

Student Support Services

A Directory of Services Available to Students

Student Success & Wellbeing

Academic Skills Centre

bond.edu.au/asc

Phone: 07 5595 4783 Email: asc@bond.edu.au

The Academic Skills Centre offers a suite of workshops on academic skills, study skills and English and provides personal consultations for help with your assignments and studies. This service is designed to assist you to become self-sufficient academically and reach your full potential.

Accessibility and Inclusion

bond.edu.au/accessibility

Phone: 07 5595 4002 Email: accessibility@bond.edu.au

At Bond, our goal is to ensure all students can participate fully in all spheres of study without barriers. We value the richness of diversity among our students and are committed to providing an inclusive and accessible learning environment. Students can apply for support via BondAbility in week 2 each semester.

BondCare

bond.edu.au/bondcare

BondCare is our student safety and wellbeing reporting/referral system. Students can seek support for themselves or report concerns relating to another student in areas such as health and wellbeing, diversity and inclusion, sexual assault and sexual harassment. Visit our website to learn more about how BondCare can help you.

Bond Connect

bond.edu.au/bondconnect

Bond Connect is a central portal for students to navigate through essential services, platforms and support programs. You can quickly access Scout, BondCare, BondAbility and much more on this easy to navigate page.

Bond Experience

bond.edu.au/bondexperience

At Bond University, students are encouraged to broaden their horizons and explore a range of extra and co-curricular opportunities on offer. Whether you are looking to support a fellow Bondy on campus, volunteer within the community or study overseas, programs are available for all students to enhance your Bond experience.

Building A Better Bondy

bond.edu.au/BaBB

All Bond students will have access to our new Community page on your iLearn system that will connect you to a wide range of wellbeing and study support initiatives. Here is where you'll find online modules that assist your understanding of consent, inclusion and general wellbeing.

Career Development Centre

bond.edu.au/cdc

Phone: 07 5595 3388 Email: cdc@bond.edu.au

The Career Development Centre (CDC) tailors a series of services based around short-term and long-term career goals for students. The CDC staff are available to assist you with a range of services from resume and application review to providing you with help in seeking casual part-time work while studying.

LGBTIQ Services and Support

bond.edu.au/lgbtiq

Bond University ensures an equal opportunity for the success of all students. We are committed to a culture of inclusion and welcome. This commitment extends to students and community who are sexually diverse and have diverse gender identities. Our membership in Pride in Diversity is one means of supporting our students as well as our Ally Network. We are here to act as a point of contact for staff and students to discuss LGBTIQ+ issues and concerns.

Library Services

library.bond.edu.au

Phone: 07 5595 1510 Email: library@bond.edu.au

Students have access to the latest online and print information resources to support their assignment topics and research needs 24/7. Library Services also provide tailored one-on-one appointments for students with your Faculty Librarians. Learn more about Library services and opening hours at library.bond.edu.au or simply 'Ask us' through the chat and email service.

Medical Clinic

bond.edu.au/medical-clinic

Phone: 07 5595 4043 Email: ssmc@bond.edu.au

The Bond Medical Clinic offers a comprehensive medical service for students. The Clinic has GPs and a Registered Nurse. Our doctors and our Nurse are available for face to face and telehealth consultation as required.

The Clinic direct bills to Medicare and most Overseas Health Insurances are also direct billed.

Opening hours are Monday to Friday from 8.30am to 5pm.

Mentoring

bond.edu.au/limitless-learning

Limitless Learning is a tutoring and social connectivity platform. Download the Vygo app on your mobile device or access on any computer to connect with a fellow student and find the support you need. There are three types of support available: Bondies Connect (new friendships), Student Tutoring and Indigenous Tutoring.

Nyombil Indigenous Support Centre

bond.edu.au/nyombil-centre

Phone: 07 5595 5652 Email: nyombilcentre@bond.edu.au

The Nyombil Centre is a place of learning and change with a dedicated team who will help you transition into university life and into the workforce. Our team deliver inclusive and culturally safe support programs and practices with a focus on empowering students to reach their full potential.

Student Counselling

bond.edu.au/studentcounselling

Phone: 07 5595 4002 Email: studentcounselling@bond.edu.au

Bond University Psychological Services is a free and confidential service open to all students. The therapy rooms provide an open, safe and confidential space that enables psychologists to assist with clinical and non-clinical issues, which students may have found difficult to deal with alone. Our counsellors are also available for appointments via Microsoft Teams, Skype and Phone consultations if required. The Psychological Services can assist with referrals to external providers if needed. Psychological Services are located in the Medical Clinic and are open Monday to Friday from 8.30am to 5pm.

Student Wellbeing Team

bond.edu.au/wellbeing-advisors

Phone: 07 5595 3052 Email: ssw@bond.edu.au

Our Student Wellbeing Advisors are available to support all areas of wellbeing for our student population. This team is specially trained to manage individual student wellbeing plans. We are strategically placed within faculties to ensure close connection to your studies as well as the larger Student Success and Wellbeing team.

Student Business Services

Financial Support

bond.edu.au/future-students/study-bond/how-apply/fees-costs/financial-assistance

Phone: 07 5595 4049 Email: financialaid@bond.edu.au

The Financial Aid team in the Student Business Centre provide advice and support services for students regarding FEE-HELP and overseas loans such as US Federal Aid, Canadian student loans, and other international loan schemes.

International Student Support

bond.edu.au/current-students/services-support/student-support/international-students-support

Phone: 07 5595 4049 Email: intlsupport@bond.edu.au

Bond University has a large cohort of international students who hail from more than 90 countries worldwide. The International Support team in the Student Business Centre provide assistance and advice for international students regarding student visa matters, Confirmation of Enrolments (COEs), Overseas Student Health Cover (OSHC), and letters for immigration and visa purposes.

Student Assist/Student Business Centre

bond.edu.au/sbc

Phone: 07 5595 4049 Email: sbc@bond.edu.au

Student Assist provides assistance and advice to all students throughout the student lifecycle, for example, enrolment, subject selection, timetabling, exams, scholarships, student loyalty discounts, international student support, Fee-Help and overseas loan schemes and through to graduation.

Student Assist provides a personalised, supportive environment aimed at fostering independence while still responding to individual student needs. Student Assist is open Monday to Friday from 8.30am - 5pm.

Campus Life

Bond Sports Centre

sport.bond.edu.au/bond-sports-centre

Phone: 07 5595 4100 Email: sportscentre@bond.edu.au

Bond University Sport Centre's objective is to provide students with the best possible gymnasium, sport facilities, training sessions and fitness advice. Bond students receive free membership to the gym.

Bond University Student Association (BUSA)

bond.edu.au/busa

Phone: 07 5595 4009 Email: busa@bond.edu.au

BUSA is your team of student representatives. The association facilitates a number of services and activities dedicated to ensuring your experience at Bond is everything you want it to be. BUSA also coordinates more than 100 student clubs and societies and put on many social events during the semester.

Events Centre

bond.edu.au/studentevents

Phone: 07 5595 3090 Email: studentevents@bond.edu.au

The Events Centre team offer professional assistance and support to all student clubs and Bond staff who are planning events or booking rooms for study. A dedicated Student Events Officer works closely with BUSA and assists in managing all student clubs and event approvals.

Student Housing Support

bond.edu.au/student-housing

Phone: 07 5595 5000 Email: student_housing@bond.edu.au

Students living on campus have access to a variety of support staff including:

- Friendly receptionists for all initial accommodation enquiries.
- Resident Fellows who have experienced living in Student Residences and can assist you with any issues relating to life on campus.
- Senior Resident Fellows who help to generate community spirit while ensuring that the rules are followed for the benefit of all.
- Resident Tutor Fellows who are available to assist you with one-on-one free tutoring consultations.

University Safety and Security

bond.edu.au/security

Phone: 07 5595 1234 Email: security@bond.edu.au

Bond University provides security support to the campus and for on-campus residences 24 hours a day, seven days a week. The Security Office can be contacted at any hour by phone to assist in an emergency.

Security staff can also provide the following services:

- Crime prevention information
- First aid response including access to a defibrillator
- Lost property services
- Safe escort to your car or on-campus residence
- Vehicle permits

Additional Support

Alumni

alumni.bond.edu.au

Phone: 07 5595 1093 Email: alumni@bond.edu.au

More than 28,000 proud individuals have graduated from Bond University and are now making a difference in their careers and communities. Forever aligned by their shared experience, the Bondy network is a dynamic and influential family, forging business, social and philanthropic connections in every corner of the globe. Lifelong membership of this elite circle of friends is one of the most valuable gifts we can give our newest Bond graduates.

Bond International Exchange Program

bond.edu.au/current-students/opportunities/exchange

Phone: 07 5595 1024 Email: exchange@bond.edu.au

If you are a current Bondy looking to spend a semester in another country, an overseas semester will enhance your degree with a global perspective that you cannot learn in the classroom. Studying internationally provides opportunities for you to create a global network of friends, expands your cultural awareness and ensures you will make lifelong memories of your university experience.

Bond Sport

sport.bond.edu.au

Phone: 07 5595 2152 Email: sport@bond.edu.au

At Bond we support students in their endeavours to play, compete and represent at all levels. As an athlete, you'll have access to world-class coaching, programs and facilities.

Bond Sport runs a number of programs that aim to assist student athletes including scholarships and the Elite Sport Program.

Information Technology Services (ITS)

Phone: 07 5595 4444 Email: itservicedesk@bond.edu.au

The IT Service Desk provides support to staff and students on all aspects of IT services.

Transformer

bond.edu.au/transformer

Phone: 07 5595 5604 Email: transformer@bond.edu.au

Transformer is an Australian-first entrepreneurship program offered as a fee-free, extracurricular option to undergraduate and postgraduate students from all disciplines.

Transformer's objective is to give you the courage and confidence to find your inspiration and transform your idea through to execution.

External Emergency Contacts

13HEALTH - 13 432 584

1800RESPECT - 1800 737 732

Acute Care Service - 1300 642 255

Beyond Blue - 1300 224 636

Brisbane Sexual Assault Service - 07 3636 5207

Domestic Violence Line - 1800 811 811

Family Drug Support - 1300 368 186

Gold Coast Centre Against Sexual Violence - 07 5591 1164

Gold Coast Homelessness Service - 07 5579 6060

Headspace - 1800 650 890

Homeless Hotline - 1800 474 753

Kids Helpline - 1800 551 800

Lifeline - 13 11 14

Men's Line Australia - 1300 789 978

Q-Life - 1800 184 527

SANE Counselling Support - 1800 187 263

Sexual Assault Helpline - 1800 010 120

BOND CARE

You report it, *we'll support it*



Bond University's Student Safety and Wellbeing Reporting/Referral System



bond.edu.au/BondCare