

# Student Care Office of the Adelaide University Union (AUU)

- broad-range welfare and support service for undergraduates and post-graduates
- staffed by professionally qualified and experienced Education and Welfare Officers (EWOs)
- Confidential, quick response
- appointment or drop-in; E-mail, phone-in

# EWOs and Post-grads

- **University Loans Scheme**
- **Emergency Loan Scheme**
- **Grants - the WDDT (Duncan Trust)**
- **Advocacy/grievances - investigation, liaison, support, advice**
  - the Research Student Handbook/  
Complaints Policy
- **Counselling - problem-solving model (personal, financial, admin, academic)**
- **Taxation service (August – October)**
- **Legal service (Tuesdays 12 noon – 4p.m.)**

# Contact us

- E-mail: [studentcare@adelaide.edu.au](mailto:studentcare@adelaide.edu.au)  
(24 hour work-day response)
- Drop-in or appointment  
9 – 5 Monday to Friday  
Where? the Cloisters  
(near Unibooks, Cafes)
- Phone 8303 5430 Monday – Friday

CONFIDENTIAL