

A guide for Swinburne students
(TAFE and Higher Education)
seeking Disability Support Services



Welcome to our information
brochure.

We hope the following pages will
be of benefit to you.

The Disability Support Service
(DSS) looks forward to your
enquiries.

Table of Contents

Why Register with the Disability Support Service (DSS)	3
How to Register with the DSS	4
What Type of Support Can I access?	6/7
Working with Support Workers	8/9
Adaptive Technology	10
Learning Links: study	11
Alternative Assessment	12
Alternative Formatting	12
Special Consideration	12
OUA (Open University Australia) Students	13
Where Can You Find Us?	14
Contact us	14
Confidentiality, Privacy and Authority to Disclose Available information to download from Swinburne	16
Student Services	17
Frequently Asked Questions	18/19/20

Why register with the DSS?

The Disability Support Service (DSS) assists with the provision of educational activities in an inclusive learning environment.

The DSS works with both students and staff to enable students with a disability to have equal access to all University activities.

The DSS can make reasonable adjustments which do not compromise the integrity of the course, to reduce the impact that a disability may have on the student's ability to participate in all aspects of University life.

In order to seek services a student must register with the DSS. A student who has only ticked the designated box on their original enrolment form is NOT registered with the DSS.

Some students may wish to register with the DSS and not immediately take on any support. Students may prefer to begin the year without support but to notify the DSS just in case they require it at a later stage.

However, you cannot claim support if you are not appropriately registered with the DSS.

If you require additional support whilst at Swinburne, you may contact Student Services for health, counselling, housing and finance, careers and employment and childcare needs.

How to register with the DSS

Be enrolled in any course at Swinburne University of Technology. This includes Higher Education, TAFE, Apprenticeships, open learning, distance education, and short courses. Students need to have paid their fees and be able to show proof of this by producing their student card.

Have a disability arising from an impairment, mental health or medical condition. Disabilities that may impact upon studies can be physical, sensory, neurological, psychiatric, medical or intellectual. Disabilities may be temporary or permanent, constant or occasional.

Provide relevant documentation from a qualified professional in the particular field of disability or health. The professional needs to be independent and cannot be related to the student.

Recognized health professionals include:

- Medical Specialists
- Psychiatrists
- General Practitioners
- Physiotherapists
- Educational Psychologists

Medical Reports should be relevant to the student's current situation.

Documents are generally acceptable if dated:

- in the last two weeks for temporary conditions
- in the last six months for fluctuating condition
- in the last three years for learning disability
- no date required for a permanent disability

Documentation should:

- state the specific impairment, mental health or medical condition
- indicate whether the disability is permanent, temporary, or fluctuating
- outline the impact on the student's ability to study
- recommend reasonable accommodations
- clearly identify the professional and credentials
- be legible, on letterhead or Swinburne form, dated and signed

You may download a form to take to your medical professional here:

<http://www.swinburne.edu.au/stuserv/disability/guidelines>

What type of support can I access?

The DSS understand that all students require individual programs of support and as a result, will discuss the different options that are available to you during the initial appointment. The DSS will then discuss and negotiate reasonable adjustments with you. This may be:

- Notetaking
- Participation Assistance
- Readers
- Auslan interpreters
- Information and referral
- Advocacy
- Alternative formatting of course material
- Adaptive technology
- Alternative Assessment Arrangements
(see pg 10 for more detail)

The DSS outsource all support workers (SW) and endeavour to provide consistency. When support is put into place the DSS expects students to:

- Inform the DSS of any room changes or class cancellations
- Inform the DSS and the agency of non-attendance or late arrival

The DSS may review support if a student fails to inform the DSS and agency of non attendance

The DSS require at least 7 working days to organise and confirm support.

Hearing impaired students should notify the DSS as soon as they are enrolled and have received a timetable due to the shortage state wide of accredited Auslan interpreters.

The DSS does not supply personal care or assistance with toileting or eating.

Working with support

Expected Support Worker (SW) behaviour and attitude:

- Reliability and punctuality
- Respect for the student and their choices
- Encourage independence and positive self-esteem
- Honour student's dignity, privacy and confidentiality
- Be as inconspicuous as possible in the class

It is not the Support Worker's role to:

- Attend class in the student's absence
- Discuss the student in any way with either teachers or classmates
- Discuss the students medical condition or class needs
- Be included in the class activities, group work or discussions
- Have personal conversations in class, use a mobile phone / sms or use a computer to surf the web, conduct activities unrelated to the support

Meeting your SW

- Arrive a few minutes before the class to find suitable seats
- Before the first class, explain to the teacher that you will have a support and introduce the teacher to your SW
- Provide writing paper or book for the SW

Student Tips:

- Give feedback to the SW so that their notes and assistance suits you
- Point out what helps and what changes would be useful
- Ask them to clarify any queries you have about the notes
- If you have a problem or concerns, please talk to the SW. If this does not resolve the issue, please discuss the matter with your Disability Liaison Officer
- Read, rework or add to your notes at home to help you understand and retain concepts
- **If the support worker is absent contact the DSS as soon as possible**

Adaptive Technology:

Each campus library houses various forms of adaptive technology for registered DSS students to use.

Hardware:

- Laptops—term loans available by request to DSS
- Echo Smartpens and Quicktionary pens
- AlphaSmart
- VictorStream Readers—term loan available by request to DSS
- IC and Digital recorders
- USB sticks loaded with freeware (by request)

Software: requirements and installation to be discussed with DSS staff.

- Dragon Naturally Speak Version 11
- JAWS (screen reader)
- Zoomtext (Screen magnifier)
- Read and Write Gold available on all computers.

Stand Alone Desktop Computers are available with scanner and printer facilities attached at:

- Hawthorn: 4th floor library adaptive tech room. Key available from reception and bookings are essential
- Prahran: Ground floor library and PK222
- Wantirna/Croydon / Lilydale: Library

For more information and instruction sheets for devices go to:
www.swinburne.edu.au/stuser/v/disability/adaptive.html

Learning Links: study

Learning Links is available to all Swinburne students free of charge. It includes support for students who want to increase their skills in:

- Essay and report writing
- Oral presentations
- Interpreting assignment questions
- Note-taking, referencing
- Exam preparation
- Time management
- Conversation and pronunciation
- Math

For an appointment contact:

Hawthorn: Ph: 9214 8806 Room: TD345

Prahran: Ph: 9214 6550 Room: PK422a

Wantirna: Ph: 9210 1145 Room: WG90

Lilydale: Ph: 9215 7227 Room: LB230

The DSS does not offer tutoring.

Students may employ their own personal tutor at their expense by going to:

www.swinburne.edu.au/corporate/careers/tutoring.html

Alternative Assessment

Alternative Assessment Arrangements (AAA's) allow students with a disability to complete assessment tasks with some form of adjustment. For example, if you are unable to complete exams under the regular exam conditions and/or you may require a scribe, extra time, a separate room or a computer for various reasons.

Please note, documentation from a Qualified Health Professional will need to state the adjustments required.

Alternative Formatting

Arranging alternative formatting of texts can involve a substantial amount of time; therefore the Disability Support Service requires three months notice from students of their alternative formatting requirements. If less notice is given, this may result in texts not being available at the commencement of the unit of study.

Eligibility for this accommodation is determined on an individual basis, and students must be able to demonstrate a substantial print or physical disability, which requires alternative format materials.

Special Consideration

THE DSS cannot be involved in the Special Consideration process. Please speak directly to your course convenor about the necessary steps to be taken and to obtain the correct forms to be filled out.

OUA Students

Open University Australia (OUA) students are eligible to receive disability support by following the same process described on page 4 of this handbook. As the nature of the course is off campus, the Disability Support Service (DSS) is somewhat limited in the types of supports that can be provided. In order to be eligible for support, students will need to be appropriately registered with the DSS.

Support may include the provision of Alternative Assessment Arrangements (AAA). These provisions may include: extra time, rest breaks, large print exam papers, use of computers.

Students receiving AAA will need to have their arrangements in place at least 4 weeks prior to the exam of the current study period. OUA is responsible for administering examinations for students. Details of student requirements for AAA's are collected by Swinburne and then provided to OUA for implementation if required.

Other support that the DSS can put in place include the compilation of a 'Disability Support Arrangements' report for a student to inform their convenors of their support needs. This information is compiled by the DSS and sent to students to then forward to their subject convenors, so that the convenors are aware of the student's support needs.

Where can you find us?

Hawthorn Campus: 4th floor, The George, 36 Wakefield St

Prahran Campus: 2nd Floor, PK Building

Wantirna Campus: Room 117, WA Building

Croydon Campus: Room 133, CA Building

Lilydale Campus: Room 102, LA Building

Contact Us...

Hawthorn University: Ph: 9214 8500

 TAFE: Ph: 9214 8513

Prahran University: Ph. 9214 8500

 TAFE: Ph. 9214 8513

Wantirna TAFE Ph. 9210 1181

Croydon TAFE Ph. 9210 1181

Lilydale University: Ph. 9215 7123

 OUA: Ph. 9215 7123

 TAFE: Ph. 9210 1181

email: **disability@swin.edu.au**

Confidentiality, Privacy and Authority to Disclose

- The DSS requires signed consent by the student before disclosure of any personal information is made to relevant academics and or support staff agencies. Our service guidelines are located at:
www.swinburne.edu.au/stuserv/disability/guidelines.html
- The DSS cannot discuss any issues related to the student with parents or carers unless the student has given the DSS written consent to do this.
- Swinburne University does not at any stage disclose a Student's registration details with the DSS to any outside parties during or after completion of studies at Swinburne University.
- Swinburne University Privacy Policy
Swinburne University has a Privacy Policy that can be found on the Policies and Procedures Database, which outlines the ways in which we intend to meet our privacy commitments, and details the procedures for making complaints under the Act. The Privacy Policy can be located at:
<http://policies.swinburne.edu.au/ppdonline/showdoc.aspx?recnum=POL/2008/166>

Available Information to Download from Swinburne

Forms

- Documentation Form
- Direct Support Guidelines and Agreement
- Consent / authorisation to disclose

www.swinburne.edu.au/stuserv/disability/guidelines.html

Adaptive Technology Guides

- Read and Write Gold User guide
- Digital Recorder User guide
- Echo Smart Pen User guide
- Quicktionary Pen User guide

www.swinburne.edu.au/stuserv/disability/adaptive.html

Student Services

For all information regarding service available to students, please cut and paste or click on the following link:

<http://www.swinburne.edu.au/stuserv/>

You will be directed to:

- Careers and Employment
- Student Development and Counsellors
- Disability
- Equity
- Childcare Facilities
- Finance
- Health and Wellbeing
- Housing
- Swin e-Counselling
- Student Services Activities and Events

Frequently Asked Questions

I need an extension on my assignment, can the DSS get this for me?

No, the DSS promotes self-advocacy and will advise you to get an extension directly from your lecturer. Please be aware that most lecturers prefer that you advise them of a need for an extension well in advance and not on the day that your assignment is due. Some lecturers may require you to fill in a form and / or provide medical documentation.

What is special consideration?

Special consideration (SC) is not part of the services offered by the DSS. SC is arranged through your faculty. Basically, a student whose performance in a specific assignment, exam or subject in general has been affected by illness or other serious cause may apply for special consideration. The 'Application for Special Consideration' form is available from and lodged at the appropriate faculty office. The application must be lodged no later than 5pm on the third working day after the examination.

What if I can't make it to the exam because I am unwell?

You will need to contact your Faculty and request a 'Special Consideration Form'. You will need to have your form signed by a medical professional or Swinburne counsellor. A special examination is not automatic but may be granted by the faculty concerned.

How do I withdraw from my course or change subjects and whom can I speak to about this?

All administrative matters such as these will need to be organised through your faculty. You can ask the administrative officer for any assistance on these matters.

Are there ways I can meet other students with disabilities?

Due to confidentiality complications, the DSS cannot provide contact details for other students registered with the service. There is however a national body called The Australasian Network of Students With Disabilities (ANSWD) which provides useful information for students with disabilities. ANSWD also provide a discussion list and you can find information about joining the list on their website: <http://www.answd.com>. Students with a disability are encouraged to join all of Swinburne's clubs and join in with any activities on or off campus that may be of interests. Please visit: <http://www.swinburne.edu.au/ssaa/clubshomepage.html>

Are there any mentoring programs for students with a disability at Swinburne?

There is a specific external program called Willing and Able Mentoring (WAM) which matches tertiary students who have a disability with Mentors in leading organisations in the students' field of interest. For further information visit the following website: www.gradlink.edu.au/

Students may also gain industry experience by participating in the Industry Based Learning (IBL) program. This program is offered at undergraduate level in which students are offered the opportunity to undertake a full time paid placement in industry in an area relevant to their studies. For further IBL information, please visit the following website:

<http://www.swin.edu.au/corporate/ili/>

For IBL specifically at the Lilydale campus, please visit:

<http://www.ld.swin.edu.au/html/ibl.htm>

I didn't get the score I needed to get into my Swinburne course, can I be accepted on the basis of my disability?

If you have a disability and are wishing to apply for an undergraduate course at Swinburne you may be eligible to apply through VTAC Special Entry Access Scheme (SEAS).

If you have had significant difficulties with personal circumstances in year 12, you may be eligible to apply for some Special Year 12 Consideration when apply for courses through VTAC. For information, visit:
www.vtac.edu.au

Should you miss out on a Higher Education Undergraduate course, you may also wish to consider taking up the 'pathways' option by completing a TAFE course and later articulate into a degree program whilst still getting credit for your TAFE studies.