



INTERNATIONAL INSTITUTE AUSTRALIA

# Student Handbook

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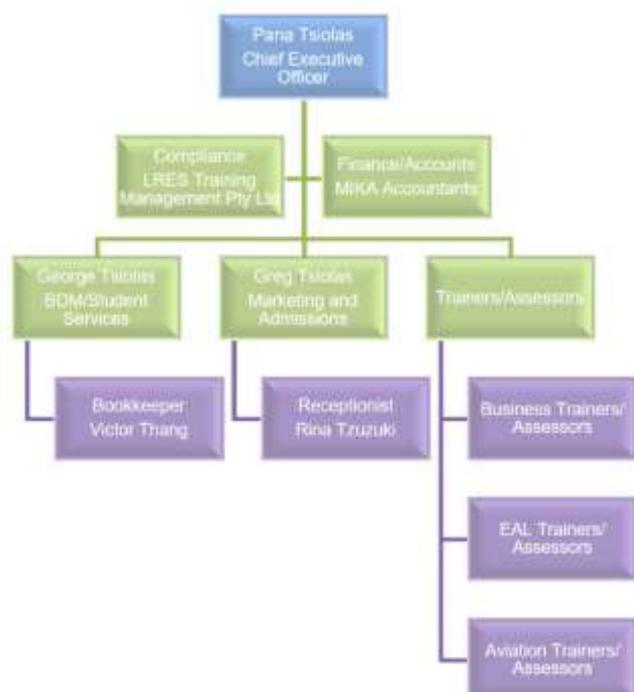
## Welcome

Welcome to International Institute Australia, we are an organisation that provides excellence in our offered training services. Our philosophy encompasses first class customer service and the delivery of premium quality training to all of our clients.

We are committed to providing you with quality training and assessment and assisting you in furthering your career and reaching your educational goals.

Our trainers and assessors are highly qualified and have extensive experience. We are here to support you throughout our courses and we hope you have an enjoyable learning experience.

## Organisational Chart



## Orientation Program

9.00	Welcome by Director
9.15	Studying at IIA
11.15	Student Services
11.45	Student Questions
12.00	Break
12.20	Course Overview

## Studying In Australia

Australia provides a unique kind of education and a learning style that encourages you to be innovative, creative and think independently. Australia attracts the third largest number of international students in the

English-speaking world after the USA and UK. In some countries Australia is the students' first choice study destination.

Australia offers an education experience that makes a real difference. Graduates from Australia are very successful in finding jobs and hold prominent positions worldwide. Additionally, they are readily accepted for postgraduate study at leading international universities.

Australia is a dynamic, vibrant country and its people are energetic, friendly and confident. Multicultural Australia is a safe, friendly, sophisticated and harmonious society in which students can learn and travel in an English speaking country.

Australia also offers excellent value for money and a standard of living which is among the highest in the world. Living expenses and tuition costs in Australia are considerably less expensive than the UK and USA.

Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$335 per week on:

- accommodation
- food
- clothing
- entertainment
- transport
- international and domestic travel
- telephone
- incidental costs

You may spend more or less, depending on the course you choose to study, where you choose to live and your lifestyle.

### Accommodation

Accommodation available to International students includes Homestay, Hostels, Guest Houses, Share Accommodation and Rental Accommodation. Prices for accommodation vary in Melbourne from \$70 to \$350.

### Food

Markets and supermarkets sell a variety of fresh meat, fruit and vegetables as well as rice, breads, spices and other ingredients. Halal and kosher foods are available.

Melbourne's restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Ethiopian, Brazilian, Malaysian, Greek, Indian, Thai, Vietnamese, Lebanese, French and Indonesian.

## Shopping

Central Melbourne and its suburbs have many large shopping centres, department stores, discount stores, markets and supermarkets which can be reached easily by public transport.

## Typical living costs for a single student

The living costs below are based on 2 people sharing an unfurnished two bedroom apartment, flat or house. The amounts are in Australian dollars (A\$). Remember to add your program fees and airfares to get a realistic total.

Establishment costs for first year of study

- Bond (refundable security deposit) \$400
- General (furniture, connection fees, etc.) \$1000
- Overseas Student Health Cover \$312

Recurrent costs

- Rent per person (weekly \$100; annually \$5,200)
- Food and drink (weekly \$50; annually \$2,600)
- Travel (up to 10km from city) (weekly \$22; annually \$1,144)
- Telephone (weekly \$10; annually \$520)
- Gas, electricity, water (weekly \$15; annually \$780)
- Books, stationery, photocopying (annually \$500)
- Personal expenses (clothes, entertainment) (weekly \$40; annually \$2,080)

## Laws in Australia

In Australia, there are many laws to help maintain order and a civil society. If you are unsure what the law is, it is best to ask someone. Knowing some common laws will help you to adapt to your new life in Australia.

### Equality

In Australia all people are equal in the eyes of the law and for all other purposes. They have the right to be respected and treated in a fair manner. No person should be treated differently to others because of their:

- gender
- race
- country of origin
- marital status
- pregnancy
- political and religious beliefs
- disability
- sexual preference

This applies widely in relation to employment, education, accommodation, buying goods, access to services such as doctors, banks and hotels, and detention or arrest by authorities.

Your rights and those of other people are protected by law at the federal and state levels.

The Human Rights and Equal Opportunity Commission has further information available.

### Religious freedom and marriage

As a secular state, Australia has no official or state religion. All Australians are free to practice any religion or to have no religion at all. The law does not enforce the religious doctrine of any religion.

Similarly, religious laws are not recognised and have no legal status in Australia. Religious and cultural practices must exist within existing Australian laws.

### Violence

Committing an act of violence against another person is against the law in Australia. It is a criminal offence and the penalties are severe.

Any violence is unacceptable at IIA and may be grounds for cancellation based on misbehavior.

### Bullying

Bullying is another form of abuse which can affect others. Bullying can affect a student's confidence and their education.

Bullying can take many forms, and may include:

- Verbal - the student is called names, put down, threatened
- Physical - the student is hit, tripped, poked, kicked, or belongings are stolen or damaged
- Social - the student is left out, ignored, or rumours are spread
- Psychological - the student is stalked or given dirty looks

Bullying is unacceptable at IIA and may be grounds for cancellation based on misbehavior.

### Driving

To drive a car in Australia, you must have a driver's licence and the vehicle you are driving must be registered with the government.

The penalties for breaking traffic laws can be severe. These may include expensive fines, losing your driver's licence or imprisonment. The laws are very strict about driving over the speed limit (speeding) and driving after drinking alcohol (drink driving).

Speeding is a major cause of accidents resulting in death. Speed cameras are used by police in all states and territories to measure how fast your vehicle is travelling. If you are caught driving at speeds over the speed limit, you will usually be fined. The amount will depend on how much above the speed limit you were travelling. The fine notice is usually sent by mail. Your driver's license will also be affected. Each driver is given a number of points when they are licensed. Points will be deducted for each offence, called demerits. When your licence has no points left, it will be suspended or cancelled.

Drink driving is a very serious matter in Australia. Police randomly test the breath of drivers to measure the amount of alcohol in their blood by using a device called a breathalyser.

The permitted alcohol level in most states and territories is 0.05, which is 0.05 grams of alcohol in every 100ml of your blood. The permitted alcohol level in probationary, provisional and learner drivers (P and L plates) are even less, from zero to 0.02.

Drink driving is also a criminal offence in Australia and a criminal conviction is recorded. It is viewed much more seriously than illegal parking or speeding. If you have been drink driving and cause an accident which results in another person's death, you can also be charged with murder or manslaughter.

Everyone in your car must wear a seatbelt or a proper child restraint. Not doing so can result in an expensive fine and demerits against your driver's licence.

If you are involved in a road accident, and somebody is injured, you must report it to the police.

**Pollution, littering and protecting the environment**

A clean environment and the protection of nature are important to Australians. It is illegal to litter, create pollution or dispose of waste without permission. Lighting fires in outdoor areas is also banned at certain times of the year.

### Noise

There are laws that protect Australians from too much noise. The regulations vary across the states and territories, and also depend on whether the area is zoned for commercial, industrial or residential use. In general, neighbours are tolerant of occasional noise, but if it is frequent, excessively loud or occurs at night, a complaint may be made to the local council, the state or territory environment authority, or the police.

### Smoking and drinking

Smoking is banned in many places in Australia, including all airports, government offices, health clinics, and workplaces. Smoking in restaurants and shopping centres is also banned in most states and territories. Non-smoking areas are often, but not always, shown by a sign.

It is against the law for a shop or stall to sell tobacco products to a minor (that is, someone under 18 years old). Selling or giving tobacco to a minor is also prohibited in most states and territories.

It is against the law for any person to sell or give alcohol to a minor. It is also an offence for a minor to have alcohol in their possession except on private property such as a private home. Drinking and possession of alcohol is also banned in some public areas.

## Relevant Legislation

### The ESOS Act 2000

The provision of education and training for overseas students studying in Australia is regulated by the Commonwealth legislation administered by the Commonwealth Department of Education, Science and Training and a National Code 2018.

All education and training providers registered on, or seeking registration on CRICOS, must comply with the ESOS Act,

ESOS Regulations and the provisions of the National Code 2018.

All States and Territories of Australia operate within this legislative framework. Its purpose is to protect the interests of people coming to Australia on student visas by providing them with tuition and financial assurance. The ESOS Act also ensures a nationally consistent approach to the approval of providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

### The National Code 2018 Guideline

The provision of education and training for overseas students studying in Australia is regulated by the Commonwealth legislation administered by the Commonwealth Department of Education, Science and Training.

Providers must comply with the National Code 2018 for Registration Authorities and Providers of Education & Training to Overseas Students.

The National Code 2018 of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018-) supports the National Strategy for International Education 2025 to advance Australia as a global leader in education, training and research.

The National Code 2018 is a legislative instrument made under the Education Services for Overseas Students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to overseas students.

The National Code 2018 commenced on 1 January 2018. Education providers must comply with the National Code 2018 to maintain their registration to provide education services to overseas students.

All providers on the Commonwealth Register of Institutions and Courses for Overseas Students CRICOS are required to comply with the Code's requirements.

## ESOS Framework Overview

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas (ESOS) Act 2000* and the National Code 2018-.

### Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course – including its location – match the information on CRICOS.

### Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer before hand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

### Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

## Studying at IIA

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## Complaints and Appeals Procedures

Students have access to a complaints procedure if they feel they have been unjustly treated or have a serious complaint. The following refers to possible disputes.

### Academic Matters

Students dissatisfied with an activity or decision of a member of the academic staff can voice their concerns to the staff member concerned and, if appropriate, appeal to the Chief Executive Officer. If the matter is one of general concern students should talk first with the teacher as a group of students. Matters which may cause concern could include the quality of lecturing, apparent prejudice or partiality in assessment, heavy work loads and so on.

### Sexual Harassment and/or Racism

Sexual harassment is any form of sexual behaviour that is unwelcome, uninvited and unwarranted. This may include touching, sexual suggestions, offensive remarks or messages or displays of sexually offensive material.

Racism may involve prejudice, the holding of negative attitudes about others due to their race, descent or national origin. It may involve discrimination, the negative differential treatment of individuals or groups on the same bases.

Students who feel that they are being sexually harassed or are the victims of any sort of racism should initially contact the Administration Manager. (S)he will then decide how to deal with the matter. It would be hopefully done in an informal manner involving discussion with the person accused. This may involve informing the Chief Executive Officer and/or convening face to face meetings with claimant and respondent to assist conciliation. If this route is inappropriate (for example, the counsellor is involved in the harassment in some way), students should contact the Chief Executive Officer.

If the complaint is sufficiently serious, the Chief Executive Officer may establish a formal inquiry and/or refer to external authorities. Following the report produced by such an inquiry, the Chief Executive Officer may decide that the code of conduct has been grossly breached and recommend that a student's enrolment be terminated.

### Other

Students who feel they have any other type of complaint should first contact the assigned counsellor. If necessary it will be referred to the Chief Executive Officer in order to resolve the situation.

### Appeal Policy and External Complaints Procedure

There is an external complaint process available to students if they have exhausted the above procedures and still feel unsatisfied. If the internal complaints process is unable to resolve the dispute, students will be referred to an external source by the Chief Executive Officer. The student should lodge a written appeal to the Chief Executive Officer within 20 working days of receiving notice of the outcome of the internal complaints process. All costs for this process will be covered by the Institute.

Students may also seek legal redress through the usual court processes if they feel unsatisfied. This agreement, and the availability of complaints and appeals processes, does not

remove the right of the student to take action under Australia's consumer protection laws.

#### Procedure

##### 1. Complaint Procedure

(a) Complainants are encouraged to speak directly with the person concerned to resolve the problem informally.

(b) If the student is not satisfied with the outcome following informal discussion, they may request the complaint/Grievance to be referred to the Chief Executive Officer for resolution.

(c) All records of any complaint will be kept on file.

(d) A complaint can be about a situation, a process, a person or people, a facility or a service provided by IIA. A complaint is not about an academic result.

(e) A complaint can be lodged in writing using the Complaint Form available from Reception, or alternatively in writing identifying the complainant, nature of complaint and must be signed by the complainant. Students must lodge their complaint with the Administration Manager. A written record of the grievance will be kept on file.

(f) If the student chooses to access IIA's complaints and appeals processes, their enrolment will be maintained while the process is ongoing.

(g) IIA will investigate and respond to all complaints lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.

(k) IIA treats all complaints in confidence and must seek the permission of the student before discussing the grievance with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

(l) If the student is not satisfied with the outcome following the above process, they may request to appeal the decision through the Administration Manager. The Administration Office will then organise the appeal in accordance with item 3 below.

##### 2. Academic Appeal Procedure

(a) Notify teacher within 7 days of receiving any result.

(b) Teacher and/or Managing Chief Executive Officer provide a written statement of outcome within a further 10 days.

(c) Seek reassessment or arbitration by a third party or panel acceptable to all parties to the appeal.

(d) If the appeal is still unresolved, the Appeals process as specified for Item 3 below applies.

##### 3. Appeals

(a) Requests for appeal must be made in writing to the Administration Manager and within 20 working days of written notification of the decision they are appealing.

(b) Once the Administration Manager receives a request for an internal appeal in writing, they will convene a panel to hear the

appeal. The panel will consist of 2 management staff, one of which will be either the Chief Executive Officer or his delegate. The panel will meet with the student and make a determination accordingly.

(c) Prior to convening the panel to hear the internal appeal, the Administration Manager must brief all panel members on the case.

(d) Once the internal appeal date and time have been set, the Administration Manager will advise the student of the appointment in writing.

(e) During the appeal, the student will have the opportunity to formally present their case at no cost. A student may be accompanied and assisted by a support person during the deliberation. IIA representatives may also be assisted by a support person during appeals meetings.

(f) At the completion of the internal appeal, the Administration Manager will communicate the outcome to the Chief Executive Officer, where the Chief Executive Officer is not part of the panel, and to the student within 2 business days. A written statement will be provided to the complainant outlining the outcome of the internal appeal and the reasons for the decision within 10 days. If the appeal is not in favour of the student, they will also be advised in writing by the Administration Manager that they have access to an external appeals process which must be initiated within 10 days. IIA will proceed with its original intention if the student does not request further appeal within 10 days of notification.

(g) Requests for an external appeal can only be initiated by the student by contacting the Overseas Students Ombudsman within 10 working days of the written notice of outcome from the internal appeals process.

(h) IIA will forward any relevant documentation to Ombudsman as requested by the Ombudsman.

(i) If the external appeal results in a decision that supports the student, IIA will immediately implement the decision or preventive actions required and advise the student of the outcome. If the external appeal supports IIA, the original intention will be implemented despite any further review.

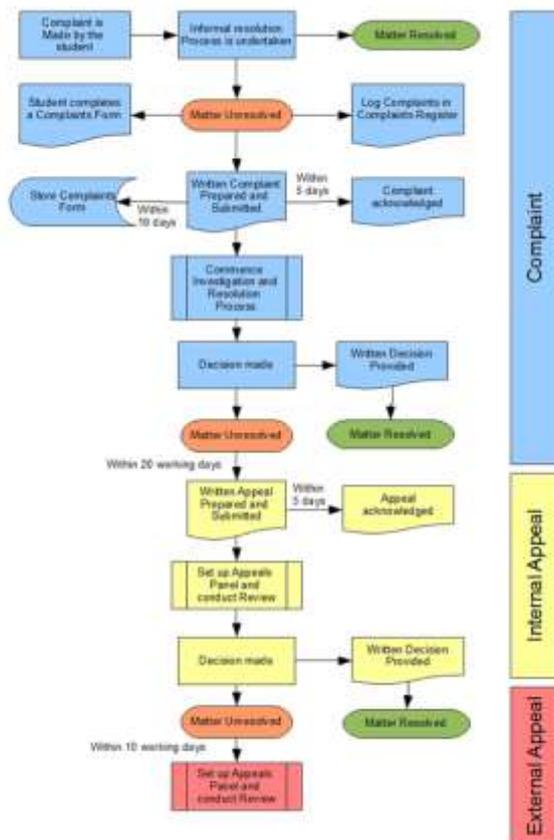
(j) The appeals process will be at no cost to the student.

(k) Students must lodge an appeal to the Ombudsman by email to [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au), by mail to GPO Box 442, Canberra, ACT 2601 or by phone to 1300 362 072.

The Ombudsman's office will notify you and the Institute of the outcome.

(l) Students may also seek legal redress through the usual court processes if they feel unsatisfied beyond the first external appeal. Costs of any legal redress by students are to be covered by the student.

(m) If the internal or any external complaint handling or appeal process results in a decision that supports the student, IIA will immediately implement any decision and/or corrective and preventative action.



## Applying for Course Credit - Policy and Procedures

### Policy

Course credit is defined by the National Code 2018- as follows:

‘Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.’

This document outlines the IIA policy and process for students to be granted course credit if they have suitable prior learning or experience.

- Student are required to sign (or otherwise accept) the record of the course credit.
- Students will be given a copy of the course credit for their records, and a copy will be kept on the student’s file. If necessary the duration of study will be adjusted accordingly. Students can enter a qualification without completing earlier qualifications or doing the pre-requisite competencies if they feel they are already competent in those competencies. They are required to undergo a course credit assessment.

Recognition of prior learning and/or mutual recognition, by default, this will result in students being exempt from completing that subject, and receiving course credit. Where a student gains credit, this will result in the duration of their course being reduced and IIA will inform Department of Home Affairs of the duration variation.

Applications for Exemptions should be submitted either before a student enrolls at or by the end of the first month of study and should be submitted to the Administration Manager.

Applications for Exemption will only be accepted if:

- the student is enrolled in an approved course of IIA and
- the appropriate fee has been paid, and
- the application is made in the first month of study at IIA except where special circumstances exist.

Exemptions will be granted based on skills and education that a student has already acquired from other **appropriate** courses (Credit Transfer) or Recognition of Prior Learning.

Exemptions based on RPL will only to be granted where it can be shown that the student has successfully completed other studies that are:

- of a similar duration,
- studied at a similar or higher level
- of similar content.

IIA will recognise qualifications from other countries as long as they meet the above mentioned criteria.

Students who have a completed a qualification/ components/ competencies of a qualification that comes within the Australian Qualifications Framework or other qualifications deemed to be acceptable to IIA, may apply under this same process to have that recognised under the process of mutual recognition. Where the unit complete is the same as in the proposed course, no further assessment is required.

Exemptions are applicable only to the course in which the student is enrolled at the time of applying for exemptions. If a student changes courses, exemptions granted will be reassessed to ensure that they are still appropriate.

If the Institute grants the student course credit which leads to a shortening of the student’s course before the student visa is granted, the CoE will indicate the actual net course duration for the course.

If the course credit is granted after the student visa is granted, the change of course duration will be reported to Department of Home Affairs via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

### Time Limit on Credit

(a) Credit will not normally be granted for studies (or other demonstrated learning achievement) that have been completed more than ten years prior to the time of application for credit.

(b) A shorter time limit may be applied where there is concern about the currency of the applicant’s knowledge or skills, and/or where professional accreditation requirements limit the granting of credit. The shorter time limit may apply to all applications for credit in a particular program or to a specific student application.

(c) Exceptions to the ten year time limit may be approved for certain articulation agreements or for individual cases. In considering cases for credit for studies completed more than ten years earlier, post-qualification experience which may contribute to the currency of knowledge or skills may be taken into account.

## Process

An application for credit/exemption form is available from Reception. The completed application should be returned to the Administration Manager.

Attach the relevant evidence of prior learning, and return to the Student Service Staff at reception.

The evidence provided must include:

- Photocopies or scanned images of the original transcripts certified by a suitable person to be a true copy of the original transcripts.
- Subject outlines specifying subject content and duration. Students should note that incomplete applications may result in a rejection and/or delay in processing of the application. Assessment of the skills and knowledge will be carried out in the following ways:
  - Assessment by the Principal or appropriately trained administrative personnel by way of interview and/or inspection of evidence for compliance with the above mentioned criteria. and / or
  - Sitting a challenge test to assess knowledge of subjects for which RPL has been requested.

The result of the exemption process will result in exemptions granted being shown on the student's academic transcript and result history, either as Credit Transfer or Recognition of Prior Learning (RPL) as appropriate.

## Repeating Unsatisfactorily Completed Units

Where an overseas student is required to take extra units to complete a course of study at the end of their scheduled program, and the remaining units do not constitute a full-time load, the student may complete the units with a less than full-time load. This applies to overseas students who are required to repeat units of study, however, IIA will not allow them to repeat any unit more than once.

## Assessment

Assessment for each unit of competence includes a range of approaches to allow students a number of different ways to demonstrate competence. Assessment may include practical demonstration of competence, written tests, assignments, case study reports, participation in role plays and classroom activities. Practical work takes place in both a simulated environment. Students must demonstrate that they are 'job ready' in order to complete their program. Assessment criteria and methods are addressed further in this guide.

## Delivery Methods

Instructor-led training, or ILT, is the practice of training and learning material between an instructor and learners, either individuals or groups. Instructors can also be referred to as a facilitator, who may be knowledgeable and experienced in the

learning material, but can also be used more for their facilitation skills and ability to deliver material to learners.

Instructors may deliver training in a lecture or classroom format, as an interactive workshop, as a demonstration with the opportunity for learners to practice. The instructor has facilitation and teaching skills, in which they use different methods to engage learners and embrace different learning styles.

There is a monthly student intake for the IIA programs. Each student or group of students will follow the delivery sequence outlined in their Training Plan once they commence. The student's individual journey will be managed by their Trainer/Assessor using a Training Plan. The delivery sequence outlined below is to be used as a guide, students will work at their own pace and may take longer to achieve competencies if needed. Once a student has achieved competency in a unit they will commence the next unit in the delivery sequence, all progression will be documented on their training plan, recorded in the student management system and evidence retained in their student file.

As an example, a participant may be scheduled to progress through their BSB30115 Certificate III in Business as follows:

Unit Code	Unit Title	Scheduled Number of weeks delivery	Delivery Schedule
BSBWHS 302	Apply knowledge of WHS legislation in the workplace	1	Week 1
BSBADM 311	Maintain business resources	1	Week 8
BSBCMM 301	Process customer complaints	1	Week 20
BSBCUS 301	Deliver and monitor a service to customers	2	Week 11, 12
BSBDIV3 01	Work effectively with diversity	2	Week 2, 3
BSBFLM3 12	Contribute to team effectiveness	2	Week 13, 14
BSBINM3 01	Organise workplace information	2	Week 15, 16
BSBINN3 01	Promote innovation in a team environment	2	Week 6, 7
BSBPRO 301	Recommend products and services	1	Week 17
BSBSUS 401	Implement and monitor environmentally sustainable work practices	2	Week 4, 5
BSBWOR 301	Organise personal work priorities and development	1	Week 19
BSBWRT 301	Write simple documents	1	Week 18

Delivery of training and assessment will, however, be based upon participant needs and guided. The program is managed and adjusted to ensure completion within the overall scheduled timeframe.

Each participant receives a training plan and the training plan records the individual's progress through the program. The training plan is populated with scheduled commencement and completion dates for each unit and is updated with actuals as the participant progresses through the course program.

Note: This is a face-to-face full-time delivery mode and students are required to attend to satisfactorily progress through their course program.

## Transfer Between Registered Providers

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### Transfer from International Institute Australia (IIA) to another provider and vice-versa for International Students

From July 2007, providers are restricted from enrolling transferring students prior to the student completing 6 months of their principal course. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

The policy of International Institute Australia is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer.

In regard to releasing current students, all of the students within a degree pathway with a higher education visa have not commenced their 'principal' program and thus, all students transferring out of this program need a letter of release from both IIA and further education provider to be able to enrol in another institution. Our broad policy is to agree to all transfer requests unless there are some particular factors that need to be taken into consideration. These are that the student requesting a transfer has an accurate understanding of what the transfer represents to their study options, or that they still owe IIA course fees or that it is suspected that they are seeking transfer only to avoid being reported to Department of Home Affairs for failure to meet academic progress or attendance. The Chief Executive Officer will make any final decision as to whether to refuse a letter of release for any student.

Letters of release would always be provided when or if:

1. IIA registration or that of the Certificate or other course has been revoked.
2. Sanctions imposed on IIA by the Australian government prevent the student from continuing in the course.
3. A government sponsor deems that the transfer is in the best interest of their student.

### Procedure for assessing transfer applications from students wishing to transfer out of IIA

1. Students make a written request to the Admissions Officer to transfer to another provider. The following must be addressed in the application:

- Student Name
- Current Course
- Date of Application
- Course Commencement Date
- Visa Sub-Class
- Principal Course of Study (Note: For a 573 Visa Sub-Class the primary course will be the higher education course)
- What is the reason for this transfer request?
- Explanation of how the transfer will not lead to increased tuition costs, increased duration of studies, a lower level of support services at the new provider and effect the progression through a package of courses where appropriate.

2. The student is asked to provide a valid offer of enrolment from the new institution.

3. If the student is under 18, their parent or guardian must support this request in writing. If they are under 18, they must also provide written evidence that the new provider will accept responsibility for their accommodation and welfare.

4. With these documents sighted, the Chief Executive Officer, or delegate, will assess the transfer request considering the following:

Does the student have any outstanding fees payable? (if they do, these must be paid before a letter of release can be provided)  
Is the student fully aware of the study issues involved in the transfer?

Is the student simply trying to avoid being reported to Department of Home Affairs for lack of course progress or poor attendance?

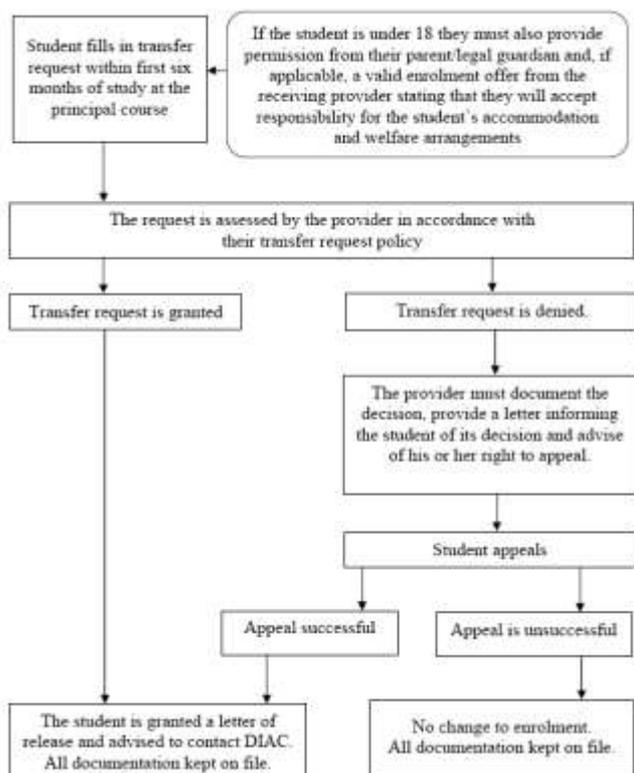
5. If the answers to the above are satisfactory and in accordance with policy, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact Department of Home Affairs and obtain a new visa if the course they transfer to is not a Higher Education/VET course.

6. The Admissions Officer reports the students' termination of studies through PRISMS.

7. If any of the answers are unclear, the student is required to attend an interview with the Chief Executive Officer, or delegate, to gain a fuller understanding of the circumstances.

8. The Chief Executive Officer, or delegate, will inform the student in writing of a negative outcome with reasons and indicate that the student may access the student appeal process.

Student transfer request assessment flowchart



9. The assessment procedure should not take more than 10 days once the student has provided the necessary documentation to the Chief Executive Officer, or delegate. All requests, considerations, decisions and copies of letters of release will be retained in the student's file.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

10. Where a letter of release is granted, this will be provided to students at no cost to the student.

## Privacy

International Institute Australia takes the privacy of our students very seriously and we will comply with all legislative requirements.

These include the Privacy Act and the Australian Privacy Principles.

In some cases as required by law and as required by the SNVR we will need to make your information available to others, such as the Australian Government's State, Territory and Commonwealth Agencies.

In all other cases we ensure that we will seek the written permission of the student.

### **Part 1 — Consideration of personal information privacy** **Australian Privacy Principle 1 — open and transparent management of personal information**

1.1 The object of this principle is to ensure that APP entities manage personal information in an open and transparent way.

*Compliance with the Australian Privacy Principles etc.*

1.2 An APP entity must take such steps as are reasonable in the circumstances to implement practices, procedures and systems relating to the entity's functions or activities that:

- will ensure that the entity complies with the Australian Privacy Principles and a registered APP code (if any) that binds the entity; and
- will enable the entity to deal with inquiries or complaints from individuals about the entity's compliance with the Australian Privacy Principles or such a code.

### *APP Privacy policy*

1.3 An APP entity must have a clearly expressed and up to date policy (the **APP privacy policy**) about the management of personal information by the entity.

1.4 Without limiting subclause 1.3, the APP privacy policy of the APP entity must contain the following information:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles, or a registered APP code (if any) that binds the entity, and how the entity will deal with such a complaint;
- whether the entity is likely to disclose personal information to overseas recipients;
- if the entity is likely to disclose personal information to overseas recipients—the countries in which such recipients are likely to be located if it is practicable to specify those countries in the policy.

### *Availability of APP privacy policy etc.*

1.5 An APP entity must take such steps as are reasonable in the circumstances to make its APP privacy policy available:

- free of charge; and
- in such form as is appropriate.

Note: An APP entity will usually make its APP privacy policy available on the entity's website.

1.6 If a person or body requests a copy of the APP privacy policy of an APP entity in a particular form, the entity must take such steps as are reasonable in the circumstances to give the person or body a copy in that form.

### **Australian Privacy Principle 2 — anonymity and pseudonymity**

2.1 Individuals must have the option of not identifying themselves, or of using a pseudonym, when dealing with an APP entity in relation to a particular matter.

2.2 Subclause 2.1 does not apply if, in relation to that matter:

- the APP entity is required or authorised by or under an Australian law, or a court/tribunal order, to deal with individuals who have identified themselves; or
- it is impracticable for the APP entity to deal with individuals who have not identified themselves or who have used a pseudonym.

### **Part 2 — Collection of personal information**

#### **Australian Privacy Principle 3 — collection of solicited personal information**

##### *Personal information other than sensitive information*

3.1 If an APP entity is an agency, the entity must not collect personal information (other than sensitive information) unless the information is reasonably necessary for, or directly related to, one or more of the entity's functions or activities.

3.2 If an APP entity is an organisation, the entity must not collect personal information (other than sensitive information) unless the information is reasonably necessary for one or more of the entity's functions or activities.

#### *Sensitive information*

3.3 An APP entity must not collect sensitive information about an individual unless:

- a. the individual consents to the collection of the information and:
    - i. if the entity is an agency — the information is reasonably necessary for, or directly related to, one or more of the entity's functions or activities; or
    - ii. if the entity is an organisation — the information is reasonably necessary for one or more of the entity's functions or activities; or
  - b. subclause 3.4 applies in relation to the information.
- 3.4 This subclause applies in relation to sensitive information about an individual if:
- a. the collection of the information is required or authorised by or under an Australian law or a court/tribunal order; or
  - b. a permitted general situation exists in relation to the collection of the information by the APP entity; or
  - c. the APP entity is an organisation and a permitted health situation exists in relation to the collection of the information by the entity; or
  - d. the APP entity is an enforcement body and the entity reasonably believes that:
    - i. if the entity is the Immigration Department — the collection of the information is reasonably necessary for, or directly related to, one or more enforcement related activities conducted by, or on behalf of, the entity; or
    - ii. otherwise — the collection of the information is reasonably necessary for, or directly related to, one or more of the entity's functions or activities; or
  - e. the APP entity is a non-profit organisation and both of the following apply:
    - i. the information relates to the activities of the organisation;
    - ii. the information relates solely to the members of the organisation, or to individuals who have regular contact with the organisation in connection with its activities.

Note: For permitted general situation, see section 16A. For permitted health situation, see section 16B.

#### *Means of collection*

3.5 An APP entity must collect personal information only by lawful and fair means.

3.6 An APP entity must collect personal information about an individual only from the individual unless:

- a. if the entity is an agency:
  - i. the individual consents to the collection of the information from someone other than the individual; or
  - ii. the entity is required or authorised by or under an Australian law, or a court/tribunal order, to collect the information from someone other than the individual; or
- b. it is unreasonable or impracticable to do so.

#### *Solicited personal information*

3.7 This principle applies to the collection of personal information that is solicited by an APP entity.

### **Australian Privacy Principle 4 — dealing with unsolicited personal information**

4.1 If:

- a. an APP entity receives personal information; and
- b. the entity did not solicit the information;

the entity must, within a reasonable period after receiving the information, determine whether or not the entity could have collected the information under Australian Privacy Principle 3 if the entity had solicited the information.

4.2 The APP entity may use or disclose the personal information for the purposes of making the determination under subclause 4.1.

4.3 If:

- a. the APP entity determines that the entity could not have collected the personal information; and
- b. the information is not contained in a Commonwealth record;

the entity must, as soon as practicable but only if it is lawful and reasonable to do so, de-identify the information or ensure that the information is de-identified.

4.4 If subclause 4.3 does not apply in relation to the personal information, Australian Privacy Principles 5 to 13 apply in relation to the information as if the entity had collected the information under Australian Privacy Principle 3.

### **Australian Privacy Principle 5 — notification of the collection of personal information**

5.1 At or before the time or, if that is not practicable, as soon as practicable after, an APP entity collects personal information about an individual, the entity must take such steps (if any) as are reasonable in the circumstances:

- a. to notify the individual of such matters referred to in subclause 5.2 as are reasonable in the circumstances; or
- b. to otherwise ensure that the individual is aware of any such matters.

5.2 The matters for the purposes of subclause 5.1 are as follows:

- a. the identity and contact details of the APP entity;
- b. if:
  - i. the APP entity collects the personal information from someone other than the individual; or
  - ii. the individual may not be aware that the APP entity has collected the personal information;
 the fact that the entity so collects, or has collected, the information and the circumstances of that collection;
- c. if the collection of the personal information is required or authorised by or under an Australian law or a court/tribunal order — the fact that the collection is so required or authorised (including the name of the Australian law, or details of the court/tribunal order, that requires or authorises the collection);
- d. the purposes for which the APP entity collects the personal information;
- e. the main consequences (if any) for the individual if all or some of the personal information is not collected by the APP entity;
- f. any other APP entity, body or person, or the types of any other APP entities, bodies or persons, to which the APP entity usually discloses personal information of the kind collected by the entity;
- g. that the APP privacy policy of the APP entity contains information about how the individual may access the

personal information about the individual that is held by the entity and seek the correction of such information;

- h. that the APP privacy policy of the APP entity contains information about how the individual may complain about a breach of the Australian Privacy Principles, or a registered APP code (if any) that binds the entity, and how the entity will deal with such a complaint;
  - i. whether the APP entity is likely to disclose the personal information to overseas recipients;
- i. if the APP entity is likely to disclose the personal information to overseas recipients — the countries in which such recipients are likely to be located if it is practicable to specify those countries in the notification or to otherwise make the individual aware of them.

### **Part 3 — Dealing with personal information**

#### **Australian Privacy Principle 6 — use or disclosure of personal information**

##### *Use or disclosure*

6.1 If an APP entity holds personal information about an individual that was collected for a particular purpose (the primary purpose), the entity must not use or disclose the information for another purpose (the secondary purpose) unless:

- a. the individual has consented to the use or disclosure of the information; or
- b. subclause 6.2 or 6.3 applies in relation to the use or disclosure of the information.

Note: Australian Privacy Principle 8 sets out requirements for the disclosure of personal information to a person who is not in Australia or an external Territory.

6.2 This subclause applies in relation to the use or disclosure of personal information about an individual if:

- a. the individual would reasonably expect the APP entity to use or disclose the information for the secondary purpose and the secondary purpose is:
  - i. if the information is sensitive information — directly related to the primary purpose; or
  - ii. if the information is not sensitive information — related to the primary purpose; or
- b. the use or disclosure of the information is required or authorised by or under an Australian law or a court/tribunal order; or
- c. a permitted general situation exists in relation to the use or disclosure of the information by the APP entity; or
- d. the APP entity is an organisation and a permitted health situation exists in relation to the use or disclosure of the information by the entity; or
- e. the APP entity reasonably believes that the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.

Note: For permitted general situation, see section 16A. For permitted health situation, see section 16B.

6.3 This subclause applies in relation to the disclosure of personal information about an individual by an APP entity that is an agency if:

- a. the agency is not an enforcement body; and
- b. the information is biometric information or biometric templates; and
- c. the recipient of the information is an enforcement body; and

- d. the disclosure is conducted in accordance with the guidelines made by the Commissioner for the purposes of this paragraph.

6.4 If:

- a. the APP entity is an organisation; and
- b. subsection 16B(2) applied in relation to the collection of the personal information by the entity;

the entity must take such steps as are reasonable in the circumstances to ensure that the information is de-identified before the entity discloses it in accordance with subclause 6.1 or 6.2.

##### *Written note of use or disclosure*

6.5 If an APP entity uses or discloses personal information in accordance with paragraph 6.2(e), the entity must make a written note of the use or disclosure.

##### *Related bodies corporate*

6.6 If:

- a. an APP entity is a body corporate; and
- b. the entity collects personal information from a related body corporate;

this principle applies as if the entity's primary purpose for the collection of the information were the primary purpose for which the related body corporate collected the information.

##### *Exceptions*

6.7 This principle does not apply to the use or disclosure by an organisation of:

- a. personal information for the purpose of direct marketing; or
- b. government related identifiers.

#### **Australian Privacy Principle 7 — direct marketing**

##### **Direct marketing**

7.1 If an organisation holds personal information about an individual, the organisation must not use or disclose the information for the purpose of direct marketing.

Note: An act or practice of an agency may be treated as an act or practice of an organisation, see section 7A.

##### *Exceptions — personal information other than sensitive information*

7.2 Despite subclause 7.1, an organisation may use or disclose personal information (other than sensitive information) about an individual for the purpose of direct marketing if:

- a. the organisation collected the information from the individual; and
- b. the individual would reasonably expect the organisation to use or disclose the information for that purpose; and
- c. the organisation provides a simple means by which the individual may easily request not to receive direct marketing communications from the organisation; and
- d. the individual has not made such a request to the organisation.

7.3 Despite subclause 7.1, an organisation may use or disclose personal information (other than sensitive information) about an individual for the purpose of direct marketing if:

- a. the organisation collected the information from:
  - i. the individual and the individual would not reasonably expect the organisation to use or disclose the information for that purpose; or someone other than the individual; and
  - ii. either:
    - i. the individual has consented to the use or disclosure of the information for that purpose; or
    - ii. it is impracticable to obtain that consent; and

- c. the organisation provides a simple means by which the individual may easily request not to receive direct marketing communications from the organisation; and
- d. in each direct marketing communication with the individual:
  - i. the organisation includes a prominent statement that the individual may make such a request; or
  - ii. the organisation otherwise draws the individual's attention to the fact that the individual may make such a request; and
- e. the individual has not made such a request to the organisation.

*Exception — sensitive information*

7.4 Despite subclause 7.1, an organisation may use or disclose sensitive information about an individual for the purpose of direct marketing if the individual has consented to the use or disclosure of the information for that purpose.

*Exception — contracted service providers*

7.5 Despite subclause 7.1, an organisation may use or disclose personal information for the purpose of direct marketing if:

- a. the organisation is a contracted service provider for a Commonwealth contract; and
- b. the organisation collected the information for the purpose of meeting (directly or indirectly) an obligation under the contract; and
- c. the use or disclosure is necessary to meet (directly or indirectly) such an obligation.

*Individual may request not to receive direct marketing communications etc.*

7.6 If an organisation (the first organisation) uses or discloses personal information about an individual:

- a. for the purpose of direct marketing by the first organisation; or
- b. for the purpose of facilitating direct marketing by other organisations;

the individual may:

- c. if paragraph (a) applies — request not to receive direct marketing communications from the first organisation; and
- d. if paragraph (b) applies — request the organisation not to use or disclose the information for the purpose referred to in that paragraph; and
- e. request the first organisation to provide its source of the information.

7.7 If an individual makes a request under subclause 7.6, the first organisation must not charge the individual for the making of, or to give effect to, the request and:

- a. if the request is of a kind referred to in paragraph 7.6(c) or (d) — the first organisation must give effect to the request within a reasonable period after the request is made; and
- b. if the request is of a kind referred to in paragraph 7.6(e) — the organisation must, within a reasonable period after the request is made, notify the individual of its source unless it is impracticable or unreasonable to do so.

*Interaction with other legislation*

7.8 This principle does not apply to the extent that any of the following apply:

- a. the *Do Not Call Register Act 2006*;
- b. the *Spam Act 2003*;
- c. any other Act of the Commonwealth, or a Norfolk Island enactment, prescribed by the regulations.

**Australian Privacy Principle 8 — cross-border disclosure of personal information**

8.1 Before an APP entity discloses personal information about an individual to a person (the overseas recipient):

- a. who is not in Australia or an external Territory; and
- b. who is not the entity or the individual;

the entity must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles (other than Australian Privacy Principle 1) in relation to the information.

Note: In certain circumstances, an act done, or a practice engaged in, by the overseas recipient is taken, under section 16C, to have been done, or engaged in, by the APP entity and to be a breach of the Australian Privacy Principles.

8.2 Subclause 8.1 does not apply to the disclosure of personal information about an individual by an APP entity to the overseas recipient if:

- a. the entity reasonably believes that:
  - i. the recipient of the information is subject to a law, or binding scheme, that has the effect of protecting the information in a way that, overall, is at least substantially similar to the way in which the Australian Privacy Principles protect the information; and
  - ii. there are mechanisms that the individual can access to take action to enforce that protection of the law or binding scheme; or
- b. both of the following apply:
  - i. the entity expressly informs the individual that if he or she consents to the disclosure of the information, subclause 8.1 will not apply to the disclosure;
  - ii. after being so informed, the individual consents to the disclosure; or
- c. the disclosure of the information is required or authorised by or under an Australian law or a court/tribunal order; or
- d. a permitted general situation (other than the situation referred to in item 4 or 5 of the table in subsection 16A(1)) exists in relation to the disclosure of the information by the APP entity; or
- e. the entity is an agency and the disclosure of the information is required or authorised by or under an international agreement relating to information sharing to which Australia is a party; or
- f. the entity is an agency and both of the following apply:
  - i. the entity reasonably believes that the disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body;
  - ii. the recipient is a body that performs functions, or exercises powers, that are similar to those performed or exercised by an enforcement body.

Note: For permitted general situation, see section 16A.

**Australian Privacy Principle 9 — adoption, use or disclosure of government related identifiers**

*Adoption of government related identifiers*

9.1 An organisation must not adopt a government related identifier of an individual as its own identifier of the individual unless:

- a. the adoption of the government related identifier is required or authorised by or under an Australian law or a court/tribunal order; or

- b. subclause 9.3 applies in relation to the adoption.

Note: An act or practice of an agency may be treated as an act or practice of an organisation, see section 7A.

*Use or disclosure of government related identifiers*

9.2 An organisation must not use or disclose a government related identifier of an individual unless:

- a. the use or disclosure of the identifier is reasonably necessary for the organisation to verify the identity of the individual for the purposes of the organisation's activities or functions; or
- b. the use or disclosure of the identifier is reasonably necessary for the organisation to fulfil its obligations to an agency or a State or Territory authority; or
- c. the use or disclosure of the identifier is required or authorised by or under an Australian law or a court/tribunal order; or
- d. a permitted general situation (other than the situation referred to in item 4 or 5 of the table in subsection 16A(1)) exists in relation to the use or disclosure of the identifier; or
- e. the organisation reasonably believes that the use or disclosure of the identifier is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
- f. subclause 9.3 applies in relation to the use or disclosure.

Note 1: An act or practice of an agency may be treated as an act or practice of an organisation, see section 7A.

Note 2: For permitted general situation, see section 16A.

*Regulations about adoption, use or disclosure*

9.3 This subclause applies in relation to the adoption, use or disclosure by an organisation of a government related identifier of an individual if:

- a. the identifier is prescribed by the regulations; and
- b. the organisation is prescribed by the regulations, or is included in a class of organisations prescribed by the regulations; and
- c. the adoption, use or disclosure occurs in the circumstances prescribed by the regulations.

Note: There are prerequisites that must be satisfied before the matters mentioned in this subclause are prescribed, see subsections 100(2) and (3).

**Part 4 — Integrity of personal information**

**Australian Privacy Principle 10 — quality of personal information**

10.1 An APP entity must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that the entity collects is accurate, up-to-date and complete.

10.2 An APP entity must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that the entity uses or discloses is, having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant.

**Australian Privacy Principle 11 — security of personal information**

11.1 If an APP entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information:

- a. from misuse, interference and loss; and
- b. from unauthorised access, modification or disclosure.

11.2 If:

- a. an APP entity holds personal information about an individual; and

- b. the entity no longer needs the information for any purpose for which the information may be used or disclosed by the entity under this Schedule; and
- c. the information is not contained in a Commonwealth record; and
- d. the entity is not required by or under an Australian law, or a court/tribunal order, to retain the information;

the entity must take such steps as are reasonable in the circumstances to de-identify the information or to ensure that the information is de-identified.

**Part 5 — Access to, and correction of, personal information**  
**Australian Privacy Principle 12 — access to personal information**

*Access*

12.1 If an APP entity holds personal information about an individual, the entity must, on request by the individual, give the individual access to the information.

*Exception to access — agency*

12.2 If:

- a. the APP entity is an agency; and
- b. the entity is required or authorised to refuse to give the individual access to the personal information by or under:
  - i. the Freedom of Information Act; or
  - ii. any other Act of the Commonwealth, or a Norfolk Island enactment, that provides for access by persons to documents;

then, despite subclause 12.1, the entity is not required to give access to the extent that the entity is required or authorised to refuse to give access.

*Exception to access — organisation*

12.3 If the APP entity is an organisation then, despite subclause 12.1, the entity is not required to give the individual access to the personal information to the extent that:

- a. the entity reasonably believes that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety; or
- b. giving access would have an unreasonable impact on the privacy of other individuals; or
- c. the request for access is frivolous or vexatious; or
- d. the information relates to existing or anticipated legal proceedings between the entity and the individual, and would not be accessible by the process of discovery in those proceedings; or
- e. giving access would reveal the intentions of the entity in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
- f. giving access would be unlawful; or
- g. denying access is required or authorised by or under an Australian law or a court/tribunal order; or
- h. both of the following apply:
  - i. the entity has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to the entity's functions or activities has been, is being or may be engaged in;
  - ii. giving access would be likely to prejudice the taking of appropriate action in relation to the matter; or
- i. giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
- j. giving access would reveal evaluative information generated within the entity in connection with a commercially sensitive decision-making process.

*Dealing with requests for access*

12.4 The APP entity must:

- a. respond to the request for access to the personal information:
  - i. if the entity is an agency — within 30 days after the request is made; or
  - ii. if the entity is an organisation — within a reasonable period after the request is made; and
- b. give access to the information in the manner requested by the individual, if it is reasonable and practicable to do so.

*Other means of access*

12.5 If the APP entity refuses:

- a. to give access to the personal information because of subclause 12.2 or 12.3; or
- b. to give access in the manner requested by the individual; the entity must take such steps (if any) as are reasonable in the circumstances to give access in a way that meets the needs of the entity and the individual.

12.6 Without limiting subclause 12.5, access may be given through the use of a mutually agreed intermediary.

*Access charges*

12.7 If the APP entity is an agency, the entity must not charge the individual for the making of the request or for giving access to the personal information.

12.8 If:

- a. the APP entity is an organisation; and
- b. the entity charges the individual for giving access to the personal information;

the charge must not be excessive and must not apply to the making of the request.

*Refusal to give access*

12.9 If the APP entity refuses to give access to the personal information because of subclause 12.2 or 12.3, or to give access in the manner requested by the individual, the entity must give the individual a written notice that sets out:

- a. the reasons for the refusal except to the extent that, having regard to the grounds for the refusal, it would be unreasonable to do so; and
- b. the mechanisms available to complain about the refusal; and
- c. any other matter prescribed by the regulations.

12.10 If the APP entity refuses to give access to the personal information because of paragraph 12.3(j), the reasons for the refusal may include an explanation for the commercially sensitive decision.

**Australian Privacy Principle 13 — correction of personal information***Correction*

13.1 If:

- a. an APP entity holds personal information about an individual; and
- b. either:
  - i. the entity is satisfied that, having regard to a purpose for which the information is held, the information is inaccurate, out of date, incomplete, irrelevant or misleading; or
  - ii. the individual requests the entity to correct the information;

the entity must take such steps (if any) as are reasonable in the circumstances to correct that information to ensure that, having regard to the purpose for which it is held, the

information is accurate, up to date, complete, relevant and not misleading.

*Notification of correction to third parties*

13.2 If:

- a. the APP entity corrects personal information about an individual that the entity previously disclosed to another APP entity; and
- b. the individual requests the entity to notify the other APP entity of the correction;

the entity must take such steps (if any) as are reasonable in the circumstances to give that notification unless it is impracticable or unlawful to do so.

*Refusal to correct information*

13.3 If the APP entity refuses to correct the personal information as requested by the individual, the entity must give the individual a written notice that sets out:

- a. the reasons for the refusal except to the extent that it would be unreasonable to do so; and
- b. the mechanisms available to complain about the refusal; and
- c. any other matter prescribed by the regulations.

*Request to associate a statement*

13.4 If:

- a. the APP entity refuses to correct the personal information as requested by the individual; and
- b. the individual requests the entity to associate with the information a statement that the information is inaccurate, out-of-date, incomplete, irrelevant or misleading;

the entity must take such steps as are reasonable in the circumstances to associate the statement in such a way that will make the statement apparent to users of the information.

*Dealing with requests*

13.5 If a request is made under subclause 13.1 or 13.4, the APP entity:

- a. must respond to the request:
  - i. if the entity is an agency — within 30 days after the request is made; or
  - ii. if the entity is an organisation — within a reasonable period after the request is made; and
- b. must not charge the individual for the making of the request, for correcting the personal information or for associating the statement with the personal information (as the case may be).

**Use of personal information**

Personal information provided to International Institute (Aust) may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code 2018; and where International Institute (Aust) is required, under s19 of the ESOS Act 2000, to tell DHA about certain changes to the student's enrolment; and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

## Student Access to Records

Student records including enrolment information and sufficient data to reproduce a student's academic achievement are retained by IIA for a period of 30 years.

Students who wish to peruse their computerised academic record or paper records retained by Student Administration will be permitted to do so during office hours. Supervised access will be allowed only within the precincts of the Student Administration, upon arrangement with the Administration Manager.

Records to which access has been given may not be removed from the Student Administration Office.

Students permitted access to their student records may take notes of information appearing on their records.

Students who require copies of information from their student records should request the staff of the Student Administration Office to make the copies for them. Such copies will be available to students within 3 working days.

Some details may be deleted from the copies provided to conform with privacy requirements.

Whenever a student accesses his/her Student Administration Office file, a file note will be made in the student record to that effect.

Students are able to access their current progression and attendance summaries from student administration upon request. Attendance and progression summaries will be provided within 3 working days of their request.

## **IIA and Students Visa Obligations Reporting breaches of attendance and course progress**

International Institute Australia as an Education provider is required to report students failing to comply with the attendance or course progress of their visa to the department via the Provider Registration and International Student Management System (PRISMS) system.

Education providers must report students who:

- do not achieve satisfactory attendance
- withdraw from a course
- do not maintain satisfactory course progress.

Satisfactory course progress consists of the following criteria: Obtaining a final result of Competent in more than 50 per cent of units undertaken by the student over a 3 month period; Completing mandatory directions as specified by a designated IIA staff member and formalised through an applied Intervention Strategy; and Completing a course within the expected duration of study as specified on the confirmation of enrolment (CoE).

Students will be allowed 2 attempts to complete a unit. Where a unit is not completed after a second attempt, course progress will be deemed unsatisfactory.

You are also required to ensure that your contact details are always current.

If you change your address during your stay in Australia, you must update your details within seven days.

All student visas granted are subject to a number of conditions. Whilst you are studying in Australia you are required to comply with these conditions. A full list of visa conditions and their meanings is available from: <http://www.diac.gov.au/students/visa-conditions-students.htm>

### **Course Enrolment and Attendance**

- You must be enrolled in a full-time registered program.
- You must attend at least 80% of all scheduled classes.
- You must complete your study within the expected program duration.

The expected duration is given on your eCoE (Electronic Confirmation of Enrolment), that was used to get your student visa. To complete your program in the expected duration, you will usually need to be enrolled in a 100% load each semester.

- There are now situations, however, where you can enrol in a less than full-time load:
  - o as part of a documented academic performance improvement plan and authorised by your Department Head;
  - o when you have compassionate or compelling circumstances, documented by your Department Head;
  - o when you have undertaken extra scheduled study;
  - o when you only have a few units left to complete and these do not constitute a full-time load.
- Please note: if you do not maintain a full-time load and you do not have a valid reason, if you do not complete your program within the expected duration you will not have grounds to apply for a new eCoE from IIA.

### **Deferment, Suspension and Cancellation**

Department of Home Affairs will be advised of all deferments, suspensions and cancellations. Any deferment, suspension or cancellation may affect the student's visa.

## **Minimum Age of students**

We do not currently accept people under the age of 18 for our programs.

In the event that we change our policy or begin to deliver a training program for those under 18 years of age, we will comply with all Federal and State working with Children legislation such as the Child Protection (Prohibited Employment) Act 1998.

## **Fees and Refunds**

Fees are levied on all of our courses.

### **Refunds**

If an application for a student visa is rejected for an international student applying for enrolment from offshore, then all course fees will be refunded in full provided that documentary evidence is supplied within fourteen (14) days of visa rejection. The Application fee will not be refunded.

Conditions under which International Institute Australia will refund course fees:

- If the offered course does not start on the scheduled starting date or an alternative agreed starting day.
- If the course ceases to be provided after the course starts but before the course is completed

- If a course is not provided fully to the student because we have had a sanction imposed by ASQA or DET under either the AQF and/or the ESOS Act 2000.

and the student has not withdrawn prior to provider default.

We will pay a full refund to all students within two weeks of provider default.

Refunds paid if a student does not commence or withdraws from the course:

If a student withdraws from a course at anytime after the commencement date of the course No Refund will be made, except -

We will refund the total course fees we received from the student paid prior to either the course commencement date or the student withdrawal date less:

In the case of a student withdrawal:

- 20% of the course fees if we receive more than 27 days notice of withdrawal
- 40% of the course fees if we receive less than 28 days notice of withdrawal
- If a student withdraws from a course at anytime after the commencement date of the course No Refund will be made.

### Tuition Fees Note

Any fee paid by Credit Card will incur a Credit Card Surcharge of 2.5%. Any fees not paid by the due date will incur an 18% late payment fee, based on the amount overdue prorated over the period of time overdue.

## Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation and very limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards.

We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a student's needs exceed our skill we will refer the student to an external support provider.

## Flexible Delivery and Assessment Procedures

International Institute Australia recognises that not all students learn in the same manner and that with an amount of "reasonable adjustment", students who may not learn best with traditional learning and assessment methods can still achieve good results.

International Institute Australia will make any necessary adjustment to meet the needs of a variety of students.

The inability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the student can verbally demonstrate competency.

"Reasonable adjustment" may include having someone read assessment materials to students, or they may include having someone record students' spoken responses to assessment questions.

Where it is within our ability, IIA undertakes to assist students achieve the required competency standards.

Where we cannot assist a student we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or the Chief Executive Officer.

## Discipline

IIA attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a student the trainer has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, with out refund or acceptance into another course, or
- Immediately cancel the class where there is a health and safety risk.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the trainer and the RTO Chief Executive Officer and the appropriate action will be taken.

## Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the nationally endorsed training packages. We will ensure that competency assessment is determined by a vocationally competent holder.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
  - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
  - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent

- interpretation of evidence from the learner and from context to context,
- **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
    - be equitable, culturally and linguistically appropriate,
    - involve procedures in which criteria for judging performance are made clear to all participants,
    - employ a participatory approach,
    - provide for students to undertake assessments at appropriate times and where required in appropriate locations.
  - **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review
- an understanding of the definition and practical application of the above definitions

## Assessment Criteria

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All our assessments will provide for students to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances. Information will also be included at the start of each subject as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

## Assessment Methods

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Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
  - Task skills (actually doing the job)
  - Task management skills (managing the job)
  - Contingency management skills (what happens if something goes wrong)
  - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal; see further details in the appeal process section.

## Completion Within the Expected Duration of Study

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### 1. Course Progress

(a) IIA will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

(b) The course progress of all students will be assessed at the end of each semester of enrolment.

(c) Students who have begun part way through a semester will be assessed after one full period of attendance.

(d) To demonstrate satisfactory course progress, students will need to progress in line with the training timeline as specified in their training plan documents. Progression against the training timeline is determined during an interview between the student and the Training Coordinator scheduled every 3 months.

(e) If a student does not demonstrate satisfactory course progress, the Training Coordinator will develop an intervention strategy for academic improvement. This may include;

- i) additional supervised study periods
- ii) tutorial assistance
- iii) other intervention strategies as deemed necessary

(f) A copy of the student's individual strategy and progress reports in achieving improvement are retained on the students administrative file.

(g) The student's individual strategy for academic improvement will be monitored over the following three months by the Training Coordinator and records of student response to the strategy will be kept.

(h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next 3 months, IIA will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access IIA's internal complaints and appeals process.

(i) IIA will notify DHA via PRISMS of the student not achieving satisfactory course progress as soon as practicable where

- i) the student does not access the complaints and appeals process within 20 days, or
- ii) withdraws from the complaints and appeals process, or
- iii) the complaints and appeals process results in favour of IIA.

### 2. Completion within expected duration of study (course

progression)

(a) As noted in 1(a), IIA will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled every 3 months.

(b) Part of the assessment of course progress at the end of each 3 month period will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.

(c) IIA will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:

- i) compassionate or compelling circumstances
- ii) student participation in an intervention strategy as outlined in 1(e)
- iii) an approved deferment or suspension of study has been granted in accordance with IIA's Deferment, Suspension and Cancellation Policy.

(d) Where IIA decides to extend the duration of the student's study, IIA will report via PRISMS and/or issue a new COE if required.

### 3. Course attendance

(a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.

(b) Student attendance is:

- i) checked and recorded for each delivery session using a class roll generated by the Administrative records system.
- ii) assessed regularly through a weekly meeting of the Student Management Committee
- iii) recorded and calculated over each semester.

(c) Late arrival at school will be recorded and will be included in attendance calculations.

(d) All absences from IIA should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the respective Training Coordinator.

(e) Any absences longer than 5 consecutive days without approval will be investigated.

(f) Student attendance will be monitored by Training Coordinator every week (in accordance to policies and procedures and using the processes outlined for Standard 11 specified in IIA Organisational Standards.

(g) Students at risk of breaching IIA's attendance requirements will be counselled and offered any necessary support when they have a current attendance below 80%.

(h) If the calculation at 3(f) indicates that the student has passed the attendance threshold for the study period, IIA will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access IIA's internal complaints and appeals process except in the circumstances outlined in 3(j).

(i) IIA will notify DHA via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

- i) the student does not access the complaints and appeals process within 20 days
- ii) withdraws from the complaints and appeals process
- iii) the complaints and appeals process results in a decision for IIA.

(j) Students will not be reported for failing to meet the 80% threshold where:

- i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and
- ii) has not fallen below 70% attendance.

(k) The method for calculating 70% attendance is the same as that outlined in 3(f) and in accordance to policies and procedures and using the processes outlined for Standard 11 specified in IIA Organisational Standards.

(l) If a student is assessed as having nearly reached the threshold for 70% attendance, Student Management Committee will assess whether a suspension of studies is in the interests of the student as per IIA's Deferment, Suspension and Cancellation Policy.

(m) If the student does not obtain a suspension of studies under the IIA Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3(h) and 3(i)

### 4. Definitions

(a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:

- i) serious illness, where a medical certificate states that the student was unable to attend classes
- ii) bereavement of close family members such as parents or grandparents
- iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
- iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
- v) where IIA was unable to offer a pre-requisite unit
- vi) inability to begin studying on the course commencement date due to delay in receiving a student visa

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

(b) Expected duration - the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.

5. There are currently no units on offer by distance or online modes of delivery.

## Deferment, Suspension and cancellation

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Deferment of commencement of study requested by student  
(a) IIA will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

- i. illness, where a medical certificate states that the student was unable to attend classes
- ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)

(b) The final decision for assessing and granting a deferment of commencement of studies lies with the Student Management Committee. Students will be advised in writing of the outcome of their application within 10 working days.

Suspension of study requested by student

(a) Once the student has commenced the course, IIA will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to;

- i. illness, where a medical certificate states that the student was unable to attend classes
- ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)

(b) The period of suspension will not be included in attendance calculations.

(c) The final decision for assessing and granting a suspension of studies lies with the Student Management Committee.

Assessing requests for deferment or suspension of studies

- a) Applications will be assessed on merit by Student Management Committee.
- b) All applications for deferment or suspension will be considered within 10 working days.

### Process

1. All student initiated applications for deferment or suspension must be in writing using the application for deferment form. The form includes the following -

Please read the attached Deferment, Suspension and Cancellation Policy before filling out this form to see if you meet the requirements to be granted a deferment of commencement or suspension of studies.

Student name:

Course:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

I am applying for

A deferment of commencement of studies

A suspension of studies

Please state why you wish to defer/suspend your studies.

Attachments:

Attach any relevant supporting documentation.

This form will be assessed once all documentation has been received. IIA may ask for more documentation if required. Applications are usually processed in 10 working days.

Deferment and suspension of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Please contact the Department of Home Affairs on 131 881 or contact the local Department of Home Affairs office to see if this will affect you.

Students who have not yet commenced their studies at IIA will also need to contact Department of Home Affairs in case there is any effect on their student visa as a result of changes to enrolment or CoE status.

Student signature

Date

2. The completed form is to be submitted to the Administration Manager.
3. The Administration Manager will collect relevant information and present the request at the next Student Management Committee meeting, ensuring the request for deferment will be addressed with 10 working days of lodgement.
4. The Student Management Committee will determine whether the deferment is to be granted or not and advise the Administration Manager as such, including a reason for the decision.
5. The Administration Manager will prepare a written response to the request. The written response must advise the student that they have access to the Complaints and Appeals process if they are not satisfied with the decision. A copy of the letter is to be retained in the students administrative file.
6. Where IIA has initiated a cancellation or suspension following a decision to do so from the Student Management Committee, the Administration Manager will advise the student as such with the following as a template:

Letter of intention to suspend or cancel enrolment

Student name:

Course:

Current Address:

Phone no:

Email address:

This letter is to inform you that IIA intends to [Select Appropriate]:  
Suspend your enrolment for [State Duration] days/weeks/months  
Cancel your enrolment

This is due to: [State Reasons]

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Please contact the Department of Home Affairs on 131 881 or contact the local Department of Home Affairs office to see if this will affect you.

You have 20 working days in which to appeal the school's decision in accordance with the IIA's Complaints and Appeals Policy attached.

7. Where there are extenuating circumstances and the student is to be suspended/cancelled immediately (as determined by the Student Management Committee), the following template is used by the Administration Manager to inform the student:

Letter of intention to suspend or cancel enrolment with extenuating circumstances

Student name:

Course:

Current Address:

Phone no:

Email address:

This letter is to inform you that IIA intends to [Select Appropriate]

Suspend your enrolment for [List Duration] days/weeks/months

Cancel your enrolment

This is due to:

[State reasons]

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Please contact the Department of Home Affairs on 131 881 or contact the local Department of Home Affairs office to see if this will affect you.

You have 20 working days in which to appeal the school's decision in accordance with the IIA's Complaints and Appeals Policy attached.

However, IIA has determined that extenuating circumstances apply in this case. For this reason the school will suspend/cancel your enrolment immediately.

Any student initiated cancellation, or withdrawal, must be in writing and submitted to the Administration Manager.

## Overseas Student Health Cover (OSHC)

All international students are required to pay Overseas Student Health Cover (OSHC). It is the student's responsibility to check the conditions of this health cover. A Health cover brochure is available from International Institute Australia's office.

This fee is not payable to International Institute Australia but to Health Cover provider. We can arrange the cover for you on production of a completed application form and a bank draft or

bank cheque payable to the Health Cover provider for the appropriate premium.

## Issuance of Qualifications

Providing all agreed fees have been paid and providing you have successfully completed all assessments required for your training program your Certificate or Statement of Attainment will be issued to you within 30 calendar days.

## Services

A student Counsellor is available on site (Roula Tsiolas) who can assist students with a range of services and should be the first point of call. Roula can also assist with referral to external services.

If the students' needs exceed our capacity we will refer them onto an appropriate external agency.

The following is a list of external services in and around Melbourne which students have access to should they wish to contact community services without the Student Counsellor's assistance.

## Community and Support Services in Melbourne

### Community centres, health centres and neighbourhood houses

Community centres, health centres and neighbourhood houses provide health, education, sport, recreation and social services and facilities to City of Melbourne residents.

Centres include:

#### North and West Melbourne

Neighbourhood Centre  
58 Errol Street, North Melbourne  
Phone: (03) 9328 1126  
Fax: 9328 4812  
Email: nawmnc@vicnet.net.au

#### Kensington Community Centre

Corner Kensington Road and Altona Street  
Kensington  
Phone: (03) 9376 1633  
Fax: 9376 6187  
Email: kensington@ymca.org.au

#### Kensington Neighbourhood House

89 McCracken Street, Kensington  
Phone: (03) 9376 7280  
Fax: 9376 8444  
Email: kwgp@vicnet.net.au  
Doutta Galla Community Health Centre  
12 Gower Street, Kensington  
Phone: (03) 8378 1600  
Fax: 9372 1558  
Email: info@dgchs.com.au

#### Carlton Contact Neighbourhood House

20 Princes Street, North Carlton

Phone: (03) 9347 2739  
 Fax: 9347 1651  
 Email: cc@yarranet.net.au

#### **Carlton Baths Community Centre**

248 Rathdowne Street, Carlton  
 Phone: (03) 9347 3677  
 Fax: 9347 1301  
 Email: carltonbaths@ymca.org.au

#### **North Yarra Community Health Centre**

(services Carlton and Parkville)  
 622 Lygon Street  
 North Carlton  
 Phone: (03) 9349 7333  
 Fax: 9349 7300  
 www.nych.org.au

#### **Inner South Community Health Centre**

(services South Yarra)  
 240 Malvern Road, Prahran  
 Phone: (03) 9525 1300  
 Fax: 9521 2474  
 www.ischs.org.au

#### **North Richmond Community Health Centre (services East Melbourne)**

23 Lennox Street, Richmond  
 Phone: (03) 9429 5477  
 Fax: 9429 2269  
 Email: nrchc@nrchc.com.au

#### **Docklands**

The Hub at Docklands  
 17 Waterview Walk, Docklands  
 Phone: (03) 8622 4822

#### **Family Services**

Family Services comprises Maternal and Child Health, Immunisation, Parenting Services, and Family Support and Counselling. These services work together to provide integrated and accessible services for families who live, work or study in the City of Melbourne.

The services operate from six centres across the municipality. Each centre offers a wide range of group activities and individual support for families and children. All centres include maternal and child health services.

#### **Carlton**

Carlton Family Resource Centre  
 216 Rathdowne Street, Carlton  
 Phone: (03) 9340 1422

#### **South Yarra**

Fawkner Park  
 65 Toorak Road West, South Yarra  
 Phone: (03) 9820 2759

#### **Kensington**

Altona Street Centre  
 81 Altona Street, Kensington  
 Phone: (03) 9376 6945

#### **North Melbourne**

505 Abbotsford Street, North Melbourne  
 Phone: (03) 9328 3791

#### **East Melbourne**

Powlett Reserve  
 Corner Grey and Simpson Streets,

#### **East Melbourne**

Phone: (03) 9417 2607

#### **Docklands – opening mid 2007**

The Hub at Docklands  
 17 Waterview Walk, Docklands  
 Phone: (03) 8622 4822

#### **Maternal and Child Health**

The maternal and child health service is a free service for families with children aged from newborn to six years.

It provides support, guidance and information regarding maternal wellbeing, parenting, childhood growth and development, child behaviour, family health, nutrition, sleep and settling, safety and accident prevention.

#### **Immunisation**

A variety of free immunisation services are provided for people residing or attending school within the municipality. Maternal and Child Health nurses immunise during key stage consultations with parents of children aged up to four years.

Open immunisation sessions are held regularly at Carlton Family Resource Centre for scheduled, non-scheduled and catch up for children of all ages. Session details can be found at [www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au) or by contacting Family Services on (03) 9340 1444.

#### **Parenting Services**

Parenting Services provides support to families with children. This includes information and practical strategies about child development (feeding, sleep settling, language development, play, behaviour etc). Support is available during playgroups, through parenting information sessions or individual appointments.

Parenting Services resource and facilitate playgroups across the municipality and can connect parents with a playgroup that meets their needs.

#### **Playgroups**

Playgroups offer parents and children the opportunity to socialise and enjoy fun activities together. Playgroups enable children to interact with others through free play, art experiences, singing, games and movement. Parents can also enjoy sharing ideas and experiences.

#### **The City of Melbourne runs playgroups**

in Carlton, Docklands, East Melbourne, Kensington, North Melbourne and South Yarra. Playgroups run at various times at each centres and generally go for a two-hour session. A number of culturally specific playgroups also operate. Most playgroups are parent run and supported by Parenting Support Workers.

For more information about playgroups, contact Parenting Services on (03) 9340 1445.

### Family Support and Counselling

Family Support and Counselling staff provide personal, practical and social support to families with children up to 18 years. Appointments can be in your own home, at one of the centres or at another agreed place.

Services include:

- support for parents and family members regarding personal and family problems;
- referrals to other services, including legal advice, health, housing and immigration;
- support and advocacy in managing contact with other agencies;
- information and links to community groups; and
- individual and family counselling.

Contact the Carlton Family Resource Centre, on (03) 9340 1426 to arrange an appointment.

### Other services offered by Family Services include:

#### Community rooms

Community rooms at Carlton, Kensington, North Melbourne and East Melbourne are available for hire to local not-for-profit community groups.

#### Community bus hire

A 12-seater bus is available for hire outside normal working hours for local not-for-profit community groups.

#### Baby capsule hire

Baby capsules can be hired from the Family Resource Centre in Carlton. Contact Carlton Family Resource Centre at least one month before the baby is due to book a capsule.

### Children's centres

The City of Melbourne has a range of high-quality childcare centres within the municipality for children aged up to six years.

All of the City of Melbourne owned and operated centres offer planned programs based on each child's individual needs and interests.

Integrated and sessional kindergarten are offered at three of the City of Melbourne owned and operated centres, as well as many other centres across the municipality.

Care can be accessed on a full-time, part-time or occasional care basis.

### Centres in the Melbourne Central Business District

#### ABC Melbourne Central

Level 1, Shop OM1  
211 Latrobe Street, Melbourne  
Phone: (03) 9663 2881  
Email: [mec@childcare.com.au](mailto:mec@childcare.com.au)  
Website: [www.childcare.com.au](http://www.childcare.com.au)

#### Kids on Collins

Level 3, 600 Collins Street, Melbourne  
Phone: (03) 9629 4099  
Fax: (03) 9629 4744  
Email: [info@kidsoncollins.com.au](mailto:info@kidsoncollins.com.au)  
Website: [www.kidsoncollins.com.au](http://www.kidsoncollins.com.au)

### Melbourne City Child Care\*

104 A'Beckett Street, Melbourne  
Phone: (03) 9329 9561  
Queensberry Children's Centre  
228 Queensberry Street, Carlton  
Phone: (03) 8344 9621  
Email: [childcare-enquiry@unimelb.edu.au](mailto:childcare-enquiry@unimelb.edu.au)  
Website: [www.services-unimelb.edu.au/childcare](http://www.services-unimelb.edu.au/childcare)

### QV Children's Centre

Level 8, 10 Artemis Lane  
QV Building, Melbourne  
Phone: (03) 8616 0350  
Email: [qv@ecms.org.au](mailto:qv@ecms.org.au)  
Website: [www.ecms.org.au](http://www.ecms.org.au)

### RMIT City Campus Children's Centre

97 Franklin Street, Melbourne  
Phone: (03) 9662 1295  
Fax: (03) 9662 1541  
Email: [childcare.city@rmit.edu.au](mailto:childcare.city@rmit.edu.au)

### Sentia Early Learning

Level 5, 450 Flinders Street, Melbourne  
Phone: (03) 9629 9860  
Email: [info@sentia.net.au](mailto:info@sentia.net.au)  
Website: [www.sentia.net.au](http://www.sentia.net.au)

### Sunkids Children's Centre

544-546 Collins Street, Melbourne  
Phone: (03) 9614 3011  
Email: [collinsadmin@sunkids.com.au](mailto:collinsadmin@sunkids.com.au)  
Website: [www.sunkids.com.au](http://www.sunkids.com.au)

### Centres in the Carlton/Parkville area

#### Central Carlton Children's Centre\*

483 Drummond Street, Carlton  
Phone: (03) 9347 4788  
Fax: (03) 9347 9668

#### Melbourne University Family Club

427-429 Cardigan Street Carlton  
Phone: (03) 9347 3518  
Fax: (03) 9347 3518  
Email: [mufc@unite.com.au](mailto:mufc@unite.com.au)  
Website: [www.familyclub.org.au](http://www.familyclub.org.au)

#### Royal Children's Hospital Creche

Flemington Road, Parkville  
Phone: (03) 9345 5370  
Fax: (03) 9345 5372  
Website: [www.rch.org.au](http://www.rch.org.au)

#### Royal Women's Hospital Childcare

132 Grattan Street, Carlton  
Phone: (03) 9344 2215  
Fax: (03) 9344 2677  
Swanston Street Child Care  
856 Swanston Street, Carlton  
Phone: 9347 9197  
Fax: 9347 2338

#### Tommaso Fiaschi Child Care Centre

65 Station Street, Carlton  
Phone: (03) 9347 1484

Fax: (03) 9347 2127

**Wimble Street Child Care**

18 Wimble Street, Parkville  
Phone: (03) 9347 9103  
Fax: (03) 9347 2106

**Centres in East Melbourne/South Yarra area  
Christ Church Grammar Kindergarten**

677 Punt Road, South Yarra  
Phone: (03) 9866 3540  
Email: registrar@ccgs.vic.edu.au  
Website: www.ccgs.vic.gov.au

**East Melbourne Child Care Co-operative,  
Powlett Reserve Children's Centre\*\***

Corner Grey and Simpson streets,  
East Melbourne  
Phone: (03) 9419 4301  
Fax: (03) 9417 7761  
Email: emccmanager@emcc.org.au  
Website: www.emcc.org.au

**East Melbourne Child Care Co-operative,  
Yarra Park Children's Centre**

27 Berry Street, East Melbourne  
Phone: 9428 0896  
Fax: 9428 5010  
Email: emccmanager@emcc.org.au  
Website: www.emcc.org.au

**Fawkner Park Children's Centre\*\***

65 Toorak Road West, South Yarra  
Phone: (03) 9820 2758  
Fax: (03) 9866 6504  
Email: faw3206@bigpond.net.au Kids Corp:

**ABC Developmental Learning Centre**

Level 3 120 Jolimont Road, East Melbourne  
Phone: (03) 9650 0360  
Email: eam@childcare.com.au  
Website: www.childcare.com.au

**The Alfred Child Care Centre**

11 Baker Lane, Prahan  
Phone: (03) 9207 1099  
Email: alfredccc@bigpond.com.au

**Centres in the Kensington/ North Melbourne area  
Kensington Community Children's Co-op\*\***

81B Altona Street, Kensington  
Phone: (03) 9376 4565  
Fax: (03) 9376 6008  
Email: kccc@netspace.net.au

**Kensington Turkish Childcare centre  
8 Wolseley Parade, Kensington**

Phone: (03) 9376 7989  
Showgrounds Child Care  
Showgrounds, Leonard Crescent, Ascot Vale  
Phone: (03) 9376 7486  
Fax: (03) 9376 9333

**Curzon Street Child Care Centre**

51 Curzon Street, North Melbourne  
Phone: (03) 9328 3127  
Fax: (03) 9326 8030  
Email: curzon.st.cc@kindergarten.vic.gov.au

**Lady Huntingfield Children's Centre\***

87-93 Haines Street, North Melbourne  
Phone: (03) 9328 2083  
Fax: (03) 9329 6716 North Melbourne Children's Centre\*  
28 Howard Street, North Melbourne  
Phone: (03) 9328 1592

\*Centres owned and managed by the City of Melbourne.

\*\*Centres owned by the City of Melbourne and managed by the community.

**Fees**

Fees vary from service to service, however families can apply at the Family Assistance Office for the Commonwealth Government Childcare Benefit Scheme (CCB). For more information, contact the Family Assistance Office on 13 61 50 or visit [www.familyassist.gov.au](http://www.familyassist.gov.au)

**Family Day Care**

Family Day Care offers an alternative to centre-based care by providing flexible care arrangements for children in the home of carefully selected and registered carers.

Family Day Care is suitable for parents who have irregular work hours or require extended hours of care. No more than four children under school age are cared for at any one time.

Family Day Care in the City of Melbourne is provided by the Cities of Yarra and Moonee Valley. For further information contact:

**City of Yarra**

Collingwood Town Hall  
140 Hoddle Street, Abbotsford  
Phone: 9205 5473  
Fax: 9205 5081  
City of Moonee Valley  
9 Kellaway Avenue, Moonee Ponds  
Phone: 9243 8879 Fax: 9375 4393

**Outside school hours and school holiday care**

Outside school hours and school holiday programs provide a range of supervised activities before and after school and during the school holidays.

For further information, contact the following services:

**Carlton Baths Community Centre**

Services provided: school holiday programs  
248 Rathdowne Street, Carlton  
Phone: (03) 9347 3677

**Kensington Community Recreation Centre**

Services provided: school holiday programs  
Corner of Kensington Road and  
Altona Street, Kensington  
Phone: (03) 9376 1633

**Kids' Club**

Services provided: outside school hours care and school holiday programs  
 Carlton Gardens Primary School  
 215 Rathdowne Street, Carlton  
 Phone: (03) 9663 5528

**Errol Street Primary School (Busy Kids)**

Service provided: outside school hours care and school holiday programs  
 210 Errol Street, North Melbourne  
 Phone: (03) 9329 5529

**St Michael's Catholic School**

Services provided: outside school hours care  
 Brougham Street, North Melbourne  
 Phone: (03) 9329 9206

**South Yarra Primary School**

Services provided: outside school hours care  
 601 Punt Road, South Yarra  
 Phone: (03) 9866 3424

**Melbourne Community Toy Library**

The Melbourne Community Toy Library caters for children up to six years old. Families are welcome to join one of the toy library branches at either Carlton or Kensington. For more information, phone 0425 365 096 or email [mctoylibrary@hotmail.com](mailto:mctoylibrary@hotmail.com)

**Kindergartens and preschools**

Preschool (or kindergarten) provides educational programs for children during the year before they start school. Children must be four years old before 30 April of the year they attend preschool. Sessional programs are also available for three years olds.

For more information, contact the following preschools:

**St Mary's Anglican Kindergarten**

Queensberry Street (corner Howard Street), North Melbourne  
 Phone: (03) 9329 6662  
 Christ Church Grammar Kindergarten  
 677 Punt Road, South Yarra  
 Phone: (03) 9866 3540

**Melbourne Girls' Grammar School**

Barbara Tolson Centre  
 63 Clowes Street, South Yarra  
 Phone: (03) 9862 9200

Sessional and integrated kindergarten programs are also available at childcare centres across the City of Melbourne.

**Preschool field officer**

The preschool field officer supports the inclusion of children with additional needs in state funded preschool programs. For further information, contact the Preschool Field Officer for City of Melbourne on 9688 0128.

**Primary Schools**

**Carlton Primary School**  
 Neill Street, Carlton 3053  
 Phone: (03) 9347 6022  
 Carlton Gardens Primary School

215 Rathdowne Street Carlton 3053

Phone: (03) 9663 6502

**Carlton North Primary School**

Lee Street, North Carlton 3054  
 Phone: (03) 9347 4822

**Christ Church Grammar School**

Corner Punt and Toorak roads,  
 South Yarra 3141  
 Phone: (03) 9886 3540

**Errol Street Primary School**

210 Errol Street, North Melbourne 3051  
 Phone: (03) 9329 6902

**Holy Rosary Primary School**

37 Gower Street, Kensington 3031  
 Phone: (03) 9376 9455

**Kensington Primary School**

McCracken Street, Kensington 3031  
 Phone: (03) 9376 6013

**Melbourne Girls Grammar School**

86 Anderson Street, South Yarra 3141  
 Phone: (03) 9862 9200

**Melbourne Grammar School**

355 St Kilda Road, Melbourne 3000  
 Phone: (03) 9868 7100

**Princes Hill Primary School**

Pigdon Street, North Carlton 3054  
 Phone: (03) 9389 5300

**St John's School**

Corner Hoddle and Albert streets,  
 East Melbourne 3002  
 Phone: (03) 9419 5419

**St Michael's School**

Brougham Street, North Melbourne 3052  
 Phone: (03) 9329 9206

**St Brigid's Primary School**

378 Nicholson Street, Fitzroy  
 Phone: (03) 9489 9546

**South Yarra Primary School**

601 Punt Road South Yarra 3141  
 Phone: (03) 9866 3424

**Secondary schools****University High School**

Storey Street, Parkville  
 Phone: (03) 9347 2022  
 Simmonds College  
 273 Victoria Street, West Melbourne  
 Phone: (03) 9329 9280

**St Joseph's College**

385 Queensbury Street, North Melbourne  
 Phone: (03) 9328 1162

**St Aloysius Girls' College**

31 Curran Street, North Melbourne  
Phone: (03) 9329 0411

**Melbourne Girls' Grammar School**

86 Anderson Street, South Yarra  
Phone: (03) 9862 9200

**Melbourne Grammar School**

355 St Kilda Road, Melbourne  
Phone: (03) 9865 7555

**Taylor's College**

Years 10, 11 and 12  
399 Lonsdale Street, Melbourne  
Phone: (03) 9670 3788  
Website: [www.taylorcollege.com](http://www.taylorcollege.com)

**Wesley College**

577 St Kilda Road, Prahran  
Phone: (03) 9510 8694

**Victorian College of the Arts**

234 St Kilda Road, Melbourne  
Phone: (03) 9685 9320

**Oxford College**

Year 10, 11, 12 and Elicos  
42-46 La Trobe Street, Melbourne  
Phone: 9662 9989  
Website: [www.oxfordcollege.vic.edu.au](http://www.oxfordcollege.vic.edu.au)

**Health and Food Safety****Food business or premises enquiries**

General enquiries about any aspect of food safety and the legal requirements to register a food business or premises should be referred to Council's Health Services Branch. Enquiries may relate to ventilation, removal of waste, standards for installation of appliances, room sizes for accommodation and requirements for classification of premises. The Health Services Branch advises on requirements that are necessary to comply with the Food Act and Health Act.

**Food safety**

Council monitors food premises and investigates complaints regarding food poisoning, food adulteration and food handling practices.

**Hospitals****Private****Freemasons Hospital**

166 Clarendon Street, East Melbourne  
Phone: 9483 3833

**Melbourne Clinic**

130 Church Street, Richmond  
Phone: 9429 4688

**Peter MacCallum Cancer Institute**

Cathedral Place, East Melbourne  
Phone: 9656 1111

**Epworth Hospital**

89 Bridge Road, Richmond

Phone: 9426 6666

**Public****Alfred Hospital**

Commercial Road, Prahran  
Phone: 9276 2000

**Royal Children's Hospital**

Flemington Road, Parkville  
Phone: 9345 5522

**Royal Melbourne Hospital**

Grattan Street, Parkville  
Phone: 9342 7000

**Royal Women's Hospital**

132 Grattan Street, Parkville  
Phone: 9344 2000

**St Vincent's Hospital Melbourne**

41 Victoria Parade, Fitzroy  
Phone: 9288 2211

**The Royal Victorian Eye and Ear Hospital**

32 Gisborne Street, East Melbourne  
Phone: 9929 8666

**Royal Dental Hospital of Melbourne**

720 Swanston Street, Carlton  
Phone: 9341 1000

**Asthma Foundation of Victoria**

69 Flemington Road, North Melbourne  
Phone: 1800 645 130 (advisory service)

**Red Cross Blood Bank**

Bourke Street Donor Centre  
Level 2, 360 Bourke Street, Melbourne  
Red Cross, Southbank  
Kavanagh Street, Southbank  
Phone: 13 14 95

**After-hours pharmacies****Mulqueeny Pharmacy**

99 Swanston Street, Melbourne  
Phone: 9654 8569  
Monday to Friday, 8am to 8pm;  
Saturday 9am to 6pm; Sunday 11am to 6pm

**My Chemist**

128 Elizabeth Street, Melbourne  
Phone: 9663 6704  
Monday to Friday 7.30am to 9pm;  
Saturday 9am to 6pm; Sunday 10am to 6pm

**Victoria Market Pharmacy**

523 Elizabeth Street, Melbourne  
Phone: 9329 7703  
Monday to Thursday 8am to 5.30pm;  
Friday 8am to 6pm; Saturday 7am to 4pm;  
Sunday 9.30am to 3.30pm

**Creelman's Chemist**

Shop 20, Target City Centre

236 Bourke Street, Melbourne  
 Phone: 9663 1943  
 Monday to Wednesday 8.30am to 6pm;  
 Thursday to Friday 8.30am to 7.30pm;  
 Saturday 9am to 6pm; Sunday 10am to 6pm

#### **Pulse Pharmacy**

253 Flinders Lane, Melbourne  
 Phone: 9650 2200  
 Monday to Friday 7.30am to 6.30pm;  
 Saturday 10am to 5pm; Sunday 10am to 3pm

#### **Victoria Harbour Pharmacy**

Base of 'The National'  
 800 Bourke Street, Docklands  
 Phone: 9642 0774  
 Monday to Friday 8am to 6pm;  
 Saturday 9am to 1pm

#### **Legal counselling/advice**

Free legal counselling is provided by several agencies in and around the city.

These include:

Fitzroy Legal Service  
 124 Johnston Street, Fitzroy  
 Phone: 9419 3744  
 Fax: 9416 1124  
 Email: enquiries@fitzroy-legal.org.au

#### **North Melbourne Community Legal Service**

504 Victoria Street, North Melbourne  
 Phone: 9328 1885  
 Fax: 9326 5912  
 Email: mnls@vicnet.net.au

#### **Victorian Aboriginal Legal Service (VALS)**

6 Alexandra Parade, Fitzroy  
 Phone: 9419 3888  
 Youthlaw  
 C/- Frontyard  
 19 King Street (near Flinders Lane), Melbourne  
 Phone: 9611 2412  
 Freecall: 1800 800 531

For further information regarding free legal advice and a list of specialist law services in the City of Melbourne, contact the Federation of Community Legal Centres on 9654 2204.

#### **Financial counselling**

##### **Carlton/Fitzroy Financial Counselling Service**

22 Pitt Street, Carlton  
 Phone: (03) 9349 2562  
 Email: cffcs@labyrinth.net.au  
 Dignity Financial Counselling Service  
 22 Belair Street, Kensington  
 Phone: (03) 9376 4366

#### **Libraries**

There are three public libraries in the City of Melbourne:

##### **City Library**

253 Flinders Lane, Melbourne  
 Phone: 9664 0800

##### **East Melbourne Library**

122 George Street, East Melbourne  
 Phone: 9201 1510

##### **North Melbourne Library**

66 Errol Street, North Melbourne  
 Phone: 9297 3280

There is also a neighbourhood computer access service at Café Domain, 171 Domain Road, South Yarra, phone 9866 3120.

A home library service for people with a disability and frail older people is available.

For further information on hours of opening and access to online services, visit the library website at:  
[www.melbourne.vic.gov.au/libraries](http://www.melbourne.vic.gov.au/libraries)

#### **Multicultural information**

##### **Adult Multicultural Education Services (AMES)**

255 Williams Street, Melbourne  
 Phone: 9926 4666

##### **Ethnic Communities Council of Victoria**

150 Palmerston Street, Carlton  
 Phone: 9349 4122

##### **Victorian Office of Multicultural Affairs Department of Victorian Communities**

1 Spring Street, Melbourne  
 Phone: 9208 3333

##### **Centre for Multicultural Youth Issues**

Level 1, 308 Drummond Street, Carlton  
 Phone: 9340 3700

##### **Victorian Multicultural Commission**

Level 15, 1 Spring Street, Melbourne  
 Phone: 9208 3184

##### **Multicultural Arts Victoria**

1st Floor, Fitzroy Town Hall  
 201 Napier Street, Fitzroy  
 Phone: 9417 6777

##### **Australian Multicultural Foundation**

185 Faraday Street, Carlton  
 Phone: 9347 6622

##### **Action on Disability Within Ethnic Communities - ADEC**

175 Plenty Road, Preston  
 Phone: 9480 1666

#### **Places of worship**

##### **Anglican**

St Alban's  
 Corner Melrose and Mark streets  
 North Melbourne  
 Phone: 9376 6920

St Mary's  
Corner Howard and Queensberry streets  
North Melbourne  
Phone: 9328 2522

Mission to Seafarers Vic Inc  
717 Flinders Street  
Melbourne  
Phone: 9629 7083

St James' Old Cathedral  
Corner King and Batman streets  
West Melbourne  
Phone: 9329 0903

St Jude's  
Corner Lygon and Palmerston streets  
Carlton  
Phone: 9347 5152

St Paul's Cathedral  
Flinders Street  
Melbourne  
Phone: 9653 4333

#### **Baptist**

Collins Street Baptist Church  
174 Collins Street Melbourne  
Phone: 9650 1180

Central Chinese Baptist Church  
524 Elizabeth Street  
Melbourne  
Phone: 9347 7745

#### **Buddhist temples and centres**

Bau Sen Buddha Ru Yi Temple  
Floors 1 and 2, 322 Little Lonsdale Street  
Melbourne  
Phone: (03) 9842 5972

Heavenly Queen Temple Society  
2nd Floor, 113 Lonsdale Street  
Melbourne

#### **Catholic**

St Augustine's  
631 Bourke Street  
Melbourne  
Phone: 9629 7140

St Patrick's Cathedral  
Corner Gisborne Street and Cathedral Place  
East Melbourne  
Phone: 9662 2233

St Francis'  
326 Lonsdale Street  
Melbourne  
Phone: 9663 2495

St Mary's Star of the Sea  
Corner Victoria and Howard streets  
West Melbourne  
Phone: 9328 3474

Ss. Peter and Paul Ukrainian  
Catholic Cathedral  
Corner Canning and Dryburgh streets  
North Melbourne  
Phone: 9320 2566

#### **Christian Science**

First Church of Christ Scientist  
Corner St Kilda Road and Dorcas Street  
Melbourne  
Phone: 9690 1369

City Reading Room  
30 Degraeves Street  
Melbourne  
Phone: 9654 8461

#### **Scientology**

Church of Scientology  
42 to 44 Russell Street  
Melbourne  
Phone: 9654 8655

#### **Lutheran**

St John's  
20 City Road  
Southgate  
Phone: 9682 4995

#### **Melbourne Unitarian Peace**

Memorial Church  
110 Grey Street  
East Melbourne  
Phone: 9417 4178

#### **Metropolitan Community**

Church of Melbourne  
271 Burnley Street  
Richmond  
Phone: 9716 3197

#### **Mosque**

Islamic Council of Victoria  
66 to 68 Jeffcott Street  
West Melbourne  
Phone: 9328 2067

#### **Presbyterian**

Scots' Church  
Corner Collins and Russell streets  
Melbourne  
Phone: 9650 9903

#### **Salvation Army**

69 Bourke Street  
Melbourne  
Phone: 9653 3277

#### **Synagogue**

The City of Melbourne Synagogue  
East Melbourne Hebrew Congregation  
488 Albert Street, East Melbourne  
Phone: 9662 1372

#### **Orthodox**

Holy Cross Orthodox Mission

261 to 265 Spring Street  
Melbourne  
Phone: 9639 0260

Russian Orthodox Church of the  
Holy Trinity Moscow Patriarchate  
(English-speaking)  
Royal Parade (corner The Avenue)  
Parkville  
Phone: 9364 1728

Syrian Orthodox  
St Nicholas  
Corner Simpson Street and Victoria Parade  
East Melbourne  
Phone: 9417 2266

**Uniting Church**  
St Michael's  
120 Collins Street, Melbourne  
Phone: 9654 5120

Congregation of Mark the Evangelist  
Curzon Street  
North Melbourne  
Phone: 9326 8245

Wesley Church  
148 Lonsdale Street  
Melbourne  
Phone: 9663 2935

**Welsh Church**  
320 LaTrobe Street  
Melbourne  
Phone: 9329 6961

**Church of All Nations**  
180 Palmerston Street  
Carlton  
Phone: 9347 7077

**Older people and people with a disability**  
City of Melbourne's aged and disability services are designed to help people maintain a healthy, active and independent lifestyle in their own homes and community and to prevent inappropriate admission to long-term residential care.

Under the Home and Community Care program (HACC), Linkages and the Community Aged Care Packages program, the City of Melbourne provides a range of services including assessment and case management, home care, personal care, respite care, home-delivered and centre-based meals, planned activity programs, community transport, social support and property maintenance.

The City of Melbourne has contracted Southern Cross Care (Victoria) to provide home and community care services. Once an assessment has been completed and services confirmed, Southern Cross Care (Victoria) will contact consumers to make arrangements about the times and days that the services will be provided.

**Referral and assessment**  
Upon referral for these services, an assessment officer from City of Melbourne will visit people at home to determine

eligibility and provide advice on which services would best suit their needs. Referrals to the service come from a variety of sources including self, family or friend, doctor, hospital, social worker, allied health professional and spouse. In certain situations, services may be refused for a variety of reasons, including: ineligibility to the programs available, current access to services from another government funded program or services requested may be better provided by another agency.

#### **Fees**

City of Melbourne's Home and Community Care services are charged according to income. The City of Melbourne, the State and Commonwealth governments subsidise these services to ensure they remain affordable to all residents.

#### **Home care**

This service is available for people who can no longer manage home care tasks. Assistance is available for a range of basic domestic tasks including light cleaning, bill-paying, laundry, personal shopping, meal preparation and accompanying consumers to health-related appointments.

#### **Personal care**

This service is specifically designed to assist people who are frail or physically incapacitated. The visiting assessment officer can organise assistance with daily self-care tasks such as eating, grooming, bathing, getting in and out of bed, toileting, monitoring medication, dressing and moving about the house.

#### **Property maintenance**

This service helps older people and people with a disability, with the upkeep and repair of a home, garden or yard to ensure that the environment remains healthy and safe. Examples of the property maintenance service available, include: installation of hand rails and ramps, changing light bulbs, installation of smoke detectors and replacement of batteries, minor carpentry and other miscellaneous tasks in and around the property.

#### **Delivered and centre meals**

Prepared meals can be delivered to your home, either hot and ready to eat, or chilled. Meals can be arranged to meet special dietary or cultural needs including gluten free, vegetarian, low salt, diabetic, halal or Chinese meals. A hot three-course meal is available Monday to Friday at Council's Senior Citizens Centres in Carlton and South Yarra. (Please contact the centres directly for more information.)

#### **Planned Activity Groups (PAG)**

Planned Activity Groups are designed to provide for people who are keen to remain socially active, connected and independent. This program also offers respite to carers. The centre operates daily and a broad range of activities are offered including bus trips, outings, craft and talks.

City of Melbourne coordinates one planned activity day per week for people from Indo China and two planned activity days for people from Italy. Staff supporting the activities of the culturally and linguistically diverse groups are bilingual.

#### **Respite care**

This service provides substitute care in order to give full-time carers a break and some time away from their caring responsibilities. This may involve a replacement carer coming to the home to allow the full-time carer to leave or taking the person and/or the full-time carer on an outing.

### Specific care

In certain circumstances, a suite of the Home and Community Care services is available to families caring for a child with a disability. This may involve a carer providing a respite service to enable family members to go out, or it may be that a carer can assist with the transportation of a child to and from school.

### Community transport program

The community transport program is available to transport eligible people to a range of local amenities and destinations including shopping at local markets and shopping centres, leisure activities and senior citizen centres.

### Community Aged Care Packages (CACP)

Community Aged Care Packages target frail older people living in the community who have complex needs and wish to remain independent in their own homes and community. A key feature of this program is the provision of individually tailored packages or care services designed to meet people's daily needs. This program is funded by the Commonwealth Government and requires an assessment by an Aged Care Assessment team.

### Linkages program

Linkages is a case management service which has brokerage funds to purchase additional services when needs cannot be met by the usual level of our Home and Community Care Services.

A key feature of this program is to support individuals with complex care needs to live independently in the community by providing individually tailored packages of care. The Linkages program is intended to meet the needs of people who might otherwise require admission to a low-care residential service.

The program, in essence, provides case management and brokerage funds for people assessed as having more complex needs than can be met through the normal suite of Home and Community Care services, or people who would benefit from a case management service.

### Social Support program

The Social Support program is designed to assist people to remain socially active and independent. The program fosters connections between people in their local community. The program provides a broad range of activities including bus outings, guest speakers and talks, meals, concerts and musicals, newsletter and other information, seniors festival grants, and activities for people from culturally and linguistically diverse backgrounds.

### Senior citizen centres

Senior citizen centres provide a range of recreation and social activities designed for older people. An affordable three-course meal is also available at our senior citizen centres. These include:

#### Carlton Senior Citizens Centre

180 Palmerston Street, Carlton  
Phone: 9347 7823

#### South Yarra Senior Citizens Centre

65 Toorak Road, South Yarra  
Phone: 9820 2760

### The East Melbourne Social Support Program

Powlett Reserve Community Room  
Corner Grey and Simpson streets,  
East Melbourne  
Phone: 9658 9542

### The Kensington Social Support Program

94 Ormond Street Hall or  
Clifford Terrace Hall, Kensington  
Phone: 9658 9542

For additional and more detailed information on these services, please contact City of Melbourne's Aged and Disability Services on 9658 9542.

### Mobility Map

The City of Melbourne's CBD Mobility Map contains helpful information on the most accessible paths through the city; accessible toilets, pay phones and parking (disabled) bays. The map also contains information on gradients and the location of major transport centres and taxi ranks. Useful service and telephone numbers are also listed to help with ease of access for people with limited mobility. The Mobility Map is available free in hard copy, in Melway map 1E, or at [www.accessmelbourne.vic.gov.au](http://www.accessmelbourne.vic.gov.au)

To obtain a Mobility Map, or for more information regarding City of Melbourne initiatives for people with a disability, call 9658 9658.

### Melbourne Mobility Centre

The Melbourne Mobility Centre is located on the first floor of the Federation Square Car Park. This customer service centre is designed for people with disabilities, older persons, and those with temporary disabilities to support and enable easier access to central Melbourne.

Features of the service include:

- equipment for hire; including: motorised wheelchairs, manual wheelchairs, scooters, walking frames, crutches, and canes for the vision impaired;
- two fully accessible toilets;
- proximity to accessible car parking and/or a drop-off point;
- discounted parking fees at Federation Square;
- TTY telephone;
- scooter battery re-charge facilities;
- free tea and coffee facilities; and
- comfortable seating for a short respite break from the hustle and bustle of the city.

Hours of operation

Monday to Saturday: 9am to 6pm

Sunday and public holidays: 10am to 4pm,

Phone: 9650 6499

Fax: 9650 9491

Freecall: 1800 735 266

TTY: 9650 9316

### Carers

The City of Melbourne recognises the important role of people who are carers of older people and people with a disability. Council provides a number of support mechanisms to help carers, including respite care, special home care, recreation and

social activities. Our culturally and linguistically diverse communities are also provided for through these services.

### **Residents' groups**

The City of Melbourne supports and values residents' groups in our municipality. Residents' groups meet regularly and with various levels of government to discuss issues in their neighbourhood, advocate on behalf of their membership and provide a valuable link to the local community.

For a list of residents' groups currently active in the City of Melbourne or for more information on how Council can assist resident groups call Council on 9658 9658.

### **Docklands Community Association**

The Docklands Community Association holds 'Meet your neighbours' events for the Docklands community that provide the opportunity to get to know other people living and working in Docklands.

As well as social networking, the association holds information session and discussions about Docklands development.

The association is open to anyone who lives, works or is a rate payer in Docklands. Those interested in membership should contact Docklands Community Association President Lisa Muscatello by email at [lisa@staffconnect.com.au](mailto:lisa@staffconnect.com.au)

### **Young people**

The City of Melbourne is a city of young people. Its vision is of an inclusive, fair and healthy city where every young person can benefit from vibrant and cohesive communities. The City of Melbourne is committed to ensuring that all young people have opportunities to participate, contribute and engage in the life of the city.

Activities, programs and supports for young people include: sporting and recreational facilities and activities such as skateboard parks, swimming pools and bike paths; events such the Fringe Festival, National Youth Week and New Year's Eve celebrations; city classrooms; youth grants scheme; and CBD and neighbourhood youth services including Frontyard Youth Service, Carlton Parkville Youth Service and Youth Unlimited.

### **Signal Youth Space, Northbank**

Signal is a new arts project by and about young people. Young people will be able to work with professional artists on high-quality arts and media projects, developing their own voices and sending out their own Signal.-- Signal Youth Space is available for youth events and activities that showcase youth culture and identity. For more information about how to use the space, contact Artplay on 9664 7901.

### **National Youth Week**

National Youth Week offers a week of celebrating youth culture and identity. The City of Melbourne hosts a range of events, activities and programs for young people during this time. For more information, contact 9658 9658.

### **Frontyard Youth Service**

Frontyard operating platform is funded by City of Melbourne and provides a range of co-located services for young people who are homeless or in need. All services are free and most are drop-in, so no appointment is necessary.

Frontyard is located at:

19 King Street (near Flinders Lane), Melbourne  
Phone: 9611 2411  
Freecall: 1800 800 531

### **Frontyard Youth Service includes:**

#### **Melbourne Youth Support Service (MYSS)**

A statewide telephone information and referral service, and face-to-face crisis and telephone service for the inner city. The service operates weekdays, weekends and public holidays. A casework service is accessible during the week. Phone 9614 3688.

#### **Gateway Reconnect**

Reconnect offers support to young people between 12 and 18 years and their families. The program aims to assist young people leaving home early or helping young people and their families get back together. Through referral and counselling, family mediation and outreach, Reconnect can help out with advice and support toward accessing health, income, accommodation, training, education and employment options. Phone 9611 2433.

#### **Centrelink**

Provides young people who are homeless or in need with advice and referral regarding income support, New Start, Youth Allowance, job search and returning to work. It also provide referrals to Centrelink specialist services and programs. Phone: 9611 2411.

#### **Job Placement, Employment and Training (JPET)**

Assists young people aged between 15 and 21 who are homeless, at risk or who are unemployed, to get back on track with personal help and support to get back into school, training or work. Phone 9611 2439.

#### **Youthlaw**

Youthlaw provides free legal advice and casework to young people. Youthlaw also conducts education programs relating to legal issues for young people and youth workers. Phone 9611 2412.

#### **Young People's Health Service (YPHS)**

Nurses, doctors and counsellors are available at Frontyard to help out with general health, sexual health, drug and alcohol issues, emotional wellbeing, vaccinations, blood tests, pregnancy, and aches and pains. No appointment. No cost. Confidential. Phone 9611 2409.

#### **Youth Transition Model (YTM)**

The YTM is an early intervention, partnership program, offering long-term, affordable housing with intense support for 16–25 year olds at risk of homelessness. Phone 8625 4490.

#### **Carlton/Parkville Youth Services (CPYS)**

The Carlton Parkville Youth Service is funded by the City of Melbourne and managed by the YMCA. The service provides generalist youth services to young people aged 12–25 who live in the Carlton and Parkville area. CPYS offers programs in the following five areas:

- personal support, advocacy and referral;
- personal development programs;
- youth recreation activities;
- school-based services; and
- youth events.

Carlton Parkville Youth Service is located at:  
Ground Floor, Carlton Primary School  
150 Palmerston Street, Carlton  
Phone: 9347 3600

#### **Youth Unlimited**

Youth Unlimited is funded by the City of Melbourne and is located at the Dousta Galla Community Health Centre in Kensington. Youth Unlimited provides a range of services to young people in North and West Melbourne, Kensington and Flemington. These services include recreation, social, personal and crisis support, school-based programs, referral and case management to young people.

Youth Unlimited is located at:  
12 Gower Street, Kensington  
Phone: 8378 1600

#### **Other youth organisations and services in the City of Melbourne**

##### **Student services**

All universities provide a range of support services to assist domestic and international students with academic and campus life, health, counselling and housing issues. For more information, contact your student union.

##### **Capital City Learning and Employment Network (CCLLEN)**

The CCLLEN brings together local education and training providers, employers, unions, youth service providers and City of Melbourne to support young people's transition to education, training and employment. Contact the CCLLEN on 9473 4353.

##### **Youth Affairs Council of Victoria**

The Youth Affairs Council of Victoria Inc. (YACVic) is the peak body and leading policy advocate on young people's issues in Victoria. It is an independent, non-government organisation that values and provides opportunity, participation, justice and equity for all young people.  
Level 2, 172 Flinders Street, Melbourne  
Phone: 9267 3799

##### **Action Centre**

The Action Centre provides medical and counselling services on all issues relating to sexual and reproductive health for young people up to the age of 25. The centre is open from noon to 5pm Monday to Friday – no appointment necessary.  
Level 1, 92–94 Elizabeth Street, Melbourne  
Phone: 9654 4766

##### **Centre for Multicultural Youth Issues (CMYI)**

CMYI is a community-based organisation that advocates for the needs of young people from migrant and refugee backgrounds. In supporting young people, CMYI combines policy development and direct service delivery within a community development framework.  
Level 1, 308 Drummond Street, Carlton  
Phone: 9340 3700

##### **Victorian Aboriginal Youth Sport and Recreation Co-operative (VAYSAR)**

The co-operative has a holistic approach to ensuring that Aboriginal people have access to sporting and recreational programs, services and facilities to further develop and heighten Aboriginal participation at local, regional, state, national and international levels of sport and recreational activities. VAYSAR continues to support the development of

Aboriginal Youth and Children in their respective sport and recreation activities. Phone 9484 5351.

#### **Legal and financial aid**

Financial help and free legal aid are provided by several agencies in and around the city including:

Carlton/Parkville Inner City Youth Service  
248 Rathdowne Street, Carlton  
Phone: 9347 3677

Legal advice  
Accommodation referral  
Counselling  
Youth clubs  
Employment assistance  
Argyle Housing Service  
Lot 2, 107 Cambridge Street, Collingwood  
Phone: 9417 2500

Housing information and referral for crisis accommodation  
Limited financial assistance  
Assistance with public housing applications

CASA House (Centre Against Sexual Assault)  
270 Cardigan Street, Carlton  
Phone: 9347 3066  
Crisis Line: 9344 2210

Counselling  
Health services  
Legal advice  
The crisis-care unit at the Royal Women's Hospital, Carlton, is available after hours for recent assault victims.

Frontyard Youth Services  
19 King Street, Melbourne  
Phone: 9611 2411

Accommodation referral  
Centrelink  
Youthnet  
Gateway reconnect  
Legal advice  
Health services  
Counselling

Open Family  
Phone: 0409 804 578  
Phone: 0407 867 039  
Phone: 0407 852 994

24-hour outreach for young people

Clothes  
Blankets  
Food  
Accommodation referral  
Drug and alcohol referral  
Legal advice referral

Fitzroy Legal Centre  
124 Johnston Street, Fitzroy  
Phone: 9419 3744

Email: [enquiries@fitzroy-legal.org.au](mailto:enquiries@fitzroy-legal.org.au)

Tram route 10, 11 and 12

National Bus Route 253

Flemington and Kensington Community Legal Centre  
22 Bellair Street  
Kensington  
Phone: 9376 4355  
Fax: 9376 4529  
Email: fklegal@fkclc.org.au or visit  
www.communitylaw.org.au/flemingtonkensington

North Melbourne Community Legal Service  
1st Floor, 504 Victoria Street, North Melbourne  
Phone: 9328 1885

Email: North\_Melbourne@clc.net.au

Tram route 57 from Elizabeth Street

Youthlaw  
Based at Frontyard  
19 King St (near Flinders Lane), Melbourne  
Phone: 9611 2412

For more information on free legal advice and a list of specialist law services in the City of Melbourne, phone the Federation of Community Legal Centres on 9652 1500.

## Student Safety

While Australia is considered to be a very safe country, obviously it is still wise to avoid dangerous situations. Personal safety and security is a matter of common sense and awareness. Trust your instincts. If in doubt, move away. Here are a few tips for your personal safety.

### Useful Tips When You Are Out And About

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have a very different impact on the way you feel when you are in them.

For example:

- The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however, the people most likely to be on the street are hotel patrons. Alcohol consumption has now become a factor in these places, and for many (particularly for women), some areas may become less safe;
- A shopping mall during the day has lots of different people using it. Once it closes, it is often isolated and usually dark; and
- A school between the hours of 8am and 5pm is usually lively and active. After 5pm, on weekends or

during school holidays however, it may be isolated or dominated by particular groups of people.

Being in a place when it is busy is very different from when the place is isolated. There is often no reason to be afraid, but – be alert, be aware, and be careful.

- Walk in well lit areas
- Walk mid-point between travelled routes between buildings
- Try to walk with a group of people – organize a group of other students if you are going in the same direction.
- Use caution when using elevators, isolated stairways, or toilet areas.
- Plan the safest route to your destination and use it. Stick to the main roads if possible. Never hitchhike!
- Remain alert. Use your peripheral vision. Wearing headphones may decrease your awareness.
- If approached, maintain a comfortable distance while you answer a question or give directions. Never turn your back on someone who has approached you.
- Try and arrange a lift home from a friend or a taxi if you are going out late. Get dropped off as close to your door as possible.
- Avoid using ATM's in dark or lonely places.

### If you suspect you are being followed

- Be suspicious – keep looking behind you, so the person knows you cannot be surprised.
- Cross the street or change direction.
- Go to a well-lit area, enter a residence or building where there are people and phones.
- Do not wear a personal audio player or play music so loudly that you are unaware of your surroundings.
- If you are on campus, contact any staff member.

### Personal Safety On Public Transport

While public transport in Australia is comparatively safe, you should still exercise the same caution as you would at home.

- Don't stand alone while waiting for a tram, bus or train, especially at night. Stand with other people.
- If you're on a tram, bus or train and it's nearly empty, sit near the driver or as close as possible to the guard's compartment.
- At the railway station, stand back from the edge of the platform. Avoid sitting near the exit door of the train as an attacker may be able to grab your property and run before you can react.
- When disembarking from public transport, walk with other commuters.
- If travelling by taxi, remember the driver's identification number displayed on the dashboard. There should also be a photo of the driver, if it is not there don't get in. Once you've reached your destination, ask the driver to wait until you have safely entered.
- If you are catching a tram or bus, check the timetable before so that you are not waiting at the bus stop for

long periods. Select a well-lit bus stop at night and make sure that you can see the area around you.

Here are few general tips to help keep you safe on public transport such as buses, trams and trains:

- Keep your belongings close to you and know where they are at all times;
- Keep your valuables, like your wallet, mobile phone or iPod out of sight;
- If you're travelling at night, travel with friends if possible and sit as close to the driver as you can;
- Where possible, stick to well lit, busy areas when walking between train or bus stations and your home;
- Always be aware of your surroundings, including where your fellow passengers are sitting;
- If someone is making you uncomfortable or goes so far as to threaten you, tell the driver;
- Always be alert at train stations, tram and bus stops;
- Never hang around train stations or bus stations at night. If you must get on public transport at a station at night, check the timetable and try to arrive right before the train or bus to minimise the amount of time you spend waiting; and
- Train carriages nearest the drivers are left open and lit.

In most cases taxis are a safe way of getting home at night. However, as with all forms of public transport passengers need to be alert. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made;
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi;
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with;
- Take note of the Taxi Company and fleet number (usually located at the front of the taxi). This will help in identifying the taxi if required;
- If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details (eg – "Look after my friend, Mr/Ms Yellow Cab number 436");
- Stay alert to your surroundings and limit your conversation to general topics;
- If you don't want your home address known, stop a few houses away from your destination; and
- If the driver harasses you when travelling in a taxi your options include:
  - Ask the driver to stop. You may choose to make up an excuse to do so;
  - Leave the taxi when it stops at a traffic sign or lights;

- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop; and
- Read out the fleet number and advise the driver you will report him/her if they don't stop.

### Personal Safety When Driving

- Plan the safest route to your destination and avoid isolated roads especially at night.
- Be alert when walking to your car and always have your keys ready.
- Before you open the door, check the rear seat and luggage compartment.
- Lock your car once you're inside it. Keep your windows up when travelling alone.
- If your car breaks down, move the vehicle off the roadway if possible, raise the bonnet, activate the hazard lights and then lock yourself inside the vehicle call the RACV- 13 72 28 for Roadside assistance. Wait for an emergency vehicle to offer assistance.
- If you think you are being followed, drive to the nearest Police, Fire or Service Station for assistance. Don't drive home.
- Make sure you always have enough fuel in your vehicle.
- Never pick up hitchhikers.

### Handbag Snatching

- Keep your handbag in front of your body, avoid dangling it by your side from your hand or shoulder.
- Be aware of people coming from behind – even on motorbikes and cars.
- Never leave your bag on a shopping trolley – or at your feet or on the hook of the door in a public toilet – always keep it with you.
- When you put money in your handbag, don't let people see where you put it – especially when you are using an ATM.
- Be constantly aware of what valuables are in your bag – eg. driver's licence and credit cards.
- If your bag is taken, immediately cancel any credit cards, and change your house locks as soon as possible. Report to the police.
- When packing groceries into your car, never leave your handbag on the boot or roof of your car. Thieves are watching and can easily grab your property. Always leave your bag locked inside your car when you are packing groceries away.

**REMEMBER:** If confronted by somebody trying to take your bag, give it to them. No amount of money or inconvenience is worth serious injury.

## EMERGENCY CONTACTS

### Police, Ambulance and Fire Brigade – 000

In an emergency you can contact the Police, Fire Brigade and Ambulance by **dialing 000**. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.

If you require non-urgent advice or information or need to report a **non-urgent** matter, like lost property, you should attend or call the local Police Station. Contact details for your local Police Station can be found at the [http://www.police.vic.gov.au/content.asp?Document\\_ID=7](http://www.police.vic.gov.au/content.asp?Document_ID=7).

### Indian Hotline – 1800 342 800

This helpline – staffed by trained volunteers fluent in English and Hindi – provides guidance on what to do and where to go in a crisis. It is an initiative of a police reference group, formed with members of the Indian community.

### OSHC Worldcare 24-hour Emergency Helpline – 1800 814 781

OSHC Worldcare has a 24-hour Emergency Helpline that provides medical, legal and interpreting services to students in need.

### Victims of Crime Helpline – 1800 819 817

Whatever the incident, being a victim of crime can be a frightening experience with many short and long term consequences. If you are a victim of a crime and would like to speak to someone, please call 1800 819 817 (free call).

### International Student Legal Advice Clinic (ISLAC)

ISLAC is a free advice clinic to help you with any legal problems relating to employment, student rights, discrimination, victims of crime, police complaints and more.

Wednesdays 6.00pm–8.00pm. Western Suburbs Legal Service, 30 Hall Street, Newport. (Behind Newport train station; 10 minutes from Footscray station on the Werribee line.)

No appointment required. Phone (03) 9391 2244 for more information.”

### International Student Hotline

#### 1300 363 079 - Monday to Friday 8.00am to 6.00pm

The Australian Government is committed to providing the highest quality education system and making sure that

international students receive the support they need while they are studying.

If you are having problems with your study, safety, accommodation or at work, you can call the International Student Hotline, which is operated by the Department of Education, Employment and Workplace Relations (DET):

- **For advice on who you should contact, or**
- **To report your concerns.**

There is no need to give your name.”

### Dealing with confrontation

If you are faced with a confrontation, verbal or physical, don't panic. There are things you can do to minimise the danger, evade your attacker and get away safely:

- Be prepared. Rehearse possible options and techniques to use in the event of a personal confrontation;
- If faced with a robber, ask yourself whether it is worth placing your personal safety at risk for the sake of property that can generally be replaced. Staying safe may mean handing over your wallet or handbag. Try and note the description of the offender, details of the attack (including how and in which direction the offender left) and report the matter to police. Remember that you should try to keep cash and valuables that you carry to a minimum, so that if you are robbed you will not be left entirely without funds;
- Attackers target vulnerability. Act with confidence, assertiveness and strong body language. If you are attacked, do whatever you believe will keep you the most safe at the time. If you can escape by any means, such as running away, do so. Report the incident to police as soon as you can;
- Scream. An aggressive, loud, guttural roar, rather than a high-pitched squeal of fear, turns fear of being attacked into anger. This produces an adrenaline rush, allowing you to move faster, think quicker and multiply your strength. It also is likely to temporarily shock the attacker and attract attention from any bystanders; and

Remember that in emergency situations you can call 000 and ask for police or ambulance assistance.

### Sexual assault

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain precautions may make it more difficult for a possible perpetrator:

- When socialising, be smart. If you are drinking, drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked (drugged) quite easily;
- Walk with confidence and purpose;
- Avoid lonely or dark places;

- Be wary of strangers, whether they are on foot, in cars or at parties;
- Be aware of the people around you;
- Respect your intuition; and

If placed in a situation where you feel uncomfortable say "No!" loudly and with conviction.

### What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact should be the Police or your closest Sexual Assault Service:

- From a public phone or mobile phone, ring the police on 000. Do not hang up the telephone if you do not speak English well – say your language and an interpreter will assist you with your call;
- Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence. Don't drink alcohol or take tranquillisers or other drugs, as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker; and
- Remember, you are the victim. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

## Home Safety

**Source: Study In Australia -**  
<http://www.studyinaustralia.gov.au>

Home safety and security are issues for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks, doors should have dead-bolts, a security chain and a peep hole, and if the property has an alarm system – that would also make it an excellent choice.

It is recommended that if you are in a rental property that you obtain contents insurance for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have house insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. The cost is around a

few hundred dollars a year and depends on the value of your belongings.

Australia is a safe country with low rates of crime. But that doesn't mean that crime doesn't happen. Don't make breaking into your home easy for thieves. Here are some tips to help keep you safe at home:

- If a stranger knocks, talk to them through a locked screen door. Don't let a stranger in the house. Check the credentials of tradesmen;
- Know your neighbours. You will know who is supposed to be in the area and people are more likely to offer assistance if they know you;
- Do not leave messages on the front door. It lets people know you are not home;
- Avoid having parcels left on the door step. If you have to have something delivered while you are out have the neighbours collect it;
- Create an invisible housemate. Women living alone may choose to have a male relative or friend speak on their answering machine, such as "We're unable to take your call, please leave a message";
- Lock your doors and windows when you go out. It's a good idea to have them locked when you're at home as well, even if you are well above street level;
- When out, leave a radio or television on or a light in the evening to give the impression you are home;
- Don't leave a set of spare keys outside your house. If you have a trustworthy friend or neighbour, consider leaving spare keys with them;
- Don't leave vehicle keys lying around inside your house. If you are burgled, the intruder may take the vehicle as well;
- If you purchase expensive electrical appliances, cut the boxes into pieces before recycling. Discarded boxes outside a home can let burglars know what is new in the house;
- Mark your property with an identifying code (such as your passport number or birth date) using an engraver or ultra-violet markers. These markers are now available to buy from various electrical stores. Marked property is much harder for burglars to resell;
- Keep a list of the serial numbers of your electrical appliances such as televisions, DVD players, video recorders, CD players etc. In the event that they are stolen and recovered, you are more likely to be in a position to identify them as your property;
- Back up computer hard drives and keep these copies in a separate location to reduce the risk of information loss;
- Be careful about the information you give to strangers over the phone, or through social networking internet sites. If you aren't at home or go on holidays, don't make the information available to strangers (through an answering machine message or a social networking page);
- Use deadlocks and door chains if you have them. If you don't, ask your landlord or real estate agent to install them;
- If your house has an alarm, make sure you use it;

- Prepare an emergency escape plan for your home in case of life threatening situations, such as a fire;
- Ensure your house number is clearly visible from the street in case of an emergency;
- If you come home to find evidence of a break-in (such as a broken window or door lock), don't go in. You may disturb evidence or put yourself in danger if the thief is still there. Ring the police from a safe location outside; and
- Remember to call 000 in the event of an emergency. Do not hang up the telephone if you do not speak English well – say your language and an interpreter will assist you with your call.

### **Internet safety**

The internet is a useful tool for a range of information purposes, such as communicating with friends and family; personal and academic research; and financial transactions. But you should be aware of dangers such as theft of identity or personal details, which can lead to possible embarrassment or serious financial loss.

Here are some tips for you to remember:

- Ensure your computer is physically protected. Keep it in a secure place and don't leave a laptop unattended if you carry it with you;
- Protect your electronic data by installing and maintaining anti-virus and anti-spyware software, a firewall and an anti-spam filter for your email applications. Use and update this software regularly;
- Regularly download and install the latest security patches for your computer software, including your web browser. Use automatic software security updates where possible;
- When using social networking sites, be careful about the information you share. The personal photos and messages that you post can provide information to criminals for use in identity theft. Think carefully about the amount of personal information you post and who is able to see it;
- Use unique passwords and update them regularly;
- Never click on suspicious links, even if they come from someone you know. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer;
- Delete suspect emails immediately. Don't open these emails;
- Only open an attachment to an email where the sender and the contents of the attachment are known to you;
- Don't download files or applications from suspect websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you; and
- Be wary of online scams and threats. These change all the time. Stay informed by signing up to services

like the Stay Smart Online Alert Service. This is a free information source designed to provide Australian home users and small businesses with up to date and simple advice and information on the latest e-security threats and software vulnerabilities.

### **Fire safety**

International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

### **Smoke alarms**

When you are sleeping you have no sense of smell, so you cannot smell smoke. A smoke alarm is a device that detects smoke from a fire and sounds an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. For your protection, a smoke alarm must be installed in your home.

In Australia it is compulsory for all rental properties, rooming houses and hostels to have smoke alarms installed. It is the legal responsibility of owners and landlords to install working smoke alarms before you move in. It is your responsibility to maintain the smoke alarms.

There are three steps to maintaining a smoke alarm:

- Test the smoke alarm each month by pressing the button (use a broom handle if you are unable to reach it);
- Change the battery in your smoke alarm yearly (choose a public holiday or your birthday, so it's easy to remember); and
- Dust around the vents of your smoke alarm yearly.

Look after your smoke alarm. Only working smoke alarms save lives:

- Don't remove the battery;
- Don't take the smoke alarm down;
- Don't cover the smoke alarm;
- If cooking sets off the alarm, do not disable it. Turn on the exhaust fan, open a window or wave a towel near the alarm;
- If the battery is low the smoke alarm will sound a short 'BEEP' every minute or so. This is to alert you that the battery needs replacing; and

If there is no smoke alarm or it does not work tell your landlord.

### **Electricity**

The safe use of electricity assists in preventing house fires:

- Improper use of powerboards and double adaptors can lead to fires. A double adaptor or a powerboard plugged

into another double adaptor or powerboard creates a danger of overloading the electrical system. Leaving an extension cord coiled while in use or placing a cord under floor coverings can cause overheating;

- Be careful to keep electrical appliances away from water. A hair dryer takes time to cool down. For safety, allow this to happen on a non-combustible surface before storing it;
- Computers, monitors and TVs can overheat and cause fires even when not in use. They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs should be turned off at the set, not only with the remote control; and
- Light globes can become very hot. It is dangerous to cover a lamp with any type of fabric.

### **Heaters**

It's nice to keep yourself warm in cooler weather, but remember heaters are a major cause of house fires:

- Read and follow the operating instructions for your heater;
- All clothes and curtains should be at least one metre from the heater;
- Turn off all heaters before you leave your room or go to bed; and

Before you go to bed at night or leave your home, ensure heaters are turned off at their power source and any fires are extinguished.

### **Candles, Oil Burners and Cigarettes**

Candles, oil burners and cigarettes can all be dangerous fire hazards:

- Do not smoke in bed;
- Dampen cigarette butts before putting them in the rubbish;
- Make sure your candles are on properly designed candle holders;
- Don't leave your room when a candle or oil burner is alight;
- Don't go to sleep when a candle or oil burner is alight; and
- Do not put candles or oil burners near windows. Be careful, curtains can catch fire easily.

### **Cooking**

Most house fires start in the kitchen:

- Always stay in the kitchen while food is cooking;
- Hot oils and fats catch fire easily:
  - Do not use water to put out an oil fire; and
  - Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish, but only if safe to do so.

- Keep tea-towels, sponges and paper towels away from burning gas stoves;
- Turn off the cooking appliance before you leave the room or go to bed; and

Only prepare food in the kitchen.

### **Plan Your Escape**

If a fire occurs where you live, you may have to get out in the dark.

Make sure:

- doors are not blocked, preventing you from evacuating;
- you can find your key easily (in the lock is best); and
- you check if windows can be opened to evacuate.

In a fire:

- Get down on the floor. Crawl to the door;
- Get out of your room;
- Close the door. This prevents smoke and fire from spreading;
- Alert others;
- When outside, stay out. Never re-enter a burning building; and
- Call 000 (zero, zero zero) to alert the fire department.

What to do when you call 000:

- say "FIRE";
- wait;
- tell the operator your address and nearest cross street/corner; and

do not hang up the telephone if you do not speak English well – say your language and an interpreter will assist you with your call.

### **Bushfires**

Bushfires commonly happen during drier and hotter periods of the year and almost any part of Australia could come under threat from bushfire at some time. Bushfires that occur on hot, dry and windy days can threaten lives and cause significant damage to property. Check weather forecasts in local newspapers, radio and television, and the fire services website for Fire Danger Ratings and Total Fire Ban days in areas where you live, work or are travelling.

You can reduce the fire risk around your home by clearing out anything that could fuel a fire:

- Clear grass and weeds from around your house;
- Clear gutters, roofs and down pipes;

- Store anything flammable (eg – firewood, rubbish, garden furniture, gas bottles) away from your house; and
- Make sure your garden hoses are long enough to reach all areas of your property.

If you are going on holidays or travelling in rural areas, make sure you stay informed about bushfires while you are away. Check the Fire Danger Ratings and local fire restrictions, including Total Fire Bans for the areas you are travelling through and staying. You can find this information on the rural fire service web page for your state or territory:

- Be prepared to change your travel plans on hot, dry, windy days to stay away from areas where bushfires may occur;
- Tell a family member or friend where you are going, and let them know if you change your plans; and
- Consider taking food and drinks with you.
- Have a woollen blanket in the car to protect you from radiant heat if you are trapped by fire.

Avoid driving in areas where there is bushfire activity, as roads become extremely dangerous. If you see smoke, turn around and drive away from it. If you get caught on the road this is a threat to your life as your car offers very little protection from radiant heat.

To increase your protection:

- Park behind a solid structure to block as much radiant heat as you can. If this is not possible, then pull over to the side of the road into a clear area, well away from debris that may ignite;
- Wind up the car windows, close the vents, put on the hazard lights and headlights, leave the engine running and air conditioning on recirculate. Do not get out of the car and run;
- Get down as low as possible below window level;
- Cover yourself with a woollen blanket until the fire passes; and

Get out of the car once the fire passes.

### **Fire safety contacts**

Read more about fire safety at the following sites:

- Australian Capital Territory Emergency Services Agency [www.esa.act.gov.au](http://www.esa.act.gov.au)
- New South Wales Fire Brigades [www.nswfb.nsw.gov.au](http://www.nswfb.nsw.gov.au)
- New South Wales Rural Fire Service [www.rfs.nsw.gov.au](http://www.rfs.nsw.gov.au)
- Northern Territory Police, Fire and Emergency Services [www.nt.gov.au/pfes](http://www.nt.gov.au/pfes)
- Queensland Fire and Rescue Service [www.fire.qld.gov.au](http://www.fire.qld.gov.au)
- South Australian Metropolitan Fire Service [www.samfs.sa.gov.au](http://www.samfs.sa.gov.au)

- South Australian Country Fire Service [www.cfs.sa.gov.au](http://www.cfs.sa.gov.au)
- Tasmania Fire Service [www.fire.tas.gov.au](http://www.fire.tas.gov.au)
- Metropolitan Fire and Emergency Services Board Melbourne [www.mfb.vic.gov.au](http://www.mfb.vic.gov.au)
- Country Fire Authority, Victoria [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au)
- Fire and Emergency Services Authority of Western Australia [www.fesa.wa.gov.au](http://www.fesa.wa.gov.au)

## **Drugs and the law**

The purchase of cigarettes and alcohol is legal for people over the age of 18. However, if you look younger than 25 you will still be asked to show proof of your age (with a driver's licence, student identification (ID) card or similar). This practice protects the shop owner, as there are heavy penalties for selling or serving cigarettes and alcohol to people under 18 years.

Buying, selling, possessing or using all other drugs, including marijuana, amphetamines and opiates, is against the law. If you are caught you will face severe penalties, including fines, imprisonment and even deportation.

Read more about drug-related issues at [www.drugs.health.gov.au](http://www.drugs.health.gov.au)

### **Smoking**

Although smoking is permitted in Australia, it is not recommended. The long-term effects of smoking are well documented: cancer, heart disease, blood clots, respiratory infections and stroke. In the short term, you will suffer from bad breath and smelly hair and clothes, stained fingers and teeth, reduced physical fitness, and a severe cough.

Smoking is also linked to depression. And if none of that puts you off, consider the financial cost. High taxes are placed on cigarettes, making the smoking habit expensive.

Remember that smoking tobacco is prohibited in a growing number of public places in Australia, including shopping centres, restaurants and on public transport. It is also prohibited in most government offices, health clinics, and workplaces. Non-smoking areas are often, but not always, indicated with a 'no smoking' sign. In Australia there are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products.

For more information, visit the QUITLINE website at [www.quitnow.info.au](http://www.quitnow.info.au) or call 131 848.

### **Alcohol**

Australia has a bit of a reputation for being a country that enjoys alcohol. There's nothing wrong with having a few drinks to unwind or celebrate, but binge drinking (drinking excessively to inebriation) should be avoided. Aside from giving you a hangover (headache, tiredness, nausea and vomiting), it makes you more susceptible to injury and assault, and can have an impact on your physical and mental health.

The use of standard drinks can help people to monitor their alcohol consumption and exercise control over how much they drink.

Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink:

A middy of beer (285ml) = a nip (30ml) of spirits = a small glass (100ml) of wine = a small glass (60ml) of fortified wine such as sherry.

If you are going to drink alcohol, don't drive. Driving with a blood-alcohol level above the legal limit is dangerous to others as well as yourself and severe penalties apply. There are a number of factors that will affect your blood-alcohol concentration including body size, whether you have eaten recently, and body fat. For more information about alcohol and how it can affect you, visit the Australian Drug Foundation website at [www.druginfo.adf.org.au](http://www.druginfo.adf.org.au)

Please keep in mind:

- Some hotels don't serve standard drinks – they might be bigger. Large wine glasses can hold two standard drinks or even more;
- Drinks served at home often contain more alcohol than a standard drink;
- Cocktails can contain as many as five or six standard drinks, depending on the recipe; and
- Pre mixed bottled drinks often contain more alcohol than a standard drink.

Of course, you may choose to go to events and gatherings where alcohol will be served but not drink any alcoholic drinks. This is fine, and you have every right to drink water, juices or soft drinks (i.e. sodas, pop).

Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. If you must put your drink down – for example, to go to the bathroom – leave it with a trusted friend to look after. Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured. If you suspect you or your friends have had a drink spiked, call emergency on 000 immediately to report it and get help.

Read more about alcohol-related issues at [www.alcohol.gov.au](http://www.alcohol.gov.au)

### **Gambling**

Most people can enjoy gambling from time to time. However, it can become a problem and affect your health if you spend more time or money than you can afford on it, or if it has a negative impact on your relationships with other people.

If gambling is a problem for you, call Gamblers Anonymous for free assistance and support on (02) 9628 5065.

Relationships Australia also offers a free 24 hour anonymous counselling referral service. You can access their Help Line on 1800 156 789. An information pack for people affected by problem gambling can be downloaded from [www.relationships.com.au/resources](http://www.relationships.com.au/resources)

## ESOS FRAMEWORK

(Department of Education and Training Fact Sheet as at <https://docs.education.gov.au/documents/international-student-fact-sheet>, downloaded 30<sup>th</sup> June, 2018)

### Australia welcomes international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

### Australian laws protect international students

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>.

### Before you begin your studies

#### Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with, and can be found at <http://cricos.education.gov.au>.

#### Using an education agent

International students **do not** have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the institution you want to study at. You can find a list of education agents on the institution's website.

The law requires institutions to use only education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this.

You can find out more about using migration agents at the Department of Immigration and Border Protection's website at [www.border.gov.au/Trav/Visa/Usin](http://www.border.gov.au/Trav/Visa/Usin).

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

### Written agreements or contracts between the student and institution

Under Australian law an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your institution, you will need to refer to your written agreement. You can find out more about making complaints on page 6 of this fact sheet, **Making complaints and getting help**.

#### Your rights before you enrol

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your institution and your institution's agent before you enrol
- sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement

**Your rights before you enrol**

- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information
- access complaints and appeals processes
- request to transfer to another institution and have that request assessed by your institution.

**Paying your tuition fees**

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can **choose** to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early. Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start. Your institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements. In Australia there are also very strong protections for students' fees, which you can learn more about on **page 5** of this fact sheet under **Protecting your tuition fees**.

**What happens if you can't start the course because your visa is refused?**

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

**What happens if you decide you don't want to start or continue the course?**

If you change your mind and do not want to start the course, you may be entitled to a refund. If you have a written agreement with the institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you. If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

**During your studies****Support services for you in Australia**

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

- support and welfare services available at the institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying.

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

**Welfare for students under 18 years of age**

If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18.

If you are under the age of 18 your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation, support and general welfare arrangements while you are in Australia on a student visa.

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you **must** have the approval of your institution before you do so. This is because your institution must advise the Department of Immigration and Border Protection as soon as possible about changes to living and welfare arrangements for students under 18.

If you don't have your institution's approval, this may be reported to the Department of Immigration and Border Protection. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

For more information about visa requirements for students under the age of 18, visit:

<http://www.border.gov.au/Busi/Educ/Educ/Welfare-requirements-for-student-visa-applicants-under-18> and

<http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>.

## Your responsibilities as an international student in Australia

### *Your student visa*

As an international student on a student visa, you must:

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your institution if you change your address or other contact details
- meet the terms of your written agreement with your education institution
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at [www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students](http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students), or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

### *Academic integrity and misconduct*

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected, or cancelled altogether.

If you are struggling with your studies, it's best to ask your institution what support services they can offer you.

## Your consumer rights and protections

### *Protecting your tuition fees*

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students are able to either:

- complete their studies in another course or with another education institution, or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

For more information on the TPS, visit [www.tps.gov.au](http://www.tps.gov.au). If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

### *Working in Australia*

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the **same** entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards).

Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit [www.fairwork.gov.au/awards-and-agreements](http://www.fairwork.gov.au/awards-and-agreements).

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit <https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work> or <https://www.humanrights.gov.au/>.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit [www.fairwork.gov.au](http://www.fairwork.gov.au). You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will **not** automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Immigration and Border Protection website at [www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders](http://www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders)

### **Changing education institutions or courses**

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another institution you should be aware that there are rules about what you can or cannot do.

If you haven't completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change institutions if:

- your original institution can no longer provide the course you enrolled in, or
- you have a letter from your original institution saying they will release you, or
- you have a government sponsor and that sponsor writes a letter saying they support your change of course.

In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course.

Your original institution can only provide a letter of release if:

- you have a letter from another institution saying they have made you an enrolment offer
- where you are under 18, you have the support of your parent or legal guardian, or the institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, **Making complaints and getting help**.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>.

For more details about the legislative requirements around transferring courses, you can visit:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

### **Making complaints and getting help**

If you have a complaint about your institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to find out whether your institution is a private or government type by searching them and looking at the **Institution type** field on the CRICOS website at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx>

If your institution is a private (non-government) organisation, you can take your complaint to the Overseas Students Ombudsman (OSO). Refer to the Overseas Students Ombudsman website at <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> for more information about how the OSO can help students, or call 1300 362 072.

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen at [www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen](http://www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen).

### **Questions?**

If you have any questions or concerns that haven't been answered in this fact sheet, you can submit an enquiry at <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx>

### **Find out more and connect on social media**

**Study in Australia** is the official Australian Government website for international students. You can connect with it through:

- Website: <https://www.studyinaustralia.gov.au/>
- Facebook: <https://www.facebook.com/studyinaustralia>

- Twitter: <https://twitter.com/futureunlimited>
- YouTube: <http://youtube.com/afutureunlimited>

The **Fair Work Ombudsman** gives you information and advice about your workplace rights and obligations. You can connect with it through:

- Website: <https://www.fairwork.gov.au/>
- Facebook: <https://www.facebook.com/fairwork.gov.au>
- Twitter: [https://twitter.com/fairwork\\_gov\\_au](https://twitter.com/fairwork_gov_au)
- YouTube: <http://www.youtube.com/user/FairWorkGovAu>
- Subscribe to email updates at <https://www.fairwork.gov.au/Website-information/staying-up-to-date/subscribe-to-email-updates>

## Tuition Protection Service

(Department of Education and Training Fact Sheet as at <https://docs.education.gov.au/documents/international-student-fact-sheet>, downloaded 30<sup>th</sup> June, 2018)

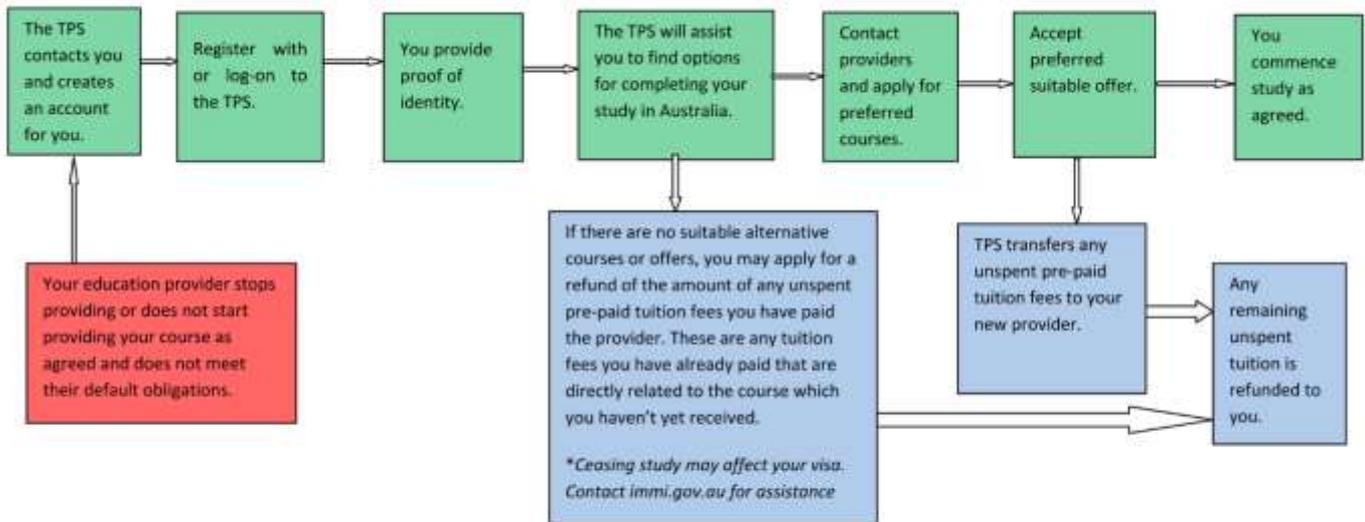
The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

Australia has a well established international education sector with over 1200 education providers delivering a high quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

*The TPS overview – how does it work for international students?*



**Note:** The above flow diagram is for guidance purposes only. To the extent that the diagram is inconsistent with the *Education Services for Overseas Students Act (the ESOS Act) 2000* the ESOS Act prevails. Providers should not rely on this diagram alone and must read the requirements in the ESOS Act.

*Step 1*

- Your education provider stops providing or does not start providing your course as agreed and does not meet their default obligations.
- The TPS contacts you and creates an account for you.

*Step 2*

- Register with or log-on to the TPS and provide proof of identity.

*Step 3*

- The TPS online system will assist you to find options for completing your study in Australia.

*Step 4*

- Accept preferred suitable offer.
- You commence study as agreed.
- TPS transfers any unspent pre-paid tuition fees to your new provider.

**OR**

- If there are no suitable alternative courses or offers, you may apply for a refund of the amount of any unspent pre-paid tuition fees you have paid the provider. These are any tuition fees you have already paid that are directly related to the course which you haven't yet received. Any remaining unspent tuition fees are refunded to you. **Note:** Ceasing study may affect your visa. Contact **immi.gov.au** for assistance.

**Note:** The step by step process described above is for guidance purposes only and to the extent that it is inconsistent with the *Education Services for Overseas Students Act (the ESOS Act) 2000* the ESOS Act prevails. Providers should not rely on this step by step process description alone and must read the requirements in the ESOS Act.



Australian Government

## Are you an international student studying in Australia on a student visa?

The Australian Government has brought in new rules to better protect you



Stronger, Simpler, Smarter ESOS – Protecting International Students



## Studying in Australia

Australia has been providing high quality education to students from around the world for many years.

Over 1200 Australian providers teach international students who are in Australia on a student visa. Before an education provider can enrol any international student they have to meet all the same high quality standards required for Australian students, as well as extra requirements to protect the interests of international students. These requirements are in the ESOS Act, which was reviewed in 2009 and since updated to make it simpler, smarter and stronger.

Both publicly-funded and private education providers must meet the same quality requirements and be registered under the ESOS Act.

Providers who deliver education and training to international students may be large or small, deliver one level of course or a mix of courses from basic English language programs through to higher education awards.

## What is the ESOS Act?

The *Education Services for Overseas Students Act 2000* (the ESOS Act) and related laws set out the requirements for education institutions (providers) who deliver education services to international students on a student visa. These laws are there to protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

## What's changed?

For many years Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa.

Changes to the ESOS Act make these protections even stronger. Additionally an Overseas Students Ombudsman was established in 2011 to assist overseas students who have a complaint about a private provider. Students of publicly-funded providers already have access to the relevant State Ombudsman.

Most international students have a positive study experience in Australia and one of the reasons they choose to come to study here is because they are well-protected by providers and the Government. On the rare occasions that a provider is unable to deliver a course you have paid for and does not meet their legal obligations to make alternative course placements or provide you with a refund, it is good to know there is help available.

From 1 July 2012 a Tuition Protection Service (TPS) will operate, backed by all education providers who enrol international students.

Additionally, providers:

- must meet stricter requirements to be registered with the Australian Government
- face tougher penalties if they don't assist or refund students according to the law
- must keep accurate records of student contact details and any units of study completed.

## What is the TPS?

The TPS will help you quickly find another course, if your provider can't deliver the course you have paid for. The TPS will use an online placement service to give you all the information you need so you understand your options and can choose an alternative course that best suits you. Additional assistance will be available if you need it. You will still have to meet all the course entry requirements of another provider and any extra costs if the provider is more expensive than the one you originally enrolled with.

## What if I can't find a course that I like?

If you are unable to find an alternative course after a reasonable period of time set by the TPS, the TPS will refund you the tuition fees you have paid for the part of the course that you haven't yet received. If you do receive a refund, you are still required to meet all the conditions of your student visa in terms of having a current enrolment. For more information on your student visa obligations, please visit the Department of Immigration and Citizenship (DIAC) website: [www.immi.gov.au](http://www.immi.gov.au).

## What if I need a new student visa?

If you require a new student visa as a result of a closure of an education provider, you should contact DIAC immediately. Contact details are available on the DIAC website: [www.immi.gov.au](http://www.immi.gov.au)

## Written agreements

Under Australian law, when you accept an offer of a course, it must be in the form of a written agreement. This is the document that you sign when you enrol with an education provider.

In your written agreement, providers must give you detailed information on:

- the course you are enrolled in
- payment plan for tuition fees including the number and length of each study period
- any non-tuition fees
- refund entitlements in different situations
- course requirements including minimum English language
- requirements on attendance and making satisfactory progress
- any services that can support you or keep you safe.



### Fees paid in advance

Under the changed rules, providers are not allowed to collect more than 50 per cent of the total tuition fees for the whole course before you start, unless your course is 24 weeks or less.

After you start your course, your provider cannot require you to pay any remaining tuition fees until two weeks before your second study period.

**Any money you pay to a provider that is not directly related to your course, such as for homestay accommodation, is not protected under the TPS.**

### Keep your contact details up to date

It is very important that your provider has your correct contact details and we encourage you to update these whenever they change, however these must be updated at least every six months. The details required are a current residential address, and a mobile phone number and email address (if you have one).

Having current contact details will ensure you can be reached in an emergency or if you need to be assisted by the TPS.

### Where can I go if I need help?

The Australian Government is committed to ensuring you have a great education experience here.

If, however, you have a complaint about your education provider you may take the matter to an independent complaints handling body. This will be the relevant State Ombudsman if you are enrolled with a publicly-funded provider or the **Overseas Student Ombudsman** if you are enrolled with a private provider. Visit the relevant state ombudsman's website or [www.oso.gov.au](http://www.oso.gov.au), for more information.

### Your responsibilities – some tips to make sure you're covered

- Read your written agreement carefully before you sign it – it is a legal contract
- Make sure you are clear about the number of study periods in your course, how the fees are distributed throughout the course and the difference between tuition fees and other types of unprotected fees such as accommodation
- Understand the terms of any refund you may be entitled to if you do not meet the conditions of the written agreement or in the situation where your visa is not approved
- Keep a copy of all receipts for money you have paid to a provider
- Make sure your provider gives you (and you keep) a record of all study completed at each stage of your course
- Let your provider know as soon as any of your contact details change.

Visit [www.ael.gov.au](http://www.ael.gov.au) or phone (+61 2) 6240 5069 to find out more about your rights and responsibilities.

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