



Country
Universities
Centre

BASS COAST

Student Handbook

We wish to acknowledge the traditional custodians of the land, the Bunurong people who walked these lands, where our site is located, for generations. We recognise and respect the connection to their land, cultural heritage and community, and we pay our respects to their Elders past, present, and emerging.



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Welcome to CUC Bass Coast



Martin Keogh
Chair

On behalf of the board of the Country Universities Centre Bass Coast, it's my great pleasure to welcome you to the Centre.

Our Centre has been established on the basis of a partnership with several key supporters including the Bass Coast Shire Council, the Country Universities Centre and the Commonwealth Government. The funding provided by the Commonwealth Government has enabled CUC Bass Coast to provide a state-of-the-art facility that is specifically designed to support students undertaking tertiary education.

As a CUC student, you will have free access to high-speed internet, modern technology and importantly, an opportunity to build a network of like-minded fellow students. We will provide you with general academic and wellbeing support that is intended to help you achieve your educational goals.

I wish you well as you move through your next stage of education and encourage you to take advantage of the opportunity provided by CUC Bass Coast.

Martin Keogh
Chair,
CUC Bass Coast Board of Directors

Centre Facilities

CUC Bass Coast is a recently modernised facility. The Centre is well equipped and comfortably designed to facilitate study and learning at a higher education level. The Centre is available from 5 am – 12 midnight, seven days a week.

Registration gives you access to the following facilities:

- High-speed technology and campus-like facilities
- Dedicated quiet study rooms, including:
 - Computer room with 12 desktop computers*, all with Microsoft Office suite
 - Breakout rooms with desktop computers, dual screens and BYO device option
 - Large tutorial room with video conferencing facilities
- Wireless NBN internet access throughout and charging points for BYO devices
- A back-up battery providing power during outages
- Printing, photocopying and scanning facilities
- Learning Skills Advisor program.

In addition to the study facilities, we also have:

- Kitchen facilities with fridge, microwave, dishwasher and tea/coffee
- Student social space and dining area
- Bathroom facilities
- Wheelchair access.

*Deepfreeze program restores computers to factory settings after use.

Please save your work to the external cloud, USB or OneDrive regularly so there is no chance of losing many hours of work if you run into any problems along the way.



Important information

Under no circumstances are the following behaviours permitted within the Centre:

- Consumption of drugs, alcohol or smoking
- Anti-social behaviour
- Inviting unregistered users – you must not give your fob to anyone else to use
- Bringing children or pets – regrettably the CUC is not set up to accommodate children and or pets (assistance dogs are exempt from this rule)
- Overstaying in the Centre after access hours.



Access, safety and acceptable use

Access and safety

The Centre is for registered students only. We are open every day, offering extended flexible access via FOB from 5am to 12am to help you balance your current commitments with study. The Centre is staffed from 8.30am to 5:00pm weekdays, except over Christmas when staffing is limited.

Our Centre is continually monitored with internal and external CCTV, and records of FOB access usage. The Centre is regularly patrolled by security outside of business hours. You must be out of the Centre by 11.59pm, as it's alarmed at midnight. Anyone triggering the alarm after midnight will be charged the security call-out fee.

Responsible use of your FOB

For continued access, all students must re-register and update their details with the Centre at the start of each semester. You will receive a personal link to re-register via email.

FOB access is for you and you only. Do not let anyone else in the Centre with your FOB. If you lose your FOB, please notify the team immediately. You'll be responsible for replacement costs.

A quiet place to study

Students come to our Centre because they want a quiet study space where they can focus solely on their studies without interruptions they face at home.

We have tailored our environment with students at the forefront of our thinking. Our Centre has three key study areas:

- dedicated quiet study room with computers and space to bring personal devices to work on;
- tutorial room, which can be used for seminars, tutorials, workshops, exams and group work; and
- students are, a space for student collaboration and break out, including kitchen and lounge.

Our technology

Our Centre offers students access to a high-speed internet connection and wifi, printing, scanning and photocopying facilities, dual-screen computers and space for BYO devices. Access to our internet and printing facilities is subject to a fair use policy. We also recommend students bring earphones and regularly save their work. Speak to the team if you are new to online study and would like help using the computers.



How we support you

Academic skills

Our students can access [Learning Skills Advisor session](#). Any registered student can receive support to improve their general academic skills. Student support may include workshops in referencing or essay writing and one-on-one support from our dedicated Learning Skills Advisor. For students who are new to study, or returning from a long break, we offer additional support through our Learning Skills Advisor to settle into study and become familiar with academic literacy and university processes.

Wraparound support

We believe that by providing our students with wraparound supports, they have a better chance of succeeding in their studies. We assist both current and future students with the administrative tasks associated with study.

For future students, this can include finding which course or university may be right fit for the student aptitudes or career goals, understanding enabling pathway options, and assisting with enrolment processes. Our team also assists with understanding university processes such as HECS information and Census dates. The language of university systems can be daunting for new students or those returning after a long break, and we seek to break down these barriers to study by working with students to understand the processes and language of universities and providers.

For current students, we assist with navigating university learning portals, connecting students with university support teams, including assistance in applying for extensions or special considerations when unforeseen circumstances arise, connections with progression teams, library services and other student support options. Our team also assists students in finding and applying for scholarships.

Booking a breakout room

If you would like to make a room booking at the Centre, you can do this via [Skedda](#).

Break out room 1: capacity of 2 people

Break out room 2: capacity of 4 people

Tutorial Room: capacity of 28 people

Social media

We have a private [Students of CUC Bass Coast](#) Facebook group for students to connect and share experiences, ideas, provide encouragement and support. We share academic advice, wellbeing support and info about upcoming activities. We also have public Facebook and Instagram accounts. We'd love for you to following us and to connect with other students.



Our centre



Our staff



Sarah Bourke
Centre Manager

Sarah has led our learning community since 2024, bringing with her a lifelong commitment to education and a deep belief in its power to open doors. As an educator, she's seen firsthand how high-quality education can transform lives, strengthen communities, and create lasting social change. With experience spanning education, community sport, philanthropy, and government, Sarah brings a broad and practical perspective to her role. She finds genuine fulfilment in supporting regional students to achieve their goals while staying local and is especially passionate about helping them navigate the (sometimes complex) university environment. For Sarah, success looks different for every student, and she is dedicated to supporting each one in whatever that journey looks like.



Sibby Wilson
Centre Support Officer

Sibby brings a broad and diverse background across education, with experience spanning secondary schools, higher education, and TAFE. Driven by a genuine passion for supporting others, she leads all administrative duties at CUC Bass Coast, while also supporting staff and students and overseeing facility management to ensure the centre runs smoothly.



Alex Charlton
Student Engagement Officer

Alex is a proud CUC Bass Coast alumnus who graduated with a Bachelor of Biomedical Science from the Australian Catholic University (ACU). Currently, Alex is pursuing a Master of Teaching, furthering his commitment to supporting students in their academic journeys. Returning in a new capacity as a Student Engagement Officer, Alex offers personalised guidance and support, helping students navigate their educational pathways successfully. He is available for one-on-one sessions on Mondays and Wednesdays, providing assistance ranging from unpacking assessment questions to academic writing and referencing. [Book a session with Alex.](#)

Our staff



Mary Howlett

Student Engagement Officer

Mary brings an incredible depth of experience from across the tertiary education sector to CUC Bass Coast. Through a variety of university roles, she has developed a clear understanding of what academic success involves and how students can work towards it. Available on Tuesdays, Mary supports students with essential academic skills such as assignment structure, academic writing, and navigating university expectations. [Book a session with Mary.](#)



Hannah Weir

Communications

Hannah is a communication specialist with over 10 years of experience. She specialises in social media content creation, combining strategic thinking with creative storytelling to deliver clear, impactful messages. In addition to her communication work, Hannah teaches meditation and mindfulness. She is passionate about supporting wellbeing in and beyond the workplace, and brings a grounded, people-first approach to everything she does.



Jarryd Blair

Widening Participation Officer

Jarryd is a proud Wonthaggi local, who completed his education in the region. Prior to his current role, he had a successful career as a professional AFL footballer with the Collingwood Football Club, where he was a premiership player and played over 150 games. Following this, Jarryd worked in a range of roles within the construction industry before transitioning into education-focused work. More recently, he has supported students in local schools, helping them develop effective study routines, create productive learning environments, and navigate personal challenges. He is passionate about engaging with students and the broader community to help individuals achieve their goals and make the most of available opportunities. Jarryd is currently undertaking a Bachelor of Education as an online student through Curtin University. His studies, alongside full-time work, have given him valuable insight into the challenges of balancing employment, education, and everyday life. His long-term goal is to become a teacher in the local area and continue supporting his community.

Mental Health Support

Beyond Blue

24/7 mental health support service

1300 22 4636
beyondblue.org.au

headspace

Online support and counselling to young people aged 12 to 25

1800 650 890
(3pm to 10pm daily)
headspace.org.au

Kids Helpline

24/7 crisis support and suicide prevention services for children and young people ages 5 to 25

1800 55 1800
kidshelpline.com.au

1800 RESPECT

24/7 support for people impacted by sexual assault, domestic violence and abuse

1800 737 732
1800respect.org.au

QLife

LGBTIQ+ peer support and referral

1800 184 527
qlife.org.au

Lifeline

24/7 crisis support and suicide prevention services

13 11 14
lifeline.org.au

Suicide Call Back

24/7 crisis support and counselling service for people affected by suicide

1300 659 467
suicidecallbackservice.org.au

Mensline

24/7 counselling service for men

1300 78 99 78
mensline.org.au

13YARN

24/7 crisis support for Aboriginal and Torres Strait Islander people

13 92 76
13yarn.org.au

If you are concerned about someone at risk of immediate harm, call 000 or go to your nearest hospital emergency department.



Information provided by Be You.

If you or someone you know is in distress or immediate danger, call emergency services 000. If you feel you cannot use any of these resources you can also:

- Talk to your Centre Manager or someone you trust
- Talk to your university counselling services
- Contact your doctor, counsellor, psychologist or psychiatrist
- Visit a hospital emergency department

For more mental health & wellbeing resources, go to our website [here](#).

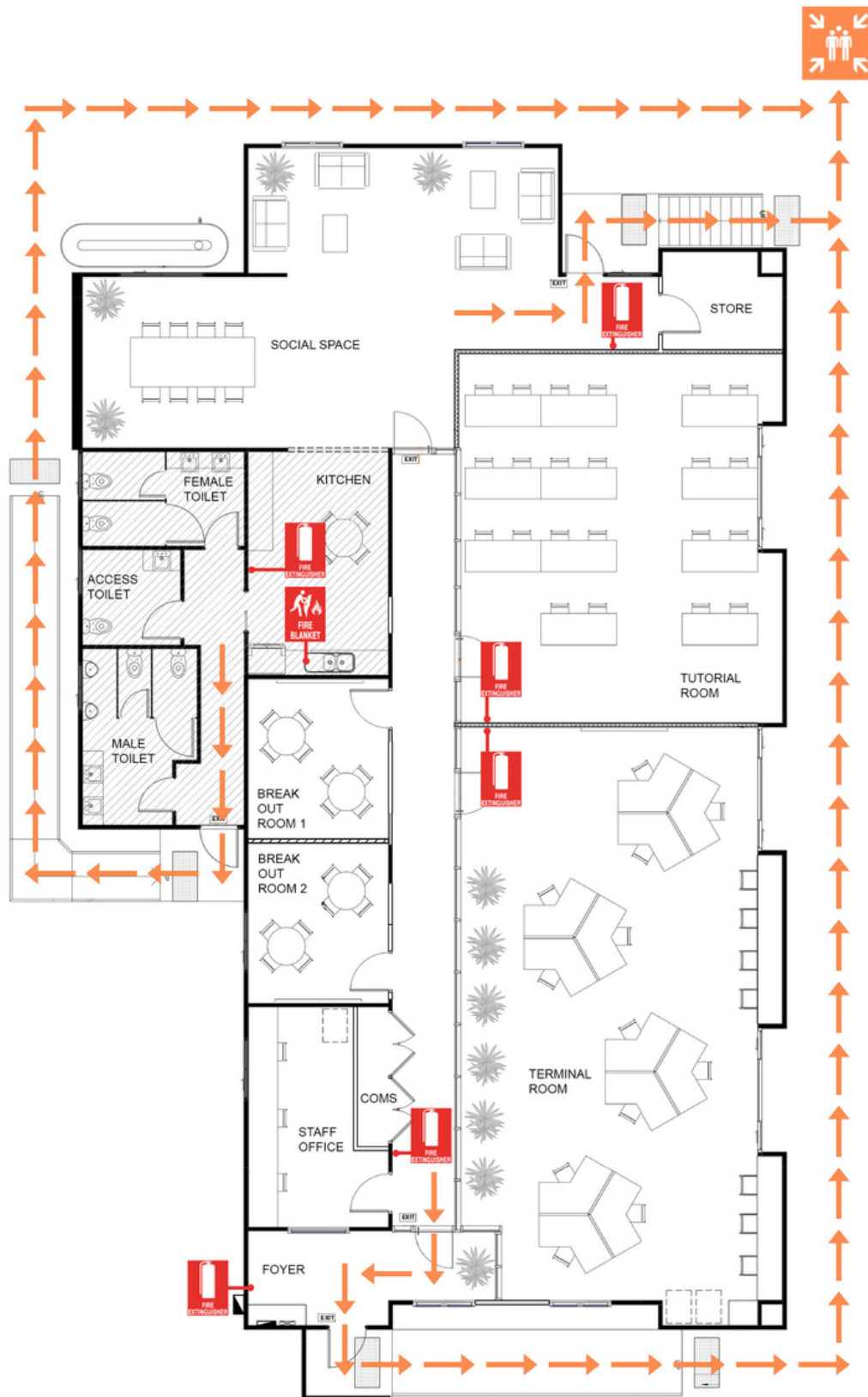
Useful websites

<u>CUC Bass Coast</u>	Find information about CUC Bass Coast, including student resources, room bookings, latest news and more
<u>Course Seeker</u>	Search and compare thousands of courses from different institutions across Australia
<u>Good Universities Guide</u>	Find independent performance ratings and rankings for Australian universities to help you choose the best fit for you
<u>Study Assist</u>	Find information on higher education loans and support
<u>VTAC</u>	Access course offers and find out about upcoming offer rounds and the offer process
<u>UAE</u>	Universities Admission Centre processes applications for admission to most undergraduate courses at participating institutions
<u>CSU StudyLink</u>	A free online way to prepare yourself to learn at university

Financial support

<u>Scholarship Guide</u>	CUC Bass Coast's free resource for local senior secondary students to start building your future with confidence
<u>CEF</u>	Country Education Foundation Australia scholarships guide
<u>CUC Central</u>	Links to various university financial assistance
<u>VTAC</u>	Information on a range of access and equity scholarships
<u>Services Australia</u>	Australian Government support with further study, including university and TAFE

Evacuation Plan



Emergency contacts

Emergency	000
Ambulance	000
Wonthaggi Police	5671 4100
Security	5678 7015
Centre Manager	Sarah Bourke – 0439 001 573

Contact us



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**Bringing degrees
closer to regional, rural
and remote Australia.**

