



CRICOS Provider Code 02399M

Student Handbook

SYDNEY CAMPUS

Academy of English Pty Limited

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WELCOME

Welcome to Academy of English. We are pleased that you have chosen us for your studies and hope that your time with us will be an enjoyable experience.

We strive to provide quality education and training, knowledgeable and experienced teachers, and an environment which is culturally diverse, friendly and non-discriminatory.

Over the years, our students have noted that there are three key ingredients to their success:

- regular attendance
- consistent effort and attention
- willingness to seek help.

Please familiarise yourself with the contents of this handbook, the purpose of which is to provide you with the information you need to settle quickly into College life. The handbook should be retained for future reference.

If you are unsure about anything in this handbook or if you believe that important information has been omitted, please raise this with the Administration staff.

We hope that you will participate actively in College life, and are confident that you will make many new friends. We look forward to your academic success.



Christopher Campbell
Managing Director

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We value Quality and welcome Feedback

We aim for quality in everything we do and to do this we focus on our students and always try to find ways to improve our delivery of quality education and training. We are committed to complying with the requirements of the National English Language Teaching (ELT) Accreditation Scheme (NEAS).

We believe in continuous improvement and quality assurance and welcome feedback we receive from our students. As a student you can give us feedback by:

- Speaking to any member of staff at reception
- Sending an email to info@academies.edu.au
- Completing an "Opportunity for Improvement" form at Student Services.

Your Rights & Responsibilities as a Student

All our students must comply with the college rules at all times – on college premises, in class and in accommodation arranged by the College. We reserve the right to discipline or expel students whose conduct is unsatisfactory. If you are expelled from the college you will not receive a refund.

What are your rights?

You have a right to:

- a safe and healthy working environment
- study in a friendly multi-cultural learning environment
- freedom from harassment and discrimination
- be treated politely, fairly and with respect
- have your private information kept confidential
- receive advice about complaints and appeals procedures
- be provided with counselling on academic matters
- access information about welfare-related support services when necessary at no additional cost.

What are your responsibilities?

You have to:

- follow WorkHealth and Safety (WHS) and emergency procedures
- report dangerous incidents, accidents or injuries
- have your student ID card with you at all times
- treat all students and staff with courtesy, fairness and respect
- be on time and come to class regularly
- comply with your student visa conditions and ESOS Act requirements:
[https://aei.gov.au/Regulatory-Information/Documents/ESOS%20Framework%20Fact%20sheet%20final%20draft%209%20May%202014%20\(2\).pdf](https://aei.gov.au/Regulatory-Information/Documents/ESOS%20Framework%20Fact%20sheet%20final%20draft%209%20May%202014%20(2).pdf)
- inform the college if you change your address, visa status or enrolment status
- obey the laws of New South Wales and Australia – including laws about crimes, harassment, discrimination and copyright
- buy the textbooks for your course
- comply with College assessment procedures and refrain from plagiarism, collusion and cheating in assessment tasks
- move quietly and quickly between classrooms without making too much noise
- dress appropriately

- buy a Copy Card if you want to make photocopies or print information on the College printers.
- pay your course fees according to the payment guidelines.

What you must NOT do at the college:

- smoke in the building, including the foyer and near the entrance, and in fire escapes;
- loiter anywhere within the College premises, entrances to the College premises or on the pedestrian thoroughfares within the vicinity of the College premises;
- be dishonest in your assessment or assignments – including cheating, copying from a friend, or taking work of others and presenting it as your own (plagiarism);
- swear or act in an offensive manner;
- take food or drink into the classrooms;
- litter the College premises, the entrances to the College;
- harass students or staff;
- damage, steal, modify or misuse College property;
- be under the influence of alcohol or drugs on College premises;
- behave in a way which could offend, embarrass or threaten others;
- promote any religious or political ideology while on the College premises;
- breach copyright laws including that relating to software;
- use the College computers (or wifi/data/telephone points) to send, broadcast, search for or download inappropriate, offensive, defamatory or illegal material;
- be dressed inappropriately;
- use or leave chewing gum on College premises.

Admission and Enrolment Information

Who may study at the College?

Admission to the College is open to anyone who:

- can attend timetabled lessons at the College
- meets the course entry requirements, including for English
- pays the current course fees
- agrees to follow the College rules and procedures
- agrees to obey the laws of New South Wales and Australia
- and (for overseas students) meets the requirements for the Department of Immigration and Border Protection (DIBP) and is granted a student visa to study at the College.

What happens if you have to defer, suspend or cancel your enrolment?

The College may allow students to defer (before study commencement), or to temporarily suspend their studies (after study commencement) including granting leave of absence on grounds of compassionate or compelling circumstances such as serious illness (eg. illness where a medical certificate states that the student is unable to attend classes), death in the family or for other reasons acceptable to the College, or to cancel their course by withdrawing from the College,

Students who wish to defer studies before commencement need to inform their Marketing Manager as soon as possible.

Students who wish to apply for leave of absence should do so by completing Leave of Absence Form at least 2 weeks in advance, where possible, and submit it to Student Services. In their application, they should state clearly their reasons for leave and provide copies of any documents that will help support their application. The Student Support Officer will advise the student of any missing documentation. All required documents must be provided within 7 working days of the advice. Failure to do so may result in the LOA being disapproved. Students must report to Student Services with their passport (if applicable) once they return from their approved leave of absence. They must also contact the Course Coordinator to discuss their subjects. Prior to applying to suspending their course, students must ensure that they have paid their tuition fee.

Students who wish to withdraw from the College must give provide at least one full term's notice in writing to Student Services. If less than one term's notice is given, in addition to the student receiving no refund of the course fees they have already paid, the student has an obligation to pay the following term's fees in lieu of the required notice. No final documents will be issued until all outstanding fees are settled.

The college will initiate cancellation of student enrolment if:

- the student does not start the course on the commencement date (non-commencement);
- the student failed to pay fees (non-payment of fees);
- the student breached a condition of his/her student visa;
- the student misbehaved (when student has committed serious misbehaviour such as criminal activity or non-serious misbehaviour repeatedly after suspension).
- The student did not return after the term break

Upon approval from ED, when cancellation is due to student's failure to pay fees, breaching of a condition of student visa or student misbehaviour, the student is notified in writing of the decision.

- Notification includes:
- Cancellation may have an impact on student visa;
- 20 working days in which to access the internal appeals process;
- External appeals process (Overseas Student Ombudsman);

Students may appeal against the decision to cancel their enrolment. The cancellation will not take effect until the internal and external appeals processes are completed unless extenuating circumstances relating to student welfare apply.

The College must advise DIBP/DOE via PRISMS particulars of any breach by an accepted student of a prescribed condition of a student visa as soon as practicable after the breach occurs.

The College must give particulars of a breach by a student even if the student has ceased to be an accepted student of the provider.

TRANSFER BETWEEN REGISTERED PROVIDERS

Under the National Code 2007, the college will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing 6 months of the principal course of study except where:

- The original registered provider has ceased to be registered or the course in which the

- student is enrolled has ceased to be registered;
- The original registered provider has provided a letter of release;
- The original registered provider has had a sanction imposed on its registration by the Australian government or state or territory Government that prevents the student from continuing the principal course; or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

Student wishing to transfer to another college must complete and submit to Student Services the *Application to Transfer to Another Registered Provider form*.

Students must complete 6 months of their principal course. This is the highest qualification course, therefore where a student is enrolled at one of the Colleges (e.g. an Streamlined Visa Processing (SVP) with a university), as a pathway to a university the College should not allow the student to transfer out of the College unless there are 'exceptional circumstances' (defined below) and after liaising with the relevant university. Students need to complete their pathway course with the College, and continue their degree studies at the relevant university.

Exceptional Circumstances include:

- Educational progression (academic) problems that cannot be addressed by the provider's resources.
- Student has to move his residence to another city/state
- A medical circumstance that affects the student's performance in their current course and where the student can demonstrate it will not affect his performance in the intended new enrolment

Subject to the above, an application for transfer on the grounds of exceptional circumstances may be demonstrated by providing sufficient specific detailed information with relevant supporting documentation to support the application, such as:

- i. a medical certification stating in reasonable detail the dates of any relevant consultations or attendances;
 - if relevant, the nature of the complaint and the treatment;
 - a specific statement that in the health care professional's opinion (not the student's opinion) that, as a result of the complaint or treatment, the student should be transferred.
- ii. a police report or statutory declaration.

iii. other relevant supporting documentation

Supporting Documentation includes:

- Application to Transfer to another Registered Provider
- Offer letter from the new registered provider
- Statement of reasons why the student is seeking release or other documentation explaining reasons for release request;
- For a student who is under 18 years of age, written evidence that the student's parent or legal guardian supports the transfer and written confirmation from the proposed provider that they accept responsibility for approving the student accommodation, support and general welfare arrangements
- Any evidence to support the information provided

All documentation will be held in confidence and will be stored to ensure privacy.

General Guidelines

Applying to Transfer to Another Registered Provider does not preclude students from the requirement to enrol on time. Non-enrolment will not automatically result in approval of transfer. It will however result in the student being reported to DIBP for failing to enrol.

Circumstances for granting or refusing a transfer

To apply to transfer to another provider within the first 6 months of the Student's Principal Course, the student must apply for a release letter from the College. For SVP students, the College will need to seek approval from the SVP provider to assess the application before a transfer is granted. If transfer is granted, the SVP provider will decide whether a release letter from the SVP Provider is necessary. If applicable, the College will then forward the release letter from the SVP Provider and the College to the student.

Granting a transfer

Students granted a release letter based on the following range of factors:

- if the course the student wishes to transfer to:
 - better meets the study capabilities of the student
 - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations
- If the student wishes to change course in order to get access to greater support (may be through the services offered by another provider,

commercial or non-for-profit services or through access to family, friends or a cultural support network)

- If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A letter of release should also be provided for a student where:

- a student can provide evidence that he or she was misled by the provider or an education or migration agent regarding the provider or its course, which constitutes a breach of the ESOS Act, or
- an appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.

A letter of release, if granted, is provided to student with no cost.

Refusing a transfer:

to the College may refuse to grant a release letter based on the following range of factors:

- if the transfer may jeopardise the student's progression through a package of courses
- if the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- if the student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.

Exception for obtaining a release letter

No Release Letter is required where:

- the student has completed at least 6 calendar months' study in his or her Principal Course or
- the student is government sponsored and that government sponsor provides written support for the change as it considers the change to be in the student's best interests; or
- the College has ceased to be registered or the program in which the student is enrolled has ceased to be registered; or
- the College has a sanction imposed on it that prevents the student from continuing his or her Principal Course.

Conditions for SVP students

- SVP students (in a higher education degree) can only transfer into a non-SVP VET college after they have been studying in Australia on their current SVP visa for at least 12 months. In other

words, students cannot transfer to a non-SVP provider for their first 12 months on the SVP visa.

- If an SVP student wants to transfer to a VET course after the first 12 months on the SVP visa, he/she needs to apply for a new visa (subclass 572 VET sector), if he/she is no longer studying a higher education degree.
- SVP students can only transfer in the first 12 months of their current SVP visa from one SVP provider to another SVP provider at the same level (currently from university to university or those other higher education providers that have SVP status). The 6 months study of principal course requirement still applies so the student must obtain a Letter of Release.
- Students from Assessment Level 1 countries are able to transfer to non-SVP providers at any time. The 6 month study of principal course requirement still applies so the student must obtain a Letter of Release.

Complaints and Appeals Process

It may happen that you have a complaint or are unhappy about a particular decision of the college or a teacher. If this happens you can follow these steps shown in the diagram on page 10.

If your attendance is too low or your course progress is unsatisfactory, the college may report you to DIBP for breach of your visa conditions. If your attendance is below 80% the procedures on page 11 will apply.

COMPLAINTS PROCESS

If you are unhappy, speak to the teacher. The teacher may be able to solve your problem immediately.



1. Complete an Internal Appeals form (get one from Student Services).
2. Attach copies of supporting documents (if relevant)
3. Hand it in to Student Services.
4. If it is serious or confidential – make an appointment with the Academic Manager



Wait 10 working days



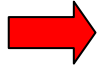
Academic Manager will make a decision and inform parties



Request Student Services to refer your complaint the Managing Director who will review your case.



Still unhappy




You may have a friend/support person with you during meetings

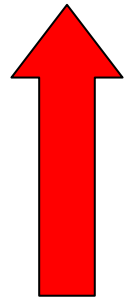


External Appeal:

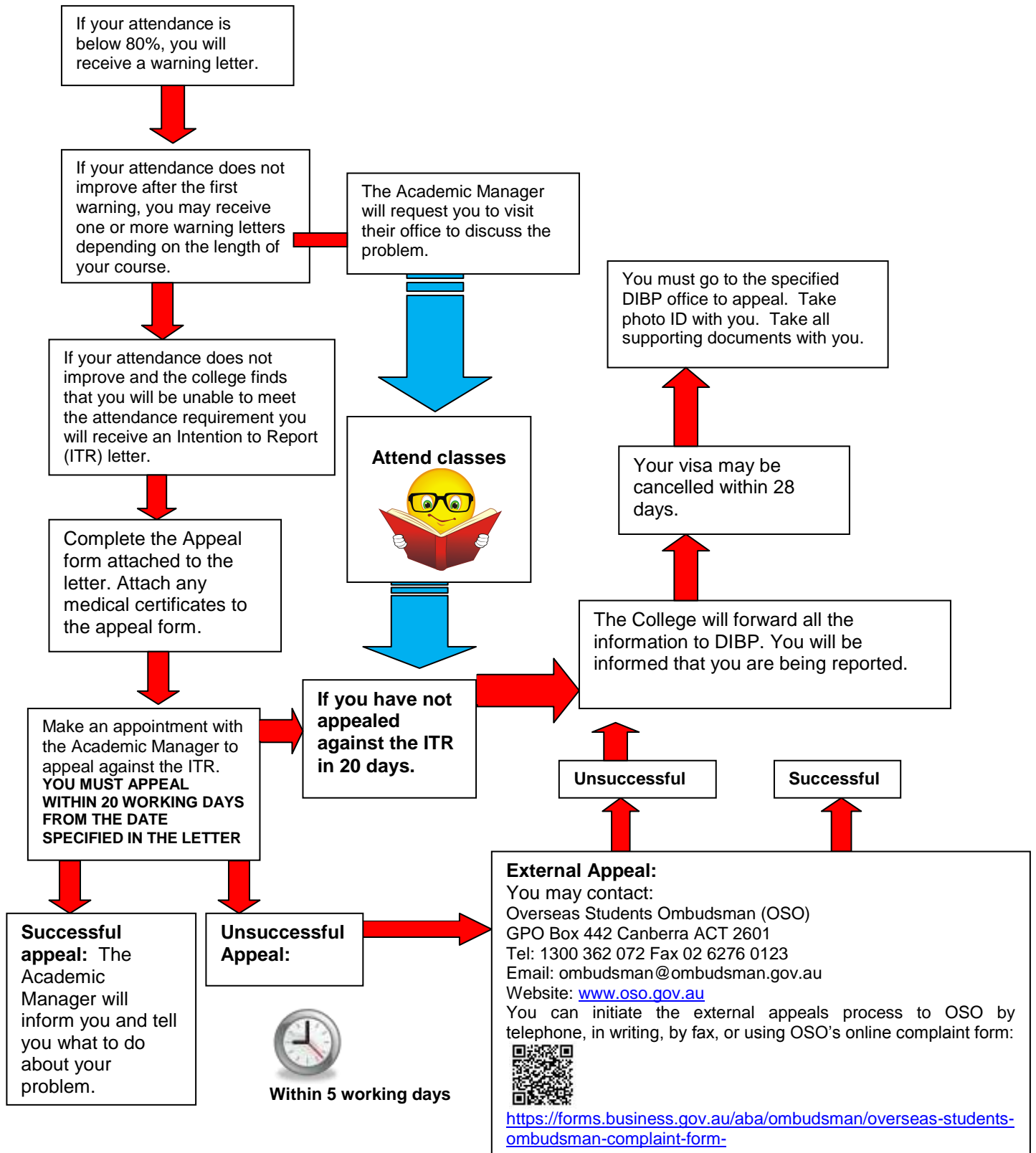
- You may contact:
Overseas Students Ombudsman (OSO)
GPO Box 442 Canberra ACT 2601
Tel: 1300 362 072 Fax 02 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.oso.gov.au
- You can initiate the external appeals process to OSO by telephone, in writing, by fax, or using OSO's online complaint form:



<https://forms.business.gov.au/aba/ombudsman/overseas-students-ombudsman-complaint-form->



What happens if your attendance is below 80%?



Student Support Services

We offer support services to help you to get settled into life and study in Australia. If you need help we will give you information for access to assistance as needed. If you need assistance, you should contact the Student Support Officer at Student Services.

Academic counselling services are available to assist you with your career aspirations and any other matters concerning their study at the College. Where it is not appropriate for the College, its teachers or staff to advise on any issue, the student may be referred to an external party for advice.

We will review your course progress regularly to ensure that you are progressing according to your particular course programme. The Student Support Officer and Academic Manager are available for consultation in this matter by appointment (to be organised with Student Services).

If you have any special medical or physical requirements please advise the Student Support Officer. The College aims to assist students with special needs. Information regarding available support services is accessible to students.

For the benefit of international students, the College maintains close liaison with DIBP so that applications and any queries can be attended to promptly.

College Facilities

The College has:

- classrooms equipped with whiteboards, and access to projectors, televisions and video recorders
- computer labs with printers and Internet access
- a student lounge equipped with vending machines, computers with internet access, printers/copiers, etc.
- wireless internet

You are not allowed to eat or drink on College premises except in the designated student lounge. This is to ensure that a healthy, pest-free working and learning environment is maintained. This policy also ensures that computer hardware and other equipment/furniture are not damaged by accidental spillage.

The computer rooms will only be opened when a supervisor is present.

Any unauthorised use of the computers (or wifi/data/telephone points) and unauthorised installation or downloading of computer software

including games and screensavers will lead to disciplinary action including expulsion.

Copyright infringements arising from unauthorised copying, installation or downloading of computer software may also lead to criminal charges being laid.

Payment of Fees and Refund Policy

When you accept a place offered by the College and pay the fees, a contract is created between you and the College.

Protection of student fees paid in advance

The College follows the rules and regulations of the ESOS Act 2000 and also the ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012.

Can you get a refund?

This refund policy does not remove the student's right to take further action under Australia's consumer protection laws. In addition, the College's grievance resolution process does not inhibit the student's right to pursue other legal remedies.

1. Students must provide written notification to the Student Support Officer where an application to study at the College is withdrawn or cancelled. Any request for refund must be forwarded in writing to the College, addressed to the Student Support Officer.
2. Excluding situations mentioned in the *Defaults by the College* section below, the College will pay the refund within 4 weeks after receiving from the student the written request for a refund with all the completed relevant supporting documents. A statement explaining how the refund was calculated will be provided.
3. Where a refund is due, only the tuition fees paid will be refunded and they will be calculated as per the refund schedule, less:
 - a. Any cost incurred to recruit the students (if applicable)
 - b. Any non-refundable fees.
4. Refunds will be paid to the student, unless written authorisation is given by the student in favour of another party.

No Refunds

No refund will be given for the following payments:

- a. Administration/Enrolment fees, eCOE fees, accommodation placement fees, airport pick-up fees and any fees other than tuition fees (Note: Tuition fees are defined as fees directly related to the provision of the course), unless specified otherwise.

Student Default

A student is not eligible for a refund in the event of a student default. Situations of student default include the following:

- a. The student fails to pay an amount he or she was liable to pay the College, directly or indirectly, in order to undertake the course;
- b. The student breaches a condition of his or her student visa;
- c. The student fails to start the course on the agreed start day or attend classes and fails to inform the College in writing;
- d. Misbehaviour by the student; or
- e. The student withdraws from the course after the agreed start day.

Defaults by the College

1. Situations of the College in default include the following:
 - a. The course does not start on the agreed starting day; or
 - b. The course ceases to be provided at any time after it starts but before it is completed; or
 - c. The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities;
 - d. and the student has not withdrawn before the default day
2. In the unlikely event that the College is unable to deliver the course in full, the College will notify the Tuition Protection Service (TPS) Director within three (3) business days of the Provider default and will have a period of fourteen (14) days to satisfy its tuition protection obligations in relation to an affected student.
3. The student will be offered a place in a suitable alternative course at the College or another provider, at no extra cost to the student, or will be provided with a refund of all unspent Tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided.
4. The student has the right to choose whether to receive a refund of the unspent Tuition fees, or accept a place in another course at the College or at another provider.
5. If the College is unable to provide a refund or placement in an alternative course, or if it

appears to the TPS Director that the College is unlikely to satisfy its tuition protection obligations, the student will have access to an on-line placement facility under the TPS. If a student requires any assistance with the placement process, a TPS Administrator or service provider will be available to help the student to place them in a suitable alternative course, or if this is not possible, they will be eligible for a refund as calculated by the TPS Director.

Visa refusal

Where a visa application is refused before commencement of the course, the amount of the refund payable by the College is the sum of both tuition and non-tuition fees received by the College in respect of the student (the course fees), less a small amount to account for administrative costs that the College may have incurred in enrolling the student and undertaking other activities in preparation for providing the course to the student. The small amount of course fees that the College will retain on account of administrative costs is either:

- 5% of the amount of course fees received; or
- \$500; whichever is less

Where a visa application is refused after commencement of the course, the amount of refund is calculated as follows:

Refund amount = weekly tuition fee x weeks in default period¹

In both circumstances, the student must show proof of refusal and evidence of payment to the College. However, the College is not required to provide a refund if the visa was refused for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default:

- student's failure to start the course on the agreed starting day;
- the student's withdrawal from the course;
- the student's failure to pay an amount that he or she was liable to pay the College in order to undertake the course.

¹ This calculation method also applies to refunds of fees in the following circumstances: Provider default (s46A and 46D of the ESOS Act); and Student default where the provider has not entered into a written agreement with the student that meets the requirements of (s47B and 47E(1)(b)(i) of the ESOS Act).

Withdrawal from course of study

Notification of withdrawal from a course of study must be made in writing and signed by the student. Refund for withdrawal will be calculated based on the date the notice of withdrawal and will be as indicated in the following tables:

Before commencement of course:

More than 4 weeks before course commencement	70% refund of course fees paid
4 weeks or less before course commencement	50% refund of course fees paid

After commencement of course*:

No Refund

* At least one full term's notice in writing is required of a student's intention to withdraw from a course. If less than one term's notice is given, in addition to the student receiving no refund of the course fees they have already paid, the student has an obligation to pay the following term's fees in lieu of the required notice. No final documents will be issued until all outstanding fees are settled.

What happens if you do not pay your fees on time?

The College reserves the right to take any or all of the following actions if you have not paid your fees:

- Stop access to the computers
- Stop access to classes
- Stop access to exams and tests
- Hold back transcripts, certificates and other documents
- Suspend or dismiss you from the College
- Collect an administrative and interest fee on the amount not paid
- Take legal action to recover the debt.

If fees are not paid on time, the College reserves the right to charge an administrative and interest fee of \$10 plus 1% per month on the amount outstanding from the day after the due date.

Students are reminded about when their fees are due. Email and SMS reminders are sent 21, 14 and 7 days before the fee is due for payment. In the event that students do not pay the fees on the due date, they will be sent an overdue notification by email and SMS the day after the due date. Three days after the due date, an 'Intention to Report' letter is sent to the student, advising of the College's intention to cancel their enrolment (eCOE) for non payment of fees. Students then have 20 working days to appeal. Refer to the

Appeals Processsection for further details. If the student does not appeal the eCOE is then cancelled.

The College may agree to reissue the eCoE to you if your eCoE has been cancelled for not payment of fees. In this case you will have to pay an administration charge of \$300, in addition to outstanding fees and penalties.

If you continue to default on payment of fees, legal action may be taken to recover the debt. The College reserves the right to recover from the costs of any such action taken from you.

Course Delivery

The learning environment

The College has policies, procedures and information to help create a working and learning environment that is safe and healthy, culturally diverse, friendly and non-discriminatory.

The courses

Academy of English is registered by the Australian Skills Quality Authority (ASQA), the designated authority for English Language Intensive Courses for Overseas Students (ELICOS) on the Commonwealth Register of Institutions and Courses for Overseas Students (CRISCOS). The college is also accredited by the National ELT Accreditation Scheme (NEAS) and it is a member college of English Australia.

Who are our teachers?

The College seeks to employ teachers with the best mix of qualifications in teaching and in TESOL (Teaching of English to Speakers of Other Languages), and experience.

The College aims to employ, develop and reward staff who are committed to improving and educating students.

What should you do if you have special learning needs?

Please tell the College if you have any special learning needs. Where possible the College will try to meet your needs or adapt our teaching to assist you.

Will you be given homework and assignments?

Your teacher may give you assignments and homework as part of the course. You must complete these assignments and submit them as part of the ongoing assessment. Failure to complete assignments will be recorded on the student's records and may affect the final results.

Do you need any textbooks?

You will have to buy a textbook for each level of English you study at the College. The books are available at the College. Once you have paid for the book and hand in your receipt, you will be given a book.

Do you have access to a reference library?

The College is located close to the State Library on Macquarie Street and the City Library. The College also provides students with access to the Internet.

Do you have to come to class?

It is your responsibility to attend timetabled lessons. Attendance is important if you want to achieve the academic results you are seeking. If you do not attend the timetabled lessons, you will not receive additional tuition.

International students are required to comply with the conditions of their visas, including attendance of a minimum of 80% of all scheduled classes.

You are required to attend 20 hours per week, every week. If you arrive more than 15 minutes late for class in any of the sessions or leave class for more than 15 minutes, you will lose an hour of attendance.

You should keep track of your attendance yourself. If you would like us to check your attendance, you must complete a Student Request form at Student Services. There is an administrative charge of \$5.00.

Class Times

Our English courses are delivered in the mornings and evenings. The times are:

Morning Classes:

Mondays to Thursdays: 8:30am to 2:30pm
Fridays: Extra grammar classes, IELTS workshops, excursions.

Evening Classes:

Mondays to Thursdays: 4:00pm to 9:45pm
Evening students are also welcome to attend the extra classes on Friday mornings.

How should you behave in the classroom?

We expect you to behave as adults and have a mature attitude. You are expected to be punctual for lessons.

You are not allowed to bring unsealed food or drinks into any of the computer rooms or any other classroom on College premises, or consume any food or drink in any such laboratory or classroom. Mobile telephones must be switched off during class. You may receive or make a telephone call only during a break.

What must you do if you are too sick to come to class?

- Contact the college:
Contact Student Services 9224 5500 or info@academies.edu.au
- Go to a registered doctor and get a medical certificate.
- Hand in the medical certificate within 7 days of your return to the college from leave. Give it to Student Services.

What happens if your attendance is less than 80%?

If your attendance is below 80%, you will receive a warning letter in the mail and via e-mail. After your first warning letter you must ensure that your attendance improves. Warning letters will be sent out every two weeks to students who do not meet the attendance requirement.

If you have not improved your attendance since your first warning letter, you will receive further warning letters depending on the duration of your course. You must make an appointment to see the Academic Manager to explain why you are not attending classes.

If you still do not do anything about improving your attendance and the College believes that you will be unable to meet the attendance requirement before the end of your course, you will receive an ITR (Intention to Report) letter in the mail.

This letter will inform you that unless you have a good reason for your absence, we intend to report you to the Department of Immigration and Border Protection (DIBP). When you receive an ITR you must complete the Appeal Form which is attached to the letter and make an appointment to see the Academic Manager. You must appeal within the appeal period specified in the letter. Attach any relevant documents to the appeal form.

The Academic Manager will discuss the matter with you and will notify you whether or not your appeal has been successful. If your appeal has been unsuccessful, you will be informed that that College intends to report you to DIBP. You may then lodge an external appeal. If you wish to appeal to the Overseas Students Ombudsman (OSO) you must do so within 5 working days after receiving an Unsuccessful Appeals Letter.

You can contact the OSO at:
GPO Box 442 Canberra ACT 2601
Tel: 1300 362 072 Fax: 02 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.oso.gov.au.

You can appeal to the OSO by telephone, email, or fax or by using the OSO's online complaint form.

The OSO will inform the College of your appeal. You must attend classes in the meantime. If the OSO supports the College's decision, the College will then report you to DIBP. If the OSO supports your appeal, it will inform the College.

If you do not appeal to the OSO after 5 working days from the date on the Unsuccessful Appeals Letter, the College will follow through on its decision.

The college will forward all the relevant information to DIBP. Your visa may be cancelled within 28 days unless you appeal to DIBP at a DIBP office specified in the letter you will receive when we have reported you.

Can you go on holiday during your course?

No. You can only go on holiday if you have finished your English course. Leave of Absence is only granted in emergencies or special circumstances like a death in the family.

How do you apply for a Leave of Absence (LOA) in an emergency?

Students who wish to apply for leave of absence should do so by completing Leave of Absence Form at least 2 weeks in advance, where possible, and submit it to Student Services. In their application, they

should state clearly their reasons for leave and provide copies of any documents that will help support their application. The Student Support Officer will advise the student of any missing documentation. All required documents must be provided within 7 working days of the advice. Failure to do so may result in the LOA being disapproved. Students must report to Student Services with their passport (if applicable) once they return from their approved leave of absence. They must also contact the Course Coordinator to discuss their subjects. Prior to applying to suspending their course, students must ensure that they have paid their tuition fee.

Assessment Information for Students

Assessment is an extremely important part of learning. The purpose of assessment is to see what you have learned, how you are progressing and where there may be problems. The College has flexible learning and assessment procedures.

Assessment is ongoing and may take many forms. Examples of assessment types are quizzes, projects, presentations, participation in class, assignments and tests. The type of assessment will depend on what is being assessed, the course requirements and any special needs of the students.

You will write a Level Test every fortnight which assesses you against the criteria for each level. You must score an "Achieved" on each of the outcomes on the checklist before you can be promoted to the next level.

The College's assessment policy should result in a process which:

- is clearly explained to the students
- is fair to all students
- leads to accurate judgement of student achievement
- provides prompt and meaningful feedback on student performance
- complies with the assessment requirements of the particular curriculum
- records, reports and stores information accurately, reliably, confidentially and securely.

The College has a number of procedures and guidelines for teachers to follow to ensure that the features of this policy are achieved. You may ask your teachers for information about the assessment for the course. If you are confused by or unsure about the assessment, you should ask your teacher or the Academic Manager.

What must you do if you have special learning needs?

If you have any special needs about preparing for assessment or the assessment itself, you should speak to your teacher. You should inform the College as early as possible to enable adjustments to be made. Ideally, you should inform the teacher when joining the class and remind them two weeks before the particular assessment task.

Common special needs that the College can help with are:

- large type or brailled exam (for students who have problems with their eyesight)
- coloured paper (for some forms of dyslexia)
- a scribe or someone to write for students with injured writing hands, etc.

Other needs, for example where you want extra time and/or the use of dictionaries, may have to be assessed by the Academic Manager. You should provide sufficient time and evidence for the Academic Manager to consider the request.

Do you have to do assignments?

If you are given an assignment, it is your responsibility to ensure that any assignment is:

- set out in an acceptable format
- your own work (except in group projects)
- copied on completion and the copy stored securely
- submitted on time and as the teacher instructed.

What is plagiarism?

All assignments (except group work) must be your original work. Plagiarism is not accepted at any Australian education institution and will be dealt with severely. Plagiarism occurs when you take ideas, passages, text or any work of someone else and pretend that it is your own work. It is a form of copying and cheating. When you take someone else's ideas

Tests

Unless the teacher tells you otherwise, these rules shall apply to all tests:

You must

- be on time
- carry out the instructions of the teacher
- not leave the room
- not in any way disrupt or disadvantage other students

- not talk to any other student once you have entered the assessment room
- not during the assessment, use or try to use any material, information or equipment (such as computers mobile phone, translator) unless it is specified on the assessment paper.
- advise the teacher immediately if there is anything that will affect your performance in the assessment or if you have any special need
- read the instructions on the exam / test and complete all the identification details
- write clearly
- ensure that your fees are paid up according to College guidelines before sitting assessments.

The College may stop you from taking the assessment or to withhold results if there are fees outstanding.

You will not be allowed back to an assessment room unless you had permission to leave and were supervised while you were absent from the room.

What is expected of you during the test?

To perform well in assessments you should:

- be prepared for the assessment (ie. have studied the topics being assessed, brought all the required equipment and material along and arrived at least 10 minutes before the assessment)

What is Academic Misconduct?

If you do not follow the directions of your teacher you are guilty of academic misconduct. You may fail the test or in serious cases, be expelled from the College.

What happens if you are absent for a test?

The College understands that there may be valid reasons why you may have been absent for a test. You may apply to be assessed again or for special consideration if, because of illness or other circumstances (not work-related) beyond your control, you:

- miss a formal assessment
- attend an assessment but are forced to leave before the end of the time allowed
- finish an assessment, but believe you did not do as well as you might have
- have difficulty in completing an assessment.

To be considered, you must have:

- informed the College as soon as possible and no later than two working days after the assessment; or
- informed the teachers at the time, if you sat for any part of the assessment; **and** provided evidence of what affected you, such as a doctor's certificate from a registered medical practitioner or a Police Report or any other documentation that will support your application

What must you do if you want to appeal against the assessment outcome?

The appeal process is outlined in the Complaints and Appeals Process section of this Handbook.

Feedback on assessment

Your class teacher will give you fortnightly feedback on your level test on an individual basis. You will have to sign that you have received feedback. The teacher will also tell you what you need to do to improve. You may come to the extra class on a Friday to work on particular grammar points or other areas of difficulty.

Administrative Matters

What happens if you change your address, name or visa status?

You must inform the College of any change in the following information

- Name;
- Address and contact details;
- Mobile/landline number(s)
- Email address
- Enrolment status;
- Visa status.

You will have to make these changes by completing the Change of Details form at Student Services.

Both DIBP and the College need your current address and contact details in order to provide you with information.

Will you get a certificate?

Students who have successfully completed their course will be issued with a statement indicating their level of achievement.

On the last day of your course you can apply for the certificate to be issued to ensure that we have the correct details. Please complete a Student Request Form available from the College website: <http://www.academies.edu.au/pdf/F-2.11.3%20ACA%20Student%20Request.pdf> and hand it in at Student Services. The certificate will be issued within 10 working days.

To be issued with a certificate which says you have successfully completed the level for which you enrolled, you must have passed the level test and assessments. Your certificate will reflect the most recent level test passed. If you fail the current level, you will be issued with a certificate which reflects the previous level which you passed. If you have not passed any level tests you may be issued with a letter confirming your enrolment at a particular level and the course dates.

Will you get a Certificate of Attendance?

You should keep a record of your attendance. One of the conditions of the student visa for overseas students is that you must attend at least 80% of your classes. At the end of the course, you will receive a certificate of attendance.

If you need a certificate of attendance during your course may do so by paying an administrative charge. (If you require the certificate in order to have your visa extended you may not have to pay the administrative charge if you provide proof.)

Why do you need a Student ID card?

You are required to carry your Student ID card with you so that you can be easily identified as a student of the College. This allows the College to maintain a safe working and learning environment.

If you cannot produce your Student ID card you may be

- denied access to lessons and assessments/examinations
- denied access to computers
- removed from the College premises.

If you have lost your Student ID card, you must have it replaced. An administrative charge of \$20 will be charged. Contact the Student Services Officers for assistance.

Can you make copies or print at the college?

If you want to copy or print on our copiers or printers, you must buy a 'Copy Card' from Student Services.

Access & Equity Policy

GENERAL GUIDELINES

The College is committed to ensuring that all eligible students have access to educational opportunities. The College applies easily defined and tangible rules in support of access and equity, namely:

- All students are given fair and reasonable opportunity to attend and complete their training within expected and agreed timeframes.
- Direct or indirect discrimination is not tolerated and will lead to disciplinary action of the offender if proved.

The College believes that opportunities to participate in education and training ought to be available to all people on an equitable basis. The potential for education and training to improve a person's life chances, and to give them security and satisfaction both in work and in life has positive consequences for society as well as for the individual.

The College is committed to the creation of a working and learning environment which caters for the culturally diverse society in which we live. The College supports laws and policies which eliminate discrimination and harassment and promote fair treatment for all. This policy is in line with best practice management and is cost effective since it aims to ensure that the community's entire pool of talent is drawn upon to create and provide services more representative of, and better suited to, community needs.

The College recognises the need to:

- identify and remove structural barriers to access and equity in education and training; and
- encourage the customisation of training delivery which suits the needs of all students and is sensitive to cultural differences.

To achieve this, the College will:

- include Equity and Access Policies in the Student and Staff Handbooks;
- take these policies into account when recruiting, developing and promoting staff;
- require staff to be aware of and enforce these policies, particularly with its strong focus on international students;

- encourage staff to take these policies into account in delivering training and assessment; and
- continue their policies and procedures such as Recognition of Prior Learning (including assessing overseas qualifications and courses) and flexible timetabling which allow greater participation by minorities and disadvantaged groups.

WOMEN'S STRATEGY

In line with the College's access and equity policy, the College aims to provide a working and learning environment conducive to active participation by women.

In particular the College has:

- women who hold senior positions as leaders in the College and on the College management team. They provide strong models for women students and staff;
- a strict anti-harassment policy and by education and information, a friendly working and learning environment which is harassment and discrimination free;
- provided a flexible timetable which allows women with other commitments to access education; and
- required trainers not to use examples which portray women in a caricatured, disadvantaged or less powerful position or occupation.

DISABILITIES STRATEGY

The College complies with the regulations covering physical access. Wheelchair access is available to the College.

Privacy Policy

Under the **Privacy Act** the College is not allowed to give an individual's information to any other person except for administration purposes and as required by law. Student information protected by the Privacy Act includes the student's name, address, and phone number, timetable and academic results.

HOW INFORMATION IS COLLECTED

The type of information collected and held by the College includes: personally identifiable information, including sensitive information, about students (and guardians, where a student is under 18 years of age) before, during and after the completion of training. Consent for student information is gained at application via the application and enrolment form.

Information may include;

- Student Name
- Current and previous address details
- Contact information
- Date of birth
- Gender
- Driver's License or other identification details
- Assessment results
- Passport information
- Relevant Visa (if applicable)
- File notes
- Records of previous training and qualifications
- Fee payment information, such as credit card details
- AVETMISS data
- Disability and special needs

Students are required to declare that they understood the College's use of personal information in the student agreement prior to enrolment.

Generally, information is provided to the College by the individuals themselves. Individuals provide personal information over the phone, in person, online, via email and by completing various forms, including:

- General course enquiry
- Online enquiry (via the College website)
- Enrolment form (may also include Visa data if applicable)
- Application for Recognition
- Application for Credit Transfer
- Verification of Qualifications Consent
- Assessment task submission
- Unit Assessment Record
- Working With Children Check (if applicable)
- National Police Check (if applicable)

In some situations, information could be provided to the College by a third party. Examples may include other Registered Training Organisations.

HOW WE HOLD INFORMATION

Depending on the circumstances, we may hold individuals information in either hardcopy or electronic form, or both. Our student database is held in either hardcopy or electronic format.

HOW INFORMATION IS USED

The College only uses information for its intended purpose. We use personal information:

- For data reporting, such as –
 - the annual AVETMISS data collection
 - Quality indicator reporting (RTOs are required to collect and report their performance against the learner

questionnaire and competency completion quality indicators to the Australian Skills Quality Authority).

- For internal purposes such as assessments policies, procedures and processes, risk management, program and assessment validation and moderation and staff training
- To identify, and inform individuals of transitioning of training packages or qualifications in which they may be enrolled

STUDENT IDENTIFIER

Students who enrol in the College's course are issued with a Student Identification number. The Student Identification number is unique to the student is also used when issuing Statements of Attainment and Certificates.

DISCLOSURE (SHARING)

Information collected or held by the College will only be disclosed to third parties after written consent has been obtained by the individual or where required by law. This may include:

- The individual's authorised representative or legal advisors
- Government and Statutory Authorities where required by law
- National Vet Regulator auditing purposes

The College will make all reasonable effort to secure and protect confidential information from unlawful disclosure. No personally identifiable information will be disclosed by the College without the consent of the individual(s) concerned.

ACCESS AND REQUESTS FOR INFORMATION CORRECTION

Individuals may request access to the personal information held and may also make requests to correct personal information if it is not accurate, up-to-date or complete. To protect the privacy of our students and the privacy of others, the College allows students to change their personal information in the Student Management System.

In rare circumstances, and only where it is permitted under the Privacy Act 1988 (Cth), we may not be able to provide individuals with access to information; for example, where it will have an unreasonable impact upon the privacy of others, where it relates to legal proceedings between us through which the information would not otherwise be available, where it would be prejudicial to negotiations, where we are required by law to withhold the information or where it would reveal information relating to our commercially sensitive decision making processes. If we are unable

to provide individuals with access, we will provide an explanation in writing within five working days.

COMPLAINTS

Individuals may make a complaint about how their personal information is handled, without incurring a fee (refer to the contact details below for access to these services).

There are three stages in the complaint-handling process:

1. The complaint is made directly to the College in the first instance
2. The complaint may be taken to a recognised external dispute resolutions scheme (if applicable), and lastly
3. The complaint may be taken to the Office of the Australian Information Commissioner (OAIC).

Individuals can contact the College by phone, email, fax, and drop into our office or send a request or complaint to the address below. The College undertakes to respond to the complainant within 10 working days. If the request or complaint takes longer to resolve, the College provides individuals with a date by which they can expect a response.

Contact Information

Phone +61 2 92245500
Email info@academies.edu.au
Address Level 6, 505 George Street, Sydney, NSW 2000.
Website www.academies.edu.au

PROTECTING PERSONAL INFORMATION

To help protect the privacy of data and personal information that the College collects and retains, the College uses physical, technical and administrative safeguards. We update and test our security technology on an ongoing basis.

All employees undergo privacy training that emphasises the importance of confidentiality and the maintenance of student/employer privacy and security of personal information. Access to personal information is restricted to employees who need it to provide benefits or services to students, also refer to 'How information is used' section of this Policy.

WEBSITE

The College website may contain links to other websites. Please be aware that the College is not responsible for the privacy practices of such other sites. If individuals go to other websites, the College advises caution and to read the related site's privacy policy.

DIRECT MARKETING

The College practices ethical direct marketing. Where the College is permitted to use or disclose personal information for the purpose of direct marketing, it must always: allow an individual to request not to receive direct marketing communications (also known as 'opting out'), and comply with that request. The College will, on request, provide its source for an individual's personal information, unless it is impracticable or unreasonable to do so.

DATA BREACHES

Security is a basic element of information privacy. In Australia, this principle is reflected in the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The College takes reasonable steps to protect the personal information held from misuse and loss and from unauthorised access, modification or disclosure.

Depending on the circumstances, those reasonable steps may include the implementation of a data breach procedures; notification of the individuals who are or may be affected by a data breach; and notification to the OAIC, may also be a reasonable step.

Appropriate security safeguards for personal information need to be considered across a range of areas. This includes maintaining physical security, computer and network security, communications security and personnel security. To meet information security obligations, the College undertakes the following activities²:

- Risk assessment – Identifies security risks to personal information held by the organisation and the consequences of a breach of security.
- Privacy impact assessments – Evaluates, in a systemic way, the degree to which proposed or existing information systems align with good privacy practice and legal obligations.
- Policy development – Reviews and updates the policy that implements measures, practices and procedures to reduce the identified risks to information security.
- Staff training – Trains staff and managers in security and fraud awareness, practices and procedures and codes of conduct.
- The responsible person or position – The Executive Director is the designated position within the organisation to deal with data breaches. This position has responsibility for establishing policy and procedures, training staff,

²The Office of the Australian Information Commissioner (OAIC), April 2012, *Data breach notification - A guide to handling personal information security breaches*

coordinating reviews and audits and investigating and responding to breaches.

WorkHealth and Safety Information

The purpose of the Work Health and Safety (WHS) Act 2001 is to ensure the health, safety and welfare of all persons at work. The Act protects all persons including visitors, customers and contractors. To be effective, WHS requires the active participation of both staff and management.

General Health and Safety

Students and staff should avoid whenever possible, or otherwise carry out carefully and correctly, any lifting.

- They should not leave items/cords or obstructions in walkways or passageways.
- They should wear shoes appropriate for what they are doing.

Hazard Control and Reporting

Anyone who sees a potential or existing danger should:

- judge if they can safely remove or reduce the danger themselves without putting themselves or others at risk
- take action to signal or warn of the danger to those who may be near
- report the danger to Student Services who will arrange for further action to be taken.

Incident/Accident Reporting

The College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

A critical incident is defined as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'*.

The College has in place efficient, sensitive and supportive strategies for dealing with a critical incident and provides support to members of staff, students and others in the community who are involved.

If the incident is on the College premises, the first action will be to contact the emergency services - fire, ambulance or police – as would be the case with

other WHS matters. The Managing Director must also be contacted immediately when the incident involves death, serious injury or a threat to life or property.

All accidents and injuries must be reported to Student Services and entered in the Critical Incident Reporting and Investigation forms and Critical Incident Register. The aim of the reporting system is to prevent accidents from recurring by identifying the problem or hazard.

First Aid

A First Aid kit is located at the Student Services office. All injuries requiring first aid must be reported, treated and recorded in the Critical Incident Reporting and Investigation forms and Critical Incident Register.

The College is not permitted to give any medicines to any student.

Emergency Procedures

In the Event of Fire

1. Raise the alarm – contact the Fire Brigade (000).
2. Alert others in the building.
3. Notify the Chief Warden of the Building and the Managing Director's and/or Academic Manager's office.
4. Leave the immediate area.
5. Assemble as directed by the floor wardens and teachers.
6. When instructed, leave the building.

Evacuation

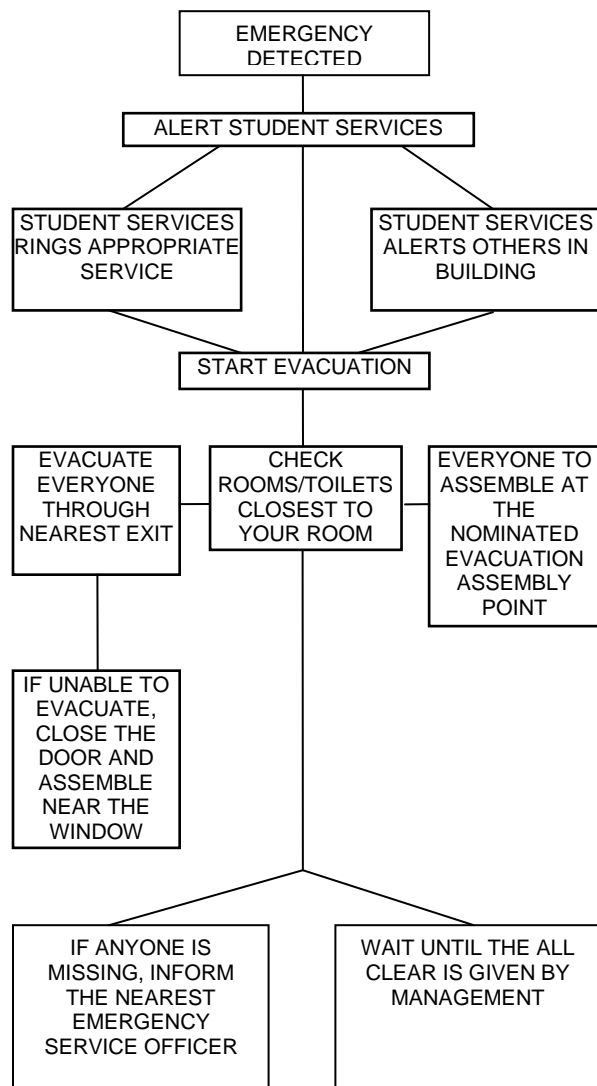
1. Move to the Floor Assembly Point as directed by floor wardens and teachers.
2. When instructed to evacuate, leave by the Fire Stairs/Exits. DO NOT USE LIFTS.
3. Move quietly and calmly to the Assembly Area.
4. Wait for further instructions.

Building Alarms and Other Emergencies

If the building fire alarm rings or if you are advised that there is an emergency in the building:

1. Stay calm.
2. Follow the directions of floor wardens and teachers.
3. Follow the evacuation procedure if required.

Evacuation Flowchart



* Sound of the alarms

* The exits

* All possible reactions to situations which could arise.

Activity:

- Using your floor plan, walk around the area and locate the fire exits in your salon area.
- Mark them on the floor plan.
- Locate the fire extinguishers and clearly mark them on the floor plan.
- Read the instructions and explain the procedure clearly to another person (to check your own understanding).
- With a partner, locate the fire exits.

SAFETY AND EVACUATION PROCEDURES

Fire or other emergencies happen without warning. Evacuation procedures are essential in any public building or workplace.

The Workplace Health and Safety Committee will arrange mock alarms from time to time so that we all become familiar with:

Laws That All Students and Staff Should Know

The purpose of the **Work Health and Safety (WHS) Act** is to ensure the health, safety and welfare of all persons at work. The Act protects all persons including visitors, customers and contractors. The Act sets out certain standards which help an organisation to maintain a safe working environment.

Under the **New South Wales Anti Discrimination Act** and the Federal **Sex Discrimination Act and Race Discrimination Act**, a person is banned from discriminating against another person or group of people on the grounds of:

- race, colour, ethnic background or national identity
- sex
- pregnancy or potential pregnancy
- marital status
- family responsibilities
- disability (physical and intellectual)
- homosexuality or transgender
- age.

The **Crimes Act of New South Wales** and related legislation bans many types of behaviour including harassment. Harassment is generally defined as behaviour which is unwelcome and threatening. Examples of illegal behaviour are:

- graffiti
- indecent exposure
- obscene phone calls and letters
- physical threats or intimidation;
- stalking (ie. following a person, or continually contacting a person who has indicated that this is unwelcome)
- sexual harassment.

Sexual Harassment is a particular type of harassment that is prohibited by law. The following types of behaviour are illegal:

- suggestive behaviour
- sexual staring or leering
- sexual jokes and comments
- sexually offensive gestures
- sexually explicit or offensive material that other people can see
- sexual propositions (such as continually asking someone out, phoning or asking for sexual favours) that are not welcomed
- sexual or physical contact, that is not welcomed such as touching, slapping, kissing or pinching.

Under the **Racial Vilification and Racial Hatred Legislation**, it is illegal to spread hatred of a person or group of people on the basis of their race. A person is not allowed to:

- make jokes
- write graffiti
- abuse or threaten
- display racist slogans
- distribute racist literature or materials
- incite or encourage violence about or against a person or group of people because of their race.

Equal Employment Opportunity (EEO) is about fair practices in the workplace. EEO means that all people have the right to be considered for any job for which they are skilled and qualified, and that they will be judged for the job on the basis of those skills and qualifications. EEO aims to help people who are disadvantaged compete for jobs based on their skills and qualifications.

The **Education Services for Overseas Students (Registration of Providers and Financial Regulations) Act (ESOS Act)** states that only registered providers may provide education to overseas students. The Act is administered by the Department of Education (DOE). Colleges wishing to offer courses to overseas students must comply with the ESOS Act and the relevant State Acts.

Under the ESOS Act, to recruit, enrol and teach overseas students, all private Colleges must:

- be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) for each course that can be offered to overseas students;
- ensure that overseas students are recruited ethically;
- enrol overseas students in accordance with correct procedures;
- comply with the financial requirements of the ESOS Act. This means that the College must be a member of a Tuition Protection Scheme (TPS) which is a single mechanism to place students when the College fails to meet its obligation, or as a last resort, to provide refunds of unexpended prepaid tuition fees.

Under the **Copyright Act** a copyright owner may take legal action against a person who breaches their copyright.

However, the College and its students may copy a certain amount of a work for research or study according to the following:

- Students may copy up to 10% of a work for research or study.
- If a work is divided into chapters, students may copy more than 10% of a work only if that is the whole or part of only one chapter.
- Students may copy one or more articles in each issue of a newspaper, periodical or magazine

unless otherwise banned) relating to the same subject matter. However, they may not copy another article from the same issue of a newspaper, periodical or magazine if the other article is on a different subject matter.

- Students must not copy any software licensed to the College.

- Students must not install or download unauthorised software applications or games or any other programs on College computers.

A person who breaches the Copyright Act can be fined large amounts (eg \$50,000). They may also be sentenced to jail and have to pay any claims for civil damage. The College may also take disciplinary action which may include expulsion.

IMPORTANT NUMBERS AND CONTACT DETAILS

Organisation	Address	Phone number	Website
DIBP - Department of Immigration and Border Protection	Ground Floor 26 Lee Street Sydney, NSW 2000	131 881	www.immi.gov.au
BUPA	Level 19, 201 Kent street Sydney, NSW, 2000 Australia	1800 888 942	www.bupa.com.au
ATO – Australian Tax Office	2 Lang Street Sydney NSW 2000	132 861	www.ato.gov.au

EMERGENCY NUMBERS

AMBULANCE 000	
FIRE 000	
POLICE 000	
The following details are for additional emergency services, national and/or state-based.	
ABORTION & GRIEF COUNSELLING 1300 363 550	AIDSLINE 1800 133 392
ALCOHOL AND DRUG INFORMATION SERVICE 9361 8000	AUSTRALIAN SEARCH AND RESCUE Aviation Rescue 1800 815 257
CENTRE AGAINST SEXUAL ASSAULT 1800 806 292	CHILDREN'S HELP LINE 1800 55 1800 Web site www.kidshelpline.com.au

CHILD ABUSE SERVICES 1800 688 009	CONSULATES IN NSW 6261 1111
CRISIS CARE 1800 177 135	CRISIS PREGNANCY 1800 650 840
DOMESTIC VIOLENCE 24X7 1800 737 732	EMERGENCY ANIMAL DISEASE WATCH 1800 675 888
EMPLOYMENT 131 628	FAIR WORK OMBUDSMAN 1300 724 200
NSW FAIR TRADING 133 220 131 450 (Language assistance)	NSW OMBUDSMAN 9286 1000
FAMILY DRUG SUPPORT 1300 368 186	GAMBLERS ANONYMOUS 1800 002 210
INTERPRETING SERVICES 131 450	INTERNATIONAL STUDENT HOTLINE 1300 363 079
LEGAL ACCESS HOTLINE 1300 888 529	LIFELINE (24 hours Counselling) 131 114
MATERNAL AND CHILD HEALTH LINE 132 229	MENTAL HEALTH HOTLINE 1800 011 511
PARENT LINE 132 289	POISONS INFORMATION CENTRE 131 126
QUIT LINE Smoking 131 848	VICTIMS OF CRIME 1800 633 063
TRANSPORT 131 500 131 450 (Translating and Interpreting Services)	