



THE JOHN FLYNN COLLEGE

# MY SUPPORT

## FOR URGENT SUPPORT

If you or someone you know are in immediate danger call emergency services on 000.

Lifeline 13 11 14

Headspace 1800 650 890

Townsville Hospital Mental Health Service 24/7 1300 MH Call (1300 642 255)

Townsville Sexual Assault Helpline 1800 010 120

Suicide call back service 1300 659 467

13Health 13 432 584 (for non urgent medical help)

JCU Security 4781 5555

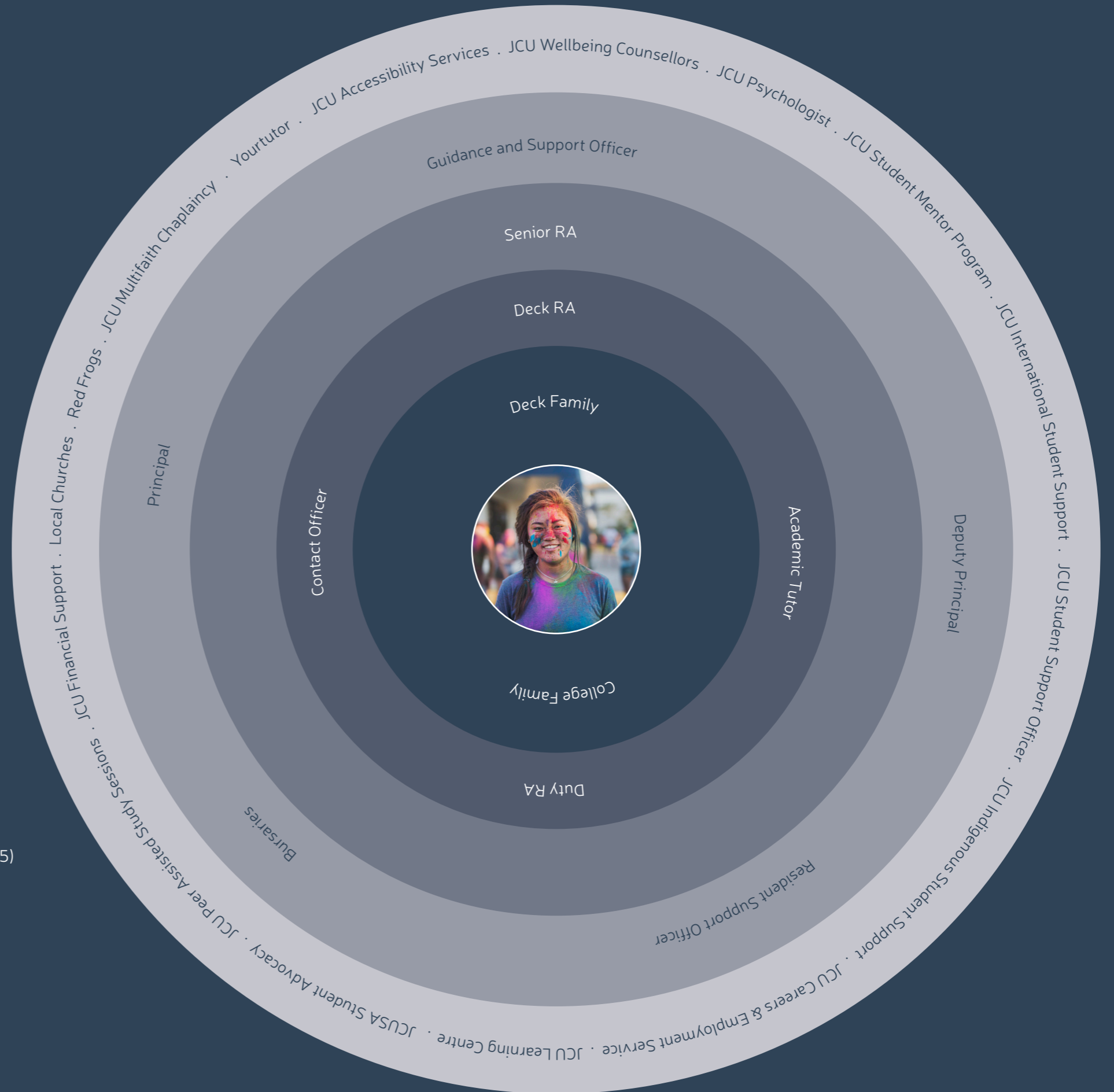
International Student Support Team 0408 718 001

Duty RA 0417 427 330

RSOs Kim 0488 024 738 | Barby 0400 415 231

Deputy Principal 0402 840 240

Principal 0409 196 357



## DECK RA

Your deck RA is there to keep an eye on you and to be your big brother or sister. They're there for you if you need advice, when you just need someone to talk to or if you need help resolving conflict.

## DUTY RA

Available anytime after hours, on weekends and public holidays for support in emergency situations. Phone 0417427330 or look for the RA in the Duty RA shirt.

## ACADEMIC TUTOR

Discipline specific tutors are available to provide you with weekly tutoring. Contact the Deputy Principal for more information

## CONTACT OFFICER

Contact Officers are a first point of contact if you have experienced bullying, discrimination or harassment of any kind. They provide a safe, confidential environment where you can express your concerns and receive advice about what your options are. Check the Flynn current resident portal for contact officer details.

## SENIOR RA

Senior RAs are senior residents who are there for you if you need advice, when you just need someone to talk to or if you need help resolving conflict. Check the Flynn current resident portal for SRA details.

## RESIDENT SUPPORT OFFICER

RSOs live onsite and are just that little bit older and wiser. They're available for a confidential chat when you've got one of those tricky life issues that you're not sure how to deal with. They can meet you on/off college and are available after hours. Contact them via email, or by contacting administration or the Duty RA.

## GUIDANCE AND SUPPORT OFFICER

The GSO is a registered Psychologist who provides mental health guidance, referral and support. Make an appointment with the GSO by contacting administration or a Residential Assistant.

## DEPUTY PRINCIPAL

The Deputy Principal is available anytime for a confidential chat about your wellbeing, mental health, and any of those tricky life issues. The Deputy Principal is also available if you need academic support and guidance or if you've experienced or witnessed harassment of any kind. Contact the Deputy Principal direct by phone or email, through administration or the Duty RA.

## PRINCIPAL

The Principal is available anytime for a confidential chat about your wellbeing, mental health, and any of those tricky life issues. The Principal is also available if you need academic support and guidance, if you're having trouble paying your fees, or if you've experienced or witnessed harassment of any kind. Contact the Principal direct by phone or email, through administration or the Duty RA.

## RED FROGS

Red Frogs are regular guests in the Flynn community and are available to provide you with chaplaincy services, connect you with a local church and/or just be an independent friend to have a chat with. Contact Redfrogs through our Resident Support Officers or direct on 0408 514 275.

## LOCAL CHURCHES

There are so many great churches in Townsville. Contact our Resident Support Officers if you want to get connected with one of them.

## JCU MULTIFAITH CHAPLAINCY

Provides a chaplaincy centre with prayer and worship rooms, pastoral care for personal, spiritual and faith related support, interfaith engagement, and connection with faith communities. More info: <https://www.jcu.edu.au/student-equity-and-wellbeing/multifaith-chaplaincy>

## JCU ACCESSABILITY SERVICES

A free and confidential support service for all registered JCU students, who identify as having a short or long term disability, injury, illness or health condition.

They provide information and practical advice about the support available at JCU and ensure access to appropriate adjustments and services More info: <https://www.jcu.edu.au/student-equity-and-wellbeing/accessability>

## JCU WELLBEING COUNSELLORS

JCU counselling is a free, confidential service for all enrolled students, provided in a safe and supportive environment.

You can have your counselling session face to face, on the phone or via Skype and can discuss issues and difficulties that could interfere with your study. It can help you build strengths, improve wellbeing and achieve academic success.

Counsellors can provide you with relevant information and assist you to build the skills and resilience to manage a variety of issues, including: low mood, stress, relationships, procrastination, loss and grief, academic concessions and equity issues (e.g. harassment or discrimination).

More info: [jcu.edu.au/student-equity-and-wellbeing/wellbeing/counselling](https://www.jcu.edu.au/student-equity-and-wellbeing/wellbeing/counselling)

## JCU PSYCHOLOGIST

You may be referred to, or have an appointment with one of JCU's psychologists who are experts in human emotions, behaviour and mental processes.

JCU psychologists are registered with the Psychology Board of Australia and abide by the Australian Psychological Society (APS) code of ethics. They can support you in making changes and do this with a range of evidence-based strategies. They also have close connections with JCU services, academic and professional staff and the wider community. More info: [jcu.edu.au/student-equity-and-wellbeing/wellbeing/counselling](https://www.jcu.edu.au/student-equity-and-wellbeing/wellbeing/counselling)

## JCU STUDENT MENTOR PROGRAM

The JCU Student Mentor Program matches new undergraduate students with a student mentor during O-Week

Mentors are experienced second or third-year students from a similar course or study area to you, who can answer your questions and help you settle into university life.

More info: [jcu.edu.au/students/support/student-mentor-program](https://www.jcu.edu.au/students/support/student-mentor-program)

## JCU INTERNATIONAL STUDENT SUPPORT

The International Student Support Team is available to assist you during your studies. Friendly, dedicated support staff provide international students with helpful information, advice and referral services as well as facilitating orientation for new students upon arrival. More info: [jcu.edu.au/international-students](https://www.jcu.edu.au/international-students)

## JCU STUDENT SUPPORT OFFICER

JCU Student Support Officers (SSO) provides personalised support to first year students. SSOs provide advice, advocacy and referrals to University services. The role of the SSO is work with students to help them achieve their educational goals, and to succeed at University.

SSOs offer timely information and support when you need it, are there to assist and support you if you fall behind on your studies, and provide a private and confidential service. More info: [jcu.edu.au/students/support/student-support](https://www.jcu.edu.au/students/support/student-support)

## JCU INDIGENOUS STUDENT SUPPORT

If you're an Australian Aboriginal or Torres Strait Islander student, JCU has culturally appropriate student support programs and services available to provide assistance to you. More info: [jcu.edu.au/australian-aboriginal-and-torres-strait-islander-centre/student-support](https://www.jcu.edu.au/australian-aboriginal-and-torres-strait-islander-centre/student-support)

## JCU CAREERS AND EMPLOYMENT SERVICE

JCU Careers and Employment supports students to develop their career planning and job application skills. Book an appointment with a JCU Careers Counsellor, get help with job applications, your resume and LinkedIn profile, and sign into CareerHub - JCU's online job board.

More info: [jcu.edu.au/careers-and-employment](https://www.jcu.edu.au/careers-and-employment)

## JCU LEARNING CENTRE

JCU Learning Centre offers online and face-to-face access to academic learning development. Whether you are looking for assistance with time management, mathematics, basic statistics, planning your assignment, editing your academic communication, the Learning Centre is your 'one-stop-shop' for academic learning development. More info: [jcu.edu.au/students/learning-centre](https://www.jcu.edu.au/students/learning-centre)

## JCUSA STUDENT ADVOCACY

The JCU Student Association offers free, confidential and non-judgmental support services for students. The Student Advocacy and Welfare Officers in Townsville and Cairns can help with information, advocacy and referral on a range of student support issues. They also help with academic support issues including exams and assessment, appeals, interpreting University policies and procedures, and academic misconduct. More info: [jcusa.edu.au/tsv-student-support/](https://www.jcusa.edu.au/tsv-student-support/)

## JCU SEXUAL MISCONDUCT OFFICERS

Provide a single point of contact for a person who has been subject to Sexual Harassment or Sexual Assault. A SMO will support people to access specialist services, facilitate precautionary measures, and provide support with making a report or complaint. [smo@jcu.edu.au](mailto:smo@jcu.edu.au)

## JCU PEER ASSISTED STUDY SESSIONS

PASS is a free academic support program. PASS provides a casual, friendly and active learning environment where students can work together to better understand the content and learning objectives for a subject. The study sessions focus on integrating course content (what to learn) with academic reasoning and study skills (how to learn). More info: [jcu.edu.au/students/learning-centre/pass](https://www.jcu.edu.au/students/learning-centre/pass)

## JCU FINANCIAL SUPPORT

There are a number of financial support options available to you to help with the costs of studying. These range from student loan programs to help with subject fees, to grants or scholarships that award you money to help pay for study materials and textbooks.

More info: [jcu.edu.au/students/fees-and-financial-support/financial-support](https://www.jcu.edu.au/students/fees-and-financial-support/financial-support)

## YOURTUTOR

If you need help outside of hours you can connect to YourTutor. A real life tutor will be waiting online to help you with academic writing, referencing, sentence structure, study skills, exam preparation, online search skills, numeracy, statistics, accounting, and more. YourTutor can be found through LearnJCU.