The Services for Students booklet is an introduction to the extensive range of services provided by the University of Sydney to assist students in achieving their educational goals. These services offer personal, welfare, administration, library, IT, and academic support services to facilitate students’ success at University.

The Services for Students website provides more detailed information regarding these services.

Student support services are located at the Camperdown and Darlington campuses. Support staff on the Cumberland campus include a counsellor, International Student Counsellor, Disability Services Officer and Learning Skills Advisers are located on the Cumberland Campus. Cumberland students are also able to access the other student support services located at the Camperdown and Darlington campuses.

Students at the Sydney Conservatorium of Music, Sydney College of the Arts, Sydney Law School, clinical sites and other University locations are able to access the student support services located at the Camperdown and Darlington campuses.

Student Administration and Services provides many of the student support services available at the University. The University Library, ICT, faculties and student organisations also provide a wide range of services to students.

The Services for Students website provides information regarding the University’s student support services, including services located at the Cumberland Campus. www.usyd.edu.au/stuserv

The MyUni student portal also directs students to student support services for enrolled students. www.usyd.edu.au/myuni

Remember that all formal email communication from the University will be sent to your University email address, so please ensure that if you are using another personal email account that you have your University email forwarded to this personal email account. IT Assist will assist you if you need help in forwarding your University email account email to your personal email account. http://itassist.usyd.edu.au/student/account/index.shtml
<table>
<thead>
<tr>
<th>Index of Issues</th>
<th>Index of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>adjusting to Uni ........................................ 12</td>
<td>Accommodation Service .................................. 6</td>
</tr>
<tr>
<td>accommodation .............................................. 6</td>
<td>Careers Centre .......................................... 7</td>
</tr>
<tr>
<td>appeals against exclusion ................................. 12</td>
<td>Casual Employment Service .............................. 8</td>
</tr>
<tr>
<td>careers advice .............................................. 7</td>
<td>Chaplaincy Centre ....................................... 9</td>
</tr>
<tr>
<td>casual employment .......................................... 8</td>
<td>Child Care Information Office .......................... 10</td>
</tr>
<tr>
<td>chaplaincy ................................................... 9</td>
<td>Computer Access Labs .................................. 11</td>
</tr>
<tr>
<td>child care .................................................... 10</td>
<td>Counselling Service .................................... 12</td>
</tr>
<tr>
<td>clubs and societies and sporting clubs/facilities .......... 30</td>
<td>Disability Services ...................................... 13</td>
</tr>
<tr>
<td>computer labs ............................................... 11</td>
<td>Faculties .................................................. 14</td>
</tr>
<tr>
<td>disability support .......................................... 13</td>
<td>Financial Assistance Office ............................ 15</td>
</tr>
<tr>
<td>dropping out from course or subject ....................... 12</td>
<td>Getting Around .......................................... 16</td>
</tr>
<tr>
<td>exam anxiety .................................................. 12</td>
<td>Health – University Health Service .................... 17</td>
</tr>
<tr>
<td>faculty assistance .......................................... 14</td>
<td>International Office (IO) ............................... 18</td>
</tr>
<tr>
<td>feeling low ................................................... 12</td>
<td>International Student Support Unit (ISSU) ............. 19</td>
</tr>
<tr>
<td>financial assistance ......................................... 15</td>
<td>Koori Centre .............................................. 20</td>
</tr>
<tr>
<td>getting around .............................................. 16</td>
<td>Learning Centre .......................................... 21</td>
</tr>
<tr>
<td>grieving/loss of loved ones .................................. 12</td>
<td>Library – The University Library ....................... 22</td>
</tr>
<tr>
<td>harassment discrimination ................................... 25</td>
<td>Mathematics Learning Centre ............................ 23</td>
</tr>
<tr>
<td>health issues .................................................. 17</td>
<td>Scholarships &amp; Prizes Office ............................ 24</td>
</tr>
<tr>
<td>indigenous Australian student support ..................... 20</td>
<td>Staff and Student Equal Opportunity Unit ............. 25</td>
</tr>
<tr>
<td>injuries ......................................................... 17</td>
<td>Student Centre ............................................ 26</td>
</tr>
<tr>
<td>international student administration ....................... 18</td>
<td>Transition to University .................................. 27, 28</td>
</tr>
<tr>
<td>international student support ................................ 19</td>
<td>Yooroong Garang (Cumberland Campus) .................. 29</td>
</tr>
<tr>
<td>learning skills ............................................... 21</td>
<td>Student Organisations .................................... 30</td>
</tr>
<tr>
<td>leave of absence .............................................. 12</td>
<td></td>
</tr>
</tbody>
</table>
The Accommodation Service assists students to find off-campus accommodation. The Service maintains an extensive database of accommodation close to campuses or within easy access via public transport.

Office hours: 10am–4pm Monday to Friday

The following accommodation options are available:

- share accommodation
- rental properties
- full board (accommodation with meals provided)
- temporary/short term accommodation
- accommodation in exchange for work

The Service also provides general information and contact details for:

- University owned on-campus accommodation
- on-campus Colleges, Halls of Residence and the Sydney University Village
- off-campus non University student hostels
- hotels and hostels offering temporary accommodation close to the University
- tenancy advisory bodies and legal services
- second hand furniture dealers and furniture rental companies
- accommodation on other campuses

Commencing international students are provided with accommodation assistance at the beginning of each semester, through the International Student Support Unit (see page 18).

For access to the accommodation database, details of activities and online resources provided by the Service see the Student Portal or the Services for Students website.

The Careers Centre provides free careers advice services to current students and new graduates. The Centre also offers a 24-hour CV checking service (available Monday to Thursday). Students can email, fax or drop in their CVs (or cover letters, applications or selection criteria) to the Careers Centre by 2pm and pick up their reviewed CV the next morning from 10am at the Careers Centre. It is recommended that students read the information on CV writing on the Careers website before they submit their CV.

Workshops
Student workshops are held regularly at the Careers Centre. Workshops include: How to find a job; Writing Successful CVs; Writing Australian CVs for International Students; Writing Application Forms; Understanding Interviews; Interview Practice; Assessment Centre Experience; Decision Making.

Faculty modules
Watch out for Career Management Skills modules we run each year in most faculties. These are a sequence of three seminars with industry representatives as guest speakers covering graduate attributes and employability, CV writing and interview skills. A certificate of attendance is given if all three are attended.

One-to-one advice sessions
Students with careers queries that have not been answered by visiting our website and/or attending a workshop can book in to 15-minute advice sessions with a Careers Advisor. Sessions must be booked with the Careers Centre.

For workshop programs, details of activities and online resources provided by the Service see the Student Portal or the Services for Students website.
The Multifaith Chaplaincy Centre is located on Camperdown Campus. The Centre hosts chaplains of Anglican, Assemblies of God, Baptist, Buddhist, Catholic, Coptic Orthodox, Greek Orthodox, Islamic, Jewish, Presbyterian, Salvation Army and Uniting Church faiths. Some of the chaplains are regularly available in the Multifaith Chaplaincy Centre, however others may need to be rung in advance to make an appointment.

A chaplain is a person (lay or ordained) who has been appointed by their faith community and is officially recognised by the University to provide spiritual support and pastoral care to students and staff on campus. Chaplains are committed to helping people come to terms with questions of life and faith.

Chaplains are professional women and men who provide support during times of personal crisis, spiritual direction, and opportunities for workshop and prayer. They also nurture faith; organise groups for discussion and support; conduct weddings and funerals; and work closely with particular student groups.

Anyone who is linked to the University – present or past students, staff or family member – can contact the chaplaincy service. Whilst chaplains are part of the university life, they are not employees of the University. Chaplains are supported by their churches or faith communities and their services on campus are free and confidential.

For chaplains’ contact details and more information provided by the Centre see the Student Portal or the Services for Students website.
The ICT Computer Access Labs provide computer and internet access for students as well as printing facilities. Each computer lab has friendly staff to help you with accessing the computers and facilities in the lab. We provide free computer use and limited free internet use, and charge cost price for printing and additional internet usage. Some additional services are available in the Fisher Access Lab, such as scanning.

The Information and Communications Technology department also provides wireless access, access from home to the internet via modem connection, and facilitates email and data storage services for students and staff. These services can be activated online or at the ICT Computer Access Labs. For assistance with how to do this you may dial 9351 6000 between 8.30am–6pm during weekdays.

The Access Labs also run free introductory classes during Orientation Week. Check the website: www.usyd.edu.au/accesslabs/ for class times.

Access Labs are situated at:

- Fisher Access Lab: (Main Office) Level 2 Fisher Library
- Education Access Lab: Room 232 Education Building
- McGrath (Carslaw) Access Lab: Room 201 Carslaw Building
- Language Access Lab: Room 211 & 218 (inside the Language Centre) Brennan MacCallum Building
- Pharmacy Access Lab: Room N510 Top Floor Bank Building
- Link Access Lab: Room 222 Engineering Link Building
- Law School Access Lab: Law Library Level 7 (Enter via Level 8) 173–175 Phillip St Sydney
- Cumberland Access Lab: Room B107 & B109 B Block Health Sciences
- Conservatorium of Music Access Lab: Level 2 Greenway Building Sydney Conservatorium of Music Library Macquarie St Sydney
- Westmead Access Lab: Level 2 Education Block Westmead Hospital - AMA Library Darcy Rd Westmead

The Child Care Information Office is the first point of contact for students and staff of the University who are seeking information regarding child care services such as:
- long day care
- occasional care
- vacation care
- family day care

We are also able to provide general contacts for accessing information about government benefits and services.

Office hours: 9.30am–4.30pm Monday to Friday

Five child care centres currently operate on or near the Camperdown/Darlington and Cumberland campuses, catering for over 220 children aged from six weekst to five years old. The centres are managed by qualified staff and provide programs that are developmentally appropriate and responsive to the needs of the individual child.

Centres should be contacted individually for information on enrolment procedures, the length of waiting lists, as well as updated fees and eligibility for fee assistance.

For further information on centres and online resources see the Student Portal or the Services for Students website.

Level 7 Education Building
Camperdown Campus
Email: childc@stuserv.usyd.edu.au
P: +61 2 9351 5667
F: +61 2 9351 7055
Disability Services is the principal point of contact and advice on assistance available for students with disabilities. We work closely with academic and administrative staff to ensure that students receive reasonable adjustments in their study. Assistance available includes: assistive technology, notetaking, interpreters and advocacy with academic staff to negotiate assessment and course requirement modifications where appropriate. To receive assistance students must register with Disability Services.

We aim to ensure that the needs of students with disabilities are met whilst encouraging independence and support from all University staff. Students are encouraged to make contact with Disability Services prior to commencement or as early in their studies as possible.

A number of publications are offered explaining the disability support services available within the University.

For information and online resources for students with disabilities provided by the Service see the Student Portal or the Services for Students website.

Students on Cumberland Campus contact:
Ground Floor A Block Cumberland Campus
Email: DS.Cumberland@stuserv.usyd.edu.au
P: +61 2 9351 9638
F: +61 2 9351 9635
The University has a number of loan funds and bursaries to assist students who experience financial difficulties. Assistance is not intended to provide the principal means of support but to help in emergencies and to supplement other income.

Office hours: 9.30am–4.30pm Monday to Friday

Financial assistance:
- is available for undergraduate and postgraduate students enrolled at the University of Sydney in degree and diploma programs
- is for essential living and study expenses
- includes loans which are repayable usually within one year
- includes bursaries which may be awarded as part of a financial assistance package, depending on financial need and academic merit (average marks at credit level or higher)
- includes advertised bursaries that must be applied for separately by 30 April (see website for details)
- includes bursaries which are generally only available to local full-time undergraduate students

For details of types of financial assistance available, and online resources provided by the Office see the Student Portal or the Services for Students website.

Refer to your faculty website for contact information:
www.usyd.edu.au/about/organisation/pub/faculties.shtml

There may also be departmental/school offices within each faculty which can assist you with administrative inquiries including advice on where to seek assistance within the University.

The faculty student administration offices will be a source of information and advice about procedures and regulations as well as providing advice on courses available. It is also where you can find out who is the most appropriate associate dean or other faculty or college officer with whom to discuss any difficult situations. The faculty or college office can also advise you on student support services available at the University.

Level 7 Education Building
Camperdown Campus
Email: fao@stuserv.usyd.edu.au
P: +61 2 9351 2416
F: +61 2 9351 7055

A Faculty is a formal part of the University’s academic governance structure, consisting mainly of academic staff members and headed by a dean, who is responsible for all matters concerning the award courses that it supervises. Usually, a faculty office or student administration office administers the faculty and student or staff inquiries related to its courses and course regulations and procedures.

Refer to your faculty website for contact information:
www.usyd.edu.au/about/organisation/pub/faculties.shtml
The University Health Service offers a full, experienced, and confidential general practitioner service and emergency medical care to all members of the University community. The UHS is an AGPAL Accredited General Practice.

Consultations are available on a ‘walk-in’/‘wait-your-turn’ basis (giving priority to emergencies and those needing urgent attention), or by appointment (to see a specific doctor, have a routine consultation, to treat a long or complex problem or to treat several problems). The UHS offers a choice of 12 doctors, male and female, all holding Vocational Registration with the RACGP.

The UHS bills Medicare (Worldcare OSHC or Medibank Private OSHC for international students) directly for the cost of most consultations. Bring your current valid Medicare Card or OSHC Card with you each time you come.

Campus information:
Visit www.usyd.edu.au/about/campus/index.shtml to learn more about:
- Camperdown/Darlington campuses
- Cumberland Campus
- St James Campus
- Mallett Street Campus
- Sydney Conservatorium of Music Campus
- Sydney College of the Arts
- Surry Hills Campus
- Camden Campus
- Burren Street Campus

This comprehensive guide helps students to orientate themselves with each campus and provides important information on campus locations, facilities, transport, traffic and parking. Links to related Faculty websites and campus maps are also available.

Building and campus directory:
http://db.auth.usyd.edu.au/directories/map/index.stm
A complete directory of University buildings and campuses, including map locations and references.

Disability access map:
www.facilities.usyd.edu.au/oam
This online map is available for students with mobility impairment and contains comprehensive information on accessible features on campus, such as tactile maps, accessible toilets, and lifts.

The Services for Students website provides a gateway site to online University guides, directories and campus maps. These comprehensive online tools are designed to help students explore the University’s teaching campuses spread throughout the Sydney area. Links to Sydney-wide maps and information on transport are also available.

Getting Around
www.usyd.edu.au/stuserv/getting_around

Level 3 Wentworth Building
Darlington Campus
P: +61 2 9351 3484
F: +61 2 9351 4110.
E: Director@unihealth.usyd.edu.au

Main Entrance Holme Building
Camperdown Campus
P: +61 2 9351 4095
F: +61 2 9351 4338

After hours GP care: +61 2 9395 2165
E: Director@unihealth.usyd.edu.au
The International Student Support Unit (ISSU) aims to help international students develop successful strategies for coping with the challenges of living and studying in an unfamiliar culture, to achieve success in their studies and to make the experience of being an international student rewarding and enjoyable.

International Student Counsellors are qualified professionals with extensive experience in cross-cultural counselling. We provide an integrated service to international students and their families, which includes free and confidential counselling, welfare advice, information, and assistance with accessing other support services and resources on campus and in the community.

Our services include pre-departure information, on-arrival information sessions and an Orientation Program for new international students. We also arrange a program of social and cultural activities throughout the year.

We offer individual counselling to assist international students with a wide range of problems and issues including cultural adjustment/culture shock, anxiety, depression, eating disorders, stress, lack of motivation, family and relationship problems, accommodation issues, special consideration, family visit invitation and preparation for returning home.

You can make an appointment to see an ISSU Counsellor by telephone or email, or by coming in to our office during working hours, 9am–5pm Monday to Friday. In case of emergency after hours, Campus Security can assist you to contact an ISSU counsellor.

The emergency after hours contact number is 1800 063 487 (free call).

The International Office (IO) provides advice and assistance relating to academic programs for international students. We offer a wide range of services including application, admission, fee payment and enrolment.

**Advisors**

Our advisors are on hand to help international students with the practical issues that living and studying in Australia may present.

**Application and enrolment**

The IO administers applications and admissions to the University of Sydney.

**Exchange**

The University of Sydney administers student exchange programs with universities all over the world. www.usyd.edu.au/studentexchange

**Finance**

Our finance department can assist you in your payment of tuition fees and certain other study related costs.

www.usyd.edu.au/fstudent/international/undergrad/costs/payment

**International student loans**

Citizens or dual citizens of Canada, the United Kingdom or the United States of America may be eligible to apply for a government or private loan.

www.usyd.edu.au/fstudent/international/undergrad/costs/loans

**Scholarships**

There are a limited number of international scholarships available.

www.usyd.edu.au/fstudent/scholarships

**Student visas and visa compliance**

We will offer advice on your student visa issues to ensure that you comply with DIMA regulations. For advice please email: compliance@io.usyd.edu.au.

Please see also the International Student Support Unit (ISSU) (page 18).
The Learning Centre assists students to develop the broad range of academic skills which are necessary for successful university study. The Centre is committed to helping students to achieve their academic potential throughout their undergraduate and postgraduate studies.

Services offered by the Centre include:

- Central Program of workshops
- Faculty Program
- workshops for English language and learning
- Individual Learning Program (ILP)
- print-based and online learning resources

The Central Program includes workshops in study skills, academic reading and writing, oral communication, examination skills and postgraduate research writing skills. Workshops are also provided specifically for First Year students to facilitate successful transition to university study.

The Centre also cooperates with faculties and other units of the University in designing and providing programs for students to suit the specific demands of particular degree courses.

For workshop programs, details of activities and online resources provided by the Service see the Student Portal or the Services for Students website.
The Mathematics Learning Centre assists eligible undergraduate students to develop the mathematical knowledge, skills and confidence that are needed for studying their first level units of study in mathematics or statistics at University.

Room 441 Level 4 Carslaw Building
Camperdown Campus
Email: mlc@stuserv.usyd.edu.au
P: +61 2 9351 4061
F: +61 2 9351 5797

The Centre provides a flexible learning environment where eligible students can:

- seek advice on the mathematics that is assumed for their course and possible ways of gaining that knowledge
- receive one-to-one assistance with their mathematics or statistics at the Drop-in Centre
- join a small group tutorial of students in their unit of study
- utilise the self-paced study materials developed by the Centre.

The Centre also assists eligible students from non-English speaking backgrounds to adjust to the study of mathematics in English.

For further information, details of activities and online resources provided by the Service see the Student Portal or the Services for Students website.

Resources
Over five million items are available via the Library catalogue, including more than 68,000 electronic journals and 280,000 electronic books. Past exam papers are also online. Reading list items are available via the Reserve service and are becoming increasingly available in electronic form.

Borrowing
Enrolled students are entitled to borrow from any of the University libraries, using their student card as a library borrower card.
www.library.usyd.edu.au/borrowing/

Services and facilities
Library staff are always available to support students in their studies – online or in person.
www.library.usyd.edu.au/contacts/index.html

A specialist Faculty Liaison Librarian is available for all discipline areas and will provide training in finding high quality information.
www.library.usyd.edu.au/contacts/subjectcontacts.html

Courses cover a range of skills including research methodology, database searching, effective use of the internet and the use of reference management software.
www.library.usyd.edu.au/skills/

Library facilities include individual and group study spaces, computers, printers, multimedia equipment, photocopiers and adaptive technologies.
The Scholarships & Prizes Office of the University of Sydney provides a wide variety of support for students who are already enrolled at the University of Sydney through scholarships and prizes. See the Scholarships & Prizes website for information, online resources and application forms.

The major scholarship programs are:

**University of Sydney Access Scholarships** – for new and continuing undergraduate students displaying academic merit who have suffered some form of educational disadvantage. Applications are due in September.

**Commonwealth Learning Scholarships (CLS)** – funded by the Commonwealth government and open to all new and continuing undergraduate students at the University of Sydney. Applications are due in September.

**University of Sydney Excellence Awards** – for students who excel in their undergraduate studies. No application is required.

**University of Sydney Honours Scholarships** – for students enrolling in an honours program that involves an additional year to a normal bachelor’s degree. Applications in October of the year preceding Honours.

**Prizes** – There are hundreds of prizes awarded for merit in various subjects throughout the University which do not require an application. There are also a number of composition prizes in various fields, such as literature, music, poetry, history, classics and politics. Applications open in May.

For updates on other scholarships information and application forms please check the current Opportunities Page on the Scholarships website.

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Harassment and discrimination issues
The University of Sydney is committed to providing a work and study environment free from harassment and discrimination. Harassment and discrimination have a damaging effect on the quality of University life and impact adversely on individual performance. Every student and employee at the University of Sydney has a right to study or work in an environment that is free from discrimination and harassment, and to be treated with dignity and respect, irrespective of their background, beliefs or culture.

All students and employees have a right to use the University’s Harassment and Discrimination Resolution Procedure if they are subjected to harassment or discrimination. The University has appointed a team of Harassment and Discrimination Support Officers to provide students with advice and support in the event of problems, concerns or complaints relating to harassment or discrimination.

A list of the Harassment and Discrimination Support Officers and the University’s Harassment and Discrimination Prevention Policies and Resolution Procedure are available from the Staff and Student Equal Opportunity Unit on 9351 2212 or at www.usyd.edu.au/su/eeo

The University also has a Manager, Harassment and Discrimination Resolution (HDR). The role of the Manager is to resolve staff and student concerns, problems and complaints relating to discrimination and harassment quickly, fairly, and confidentially, in accordance with the University’s Resolution Procedure. The Manager, Harassment and Discrimination Resolution can be contacted on 9351 2212.
Transition to University involves both opportunities and challenges. A successful transition is important in developing a sense of belonging and better academic adjustment and success. The University seeks to facilitate students’ successful transition through a wide range of programs and activities.

Faculty activities
Faculty based welcomes and orientation activities are scheduled each year to provide transition support for commencing students. See your faculty website for information.

Indigenous Australian students
The Koori Centre has a Welcome Day for Indigenous Australian students and encourages all Indigenous students to make contact with the Koori Centre.

International students
The International Student Support Unit (ISSU) offers orientation activities particularly focused on meeting the needs of newly arrived international students. The ISSU activities take place prior to SWOT and O-Week events so that international students can also fully participate in the general University orientation.

Postgraduate students
The University of Sydney Postgraduate Induction Program is a specialised program for postgraduate students organised by the Dean of Graduate Studies.

Summer/Winter School students
The Sydney Summer School runs an orientation program for Summer School students in early January each year.

Undergraduate students
Semester One
The Sydney Welcome Orientation and Transition Workshop (SWOT) Program offers all commencing undergraduate students an opportunity to learn more about The University of Sydney. During the week prior to Semester One, you can get to know the University, develop key skills for success, discover other key resources for getting the most out of university life, and develop a sense of belonging. Many SWOT events are conducted at the same time as O-Week, organised by the University of Sydney Union and other student organisations. First Year activities are scheduled throughout the semester by the faculties and student support services. For more information, please refer to ‘Support all year round.’
Yooroang Garang is located in the Faculty of Health Sciences at the Cumberland Campus, teaching a block mode undergraduate degree in Aboriginal Health and Community Development and postgraduate courses in Indigenous Community Health.

Yooroang Garang also prepares Indigenous students for further study in the health sciences through the Aboriginal Health Science Preparatory Program and facilitates University entry for Indigenous students through the Cadigal Access Program.

Staff at Yooroang Garang provide academic tutorial support, academic advocacy, assistance with scholarship and cadetship applications, and personal and cultural support for all Indigenous students studying at the Cumberland Campus.

Yooroang Garang has an Indigenous student common room, large computer laboratory, photocopying facilities and tutorial rooms for private study and group tutorials. There is also a resource library for postgraduate and honours students.

Semester Two

At the beginning of Semester Two, the SWOT (Re) Orientation website provides an opportunity to find out more about student support services for commencing students and students who may have missed out on SWOT activities earlier in the year. The First Year activities scheduled by the faculties and student support services continue in Semester Two. For more information, please refer to ‘Support all year round’ below.

USU O-Week

Semester One

O-Week is a three day orientation event in the week prior to Semester One, and is organised by the University of Sydney Union and other student organisations. O-Week provides an opportunity to find out about student clubs and societies available at the University and the services and activities of the student organisations.

Semester Two

The University of Sydney Union schedules ReO activities in Semester Two which again provide an opportunity to find out about student clubs and societies.

Support all year round

Transition support continues throughout the Academic Year with First Year Activities within faculties.

All the University student support services are available to assist students to become active independent learners and to successfully manage any crisis or challenges that may arise.

Seminars and workshops focused on the needs of First Year students are provided by the Learning Centre and Counselling Service.

Online resources

The Services for Students website and MyUni student portal provide online information and access to services for enrolled students throughout the year. The SWOT website is live prior to the commencement of each Semester. During this period, the website can be accessed from the Services for Students website and MyUni.
Services offered by Student Organisations

SRC
Students' Representative Council
www.src.usyd.edu.au
Level 1 Wentworth Building
Darlington Campus
P: +61 2 9660 5222
Internal line: 12871
F: +61 2 9660 4260
Email: help@src.usyd.edu.au

SUPRA
Sydney University Postgraduate Representative Association
www.supra.usyd.edu.au
Ground Floor Raglan Street Building
Darlington Campus
P: +61 2 9351 3715
Toll-free: 1800 249 950
F: +61 2 9351 6400
Email: admin@supra.usyd.edu.au

Sydney University Sport
www.susport.com
Lower Ground Level
University Sports & Aquatic Centre
Darlington Campus
P: +61 2 9351 4960
F: +61 2 9351 4962
Email: admin@susport.usyd.edu.au

USU
The University of Sydney Union
www.usuonline.com
The ACCESS Centre
Level 1 Manning House
Camperdown Campus
Free call: 1800 013 201
Email: info@usu.usyd.edu.au

Campus Rewards
Cumberland Student Guild (CSG)
www.csg.org.au
Cumberland Campus
P: +61 2 9351 9970
F: +61 2 9351 9971
Email: contact@csg.org.au
learning • accommodation
administration • employment
finances • getting around
health and welfare • student life

no limits

The University of Sydney

This brochure was produced by the Office of the Director, Student Administration and Services and the Publications Office of the University of Sydney from information gathered in Nov 2007 for use in 2008.

Printed by Impress Colour
CRICOS provider 00026A

www.usyd.edu.au/stuserv