If you are studying at UNSW with a disability or difficult personal circumstance then Disability Services may be able to help you. Here you will find office contact details and how to make an appointment.

**Office**

Disability Services (previously known as SEADU)
Ground Floor Goodsell Building
University of NSW Kensington NSW 2052
Opposite the Central Lecture Block (CLB)

**Map location** (grid reference F20, PDF, 1MB)

**Phone** 02 9385 4734

**Email** disabilities@unsw.edu.au

**Open hours** Monday, Tuesday, Wednesday, Thursday, Friday: 10am - 4pm

## Appointments

If you have not registered before, to make an appointment:

- Please [register now](mailto:disabilities@unsw.edu.au) and we will contact you to arrange a time.

If you are already registered please telephone or email us to arrange an appointment:

- Phone 02 9385 4734 or email disabilities@unsw.edu.au

### What to expect from your first appointment

Your Disability Adviser will discuss with you the impact of your disability on your studies and how you will cope in the university environment. **Your first appointment could take up to two hours to complete**, so please ensure you allow yourself enough time.

The Disability Adviser will assess what services or adjustments will assist you to complete your studies. You will usually see the same Disability Adviser while you are registered with Disability Services. Feel free to ask your Disability Adviser any questions about the services available to you.

At the end of the interview, you will be provided a summary of the services that have been agreed to be put in place. You will be asked to sign the summary and given a copy for your records.

You may also be given a Letter of Support that you must give to your course coordinator and/or lecturers and tutors to ensure your adjustments are put in place.

### Telephone appointments
Sometimes matters regarding your educational adjustments can be easily and conveniently dealt with over the telephone. You don’t always have to come in for an appointment. Our office will arrange a convenient time for you to talk to a Disability Adviser on the telephone. Please ensure you are available at the arranged time and that you are in a location you can talk privately. Train stations, buses, cafes or shopping centres are not appropriate places to conduct a telephone interview.

**Cancelling or rescheduling appointments**

If you need to cancel or reschedule your appointment please call our Kensington office as soon as possible and let us know. Not showing up, arriving late for your appointment, or not being available for your telephone interview can be very disruptive to everybody.

- If you cannot make your appointment, call us on (02) 9385 4734 as early as possible so that we can reschedule another appointment.
- If you arrive late for your scheduled appointment, we cannot guarantee that the Disability Adviser will be able to see you at that time. You may have to reschedule, or have a shortened interview.
- If you are not available to take your telephone interview, you will have to reschedule the appointment time.