What is Guild Welfare Assistance?
Sometimes, the stress of managing your social life, work life, home life along with study can be too much to handle. This is when the Guild Education Officers can assist.

Our aim is to ensure you get the most you possibly can out of your uni experience. The Student Guild welfare portfolio offers a range of services and advocacy to assist students.

An Education Officer is available to help you with welfare issues such as tenancy, advocacy, community referrals, accommodation, and access to support programs. This assistance may come in the form of referrals, supporting you by listening, or offering direct assistance.

You should make time to see an Education Officer if you:
- Want to see if you are eligible for Centrelink
- Are struggling in your home
- Have lost your wallet or left it at home and need some food
- Are experiencing issues at work
- Are feeling lonely and want to connect with others
- Need help finding information on specific resources
- Can’t pay your rent
- Can’t find the money for childcare
- Need advice about your rights as a tenant
- Don’t know where your next meal is coming from
- Are not well but can’t afford healthcare
- The costs of your textbooks are overwhelming
- Are worried about owing a lot of money
- Have legal issues
- Have employment issues

How does it work?
The Guild allocates a number of resources each year aimed at providing direct support to students.

The Education Officers can offer direct assistance and information or can advise you on other organisations that are better equipped to assist you.

Some examples of assistance available

**ENGAGEMENT/ISOLATION**
The Guild Education Officers can work with you on engaging within your community to minimise isolation issues and increase your feeling of connectedness.

Whether you are a domestic, international, rural or remote student or whether you are interested in volunteer opportunities, social activities, clubs, employment an Education Officer is available to work alongside you.

The Guild Education Officers can work with you to identify opportunities in areas of interest to you and assist in engaging with those opportunities in a way that is directed by you.

**EVENTS & CAMPAIGNS**
In addition to services we are also involved in events and awareness campaigns on campus to ensure you’re up to speed with healthy and enjoyable living.

These are sometimes in collaboration with other Guild Departments, External agencies or UWA departments. We usually advertise these around campus and/or on social media.

If you have any ideas or would like to see certain events or campaigns run or would like to work collaboratively with us, we would love to hear from you.

**CENTRELINK**
You can make a time to come along and see an Education Officer to talk about your financial situation. If you find that you are having real difficulties and would like to talk about your situation and assess your options, you can make an appointment.

**TENANCY/ACCOMODATION/HOUSING**
If you are experiencing issues at home or would like to find out your rights or information relating to your home situation, the Guild Education Officers are here to help. We can assist you in sourcing the most appropriate and relevant information to your particular situation.

**FINANCIAL ASSISTANCE**
The Guild offers various forms of financial assistance to students directly, as well as referrals. The Education Officer will be able to have a look at your budget and discuss ways of increasing your income and/or decreasing your expenses.

The important thing to remember about your financial problems is that they only get worse the longer you leave them. So don’t struggle by yourself and keep worrying about the problem. Come in and see an Education Officer – there is support.

How to access assistance or make contact?
The best way to access welfare assistance or make contact regarding welfare issues is to email education@guild.uwa.edu.au or contact us via the Student Centre Reception on 6488 2295.

All enquiries are confidential and an Education Officer will get in contact as soon as possible.
For more information contact:

WEB

www.guild.uwa.edu.au

RECEPTION:

Reception
Phone: 6488 2295
Fax: 6488 1200
Email: enquiries@guild.uwa.edu.au

GUILD EDUCATION OFFICERS:

Jessica Toon – Education Officer (Financial & Welfare): Jessica has responsibility for the financial and welfare support programs of the Guild and should be your first contact point for all welfare assistance services and access to the programs identified in this flyer.

Marianne Neave – Senior Education Officer:

Clare Hannell – Education Officer (Advocacy):

Marianne & Clare have responsibility for student support in the area of academic issues.

CONTACT DETAILS:

PHONE: 6488 2295
FAX: 6488 1200
EMAIL: education@guild.uwa.edu.au
(confidential email service)

Other Guild services provided through the Education Officers:

- Help with appeals against University decisions
- Help with complaints against the University
- Access and referral to other support services
- Access to Centrelink forms and help with Centrelink problems
- Support for special considerations in assessment applications

STUDENT REPRESENTATIVES:

A full list of all your student representatives can be found on the web at www.guild.uwa.edu.au or in your 2011 Guild Diary (available at membership activation from the Student Centre).

Your 2012 Guild Welfare Officer is:

Siamak Khabaz-Saberi

Phone: 6488 2295 or
Email: welfare@guild.uwa.edu.au