

Our support services and programs

The help you need, when you need it

At Federation University, we are ranked the number one university in Victoria for student support.* We understand that studying abroad is exciting, but it's also a difficult challenge, and you're probably going to need some help. You might need help writing essays. You might need support with your English. Or you might need somebody to talk to about more personal life concerns.

Our effective range of student-focused services enables international students to develop the skills, knowledge and confidence to achieve in Australian education. Studying abroad is a challenge but, with the right support and guidance, there's always a way to succeed.

English Language Support Service

Our English Language Support Service offers free assistance to help new international students understand course materials, assignments and university culture. Experienced and empathetic tutors explain what's required of you as a student in Australia and give you the skills and confidence to get better grades and communicate clearly in class.

Libraries

Comfortable spaces to study, with over 500,000 books, e-books and 30,000 journal titles. You can also borrow a laptop or get involved in our library skills programs.

federation.edu.au/library

Counselling

All students are welcome at our free and confidential counselling service. Our professional counsellors provide support and referral for all personal and academic issues. If you can't make it in, we also offer video and phone counselling. federation.edu.au/counselling

Spiritual facilities

People of all faiths are welcome at Federation University. There are multi-faith prayer rooms/places of peace for all students at our campuses, as well as Muslim prayer rooms with separate male and female facilities.

Chaplaincy

Chat with a chaplain for spiritual and pastoral care support, or any practical matters to do with university life. federation.edu.au/chaplaincy

Support for students with disabilities

We want everyone to have full access to all our programs and facilities. If you have a disability, short or long term medical condition, or a mental health condition, or care for someone that does, just get in touch with our Disability and Learning Access Unit. federation.edu.au/disability



Student careers and employment

The Careers and Employability team offer a range of events, programs and services enabling you to find work while you study, gain valuable work experience, plan for your future career and enhance your employment prospects.

[federation.edu.au/studentcareers](https://www.federation.edu.au/studentcareers)

Elite athlete, coach and performer university program

It can be difficult to juggle higher education with your sporting and performance goals. But our service lets you make flexible study arrangements so you can excel in both arenas.

Bookstores

Find the book you're after at the Berwick, Gippsland, Wimmera and Mt Helen campuses.

Childcare centres

Federation's Children's Centres are located at our Mt Helen, SMB and Gippsland campuses, and there are a number of external childcare centres located within a short distance of the Berwick Campus.

Student health

Ballarat

The Mt Helen Campus is home to an accredited Health Centre, staffed by doctors, nurses and counsellors throughout study periods. The centre provides confidential consultation services to the University community.

[federation.edu.au/health-centre](https://www.federation.edu.au/health-centre)

Our SMB and Camp Street campuses are located within easy reach of a full range of health services in the Ballarat CBD.

Berwick

Berwick Healthcare is co-located on campus. Students and staff are able to access all available services.

Gippsland

A campus nurse provides free, confidential consultations for all students.

Brisbane

Brisbane students can access health services through the CBD Medical Clinic and World Wellness Group. Both are located close to Campus with a range of services available.

International Student Support

Our International Student Support team are committed to providing all international students with support, engagement and community links from before you arrive until the day you successfully graduate.

After you accept your offer, we'll be in touch to answer any questions you have before your flight: what it's like to live in Australia, how to find accommodation and more.

Once you arrive, we provide an orientation to give you all the essential information to get started at Federation University and a social program to help you meet new friends, settle in and see some of the local sights.

If you ever have questions or problems and you don't know who to speak to, we provide individualised support to help you overcome challenges and access other services.

Get in touch if you're unsure about anything, you can find us at all major campuses.

federation.edu.au/international/student-support



Experience uni life

Federation alumni

When you graduate from Federation, you're still part of the family. Through our alumni community, you can connect with people from all over the world, share common experiences and discover new opportunities. [federation.edu.au/alumni](https://www.federation.edu.au/alumni)

Student representation

The Student Senate is your voice at Federation. They work hard to improve your student experience, influencing student policies and the development of your physical, cultural and technological learning environments. [federation.edu.au/student-senate](https://www.federation.edu.au/student-senate)

Sports clubs and societies

At Federation University, you can learn a new sport, play socially or even represent the University. A wide range of social, cultural, sporting and special interest clubs and societies are available, offering the chance to connect with other students and make the most of your university experience.

For further information about sport and recreation visit [federation.edu.au/sport](https://www.federation.edu.au/sport)

Student development

Federation provides exciting leadership and volunteer opportunities to help you develop leadership and networking skills, and make new contacts in Australia. We're passionate about helping students make positive changes on campus, in the local community and even internationally. We host regular events on campus and virtually, as well as offering professional development workshops.

'I was impressed to see that local people volunteered to support international students by arranging trips and clubs for us to take part in. Friends of mine who studied in bigger cities didn't always have that experience.'

Duong Hoai Nhung

Master of Business Administration

Country of origin: Vietnam

