TBS975 HEALTH SERVICES RESEARCH DESIGN 6 CP

SPRING 2009 SYDNEY BUSINESS SCHOOL

Lecturers

PROFESSOR DAVID STEEL
Centre for Statistical and Survey Methodology,
School of Mathematics and Applied Statistics, Faculty of Informatics
Location: Bld 15 Room G17
Phone: 4221 3823
Email: dsteel@uow.edu.au
Consultation: After class or by appointment

ASSOCIATE PROFESSOR ANDREW SENSE
School of Management and Marketing,
Faculty of Commerce
Location: Bld 40 Room G10
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Email: asense@uow.edu.au
Consultation: After class or by appointment

Subject Co-ordinator

PROFESSOR DAVID STEEL
Centre for Statistical and Survey Methodology,
School of Mathematics and Applied Statistics, Faculty of Informatics
Location: Bld 15 Room G17
Phone: 4221 3823
Email: dsteel@uow.edu.au
Consultation: After class or by appointment
SECTION A: GENERAL INFORMATION

LECTURE TIMES
Lectures will be held on alternate Fridays from 9.15am to 5.00pm in Sydney Business School, Level 14, 174 Liverpool St, Sydney, Seminar Room 7.

LECTURE PROGRAM

<table>
<thead>
<tr>
<th>Date</th>
<th>Topics Covered</th>
<th>Readings</th>
</tr>
</thead>
</table>
| 1 5/02/10 | Emergency Evacuation Procedures  
Introduction to the Australian Health System and Health Services Research  
Qualitative Research – An Introduction | TBA      |
| 2 19/02/10 | Qualitative Research - Methods, Data Collection and Analysis  
Qualitative Research - Presentation and writing up, Case study critique | TBA      |
| 3 5/03/10 | Quantitative Research Design  
Survey and Experimental Methods | TBA      |
| 4 19/03/10 | Introduction to quantitative data analysis  
Assessing quantitative research | TBA      |
| 5 26/03/10 | Review and synthesis (1.30pm-4.30pm) | TBA      |

Lecture notes and subject material can be downloaded from eLearning. To access log onto SOLS at http://www.uow.edu.au/student/

SYLLABUS

Friday February 5th  Qualitative research – An introduction
This session introduces qualitative research. Topics include: what is qualitative research? What is the relationship of qualitative research to quantitative research? What epistemology informs a particular research approach? An overview of some general qualitative methodologies engaged in qualitative research.
This session will also review data coding and analysis processes used across the spectrum of qualitative methodologies.

Friday, February 19th  Qualitative research:  
(a) Methodologies, data collection and analysis  
(b) Case study critique; Presentation and Writing up
This session interactivelly examines a range of qualitative research methodologies and the
data collection and analysis processes engaged in each methodology. Topics covered
include: a range of methodologies (e.g. case studies, ethnography, action research,
grounded theory, discourse analysis, phenomenology), data collection (e.g. focus groups,
in-depth interviews (semi-structured, structured and open), observations, documents,
questionnaires) and data analysis (e.g. coding and categorising).
Assessment task 1 directly engages students in researching and critically assessing these
methods and making presentations to the class.

This session will also have students examine and summarise the processes of
presentation and writing up of a qualitative research project. It will engage a review of a
case study methodology chapter. This Assessment task 2 will be conducted in the lecture
session.

Friday, 5 March
Quantitative Research Design
Survey methods
This session will consider the steps involved in developing and conducting a survey.
Topics include: definition of population, sampling frames, questionnaire development,
sampling methods, and data collection methods.

Experimental Design
This session will consider the steps involved in developing and conducting an experiment.

Friday19 March
Quantitative data analysis
This session will outline approaches to deciding what methods of data analysis are
appropriate for a particular project and the range of methods that are in common use.
This session will also consider sources of data and assessing quantitative research and
other designs that may be used in quantitative research.

Friday26 March
Review and synthesis. Outline of mixed methods approaches.

SUBJECT DESCRIPTION
In this subject students will examine issues in the design of health services research, and
then explore the foundations for choosing methods and techniques in applied health
services research. This will allow students to demonstrate knowledge of the
methodologies underpinning health services research. Students will develop and extend
analytical skills required for successful research, including statistical design techniques,
the use of relevant software, case studies, ethnography, and surveys, as well as ethical
issues in health services research and the influence of ethical considerations on research
methods and methodology. This knowledge will allow students to demonstrate their
expertise in research methodology, both qualitative and quantitative.

STUDENT LEARNING OUTCOMES
On successful completion of this subject, the student should be able to:
1. Demonstrate knowledge of the methodologies that underpin health services research.
2. Choose appropriate research methods taking account of practical and ethical considerations.

3. Have sufficient knowledge of research techniques to be able to apply appropriate research techniques in different circumstances.

4. Demonstrate expertise in ethnography, case study analysis and other qualitative techniques

5. Demonstrate understanding of quantitative survey methods and introductory experimental designs and approaches to data analysis

**GRADUATE QUALITIES**

During this subject, the following Faculty Graduate Qualities will be developed, which contribute to the students' development of UOW Graduate Qualities:

1. Intelligent use of Information

2. Leadership

3. Responsible and Ethical Behaviour

4. Creative Problem Solving

5. Learning and Professional Development

**ATTENDANCE REQUIREMENTS**

In order to maximise learning outcomes, it is strongly recommended that students attend all lectures.

**REQUIRED TEXT(S)**

Author, Year, Edition Number, *Title*, Publisher, Location


This textbook is available online from the University Bookshop at http://unicentre.uow.edu.au/unishop/

**KEY REFERENCES**

The recommended readings below are not intended as an exhaustive list of references. Students should also use the library catalogue and databases to locate additional resources.


D. Steel, Notes – Survey methods (handout)

D. Steel, Notes – Data analysis (handout)

D. Steel, Notes – Design of Experiments (handout)

D. Steel, Notes – Sources of Data (handout)

D. Steel, Notes – Assessing quantitative research (handout)

Other material may be handed out or referenced during the subject.
SECTION B: ASSESSMENT

<table>
<thead>
<tr>
<th>ASSESSMENT 1: Exploring Qualitative Research Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Topic:</strong> You will be assigned one of the following Qualitative Research Methodologies (QRM) to investigate and report on:</td>
</tr>
<tr>
<td>- single and multiple case studies</td>
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<tr>
<td>- ethnography</td>
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<tr>
<td>- action research</td>
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<tr>
<td>- grounded theory</td>
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<tr>
<td>- discourse analysis</td>
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<tr>
<td>- phenomenology</td>
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<tr>
<td>- others TBA (if necessary)</td>
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<tr>
<td><strong>Discuss in detail:</strong></td>
</tr>
<tr>
<td>(a) Your nominated QRM (and any variants therein) – definition/s, what’s involved in it, issues or risks</td>
</tr>
<tr>
<td>(b) In what situation/condition should/could you use this QRM?</td>
</tr>
<tr>
<td>(c) What type of data collection methods are typically involved with this methodology?</td>
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<tr>
<td>(d) How is the collected data typically analysed?</td>
</tr>
<tr>
<td>(e) Your critical reflections on the relevance, benefits or drawbacks of this method in conducting Health Services research projects - referencing any current projects you are involved in is highly encouraged.</td>
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<table>
<thead>
<tr>
<th><strong>Length:</strong></th>
<th>Individual Presentation: 20 minutes (max)</th>
</tr>
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<tbody>
<tr>
<td><strong>Weighting:</strong></td>
<td>20 %</td>
</tr>
<tr>
<td>Marks only applied against presentation (content and delivery)</td>
<td></td>
</tr>
</tbody>
</table>

| **Due date:** | Friday 19th February 2010 |

<table>
<thead>
<tr>
<th><strong>Assessment details:</strong></th>
<th>Individual Presentation: 20 minutes (max)</th>
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<tbody>
<tr>
<td>Allow time for audience questions during the presentation</td>
<td></td>
</tr>
<tr>
<td>Hard copy of the presentation to be in a report format and a copy to be supplied to all class participants and the lecturer</td>
<td></td>
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</table>

<p>| <strong>Marking criteria:</strong> | Presentation Marking guide will be supplied at the first lecture session. |</p>
<table>
<thead>
<tr>
<th>ASSESSMENT 2:</th>
<th>Case Study Critique: Research Methodology writing-up and presentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Topic:</td>
<td>Please review and reflect on the supplied copy of a Thesis Methodology chapter and respond to the following: (a) Detail what you considered to be ‘structurally good’ about the case chapter and its presentation and why. (b) Detail what you considered could be ‘structurally improved’ about the chapter presentation and why. (c) Detail the key lessons (if any) you identified from this review exercise for preparing and presenting a discourse on qualitative research methodology. Details of this case study will be distributed in the 2nd lecture session.</td>
</tr>
<tr>
<td>Length:</td>
<td>Up to a five page report</td>
</tr>
<tr>
<td>Weighting:</td>
<td>10 %</td>
</tr>
<tr>
<td>Due date:</td>
<td>Friday 19th February 2010</td>
</tr>
<tr>
<td>Marking criteria:</td>
<td>Details of criteria used to assess this assessment task will be provided at the 1st lecture</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>ASSESSMENT 3:</th>
<th>Quantitative Research Methods</th>
</tr>
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<tr>
<td>Topic:</td>
<td>Design, analysis and critical assessment of quantitative research</td>
</tr>
<tr>
<td>Length:</td>
<td>Up to 15 page report</td>
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<tr>
<td>Weighting:</td>
<td>30 %</td>
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<tr>
<td>Due date:</td>
<td>26/03/2010, 2.00pm</td>
</tr>
<tr>
<td>Assessment details:</td>
<td>The assessment will comprise three components 1. Questionnaire Development and Testing 2. Data analysis example 3. Assessment of a qualitative research paper or report</td>
</tr>
<tr>
<td>Marking criteria:</td>
<td>Details of criteria used to assess this assessment task will be provided at the 3rd lecture</td>
</tr>
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</table>
Topic: Research Methods—selection and justification. In consultation with the lecturers you will be assigned a topic that is to be studied potentially using qualitative and/or quantitative methods.

You will prepare a report on how the methods covered in this subject can be used to investigate the assigned topic. The report should be in three parts:
1. Quantitative research methods. Discuss and explain the relevance of the quantitative research methods introduced in the subject to the assigned topic.
2. Qualitative research methods. Discuss and explain the relevance of the qualitative research methods introduced in the subject to the assigned topic.
3. Select the quantitative and/or qualitative research methods you believe will be most useful in researching the assigned topic and justify your selection.

Naturally, your report should also include an introduction and conclusion.

Length: 5000 words (maximum)

Weighting: 40%

Due date: 01/04/2010, 3.00pm

Assessment details: A report of up to 5000 words.

Marking criteria: Details of criteria used to assess this assessment task will be provided at the 3rd lecture

SUPPLEMENTARY EXAMINATIONS

Students who suffer illness or other circumstances beyond their control which are likely to affect their academic performance on the day of an examination should not attend the exam. These students should obtain a Medical Certificate or other approved supporting documentation and follow the University's Academic Consideration application process to apply for a supplementary exam. The School will not approve students to re-sit an examination. See Section C, Student Academic Consideration Policy for further details.

(Subjects delivered on Intake basis) Students approved for a supplementary examination will receive at least seven (7) days notice via SOLSMail, regarding the examination date, time and location. At this stage, the supplementary examination period for this Intake is TBA.

It is the responsibility of each student who applies for a supplementary examination:

a. to be available to sit for the examination at ANY time during the period following the application; and
b. to check SOLS Mail messages regularly for examination details.

Note: Applications for academic consideration or submission of medical certificates will not be accepted under any circumstances after the final results for the subject have been released.
MINIMUM PERFORMANCE REQUIREMENTS
To be eligible to pass this subject, students must achieve an overall mark of at least 50%, submit all assessment tasks for the subject and achieve at least 40% in the final assessment.

SUBMITTING ASSESSMENT TASKS

Submitting assessment tasks
A Sydney Business School assignment cover sheet MUST be attached to each piece of written assessment. This cover sheet can be obtained from the website http://www.uow.edu.au/content/groups/public/@web/@gsb/documents/doc/uow054726.pdf

Students must submit written assessments in class or by 5.00 pm to the School reception on the due date. The lecturer or a member of the School administrative staff will sign and stamp the cover sheet and a receipt will be given to the student. Students must retain their assignment receipt and a hard copy of the assessment work until after the completion of the intake.

Faxing, mailing or emailing assignments
Faxing, mailing or emailing of assignment work will NOT be accepted within the Sydney Business School. Assessment work received by these methods will not be marked.

Returning assessment tasks & retention of assessments
The lecturer will return written assessment tasks either in class or inform students that they are available for collection at the School reception. Each assessment task will be awarded a mark and have written feedback from the lecturer.

Assessment tasks which are relevant to the final examination for the subject will be marked and available for collection before the final examination. Uncollected written assessments will be retained by the School until the end of the student appeal period (refer to the Student Academic Grievance Policy section of the subject outline). Students are expected to retain marked assessment tasks until the subject results have been released at the end of the session.

PENALTIES FOR LATE SUBMISSION OF ASSESSMENT
Assessed work must be handed in by the date and time given. Assessed work handed in late will be penalised by the deduction (from the mark given to the assessed work) of 20 percentage points per working day or part thereof. The operation of this rule will not result in a negative mark being carried forward.

Students who are unable to complete assessable work due to adverse or unforeseen circumstances should refer to the Academic Consideration Policy in Section C.

REFERENCING AND PLAGIARISM
Failure to give credit to sources consulted, even if they are paraphrased or reworded is called plagiarism. The University may impose penalties on students who plagiarise another's work, whether it is intentional or not.

Plagiarism means using the ideas of someone else without giving them proper credit. For example, that someone else may be an author, critic, journalist, artist, composer, lecturer, tutor or another student. Unintentional plagiarism can result if you do not understand and use the acceptable scholarly methods of acknowledgement. When it is desirable, or necessary, to use other people's material, take care to include appropriate references and attribution.

Students are responsible for submitting original work for assessment, without plagiarizing or cheating, abiding by the University’s policy on plagiarism as set out in the University Handbook under the
University's Policy Directory and in Faculty Handbooks and subject guides. Plagiarism has led to expulsion from the University.

Students should visit the following university website and become familiar with the university’s policy on Acknowledgement Practice and Plagiarism: http://www.uow.edu.au/about/policy/UOW058648.html

Referencing is not only about acknowledging other people's work; accurate referencing and lists of references are beneficial when researching a topic as they allow the reader to follow up information and read further into the area. In a sense, references provide readers with clues to help them explore different avenues of a topic. When writing an essay it is recommended to reference as you go, documenting all the relevant source information.

The Harvard System of referencing

The Sydney Business School uses the Harvard system of referencing. This system makes use of short references within the body of the text. It is supplemented by a detailed list of references at the end of the text, which provides all the information necessary to find the source material. In-text references include the author and year of publication, and where necessary the page number(s).

It is the responsibility of students to ensure that they are familiar with the Harvard system of referencing and that they use it accurately in all written work submitted.

Students should consult the following University Library website for a detailed explanation and examples of the Harvard system of referencing: http://www.library.uow.edu.au/referencing/

Citation of Internet and other sources

It is necessary for students to reference all sources used in their written work, including but not limited to; worldwide websites, Podcast/Vodcast, Audiovisual work, media releases, government publications, emails and newspaper/magazine articles.

Students should consult the following University Library website for a detailed explanation and examples of how to reference websites and other sources http://www.library.uow.edu.au/referencing/

TURNITIN

Turnitin is a web-based site found at www.turnitin.com used by UOW as a tool for detecting plagiarism, along with educating students about the importance of correct referencing techniques. The Turnitin system checks each student’s written assessment against electronic text;

- on the publicly accessible Internet,
- in published works (including ABI/Inform, Periodical Abstracts, Business dateline, and electronic books),
- on the ProQuest and Gale commercial databases, and
- in every assignment previously submitted to Turnitin

When a student submits his/her written assessment, the system generates an ‘originality report’ that highlights the similarity found between the assessment and all the sources checked by Turnitin. Turnitin does not check that references are in the correct Harvard format. It is the student’s responsibility to check that all references follow the Harvard format detailed on http://www.library.uow.edu.au/referencing/

It is compulsory for all SBS students to submit all written assignments (final version) into the Turnitin system before submitting the hard copy to the School reception or lecturer. A printed copy of the ‘originality report’ obtained from the Turnitin system must be attached to the assignment. Any assignment received which does not have an attached report will not be marked and therefore be awarded a 0 for this assessment task.
Students are encouraged to submit drafts of their assignment to Turnitin before the due date, thus enabling students to check their referencing and rectify any issues before submission of the final version.

The first time a UOW student uses the Turnitin system, they must register using a functioning UOW email address as their user name and adhere to the following guidelines:

1. Use one sign in name only
2. Use one document name only for each assignment that includes your UOW student number
3. Any resubmissions must use the same document name as the original submission
4. References must be included in your Turnitin submission
5. Do not include the assignment topic question at the beginning of your submission
6. The originality report provided with the assignment submission must be consistent with your last submission to Turnitin

Failure to comply with these requirements may result in penalties being applied.

To access this subject’s site, students will require the following details:

Class ID number: TO BE ADVISED

Enrolment password: TO BE ADVISED

Detailed instructions on how to use and obtain access to the Turnitin system can be found at the website: http://www.uow.edu.au/student/services/ld/students/UOW021315.html
CONTACT DETAILS & RECEPTION OFFICE HOURS

**Sydney Business School: Innovation Campus**

Building 232 Innovation Campus  
Squires Way  
Fairy Meadow  NSW  2519  
Telephone:  +61 2 4221 3751  
Facsimile:  +61 2 4221 4709  
Email:  sbs@uow.edu.au  
Website:  http://www.uow.edu.au/sbs/  
Postal Address: Sydney Business School  
University of Wollongong  2522  

**Reception Opening Hours:**  
Monday – Friday  09:00 – 17:00

**Sydney Business School**

Level 14, 175 Liverpool Street,  
Sydney  NSW  2000  
Telephone:  +61 2 9266 1300 or  
1300 727 622 (1300 SBS MBA)  
Facsimile:  +61 2 9266 1399  
Email:  sbs@uow.edu.au  
Website:  http://www.uow.edu.au/sbs/  

Students and visitors **must** wear Identification Cards in the holders provided **AT ALL TIMES while in the building.**

**SBS Opening Hours:**

Monday - Thursday  09:00 – 21.00  
Friday:  09:00 – 17.30  

Students who have classes scheduled on Saturdays will be issued with an access card.

**Other campuses:**

Batemans Bay:  http://bbay.uow.edu.au/  
Loftus:  http://loftus.uow.edu.au  
## SECTION C: UNIVERSITY POLICIES, PROCEDURES AND STUDENT SERVICES

### UNIVERSITY POLICIES

Information on the following University Policies can be found at the websites below:

<table>
<thead>
<tr>
<th>Policy</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non Discriminatory Language Practice and Presentation</td>
<td><a href="http://www.uow.edu.au/about/policy/UOW058706">http://www.uow.edu.au/about/policy/UOW058706</a></td>
</tr>
</tbody>
</table>

A comprehensive list of all UOW Policies, Codes of Practice, Course Rules and General University Rules can be found at the website http://www.uow.edu.au/about/policy/alphalisting/index.html

*Student Academic Consideration Policy*

SBS recognises that it has a responsibility to ensure equity and consistency across its subjects for all students. Sometimes, in exceptional circumstances, students may need to apply for academic consideration in order to complete assessable work.

Students should apply for academic consideration in SOLS (http://www.uow.edu.au/student/) in advance of the due date of the assessment task or exam, on the due date or, in rare cases, no later than three (3) working days after the assessment date, then submit supporting documentation to administration. Students will be sent a SOLS message with the outcome of their application. Academic consideration may include an extension of time to submit work or a supplementary examination or assessment task.

The University applies strict criteria to the granting of academic consideration. Before applying, students should carefully read the University’s Student Academic Consideration Policy that can be found at: http://www.uow.edu.au/about/policy/UOW060110.html
*Academic Grievance Policy*

The Sydney Business School aims to provide a fair, equitable and productive learning environment for all its students. The Academic Grievance Policy seeks to support the achievement of this goal by providing a transparent and consistent process for resolving student academic grievances.

Any student who has a grievance over a result should, in the first instance, attempt to informally resolve this grievance with his/her lecturer. If the grievance cannot be resolved, the student can complete an Appeal of Assessment Results form and lodge the grievance with the School. This form should be lodged as soon as practical after the release of results of the assessment task or final mark for the subject but no later than ten (10) working days after release of results.

Students may lodge a formal grievance on either of the grounds listed below:

- failure to adhere to University or Faculty assessment or examination requirements
- failure to assess work in accordance with specified criteria
- bias by marker
- technical marking or collating error

Appeal of Assessment Results form can be downloaded from the following website


Once the School has made a decision on the grievance, if the student still feels the situation has not been fully resolved s/he may consult the Dean of Students. However, the Dean of Students can have no input into the academic judgement of the lecturer and can only review the grievance to ensure the proper procedure has been followed.

For further information, please consult the UOW policy at:


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**STUDENT SUPPORT SERVICES AND FACILITIES**

Student Services provides a range of programs and services as detailed below. For further details, please refer to the website http://www.uow.edu.au/student/services/index.html

**CAREERS SERVICE**

The University Careers Service provides free programs, services and resources for all students to enhance career development learning and enable positive graduate outcomes. The Careers Service can assist students to establish career goals, and develop strategies to achieve those goals. Workshops, seminars and information sessions are arranged for students so please check the Careers Service website for details http://www.uow.edu.au/careers/. On the website there are also resources and references to assist in your career development, including a job search database.

**Certificate in Global Workplace Practice**

This certificate is a new free program offered to enrolled international students who wish to maximise their employability. Please see http://www.uow.edu.au/careers/discover/CGWP.html

**Wollongong Campus**

The Careers Service is located on the Lower Ground Floor, UniCentre Building (Building 11). Appointments can be made with a Career Consultant in Wollongong by calling 02 4221 3325, but students should feel free to drop by and browse the career development and job search resources available.
**Sydney Campus**

The Careers Service is located in Office 3, two days per week. Appointments can be made with a Careers Consultant in Sydney by booking with reception.

**Other Campuses**

For careers service information at other campuses, please refer to the relevant campus website.

**LEARNING DEVELOPMENT**

Learning Development offers a range of free services to all enrolled students including:

- Workshops on academic skills such as essay and report writing; structuring arguments; critical reading; effective referencing; grammar; study skills and exam preparation
- Workshops on English language for international students
- Discipline-specific instruction on learning and language skills within subjects
- Individual consultations on academic and language skills

**Wollongong Campus**

Visit www.uow.edu.au/student/services/ld/students/index.html to view workshops. To make an appointment go to The Learning Resource Centre (LRC), Building 19, Room G102. For further information call 02 4221 3977 or contact Emily Purser epurser@uow.edu.au.

**Sydney Campus**

The Learning Development Centre runs weekly at the Sydney Campus. Students are able to make one on one or group appointments. To access the SBS learning and development timetable visit http://www.uow.edu.au/sbs/information/learningdevelopment/index.htm

For further enquiries contact Ruth Walker rwalker@uow.edu.au

**Southern Sydney**

A Learning Development lecturer is available one day per week at Loftus. Appointments can be made by calling the campus coordinator on 02 8536 2000.

Further information can be found at the website http://loftus.uow.edu.au/learning/index.html

**Online Resources**

Students can access a range of useful online resources such as guides to report writing, effective referencing, grammar and critical reading strategies at http://www.uow.edu.au/student/services/ld/students/index.html

**PASS PROGRAM**

The PASS is a program where students work together to consolidate understanding, reinforce key concepts, and develop effective study strategies. It consists of weekly one-hour, non-compulsory sessions led by ‘Peer Leaders’, students who have excelled at the subject in the past. The program is provided for all students who want to improve their understanding of course material and improve their grades.

To find out more visit www.uow.edu.au/student/services/pass
STUDENT SUPPORT ADVISORS

Student Support Advisers work with all students but are especially helpful for international students, students with a disability, equity and indigenous students for support in the faculty. Student Support Advisers assist any students who may need additional support to stay and complete their studies at university. They assist students with a range of issues including helping out with non-academic issues affecting your studies, international student issues including adjusting to life in Wollongong and visa compliance, understanding how things work in Australia eg health, insurance, legal matters etc, information about scholarships and financial support including Centrelink, ensuring that your disability, illness or injury is taken into account whilst you study. The advisers are also student advocates and can provide support through the grievance procedure.

For further information visit the website http://www.uow.edu.au/sbs/aboutus/staff/UOW047565.html

DISABILITY SERVICES

Disability Services is committed to assisting students with disabilities to achieve their goals in the same way as their peers.

The Disability Liaison Officer (DLO) can provide advice on how particular disabilities affect university study and information on resources available at the University for assisting students with disabilities. Students commencing courses are advised to contact the Disability Liaison Officer prior to the beginning of their first session of study. If you have a disability it is essential that you register with Disability Services so that you get additional help and support.

Wollongong Campus

Students who need assistance during their studies should contact 02 4221 4942 or call in at the office located on Level 3, Building 11, UniCentre.

For further information visit the website http://www.uow.edu.au/student/services/ds/index.html

Southern Sydney

Students needing assistance should contact Hazel England or Petria McGoldrick on 02 4221 4942.

For further information visit the website http://loftus.uow.edu.au/disability/index.html

COUNSELLING SERVICE

Counselling Service a free and confidential service to assist students with personal, work or study related difficulties. If you are experiencing problems you are more than welcome to speak with one of the counsellors.

Appointments can be made by phoning 4221 3445 or in person at the Counselling Service on Level 3, Building 11. Although appointments are usually made a week or more ahead, some emergency time-slots are available every day for crisis situations where someone needs to be seen immediately.

For further information visit the website http://www.uow.edu.au/student/services/cs/index.html

LIBRARIANS

Each School has a Librarian who is available to help with research related enquiries. Research Help Desk staff are also available in the Wollongong campus Library. SBS Students should contact the Librarian at the campus where they are studying for assistance.

Sydney Campus

Contact the SBS Librarian Melissa Smith
Southern Sydney
The Southern Sydney library is located on the ground floor of Block B and provides access to a core collection of University study material in a variety of formats, individual study places, and audiovisual equipment. Electronic resources such as databases and full text journal articles are accessible from computer terminals in the Library and Education Centre. Library staff will provide assistance to students in locating and using information to support their studies.

For more information please phone 02 4221 3078

SCHOOL DISABILITY ADVISER
School Disability Advisers are academic staff who provide assistance and support to students with disabilities within their School and act as an intermediary between the student and the School's academic and general staff. They provide support, educational advice and referral to appropriate staff on issues related to teaching and learning within the School and the University. Students are advised to communicate specific information about the ways in which their disability affects learning to the Disability Adviser as soon as possible after enrolment.

The Sydney Business School's Disability Adviser is Associate Professor Nelson Perera who can be contacted as follows:

Telephone: 02 9266 1301 (Sydney) or 02 4221 4028 (Wollongong)
Office location: Office 1 at Sydney Campus or Building 232/Room 2:02H at the Innovation Campus
Email address: nperera@uow.edu.au

WOLLYUNGAH INDIGENOUS CENTRE
The Wollyungah Indigenous Centre (WIC) provides academic and personal support for Aboriginal & Torres Strait Islander and other indigenous students. The Centre also runs an indigenous specific orientation program for students who gain entry to the University through the alternative admissions program.

For further information on services offered, contact the centre; details are listed below:

Centre location: Building 30, Wollongong Campus
Opening hours: Monday to Friday 9.00 am – 5.00 pm
Telephone: 02 4221 3776