WHERE TO GET HELP
FOR INTERNATIONAL STUDENTS

Office hours: Monday to Friday
9am to 5pm.
T 9479 1199
After hours
T 1800 758 360
E studentsupport@latrobe.edu.au

LA TROBE INTERNATIONAL STUDENT SERVICES
La Trobe International (LTI) is a place where international students are always welcome to seek advice, information and support on personal and visa issues.
Level 3, Sylvia Walton Building (SWB)
W latrobe.edu.au/international
E studentsupport@latrobe.edu.au
T 03 9479 1199
T 1800 758 360 (after hours assistance)

Ambulance, Police and Fire  000
Campus Security including after hours safety escort  9479 2012

Cricos Provider 00115M
ASK LA TROBE HELP ZONE
For all student academic and administrative needs, view answers to frequently asked questions online or contact the ASK La Trobe Help zone for advice about your course, subject selection or for any other questions about your academic program.
Colleges, Library, Peer Learning Advisers, IT, Fees, Cashiers
W latrobe.edu.au/ask-us
T 1300 LA TROBE (1300 528 7623)

ACADEMIC (STUDY) HELP
Student Learning/Peer Learning Advisers
W latrobe.edu.au/students/learning
Study help drop-in support
W latrobe.edu.au/students/learning/drop-in-learning-support

ACADEMIC RIGHTS AND APPEALS
Ombudsman
E ombudsman@latrobe.edu.au  T 03 94791897

ACCOMMODATION
Ground Floor, Menzies College
W latrobe.edu.au/accommodation
E living@latrobe.edu.au  T 03 94791071

CAREERS AND EMPLOYABILITY
W latrobe.edu.au/students/careers
E careers@latrobe.edu.au

COUNSELLING SERVICE
Adjustment and personal issues
Level 2, Peribolos East Building, Bundoora
W latrobe.edu.au/students/counselling
E counselling@latrobe.edu.au  T 03 94792956
After Hours Emergency Phone Counselling Service
T 1300 687 327

EQUITY AND DIVERSITY
Disability support, discrimination, GLBTI
Level 1, Peribolos East Building
W latrobe.edu.au/students/equity
E equity@latrobe.edu.au  T 03 94792900

INTERNATIONAL STUDENTS’ ASSOCIATION
Level 2 Upper East Agora
W latrobesu.org.au/isa
E isa@ltuuisa.org.au  T 03 94791573

LIBRARY INFORMATION AND ASSISTANCE
Talk to Library Staff (ASK La Trobe Help Zone)
W latrobe.libguides.com/ask-for-help/home
Academic referencing tool:
W latrobe.edu.au/library/referencing
Assignment calculator:
E library@latrobe.edu.au  T 03 94792922

STUDENT COMPLAINTS
W latrobe.edu.au/students/complaints/contact
E studentcomplaints@latrobe.edu.au
RESEARCH SERVICES OFFICE (STAFF)
External grants, ethics, commercialisation/intellectual property
Level 2, David Myers Central
W latrobe.edu.au/research-services
E researchoffice@latrobe.edu  T 03 94791144

GRADUATE RESEARCH SCHOOL
Enrolment, Candidature, Scholarship, Progression and Examinations - student administration
John Scott Meeting House
W latrobe.edu.au/researchers/grs
E grs@latrobe.edu.au

SPONSORED STUDENTS
W latrobe.edu.au/study/how-to-apply/international/sponsored-programs/sponsored-students
E sponsoredprograms@latrobe.edu.au  T 03 94793439

STUDENT UNION SUPPORT SERVICES
Free, professional, confidential legal aid, tax advice, financial counselling, emergency housing, advocacy for students
Level 2, Upper West Agora
W latrobesu.org.au /support
E ltsu_advocacy@latrobe.edu.au  T 03 94792314
Student Union; Clubs & Societies  T 03 94793752

STUDY ABROAD & EXCHANGE
Global Lounge, Level 2, Upper East Agora
W latrobe.edu.au/study/exchange-and-study-abroad
E studyabroad@latrobe.edu.au  T 03 94792112

TRANSPORT
Transport Central: Public transport, car parking, carpooling, cycling, campus bus, maps
W latrobe.edu.au/transport-central
iUSEpass code team for public transport discount
W latrobe.edu.au/students/international/iusepass
E iUSEPass@latrobe.edu.au

VISAS
Department of Immigration and Border Protection
W border.gov.au  T 13 18 81

MEDICAL ATTENTION
La Trobe University Medical Centre, Corner Kingsbury Drive & Plenty Road, Bundoora
T 03 94738885
Doctor by Phone [phone consultation]  T 1800 854 344
Home Doctor Service [at home consultation]
T 13 SICK - [137425]
Overseas Students Health Cover (OSHC)
At La Trobe International, Level 3, Sylvia Walton Building
every Mon-Thurs 10am-4pm
W oshcallianzassistance.com.au
For a full list of direct billing doctors
W oshcallianzassistance.com.au/member_student/medical_providers.aspx
E oshc@allianz-assistance.com.au  T 13 67 42
24 hours / 7 days a week Emergency Helpline Freecall
T 1800 814 781