries 2008





The **Accommodation Service** is able to help students find a place to live and offers a wide range of residential options through its online database.

ACCOMMODATION SERVICE

About us

Having a suitable home is fundamentally important to the success and wellbeing of a student. The University's Accommodation Service is able to help students find a place to live and offers a wide range of residential options.

On campus there is University-owned, self-catered accommodation, such as the Sydney University Village, and residential colleges. Off-campus accommodation is another popular option and can be accessed through a database of student hostels, share, rental and full-board accommodation. The Accommodation Service can also help with finding temporary accommodation.

Accommodation database

The accommodation database is available to enrolled students at the University of Sydney, who log in using their UniKey and password. It includes:

- share accommodation
- full-board (or homestay)
- rental properties
- temporary accommodation
- accommodation in exchange for work.

The database is set up with information fields, including:

- region and street name
- who lives in the house: number of people, age, male or female, any pets
- whether the accommodation is furnished or unfurnished
- how many bedrooms are available
- if the property is a share house, rental, temporary or accommodation in exchange for work
- a general description of the property.

Fields are used to search for properties that suit specific needs. For example, the user can search by price, region, or type of property (such as rental or share accommodation).

Students, staff, and members of the public can advertise on the database.

2008 activities

A big focus for the Accommodation Service is promotion, both to students who can use the service and to potential providers of accommodation. We continue to experiment with different modes of promotion to ensure we stay up to date with the current rental climate and get the best outcomes for our students.

This year the service:

- advertised in a wider range of newspapers
- continued to advertise via MyUni important messages
- contacted previous accommodation providers to canvas for vacancies in 2008 (resulting in around 400 relistings)
- provided bulk copies of our *Accommodation Information* booklet for distribution to the International Student Support Unit, Student Centre, Information Centre, University colleges and halls of residence, accommodation providers at other campuses, some faculty offices and to the general public.

The Accommodation Service liaised regularly with on-campus accommodation providers and off campus student residences to provide information about the service, produce the *Accommodation Information* booklet, and list accommodation on the website and in the main database.

The Accommodation Service presented at the SOAR Information session, staffed an information booth at Sydney Uni Live! and Information Day, hosted a session at the Mature Age welcome during SWOT week, liaised with the International Students Support Unit to provide information to future students, helped to train staff for the Housing Office.

The service also arranged for the Office of Fair Trading to provide an information session about tenancy issues, which was attended by welfare and tenancy officers from the Accommodation Service, Students' Representative Council (SRC) and the Sydney University Postgraduate Representative Association (SUPRA).

The service moved to the Jane Foss Russell Building in November 2008.



Looking forward to 2009

The Accommodation Service will:

- work closely with staff at ISSU to take on the management of the operations of the ISSU Housing Office and its staff
- begin to explore a project to upgrade or redesign the Accommodation Database and its online interface.

Introducing the staff

Leah Arthur

Accommodation Officer

Phone: +61 2 8627 8442

Email: accomm@stuserv.usyd.edu.au

Vlasta Haub

Accommodation Officer

Phone: +61 2 8627 8442

Email: accomm@stuserv.usyd.edu.au

Accommodation assistants:

Monique Williams

Katrina Moriarty

Katrina Yu

Radhika Challapalli

ACCOMMODATION SERVICE

Accommodation Service – annual statistics

| | 2005 | 2006 | 2007 | 2008 |
|-------------------------------------|---------------|---------------|---------------|---------------|
| Total accommodation listings | 0 | 2950 | 2596 | 2570 |
| New accommodation listings | 1279 | 1205 | 687 | 1062 |
| Undergraduate | 3309 | 3313 | 3617 | 3982 |
| Postgraduate | 1656 | 1678 | 2062 | 2073 |
| International | 2248 | 2204 | 2639 | 2760 |
| Australian/New Zealand | 2217 | 2787 | 3040 | 3295 |
| New registrations | 2772 | 2938 | 3431 | 3524 |
| Total database client registrations | 5047 | 5036 | 5679 | 6055 |
| Total database visits # | 31,615 | 31,294 | 44,393 | 47,277 |

Records all web and office database access.

| Service activities | 2005 | 2006 | 2007 | 2008 |
|---------------------|------|------|------|-------------|
| Office visits * | 889 | 810 | 1068 | 1173 |
| Emails sent | 7521 | 9566 | 8552 | 9579 |
| Telephone calls in | 4732 | 4396 | 4360 | 4350 |
| Telephone calls out | 2054 | 1632 | 1652 | 1809 |

* Office visits from 2007 include advice and information visits as well as database access.

Year-to-date statistics

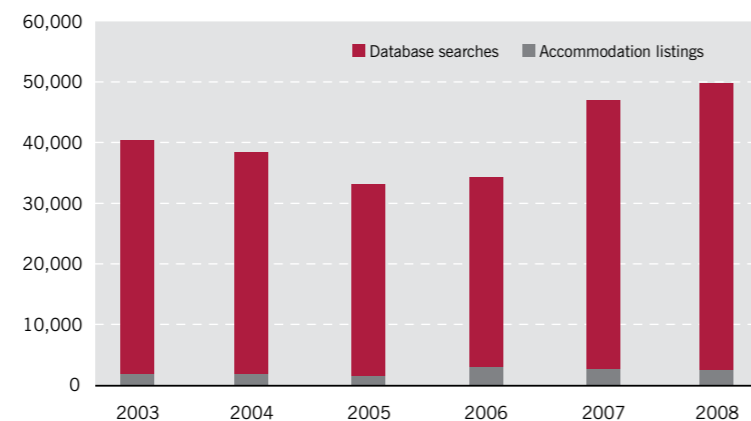
| | 1st quarter | | 2nd quarter | | 3rd quarter | | 4th quarter | |
|-------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| | Jan–Mar 07 | Jan–Mar 08 | Jan–June 07 | Jan–June 08 | Jan–Sept 07 | Jan–Sept 08 | Jan–Dec 07 | Jan–Dec 08 |
| Total accommodation listings | 1105 | 904 | 1629 | 1410 | 2190 | 2164 | 2596 | 2570 |
| New accommodation listings | 326 | 393 | 459 | 581 | 609 | 925 | 686 | 1062 |
| Undergraduate | 2122 | 2443 | 2675 | 2995 | 3255 | 3650 | 3617 | 3982 |
| Postgraduate | 1133 | 1196 | 1395 | 1471 | 1901 | 1923 | 2062 | 2073 |
| International | 1524 | 1616 | 1807 | 1940 | 2435 | 2568 | 2639 | 2760 |
| Australian/New Zealand | 1731 | 2023 | 2263 | 2626 | 2721 | 3005 | 3040 | 3295 |
| New registrations | 1747 | 1878 | 2212 | 2362 | 3066 | 3196 | 3431 | 3524 |
| Total database client registrations | 3255 | 3639 | 4070 | 4466 | 5156 | 5573 | 5679 | 6055 |
| Total database visits # | 17,373 | 20,409 | 25,785 | 30,595 | 35,984 | 42,236 | 43,773 | 47,277 |

Records all web and office database access.

| Service activities | 1st quarter | | 2nd quarter | | 3rd quarter | | 4th quarter | |
|---------------------|-------------|------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | Jan–Mar 07 | Jan–Mar 08 | Jan–June 07 | Jan–June 08 | Jan–Sept 07 | Jan–Sept 08 | Jan–Dec 07 | Jan–Dec 08 |
| Office visits * | 437 | 516 | 591 | 789 | 925 | 1075 | 1064 | 1173 |
| Emails sent | 4246 | 3572 | 5619 | 5505 | 7144 | 7903 | 8552 | 9579 |
| Telephone calls in | 1767 | 1590 | 2590 | 2558 | 3530 | 3582 | 4360 | 4350 |
| Telephone calls out | 619 | 627 | 950 | 1013 | 1320 | 1431 | 1652 | 1809 |

* Office visits from 2007 include advice and information visits as well as database access.

Accommodation Service: searches and listings 2003–2008



**THE
SMITH FAMILY
PARTNERSHIP**



The Smith Family Partnership supports students from disadvantaged backgrounds, and encourages them to stay engaged in school and help them go on to tertiary education.

THE SMITH FAMILY PARTNERSHIP



The Smith Family Partnership

The Smith Family and the University of Sydney joined forces in 2004 in a long-term partnership to support students from disadvantaged backgrounds, encourage them to stay engaged in school and give them the opportunity to go on to tertiary education.

The partnership involves funding and in-kind programs. It supports The Smith Family's Learning for Life program, which provides students and their families with financial, personal and mentoring support to help them get a good education and prevent future hardship. The University of Sydney was the first university to partner with The Smith Family in this way. The five year agreement includes:

- \$90,000 per annum for Learning for Life scholarships. These will be made available to students in Years 7 to 12.
- \$60,000 per annum to fund a Learning for Life Education Support Worker. These workers are a critical part of the program and support students and their families with advice, information, advocacy and referrals to other agencies for additional help.
- \$20,000 per annum for Learning for Life Plus. This will enable students on Learning for Life to take advantage of additional opportunities such as overseas study or to attend interstate conferences. It also provides support for students with special needs.

Programs supported

Support for the partnership from the University also includes a number of programs such as:

- **University Experience Day** Held on an annual basis, this event allows 170 Learning for Life students to spend the day on campus. In keeping with the University of Sydney's goal of encouraging students to further their studies at university, the event is primarily aimed at providing them with vital information on the different degrees and subjects, including a tour of the campus and some of the facilities available.

Student feedback:

"... Experience Day gave me an insight of what I might be surrounded by for the next few years or so. It was great!"

- **CONverge** (taken from the Smith Family newsletter) Supported by the University of Sydney and the Sydney Conservatorium of Music, the CONverge program aims to bring together interest, opportunity and resources in a musical context, using voice as the instrument for reasons of equity, as disadvantaged schools and families have very limited access to instruments whilst everyone has the capacity to sing.
- **BELLA** is a four-day art workshop program for children and young people with specific/special needs. As such, the program is targeted at students aged between 15-18 years, either with disabilities or who are disadvantaged due to financial, social or geographic factors. This workshop, including a half day at the Sydney College of the Arts, works to develop students' appreciation of art and their creative skills, with an emphasis on the 'process of creating, analysis and comprehension, social interaction and basic motor skills'.

The 2008 Vice-Chancellor's Christmas card below was designed by a former Learning for Life Bella workshop participant.



CONTACT INFORMATION

Financial Assistance Office

Level 5, Jane Foss Russell Building, G02
City Road, Darlington
The University of Sydney NSW 2006
Phone: +61 2 9351 2416
Fax: +61 2 8627 8480
Email: fao@stuserv.usyd.edu.au
www.usyd.edu.au/financial_assistance

Disability Services

Camperdown/Darlington Campus
Level 5, Jane Foss Russell Building, G02
City Road, Darlington
The University of Sydney NSW 2006
Phone: +61 2 8627 8422
Fax: +61 2 8627 8482
Email: disserv@stuserv.usyd.edu.au
www.usyd.edu.au/disability

Cumberland Campus
Ground Floor, Building A
Cumberland Campus, Lidcombe
The University of Sydney NSW 2006
Phone: +61 2 9351 9638
Fax: +61 2 9351 9638
Email: ds.cumberland@stuserv.usyd.edu.au
www.usyd.edu.au/disability

Child Care Information Office

Level 5, Jane Foss Russell Building, G02
City Road, Darlington
The University of Sydney NSW 2006
Phone: +61 2 8627 8420
Fax: +61 2 8627 8480
Email: childc@stuserv.usyd.edu.au
www.usyd.edu.au/child_care

Accommodation Service

Level 5, Jane Foss Russell Building, G02
City Road, Darlington
The University of Sydney NSW 2006
Phone: +61 2 9351 3312
Fax: +61 2 8627 8484
Email: accomm@stuserv.usyd.edu.au
www.usyd.edu.au/accommodation

© The University of Sydney 2009

Produced by Digital and Print Media,
the University of Sydney, June 2009.
The University reserves the right to make
alterations to any information contained
within this publication without notice.
09/1925
CRICOS provider No. 00026A

ANNUAL REPORT 2008



The
University
of Sydney