



OZFORD ENGLISH LANGUAGE CENTRE  
(CRICOS No. 02501G)

# **2019 ELICOS STUDENT HANDBOOK**



# STUDENT HANDBOOK 2019

Oxford English Language Centre (CRICOS No. 02501G)



Last Updated: January 2019

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## ORGANISATIONAL CONTACTS

The official contacts for all students are:

**Ozford Main Reception**

Email: [reception@ozford.edu.au](mailto:reception@ozford.edu.au)

Phone: 8663 7188

<b>Academic Director</b> <b>Rong Liu</b> Email: <a href="mailto:rongliu@ozford.edu.au">rongliu@ozford.edu.au</a>	
<b>ELICOS Coordinator</b> TBA	
<b>Student Services and Administration Officer</b> Email: <a href="mailto:ELICOSadmin@ozford.edu.au">ELICOSadmin@ozford.edu.au</a>	<b>Student Welfare Officer</b> Email: <a href="mailto:welfare@ozford.edu.au">welfare@ozford.edu.au</a>
<b>Student Services and Administration Coordinator</b> <b>Lillian Zhou</b> Email: <a href="mailto:lzhou@ozford.edu.au">lzhou@ozford.edu.au</a>	<b>Head of Student Services</b> <b>Christine Chua</b> Email: <a href="mailto:cchua@ozford.edu.au">cchua@ozford.edu.au</a>
<b>Librarian</b> E-mail: <a href="mailto:library@ozford.edu.au">library@ozford.edu.au</a>	<b>IT Services</b> Email: <a href="mailto:itservicedesk@ozford.edu.au">itservicedesk@ozford.edu.au</a>

We also have other staff members that speak languages other than English. Please enquire with the Student Services Front Desk for the availability of staff members who speak other languages.

## WELCOME MESSAGE

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Ozford English Language Centre (Ozford) is delighted to extend a very warm welcome to you. You have made a great choice in coming to Ozford. The college is located in the heart of Melbourne offering ELICOS (English Language Intensive Courses for Overseas Students) programs, High School Years 10 – 12, and Higher Education.

We are confident that you will find an English language program that will suit your needs. Ozford's supportive and friendly staff, and first class facilities will provide you with the skills and knowledge to help you achieve your educational and professional goals.

New students are valued at Ozford so we recommend that you read through this handbook thoroughly to help you settle in and get connected with Ozford. You will find the information in this handbook useful in helping you adjust to studying and life in Ozford and Australia. We run an orientation program to welcome and inform all new students. It is a great opportunity for you to meet other students from all different corners of the world!

We wish you every success in your studies at Ozford and once again, Welcome!

## PART 1: ABOUT OZFORD

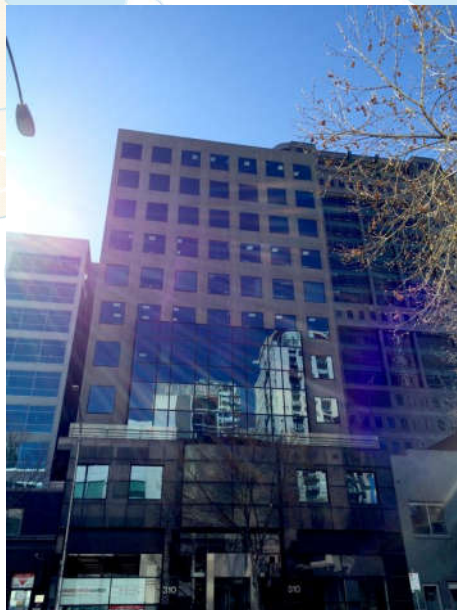
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Ozford is located in the heart of Melbourne, where it is safe, convenient and easily accessed by the public transport system. Flagstaff and Southern Cross Stations are the closest railway (train) stations.

*Campus Location/Address:* 310 King Street, Melbourne VIC 3000

*Telephone:* +61 3 8863 7188 *Email:* [info@ozford.edu.au](mailto:info@ozford.edu.au)

For more information visit our website: [www.ozford.edu.au](http://www.ozford.edu.au)





# OZFORD MISSION, VISION AND VALUES

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## **Our Philosophy**

Ozford is committed to providing quality educational programs for students to achieve their educational and personal goals and embrace lifelong learning. Ozford fosters a personalised environment where students can develop skills and values to enable them to participate effectively in their chosen career field and the wider community.

## **Our Purpose**

Our purpose is to create an innovative educational institution in the heart of Melbourne offering students the best possible opportunities to excel academically and maximise their potential.

## **Our Vision**

Our vision is to provide every student with the opportunity to practise skills attained by undertaking real life learning based on local and global needs and values. Our dedicated staff provide a student-focused approach to ensure a supportive, individualised and innovative learning experience.

Ozford is committed to the achievement of excellence in education. A student's success is Ozford's success.

## **Our Values**

### ***Unity***

We work together to achieve our vision, mission and objectives.

### ***Passion***

We are passionately committed to delivering quality educational experiences and expanding all learners' horizons.

### ***Excellence***

We strive for the highest quality in every aspect of our work.

### ***Respect***

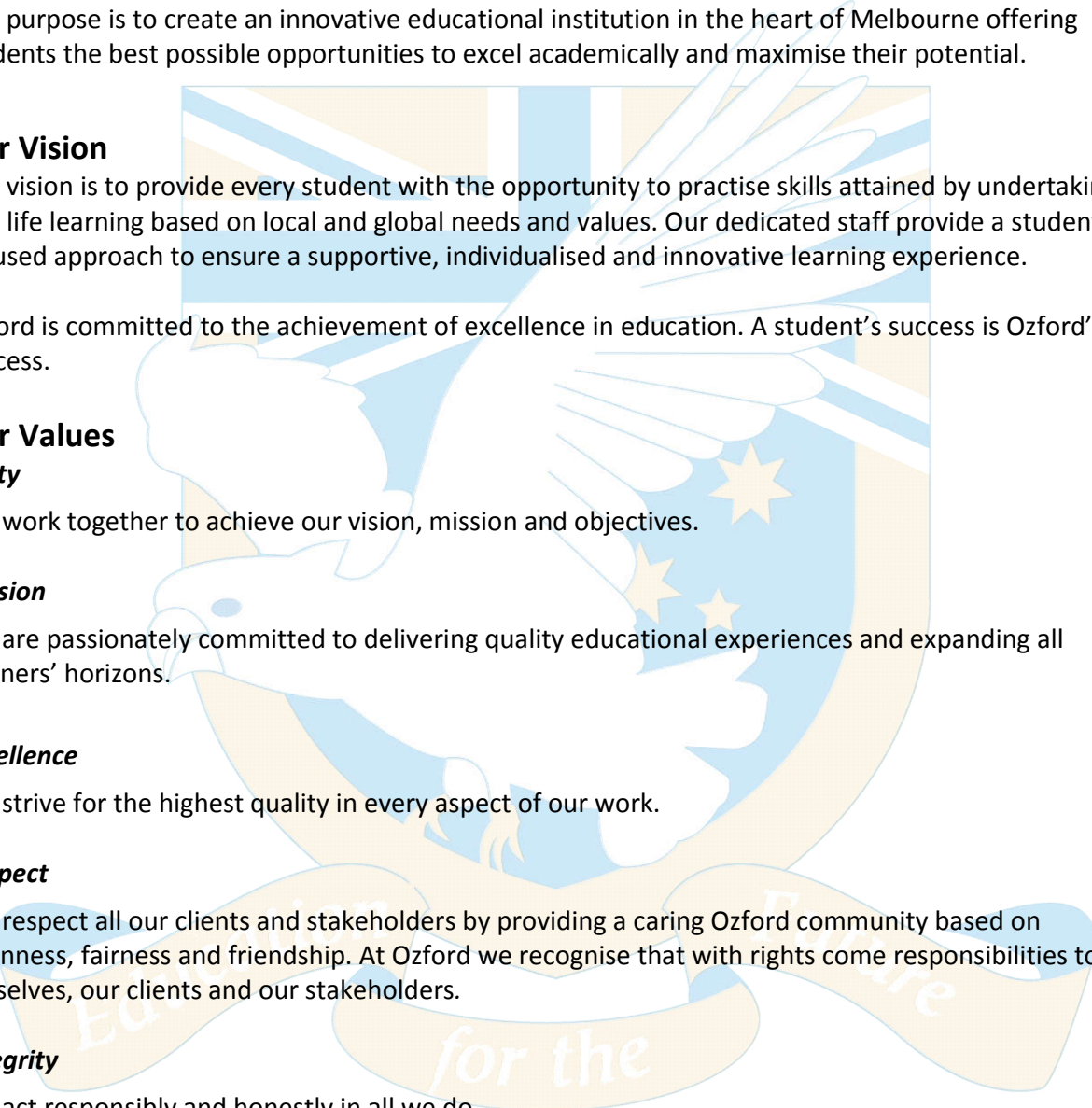
We respect all our clients and stakeholders by providing a caring Ozford community based on openness, fairness and friendship. At Ozford we recognise that with rights come responsibilities to ourselves, our clients and our stakeholders.

### ***Integrity***

We act responsibly and honestly in all we do.

### ***Diversity***

We promote intercultural awareness and understanding through authentic experiences both within the Ozford community and the broader Australian and global community.



## OZFORD FACILITIES

Ozford has modern facilities, furnishings and fittings for students' engagement and interactions – both academically and socially.

### Student Common Areas

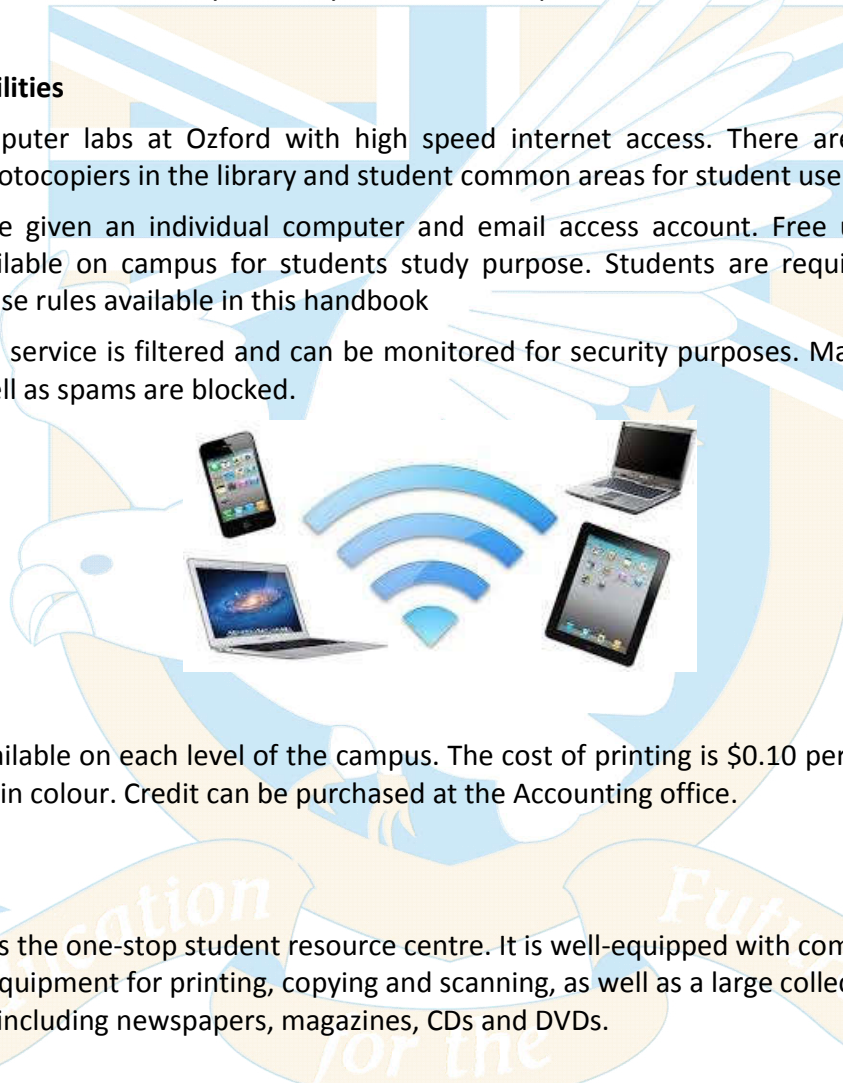
The Student Common Area on Level 7 is a comfortable place for students to relax, recharge and socialise with other students. Ozford provides couches, tables and desks, microwaves, refrigerators, water filters and vending machines in student common areas. There are also other casual seating areas on campus for students to use. Please keep these areas clean and tidy at all times. Please refer to your campus map for more information on where common and seating areas are located. Access to these areas are available every weekday 8:30am to 5:00pm.

### Computing Facilities

There are computer labs at Ozford with high speed internet access. There are also computers, printers and photocopiers in the library and student common areas for student use.

All students are given an individual computer and email access account. Free unlimited wireless internet is available on campus for students study purpose. Students are required to follow the Acceptable IT Use rules available in this handbook

Ozford internet service is filtered and can be monitored for security purposes. Malicious emails and software, as well as spams are blocked.



### Printing

Printers are available on each level of the campus. The cost of printing is \$0.10 per page in black and \$0.50 per page in colour. Credit can be purchased at the Accounting office.

### Library

Ozford Library is the one-stop student resource centre. It is well-equipped with computer workstations, equipment for printing, copying and scanning, as well as a large collection of books and resources, including newspapers, magazines, CDs and DVDs.

The provision of study facilities is part of the key role Ozford Library plays to strengthen academic interaction outside class. Other than providing quiet spaces for research and preparing assignments, the library also offers areas for students to have discussions and form study groups.

For students who prefer to conduct group meetings outside library, the group study spaces are available – bookings are required for the use of study spaces.

Our Librarian is always happy to direct you down the path of individual learning. This includes guiding you to textbooks and useful reference books, understanding assessment requirements, recommending reading materials to expand your learning horizons, and teaching you essay referencing style.

Library Opening Hours: Monday to Friday, 8:30am – 5:00pm

## Noticeboards and Ozford for All

Noticeboards are located across all levels, mainly in the student common areas and classrooms.

They display the following information:

- Class schedules and upcoming events
- Accommodation, health and safety information
- Quarterly Student Newsletters
- Weekend activities and what's happening in Melbourne
- Social activities
- Job Ready Sessions

The Ozford for All also contains useful and up-to-date information, including

- School calendar and upcoming events
- Weekend activities
- Social activities

Students are advised to check the noticeboard and Ozford for All on a weekly basis to ensure they are aware of what is happening in Ozford.

## Student Services and Information Desk

The Student Services Officers is the first point of contact for all enquiries. They can assist with a wide range of issues including public transport guidance, street directions, lost property etc. They will refer you to the appropriate staff/department to provide students with coordinated support.





## Group Study Spaces

There are group study spaces available for students to use for group meeting and discussions every weekday from 9am to 5pm. The spaces are equipped with whiteboards and data projectors. Students are free to approach Student Services and Information Desk to make a free booking. Room bookings can be made on the hour and each booking is limited to 2 hours per day. Please supply names and student IDs of group attendees and vacate the room when booking time is up. Before leaving the room, please ensure the room is kept in its original condition and set up.

## Lockers

There are lockers located on campus. Please approach the Student Services and Information Desk to request the use of a locker. A deposit and a hire fee is required for the use of lockers.

For further information on the Ozford facilities you can have a look at our website.

<http://www.ozford.edu.au/life-at-ozford/gallery/>



## PART 2: OZLEARN – STUDY AT OZFORD

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### **‘English Only’ Policy**

At Ozford we are passionate about the English language! Our ELICOS programs are designed to improve your English proficiency and provide thought-provoking, interactive learning experiences. The best way to learn and improve is by using English, so we have implemented a strict ‘English Only’ policy. Students in ELICOS have many opportunities to visit places of interest in Melbourne to apply their English skills in an authentic setting. Our motto for language learning is “use, practise and learn”.

### **Class Level**

The General English course at Ozford is offered at the following levels:

Level 1 – Elementary (CEFR A1 A2)

Level 2 – Intermediate (CEFR B1 B1+)

Level 3 – Advanced (CEFR B2 C1)

EAP/Academic Skills – (CEFR B2 C1)

The English for Secondary Preparation course at Ozford is offered at the following levels:

Level 1 – Elementary (CEFR A1 A2)

ESSP Level 1 – Pre-intermediate (CEFR A2 B1)

ESSP Level 2 – Intermediate (CEFR B1 B1+)

ESSP 3 – Advanced (CEFR B2 C1)

To ensure that you are placed in a class appropriate to your level of English and learning needs, all new students will sit a placement test at the commencement of the course.

### **Learning and Assessments**

The learning and assessments will be based on a range of student learning outcomes. These will include dictation, test, reports, role play and presentations. Students are required to complete all assessments. An assessment schedule is available from your teacher.

Satisfactory academic progress is necessary for students to complete their course. All students are expected to take responsibility for their own learning and behaviour. Every student is expected to adhere to the requirements of Ozford English Language Centre with regard to submission of work, punctuality and class attendance.

All work is to be completed on time and to the students’ best ability. If the student is experiencing difficulties, they must first approach their class teachers, then the ELICOS Coordinator, well before the due date for assistance. Students are expected to maintain a minimum pass in all assessments. Please refer to our Academic Progress Policy and Procedures available on the Ozford website for more information.

Further details can be found through Ozford website: <http://www.ozford.edu.au/ozford-english-language-centre/>

## Academic Conduct

All students are expected to maintain a high standard of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain an advantage by unfair means such as copying another student's work, or in any way mislead a trainer about their knowledge, ability or the amount of original work they have done.

A student is deemed to be **cheating** if he or she seeks to obtain an unfair advantage in an examination or in other written or practical work that is required to be submitted or completed for assessment.

Collusion is a secret agreement or understanding for purposes of trickery or fraud, or working with another student or other person.

Plagiarism is the dishonest use of another person's ideas, words, concepts and theories by presenting them as one's own. It is considered a serious matter involving a lack of academic integrity.

Ozford does not tolerate cheating of any form. Students who are found to be cheating on an exam or test will be removed from the classroom and given a mark of zero. In cases of plagiarism in formal assessment tasks, all plagiarised material will be ignored in determining the final mark. That is, if the entire task is plagiarised, the mark awarded will be zero. Please refer to the Plagiarism Policy for further information.

## Academic Support

Ozford will assist all students in their efforts to achieve satisfactory course progress. Our teachers can provide supported assistance if necessary and can adapt assessment methods, where appropriate, to ensure every student has equal access to a fair assessment.

If student needs exceed our capacity we will recommend referral to an appropriate external organisation.

The **ELICOS teachers** can help you or refer you to the appropriate personnel with the following:

- Academic Problems
- Course transfers
- Language and Literacy issues

Contact details:

Please approach the Student Services Front Desk on level 10 to make an appointment or attend the weekly Academic Support session.

Regular **information seminars** on various topics are conducted to provide students with information and skills required to achieve their learning and personal goals. During the seminars, students are given the opportunity to interact and ask questions.

## Class Attendance

At Ozford, attendance is recorded for every class and students' attendance rates are calculated accordingly. Students are expected to attend all classes as scheduled on their timetables. Students of Ozford are required to attend 80% or more of their classes throughout their enrolled courses to be considered as meeting satisfactory attendance requirements.

Ozford implements intervention strategies when:

- Students miss more than 3 consecutive days without contacting Ozford. Students will be contacted via telephone to come in for an interview with the Student Services Officer. They will be counselled on strategies to improve attendance and be reminded of the attendance requirements
- Students miss more than 10% of their classes. A warning letter will be issued to remind students of their attendance requirements and students will be contacted via telephone to organise a meeting with the Student Services and Administration Officer or ELICOS Coordinator so that students can be counselled of the attendance requirements.

A final intention to report letter will be issued when students' attendance rate falls below 80%.

Ozford may only decide not to report a student for breaching the 80% attendance requirement when students successfully go through the appeals process and:

- Produce documentary evidence clearly demonstrating that compassionate and compelling circumstances apply,
- The student is attending at least 70% of the scheduled course contact hours for the term, and
- The decision is consistent with OZFORD's documented procedures

Please refer to the Attendance Policy and Procedures available on the Ozford website.

Being late to class causes unnecessary disruption to the trainers and to the students so every student should make every effort possible to come on time to class.

- Students who are running late/absent to class are required to communicate this to the administration office at the college. They must phone the college on **(03) 8663 7188**.
- Students who are late for more than 15 minutes will be marked as absent for the period of class.

You must have medical certificates as evidence if you are absent due to illness. Please provide a copy to the Student Services Front Desk for our records.

## Teachers and Training

You will enjoy learning with your Ozford teachers, whether you are in one of the General English, English for Secondary School Preparation, English for Academic Purposes, or IELTS Preparation classes. Every teacher is experienced, enthusiastic and knowledgeable. The teachers aim to teach in a variety of ways that give you the best opportunity to learn English and achieve the best outcomes. Teachers provide an environment that is supportive and safe, empowering you to learn willingly. We not only aim to develop our students academically but also nurture student well-being.

Ozford is committed to the excellence of training the next generation of teachers/trainers, therefore at times the trainers will team teach with another teacher-in-training and our students can also enjoy the benefit of better support in class.



## **PART 3: OZCONDUCT– CODE OF CONDUCT**

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Ozford sets operational standards according to our value statement. Our code of conduct stresses the importance of treating each other fairly, ethically and with respect and dignity at all times.

We expect all students to behave in a mature and responsible manner.

It is expected that students will:

- Attend every scheduled class/training session on time
- Always bring your workbook and related resources, along with your completed assessment tasks to every class/session
- Be respectful and courteous to administrative staff, trainers and other students
- Dress and behave in an appropriate manner
- Contribute to the life of the school in a constructive manner
- Respect the property of the school and other students
- Comply with all reasonable requests and instructions given by Ozford staff
- Comply with all Ozford policies and regulations
- Comply with all visa regulations for overseas students
- Conduct yourself in a manner that will provide a safe and rewarding learning environments for all

### **Classroom Behaviour**

The classroom is a place of learning. We expect that all students will:

- Arrive on time to all timetabled classes
- Bring the appropriate text books, stationary and materials to class each lesson
- Be respectful of their teachers and fellow students
- Not disrupt the class or other students
- Speak only English in class and at the College
- Remain in the classroom throughout the entire class
- Ask permission from the class teacher before leaving the classroom
- Turn off and have their mobile phones out of sight during class time
- Submit all classwork and homework on time
- Leave the classroom tidy and neat after each lesson

### **Food and Drinks**

To ensure a tidy and comfortable learning environment:

- No food may be consumed in computer labs or near the quick print stations
- Chewing gum is banned
- All rubbish is to be placed in rubbish bins provided
- Common areas are to be kept clean and tidy

Students are welcome to utilise the student common area for food and drink consumption. Ozford provides access to microwaves and refrigerators in the student common area. Refer to your campus map for more information on where the common area is located.

The consumption of alcohol or illegal drugs is strictly prohibited at Ozford.

## Dress code

All staff and students are required to dress in an appropriate manner. For health and safety reasons students must wear shoes at all times and thongs are not permitted. Students will be asked not to wear these to school and may be asked to go home and change.

Please ensure you have your student ID card on you at all times when you enter the Ozford building. For safety and security reasons, students may be asked to leave the classroom if they are unable to produce their student ID.

## Access and Equity

Access and equity policies are incorporated into all operational procedures. Ozford is required under Australian law to ensure we provide a work/study place that is free from all forms of harassment and discrimination, including victimisation and bullying, so that students feel valued, respected and are treated fairly.

We will ensure that our teachers and staff understand their roles and responsibilities in creating such a workplace and they are aware of Ozford processes and procedures for addressing any form of harassment or discrimination.

Ozford prohibits discrimination towards any group or individual in any form. Any breach of harassment/anti-discrimination policy will be considered a serious offence and immediate action will be taken.

Discrimination in employment and in the supply of goods and services is unlawful under various Victorian and Commonwealth laws. Discrimination is unlawful, and will not be tolerated, on the grounds of:

- Age
- Disability/impairment
- Industrial activity/inactivity
- Lawful sexual activity/sexual orientation
- Marital status, including de-facto relationships
- Physical features
- Political belief or activity
- Pregnancy
- Race
- Religious belief or activity
- Sex or gender identity
- Status as a parent or carer
- Personal association with someone with the above attributes
- Irrelevant criminal record

Harassment is a type of discrimination and can take many forms. It may involve inappropriate actions, behaviour, comments or physical contact that is objectionable or cause offence (see Bullying and Discrimination). Unlawful harassment may relate to any of the characteristics covered by Equal Opportunity Legislation.

## Assault and Violence

Any form of assault and violence is strictly forbidden. This includes assaults of the following nature:

- Physical
- Verbal or written
- Electronic
- Sexual
- Racial

Carrying knives and other objects that may be used as weapons on campus is forbidden and may constitute criminal activity.

## Bullying

Bullying is repeated unreasonable behaviour directed toward a student, or a group of students, or staff member that creates a risk to wellbeing, health and safety. Examples of behaviour that could be bullying include, but are not limited to:

- Excluding someone from workplace/learning activities
- Giving someone the majority of unpleasant tasks
- Verbal abuse
- Abuse using electronic formats such as text messages, phone calls or posting messages or video recordings on websites
- Humiliating someone through sarcasm or insults
- Intimidation
- Initiation practices
- Sabotaging someone's work
- Practical jokes

Any form of bullying in class or outside class is strictly forbidden. Bullying amongst students or between student and trainer or between staff will not be tolerated.

## IT Acceptable Use Policy

Use of the school's technology, computers and network is a privilege, not a right.

By logging onto the Computer network at Ozford you agree that:

- You will not use the Network to look for material which is unrelated to the curriculum
- You may not use the Internet to access, download or create unacceptable material – This includes but is not limited to films, music, pornography and videos
- You must not place content on the Internet relating to Ozford College
- You must not harass another person/s
- You agree not to copy, print or download software, data or other material which is protected by copyright unless permission is granted
- You agree to respect the rights and privacy of others and you will not reveal your username and/or password to others or allow them to use your account
- In fairness to other users, you will make your network use as efficient as possible
- You agree to take care and avoid damage to computer hardware and software and you must not install software on the school's computers
- You acknowledge and accept the rights that we reserve and you also agree to maintain your personal folder and mailbox according to the guidelines
- You must not attempt to obtain unauthorised access to the College computer resources and agree to check disks and storage media used at the school regularly for viruses

Failure to abide by these terms and conditions may result in cancellation of computer network privileges, disciplinary action and/or appropriate legal action.

### Internet

Students have unlimited free internet usage for study purposes only. Students who are found using the internet for other purposes in excess may result in the student's access being suspended.

### Printing

**The cost of printing is \$0.10 per page in black and \$0.50 per page in colour.** You can top up credit at the Level 10 Student Services Front Desk, with your student ID card.

Ozford makes no warranties of any kind, whether expressed or implied, for the service it is providing. Ozford will not be responsible for any damages suffered. This includes loss of data resulting from delays, non-deliveries, missed deliveries, or service interruptions. Use of any information obtained via the Internet is at your own risk. Ozford specifically denies any responsibility for the accuracy or quality of information obtained through its computer network services.



## Building Regulations

Students are required to comply with the regulations of the building:

- No smoking in the building
- No smoking within 4 meters of building entrance
- Do not press the emergency button in the lift unless there is an emergency

Penalties apply to those caught breaking the building regulations.

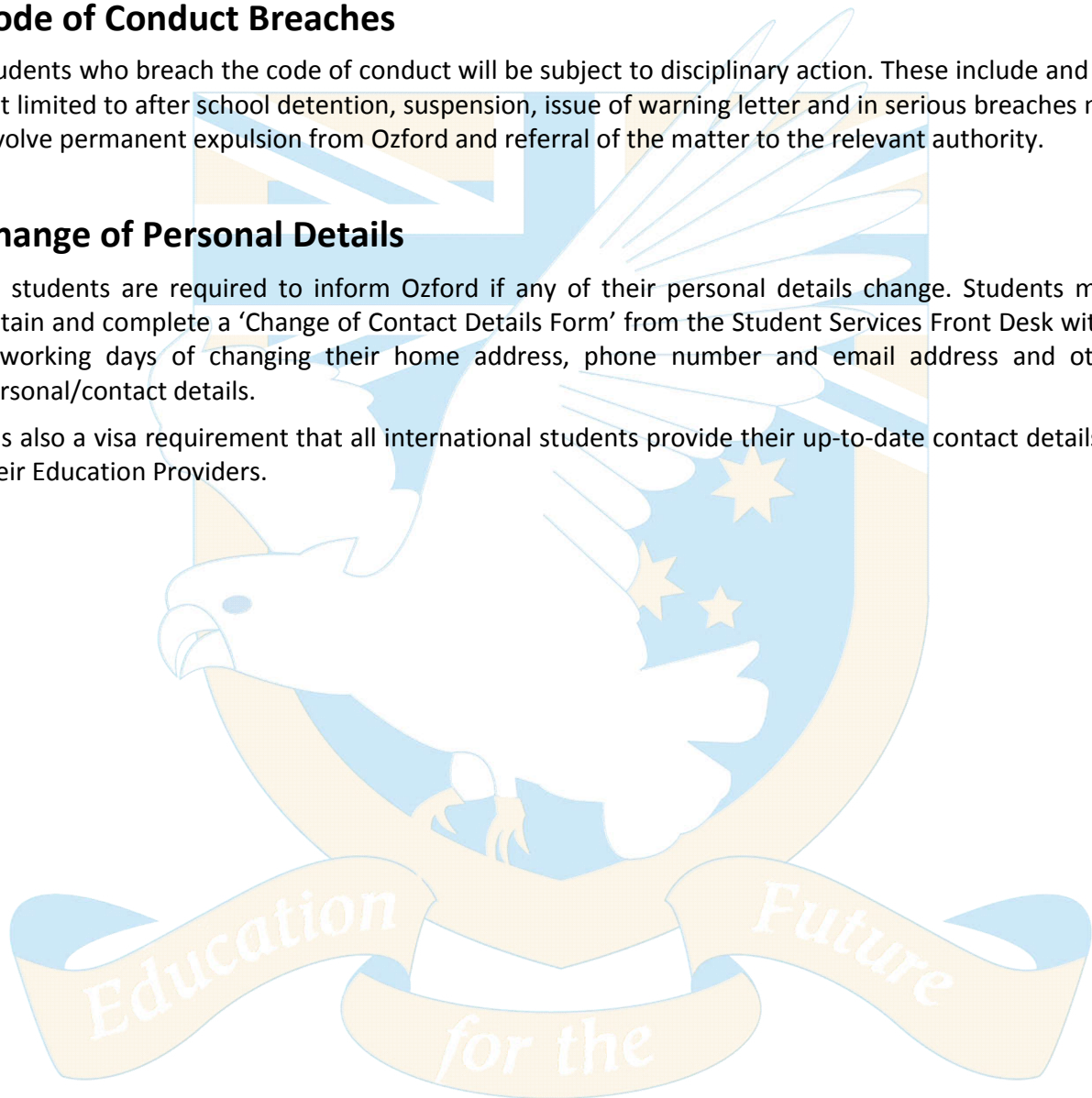
## Code of Conduct Breaches

Students who breach the code of conduct will be subject to disciplinary action. These include and are not limited to after school detention, suspension, issue of warning letter and in serious breaches may involve permanent expulsion from Ozford and referral of the matter to the relevant authority.

## Change of Personal Details

All students are required to inform Ozford if any of their personal details change. Students must obtain and complete a 'Change of Contact Details Form' from the Student Services Front Desk within 5 working days of changing their home address, phone number and email address and other personal/contact details.

It is also a visa requirement that all international students provide their up-to-date contact details to their Education Providers.



## **PART 4: OZSUPPORT– STUDENT SUPPORT AND SERVICES**

We offer more than just high quality academic courses, we also provide comprehensive support services to help you to adjust to study and life in Australia. Whatever your needs are, we are here to help.

### **STUDENT SERVICES DESK**

#### ***Confused? Not sure where to go?***

Come and see us at the Student Services Desk on Level 10, from 8:30am to 5pm, Monday to Friday. Students are free to ask for any help or make general enquiries, for example: directions, public transport and other day-to-day needs.

We will always do our best to help you with any questions, including directions, public transport and other day-to-day needs.

### **ARRIVAL, ORIENTATION AND TRANSITION PROGRAMS**

We conduct orientation to help all new students like you. You will be guided through the campus and introduced to different staff members.

You are encouraged to join our “Ozford For You All’ and “Ozford - Students” Facebook groups, which provide lots of great information about how to get the most out of your learning experience with Ozford, including:

- Upcoming social events organised by Ozford or other organisations in Melbourne
- Upcoming information sessions and workshops on campus
- Survival guides for international student such as Australian culture, renting and working in Victoria

We'll regularly update you about happenings at Ozford and in Melbourne on the Facebook groups. So stay tuned!

For ongoing support, Transition Workshops are held on topics such as: Living in Melbourne, Australian Culture, Safety and Security and Budgeting. These topics will also be explored in your English classes with your teachers, to ease your transition into studying at Ozford and in Melbourne.

### **STUDENT WELFARE SERVICES**

If you have accommodation, legal, personal and medical issues, you can make an appointment with our Student Welfare Officer for a confidential counselling session.

### **PERSONAL COUNSELLING AND PSYCHOLOGIST SERVICES**

If necessary, you will be referred to external counselling or psychological services free of charge. However, you are expected to pay for any fees charged by the external providers.

The external counselling practice we use is:

<p>Stephy Yu Counselling Services Ground Floor, 69 Canterbury Road, Canterbury, VIC 3126 Ph.: 0425884437 <a href="mailto:stephycounselling@gmail.com">stephycounselling@gmail.com</a></p>	<p>Stephy Yu is a registered counsellor with the Australian Counselling Association (ACA)</p>
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The external Clinical Psychologist we use is:

Cherie Lacis Mediclinic Clayton W: <a href="http://www.mediclinicclayton.com.au/">http://www.mediclinicclayton.com.au/</a>	Cherie Lacis is a registered clinical psychologist with the Psychology Board of Australia (AHPRA) and a member of the Australian Psychological Society (MAPS).
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## **HEALTH SERVICES**

We care about your health and wellbeing. So we conduct regular workshops to teach you about:

- Positive lifestyle habits
- Importance of physical activities
- Recognising signs of physical and mental health issues
- Drug and substance misuse
- Sexual health

There are many medical centres close to Ozford. Please approach the Student Services Desk if you need assistance with making a medical appointment. Alternatively, you can ring the medical centres listed at the back of this handbook to make an appointment.

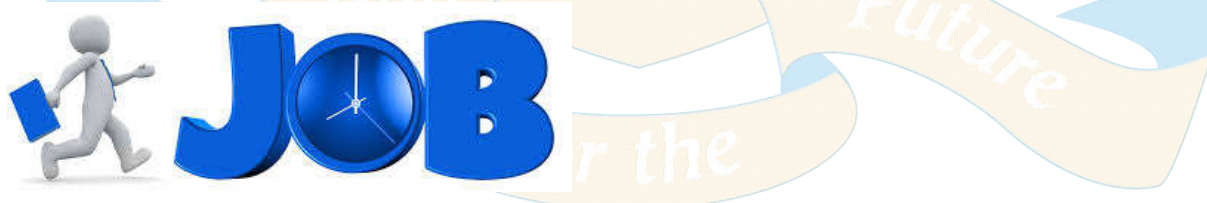
### **Student Success Program on Moodle**

To help kick start your professional career and make sure you are OZREADY when you finish your studies, we have an online Job Ready course for you to utilise. The Student Success program in Moodle consists of a range of online Job Ready topics designed to enhance your prospects and boost your skills to prepare you for life after Ozford.

### **Get involved**

To get the most out of the program you should keep active through reading the available online resources; downloading the Oztemplates, and taking action by actively engaging in the number of services offered by the Institute. It is never too early to start planning your future.

Together with support from your ELICOS Coordinator you can complete a career plan, create your CV, write a cover letter, and create your Ozfolio. You will also identify and strengthen your employability skills and transfer them to your Ozfolio. You will have the opportunity to reflect on your studies and experience to then update your career plan, CV, and Ozfolio.



## **EMERGENCY, LEGAL AND CRISIS ASSISTANCE**

In an emergency, please ring 000 for Police/Fire Department/Ambulance.

If you require any other crisis, assistance and legal services, you can either refer to the Crisis and Assistance Services list at the back of this handbook or speak to the Student Welfare Officer.

## **FINANCIAL SUPPORT**

International students are not eligible to access a Higher Education Loan Program (HELP) loan for their study, and must pay the overseas student fees charged by their provider. International students who are faced with financial difficulties are welcomed to make an appointment to discuss a payment plan with the Accounts Office on Level 10.

We encourage you to access the financial guidance website ([www.moneysmart.gov.au](http://www.moneysmart.gov.au)) to improve your financial literacy. You can also undertake an online learning module on money management to understand budget better. See link below:

<https://www.moneysmart.gov.au/teaching/teaching-resources/teaching-resources-for-vet/module-delivering-asics-be-moneysmart>





## **PART 5: OZWAY– POLICIES AND PROCEDURES**

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It is important for you to familiarise yourself with Ozford policies and procedures that are relevant to your enrolment and study at Ozford.

The following overview is to give you a basic knowledge of the policies and procedures of English Language Courses Policies. Detailed information is available on our website or intranet, at <http://www.ozford.edu.au/english-language-courses-policies/>

### **Privacy**

Ozford takes the privacy of our students very seriously and complies with all legislative requirements. For more information, please refer to the Privacy Statement

<http://www.ozford.edu.au/policies-procedures/privacy-statement/>

### **Refusal, Deferring, Suspending or Enrolment Cancellation Policy & Procedures**

Students are able to initiate refusal, deferral, suspension or cancellation of their studies at Ozford only in compassionate and compelling circumstances such as a serious illness, injury or accident of the students or their close family members.

Students may have their enrolments suspended or cancelled by OZFORD due to misconducts, a failure to pay fees or non-compliance with overseas student visa conditions.

Students have the right to appeal a decision by the OZFORD to defer, suspend or cancel their studies. OZFORD will not notify the relevant government department of a change to the enrolment status until the internal complaints and appeals process is completed.

A student who stops attending a course or does not return from leave for the commencement of a new term, and is not contactable by OZFORD, has "inactively" advised OZFORD of their failure to continue studying. The Education Services for Overseas Students Act 2000 states that the student's enrolment can be cancelled without having access to the appeals process.

### **Academic Progress Policy and Procedures**

Ozford has policies and procedures for assessing and monitoring student progress. Teacher's provide feedback weekly as well as mid-course student academic progress meeting with the ELICOS Coordinator. Teachers deliver regular assessments based on a criteria derived from the set of outcomes from the core unit. Assessment results are carefully recorded and the student is provided with a report as a record of their progress at the completion of each level.

Study duration will only be extended where it is clear that the course cannot be completed in the expected duration as a result of:

- a student undergoing academic counselling or remedial program to address unsatisfactory progress;
- compassionate or compelling circumstances - see *Refusal Deferral Suspension and Cancelling Student Enrolment Policy and Procedures*
- an approved deferment or suspension of study under see *Refusal Deferral Suspension and Cancelling Student Enrolment Policy and Procedures*

An application to extend the duration of a student's enrolment must be discussed with the Head of School.

## **Student Grievances and Appeals Policy & Procedures**

Students may make a complaint or lodge an appeal on any matters of concern relating to teaching and assessment, the quality of the teaching, student amenities, administration, student support, bullying, discrimination, sexual harassment and any other areas of perceived inappropriate or unfair treatments. We will carefully and respectfully consider all complaints and appeals in a fair and judicious manner.

## **Transfer between Registered Providers Policy**

All current students seeking to transfer to other educational providers in the first 6 months of their principal course need to apply for transfer and obtain our approval, to be able to enrol in another institution.

The Head of School will assess whether the transfer request should be refused or granted based on:

- whether there are compassionate and compelling grounds, e.g. illness, family emergency and natural disaster
- whether there are any issues with the capacity of the Institute to meet the student's requirements
- whether the transfer may have a negative impact on your future study options
- whether there are outstanding course fees
- whether the student has failed to meet satisfactory academic progress

## **Critical Incident Policy and Procedures**

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'*. It includes but not limited to incidents that may cause physical or psychological harm. Critical incidents are not limited to, but could include:

- missing students
- severe oral, written or psychological aggression
- death, serious injury or any threat of these
- natural disaster,
- issues such as domestic violence, sexual assault, drug or alcohol abuse, and
- Signs of physical and/or sexual abuse, and neglect.

Oxford recognises that planning for the management of a critical incident is essential to enable the Institute and its staff to meet the duty of care owed to its students.

**Please ensure you read and understand the Critical Incident policy and procedures and report to Oxford if you or someone you know is involved in a critical incident. We will endeavour to provide support to the people involved.**

## **PART 6: OZLIFE– STUDENT LIFE**

Student life at Ozford is much more than attending classes and completing assessments. It is the first step toward becoming an independent lifelong learner. It is about making new friends, adjusting to a new environment, developing life skills that enable you to live a meaningful and successful life. This section covers some aspects to help you to adjust to student life at Ozford and living in Australia in general.

### **INFORMATION SESSIONS AND SOCIAL EVENTS**

Regular information sessions and workshops held at Ozford every trimester. Topics can range from health, wellbeing, exam preparation to student transitions.

There are also monthly social events and excursions for students including BBQ, visits to various Melbourne ionic locations and day tours out of Melbourne.

These events are advertised on our Noticeboards. Please refer to noticeboards for regular updates. Students are invited to participate in these events. Fee may apply to some of the events.

### **ACCOMMODATION**

Students who require this Accommodation support can speak to the Student Services staff. Students will be provided with a list of accommodation options and Student Services staff can help students to make accommodation arrangement in consultation with students.

Below are some of the common accommodation options available for students:

#### **Private Rental (Price guide: \$175-\$400/week)**

This is true independent living – renting an apartment or a house either alone or with housemates. Living with others is ideal for meeting new people and reducing your costs. However, if you decide to go alone you will have to pay for everything. Rentals come either furnished or unfurnished. Both will require you to buy the basic necessities such as kitchen appliances.

#### **Homestay (Price guide: \$300-\$350/week)**

A homestay is staying with a family in their home with meals, internet and utilities covered by the family. Ozford can arrange for you to live with a homestay family if you complete a Homestay application form at the Student Services Desk on Level 10.

#### **Student Apartment (Price guide: \$350-\$500/ week)**

These large centres are full of apartments of varying sizes (1 to 5 bedrooms). You will get a fully furnished bedroom with 24-hour support, internet included and private ensuites are available.

Generally, they are conveniently located, safe and secure. Many have a social calendar so you can make friends. The downside to this is the internet can slow down at peak times and the rooms can be quite small.

**SEARCH TIPS:**

Try a search term like 'student accommodation in Melbourne' or look at websites such as <https://www.realestate.com.au/rent> and <https://flatmates.com.au>.

**Inspecting a private rental property**

It is very important that you check a property and make sure you are happy with the property before you sign anything or pay any money. When you inspect a property, it is very important to check the property thoroughly both inside and out. Do not assume that the landlord or agent will attend to any repairs unless you specifically ask that they do so. If they agree to carry out the repairs, get their agreement in writing.

As you look around the property, test the light switches, exhaust or overhead fans, stove, oven, smoke alarms, taps and shower (for water pressure) and any heaters and/or air conditioning to make sure everything is working. Ask if the phone is connected. Test the strength of fittings such as mantelpieces and curtain pelmets to make sure they are safe and secure.

Also, make sure you can open and close all the windows and lock and unlock all the doors. Check what kinds of locks are installed, as many insurance companies will not provide household contents insurance unless the windows have key locks and the external doors have deadlocks. If any part of the property or its fittings or fixtures are damaged or not working properly, you should ask the landlord to repair them.

**Applying for a private rental property**

After you have inspected the property and decided that you want to move in, you will need to fill in an application form provided by the real estate agent (if the landlord is using an agent).

You can be asked questions but not limited to:

- Income and bank details
- Previous rental history
- Employment details and history
- References - you may be asked for 2

If a real estate agent insists that they want to check your credit history, contact the Tenants Union. It is illegal for them to conduct a credit reference check.

The agent or landlord may ask for an application deposit. If you have to pay a deposit, make sure you obtain a receipt. Your deposit must be refunded to you or put towards your bond or first month's rent.

It is illegal for agents and landlords to charge fees for the following:

- Letting you inspect a property
- Issuing a rent payment card
- Establishing and using direct debit facilities

For more information, phone the Tenants Union Advice Line on (03) 9416 2577 or refer to the website: <http://www.tuv.org.au>



## **SAFETY AND SECURITY**

### **Campus Safety**

Oxford is committed to provide and maintain a safe and health learning and teaching environment for its staff and students. Oxford will take all reasonable and practicable steps available to ensure the safety of all its staff and students on campus with an emphasis on the prevention of accidents and injury.

As a student, you have an obligation to conduct yourself in a safe manner and promptly report any potential or actual injuries, harassment or unsafe working conditions or equipment to a staff member as soon as practicable.

For the safety of the Campus community and the protection of assets and property, some areas of the Campus are under constant camera surveillance. All cameras are monitored and supported by recordings that are kept for incident investigations, in recognition of the Workplace Video Surveillance Act.

There are emergency exits and evacuation plan available on each level. You will be guided through the emergency exit and the plan during orientation. Please ensure you are familiar with the emergency exits and the emergency evacuation plan. The evacuation plan is available next to the emergency exit.

### **Personal Safety**

Students are advised not to carry large amounts of money in cash and to keep important documents (especially passports) in a secure place at all times. Handbags, wallets, laptop computers and mobile phones should never be left unattended on or off campus (this includes on-campus classrooms). If you need to use ATMs to withdraw cash, use it during the day, when there are people around and immediately safeguard the cash.

If you feel unsafe or threatened on campus, speak to a staff member or approach the Student Services Front Desk on Level 10. If you are not on campus, you can ring the police on 000.

For students who are under 18 years of age, the 24/7 contact number +61 0403 062 050 can be called.

### **Home Safety**

You must be able to escape from your home in the event of a fire. When at home, keep a key in the inside deadlock to ensure that you can leave quickly.

Draw a floor plan of your home and identify two ways out from each room. If you live in a two-storey home, find a way to escape from the upper level. Check that the windows and flyscreens open freely. Display the escape plan in a central area of your home—such as the fridge or a notice board. Practise your escape plan at least twice a year.

A **smoke alarm** senses smoke and can alert you to a fire to give you time to escape. If your smoke alarm does not work, we strongly recommend that you contact your estate agent or your landlord immediately.



## **Family Safety**

Australia has well defined laws concerning domestic and family violence. Domestic/family violence can occur at home between partners or family members. It includes behaviours that cause fear or threaten safety, such as hitting, choking, denying essential money and insulting or constantly criticising the partner.

The Australian Government has developed a Family Safety Pack for men and women coming to Australia. It includes information on Australia's laws regarding domestic and family violence, sexual assault and forced marriage, and a woman's right to be safe.

The pack includes four factsheets on the following topics, they are available from the links below:

<https://www.dss.gov.au/family-safety-pack>

- [domestic and family violence](#)
- [sexual assault](#)
- [forced and early marriage](#)
- [family violence and partner visas](#)

The government also provides information, support, essential services and emergency contact in the event of, essential services and emergency contacts in Australia.

If you or someone you know is in danger of family or domestic violence, call the police on 000. Police in Australia are safe and can be trusted.

For free, confidential counselling and information call 1800 RESPECT on 1800 737 732. If you need a free interpreter call 131 450.

## **Travel Safety**

There are a number of things that you can do to make your public transport journey safer and more secure.

- Before your journey, it is recommended that you top up your Myki. This will save you time and ensure you do not miss your ride when you arrive at the station.
- Before you begin your train journey, check timetables and any connecting train, tram or bus services.
- After 7pm, travel in the front carriage of the train so you are close to the driver.
- If there are other passengers on the train, sit near them, not by yourself.

For more information, go to: <http://ptv.vic.gov.au/getting-around/travelling-safely/>

## **Water Safety**

In Australian waterways in the 12 months to 3 June 2017, 291 lives were lost to drowning. Many of the deaths occurs at the beach. Here are some beach safety hints:

- Always swim at a beach patrolled by lifesavers
- Swim between the red and yellow flags, they mark the safest areas to swim
- Always swim under supervision or with a friend
- Read and obey the safety signs
- If you are unsure of conditions, ask a lifesaver
- Always go surfing with someone else
- Don't swim directly after a meal
- Don't swim under the influence of alcohol or drugs

- Don't run and dive in the water
- Check that it is okay to swim before you enter the water, conditions change regularly
- Use at least 15+ sunscreen, wear a long-sleeve shirt and broad brimmed hat

The best way to check is to ask someone who knows the area like a shopkeeper, caravan park owner or someone who lives nearby. They are most likely to know the dangers and direct you to a safe swimming spot. Remember to enter the water carefully. Always enter the water **feet first**. Submerged objects can be very dangerous. Keep watch for trees, branches, rocks and rubbish.

## **STUDENT LIFE – MUST KNOW TIPS**

At Ozford we want all students to excel in their studies. Here are some useful guidelines and suggestions to get you started.

### **1. Set some goals**

Being a student is when most structured and mind opening learning of your life will happen. It is important to set clear goals for each course you wish to take. At the same time, do not over burden yourself.

Use the SMART principle below when setting goals and believe in yourself that you can do it.



### **2. Attend classes**

Make a commitment to attend all classes and strive for excellence in all your course work. Remember when you apply for a job or a course in the future, your grades and attendance will reflect your abilities and dedication.

### **3. Get involved**

Studies shows that students who engage and participate in extracurricular activities have higher indicators of academic and career success.

Your academic transcript may be what gets your foot in the door, but employers look for candidates with relevant experience when making hiring decisions. The biggest challenge is showing relevant experience, which employers say is one of the most important factors they look for in applications from graduates. This is not limited to professional work experience. School and community activities and volunteering also qualify as relevant experience and can be included in your resume as well. In other words, extra-curricular activities help you gain the key skills and experiences to help you land that job.

#### **4. Make new friends and develop positive friendships**

Networking with other people is important. Friends can support you in your efforts to maximise the benefits of a student life. Get to know people who express high social, academic, and personal values. On the other hand, friends who set on having a good time at the expense of a good education can be seriously detrimental so choose your friendship carefully.

#### **5. Seek help**

Problems will often get worse if they are not directly addressed in a timely fashion. Procrastination in any of its many forms can lead to a small problem getting much worse. Get help when you need it. Speak to your teachers, your Course Coordinator, or any other staff about your problem.

#### **6. Budget**

Living on a student budget can be tricky, especially when you're still adjusting to life in a new country. If required, start keeping a record of all your savings and expenditures. Stop spending on things you don't need. Buy your books and supplies only if it is very necessary. Try borrowing resources from the library or rent them. It will save a lot of money and effort in case you decide later on to drop a class.

Some resources to help you to live on a student budget:

<http://www.studiesinaustralia.com/news/study-tips/10-student-budgeting-tips>

<http://www.youthcentral.vic.gov.au/managing-money/saving-spending/budgeting>

<https://www.moneysmart.gov.au/life-events-and-you/under-25s/studying/living-on-a-student-budget>

#### **7. Look after your health and wellbeing**

International students who come to Australia are living away from home and their family for the first time. With your family overseas, it is very important for you to look after your health. Most students find that they study better when they are feeling happy, healthy and active.

8 hours of sleep a night is what most students should aim for. Try to avoid napping during the day and reduce your caffeine intake, particularly up to 4 hours before bedtime, so that you can get a full night's sleep.

Research says that physical exercises result in increased blood flow to the brain which indirectly improves mood and sleep; reduces stress and anxiety. Exercising a few hours every week will help you increase alertness and attentiveness which leads to faster learning. It's very important that you eat right, exercise regularly and stay fit.

For more information and help regarding life issue, health & wellbeing to work & study support. Please check via <https://headspace.org.au/>

#### **Tuberculosis (TB)**

According to Department of Home Affairs, international students from Asia, Africa, and the Indian sub-continent, South America or Eastern Europe are at a higher risk of being infected and getting sick from tuberculosis (TB).



Seek medical advice if you have any of these symptoms:

- cough or fever for more than two weeks
- excessive tiredness
- night sweats
- poor appetite and weight loss
- Coughing up blood.

International students who are diagnosed with TB while in Australia will not have to pay for medication to treat it as it will be covered by Overseas Student Health Cover (OSHC).

### **8. Share and help**

Share your experiences with other new comers and help those who are in need. Your emotional wellbeing plays a large part in your overall health, so it is important that you are feeling happy and maintain an active social life in addition to attending classes and studying. Balancing your study commitments with your social life is an important part of being a student. Attend events on campus (such as movie screenings and markets), make friends with your classmates and join a student club or a sporting team. As long as you manage your time effectively and keep up with your studies, social activities can provide a nice break from study and can help to reduce stress.

### **AWARDS, GRADUATION AND ALUMNI**

At Ozford we love to recognise and celebrate students' success. Every trimester, students with outstanding academic achievement are selected and awarded with a Certificate of Academic Excellence.

Graduation is a milestone that calls for recognition and celebration. All graduates have the opportunity to invite family and friends to the Graduation Ceremony to celebrate this important milestone.

We love to keep in touch with all our Alumni. This is the reason we have set up a dedicated Facebook group to connect with all alumni. All Ozford students are invited to join the group to network with other graduates. Graduates job opportunities will be posted on the group when they become available.

Please join us at <https://www.facebook.com/groups/OzfordAlumniNetwork/>



## **PART 7: OZVISA – INFORMATION FOR STUDENT VISA HOLDERS**

This section is applicable to students holding a student visa. You must abide by your visa conditions or your visa could be cancelled.

Some examples of the conditions are:

- You **cannot** work more than 40 hours per **fortnight**\* when your course is in session (other than work which has been registered as a part of the course). **Note:** No work limits apply during recognised periods of vacation offered by your education provider. A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.
- You **must** maintain adequate arrangements for health insurance during your stay in Australia. **Note:** Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).
- If you have not turned 18 you must maintain accommodation, support and general welfare arrangements that have been approved by your education provider.
- You **must** notify your education provider of your residential address in Australia within 7 days of arriving in Australia. You **must** notify your education provider of any change in your residential address within 7 days of the change.



Please refer to Department of Home Affairs website for more details on Student Visa conditions:  
<https://www.homeaffairs.gov.au/>

### **Character requirements**

If you engage in criminal activity in Australia, your visa may be cancelled. More information is available at <https://www.homeaffairs.gov.au/about/corporate/information/fact-sheets/79character>

### **WORKING IN AUSTRALIA**

Your visa was granted based on your declaration that you have sufficient funds to cover your living and tuition expenses in Australia. You must continue to have sufficient funds to support yourself and accompanying family members while you are in Australia. You should not rely on work to support yourself or family while in Australia.

When you have started your course of study in Australia, you can generally work up to 40 hours per fortnight when your course is in session and unlimited hours during scheduled course breaks. Your family members can work up to 40 hours per fortnight, after you have started your course of study in Australia.

You must also be aware that under all state and territory laws, students might have other restrictions on their ability to work.

Your accompanying family members aged 18 years or older can study in Australia for up to three months. If they want to study for more than three months, they must apply for their own student visa.

See: <https://www.homeaffairs.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders>

### **COMPLETION WITHIN EXPECTED DURATION OF STUDY**

International students are expected to complete their courses within the duration specified in their Confirmation of Enrolment (COE). Ozford monitors the progress of students to ensure they complete the courses within the duration specified in their COE. Ozford can only issue a new COE to students to extend their duration of study in limited circumstances. Please refer to the Academic Progress policy for further information.

International students who wish to extend their stay in Australia for further study, graduation, a holiday, work or migration are advised to contact Australian Government Department of Home Affairs directly. Please see link below for further information:

<https://www.homeaffairs.gov.au/Trav/Visa/visa-about-to-expire-or-expired>



## PART 8: OZCONNECT – BEYOND OZFORD

### STUDY MELBOURNE CENTRE

There is a range of services that Study Melbourne can provide to students, including a quiet study space with Wi-Fi and free printing, caseworkers to help with personal and welfare issues, job seminars and resume check, free legal advice and information sessions about accommodation, health, work rights and legal problems.

You are welcome to drop in between 9am and 5pm, Monday to Friday to access free support, information and contacts to help you enjoy living and studying in Victoria.

**Address:** 599 Little Bourke Street Melbourne

Phone number: 1800 056 449



### International Student Guide

The City of Melbourne has produced a guide to help international students settle into the Melbourne way of life. This guide was written by students for students to answer most questions about what to do and where to go in Melbourne.

Please see the Student Services Front Desk if you would like to obtain a copy. An electronic copy of the guide is available at <http://insiderguides.com.au/melbourne/>.





## **InterCom3 Student Committee**

InterCoM3 is a committee of young people made up of local and international students, as well as staff from various organisations. The committee is responsible for organising the Lord Mayor's Student Welcome, including developing the event concept and content, as well as marketing and promotion. To be part of this committee, you will be required to attend meetings (usually after 5pm on a weekday). The Lord Mayor's Student Welcome is held in the first semester of each year.

For updates on how to be part of InterCom3, subscribe to their newsletter at <http://www.melbourne.vic.gov.au/community/health-support-services/for-young-people/international-students/Pages/international-students.aspx>

## **RECREATIONAL FACILITIES**

The City of Melbourne also operates a number of recreation centres. Free feel to visit these places to see what is on offer and how they can assist you to get active.

### ***Melbourne City Baths***

There is an extensive range of services - from gym, group fitness classes, cycle studio and squash courts to reformer pilates beds, stretching areas and more. They also have massage services to help you relax and recover.

If you prefer lapping up your fitness in the water, the Melbourne CBD's largest 30 metre indoor pool, spa and sauna are open year round.

**Address:** 420 Swanston Street, Melbourne, VIC 3000.

#### **Opening Hours:**

Monday to Thursday: 6am to 10pm

Friday: 6am to 8pm

Saturday and Sunday: 8am to 6pm

### ***North Melbourne Recreation Centre***

North Melbourne Recreation Centre runs social basketball throughout the week and swimming lessons in the warmer months. If you are looking for serious results and maximum fun, then you should consider joining boot camp run by expert personal trainers who will help you reach your health and fitness goals.

**Address:** 204-206 Arden Street, North Melbourne, VIC 3051

#### **Opening hours:**

Monday to Friday: 6am to 9pm

Saturday and Sunday: 8am to 6pm

### ***Carlton Baths***

If you enjoy social sports, join in on one of their weekly stadium sports competitions, including netball, basketball and badminton. You can register your interest by contacting the customer service team on (03) 9347 3677 or sending an email to [carltonbaths@ymca.org.au](mailto:carltonbaths@ymca.org.au).

**Address:** 248 Rathdowne Street, Carlton, VIC 3053

#### **Opening Hours:**

Monday to Friday: 6am - 10pm    Saturday to Sunday: 8am - 8pm

## PART 9: OZSOS – EMERGENCY, HEALTH & WELLBEING, CRISIS & LEGAL SERVICES AND CONTACT\*

### Emergency Contacts - Fire/Ambulance/Police

In case of emergency requiring fire brigade, police or ambulance, dial: **000**.

This telephone number should only be called in life threatening or emergency situations, and is not for general medical assistance. When the operator answers, the following information should be provided:

- type of emergency service needed (Police, Ambulance or Fire)
- your location (State, Suburb, Street and nearest Cross Street)
- your house number and location
- any other information requested of you.

If evacuation of the building may be required, alert the nearest Fire Warden.

### Other Emergency Contacts - 24 Hour Helpline

Organisation Name	Phone	Website/Email
Poisons Information Centre	131 126	
Nurse on Call (health advice from a registered nurse)	1300 606 024	
Victoria State Emergency Services (SES – control agency for flood, storm, tsunami and earthquake in Victoria)	132 500	<a href="http://www.ses.vic.gov.au">www.ses.vic.gov.au</a>
Vic Emergency Hotline VicEmergency Hotline provides information during and after major incidents in Victoria (provides information during and after major incidents in Victoria)provides information during and after major incidents in Victoriainformation during and after major incidents in Victoria	1800 226 226	<a href="http://emergency.vic.gov.au/respond/">emergency.vic.gov.au/respond/</a>
Translating and Interpreting Services (TIS National)	131 450	<a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a>

### 24 Hour Counselling/Helpline

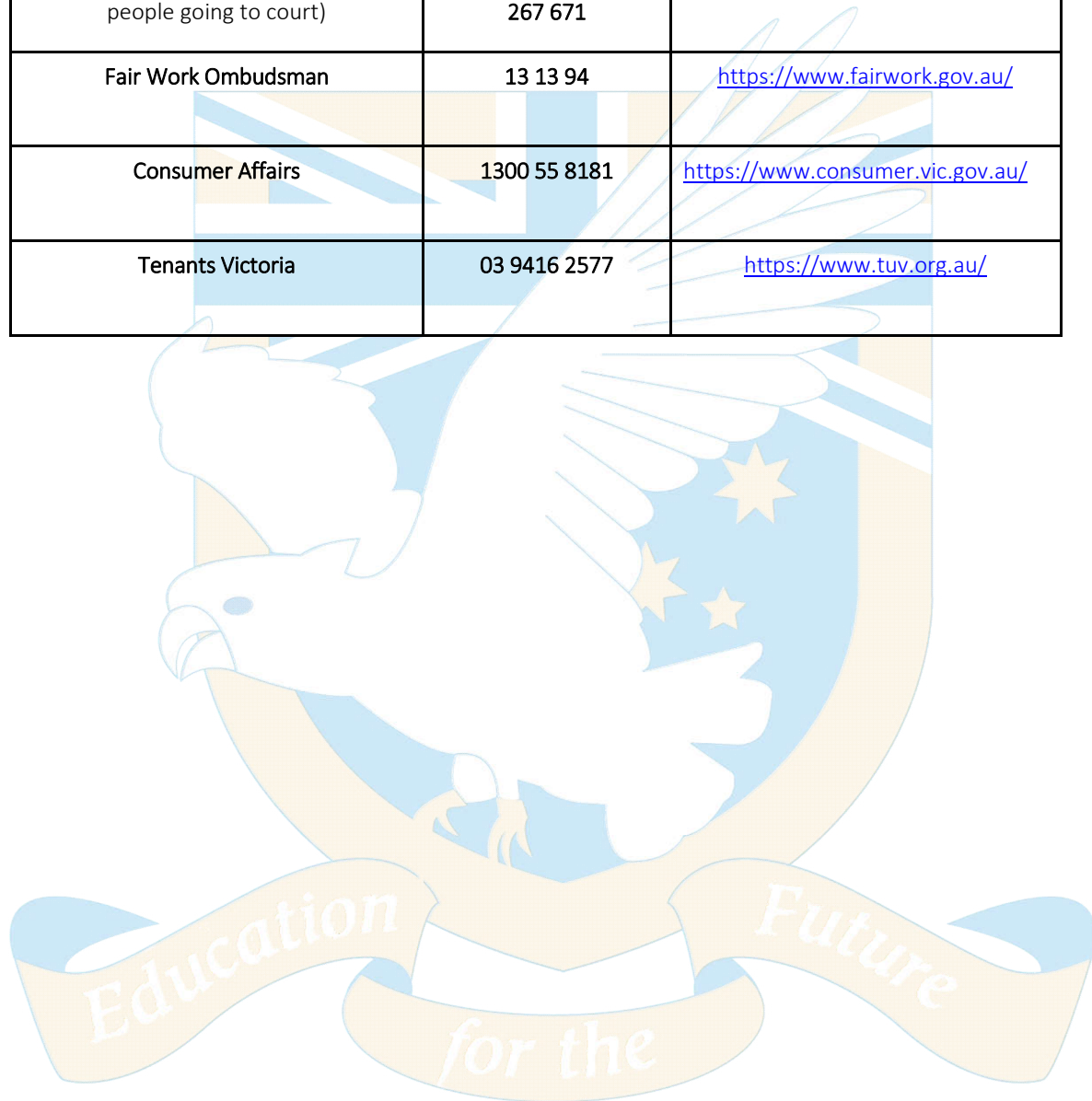
Organisation Name	Phone	Website/Email
Lifeline Australia (Crisis Support & Suicide Prevention)	13 11 14	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
Beyond Blue (Support for anxiety or depression)	1300 22 4636	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
Kids Helpline (counselling for young people aged 5 to 25)	1800 55 1800	<a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a> <a href="mailto:E:counsellor@kidshelpline.com.au">E:counsellor@kidshelpline.com.au</a>
1800 RESPECT (National Sexual Assault, Domestic Family Violence Counselling Service)	1800 737 732 Interpreter: 131450	<a href="http://www.1800respect.org.au">www.1800respect.org.au</a>

## Health and Wellbeing Support

Organisation Name	Phone	Website/Email
<b>National Home Doctor Service</b> (after hours medical care)	137425	<a href="https://homedoctor.com.au/">https://homedoctor.com.au/</a>
<b>Headspace</b> (Information and support for young people)	(03) 9027 0100	<a href="https://headspace.org.au/">https://headspace.org.au/</a>
<b>SANE</b> (support for mental health)	1800 187 263	<a href="http://www.sane.org/">www.sane.org/</a>
<b>Quitline</b> (to help people give up smoking)	13 78 48 (8am to 8pm Mon to Fri)	<a href="http://www.quit.org.au/">www.quit.org.au/</a>
<b>Mensline</b> (support, information and referral service for men with family and relationship concerns).	1300 789978	<a href="https://mensline.org.au">https://mensline.org.au</a>
<b>Child Protection</b> (Advice or to report concerns about child abuse after hours)	13 12 78	<a href="https://www.police.vic.gov.au/content.asp?Document_ID=43369">https://www.police.vic.gov.au/content.asp?Document_ID=43369</a>
<b>Safe Steps Family Violence Reponse Centre</b>	1800 015 188	<a href="http://www.safesteps.org.au">www.safesteps.org.au</a>
<b>Sexual Assault Crisis Line</b> (Victorian Centres Against Sexual Assault)	03 9635 3610/ 1800 806 292	<a href="http://www.casahouse.com.au">www.casahouse.com.au</a> Email: <a href="mailto:casa@thewomens.org.au">casa@thewomens.org.au</a>
<b>Melbourne Sexual Health Centre</b>	03 9341 6200	<a href="https://www.mshc.org.au">https://www.mshc.org.au</a>
<b>Queerspace</b> (support for the LGBTIQA+)	03 9663 6733	<a href="https://ds.org.au/our-services/queerspace/">https://ds.org.au/our-services/queerspace/</a>
<b>QLife</b> (counselling and referral service for LGBTIQ+ people)	1800 184 524	
<b>Eating Disorders Victoria</b> (help with eating disorder)	1300 550 236	<a href="http://www.eatingdisorders.org.au/">www.eatingdisorders.org.au/</a>
<b>The First Stop</b> (Alcohol & drug support)	1300660068	<a href="https://thefirststop.org.au/">https://thefirststop.org.au/</a>
<b>Gambling Help Online</b>	1800 858 858	<a href="http://www.gamblinghelponline.org.au/">www.gamblinghelponline.org.au/</a>
<b>Road Trauma Support Services</b>	1300 367 797	<a href="https://rtssv.org.au/">https://rtssv.org.au/</a>
<b>Child Abuse Prevention</b>	02 9716 8000	<a href="https://childabuseprevention.com.au/">https://childabuseprevention.com.au/</a>

## Legal / Consumer/ Work Services

Organisation Name	Phone	Website/Email
Victoria Legal Aid (free information about the law and legal help)	1300 792 387	<a href="https://www.legalaid.vic.gov.au/">https://www.legalaid.vic.gov.au/</a>
YouthLaw – At Frontyard (free legal advice for under 25)	03 9611 2412	<a href="http://youthlaw.asn.au">http://youthlaw.asn.au</a>
Court Network (support and referral to people going to court)	1800 681 614 or 1800 267 671	<a href="https://courtnetwork.com.au/">https://courtnetwork.com.au/</a>
Fair Work Ombudsman	13 13 94	<a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a>
Consumer Affairs	1300 55 8181	<a href="https://www.consumer.vic.gov.au/">https://www.consumer.vic.gov.au/</a>
Tenants Victoria	03 9416 2577	<a href="https://www.tuv.org.au/">https://www.tuv.org.au/</a>

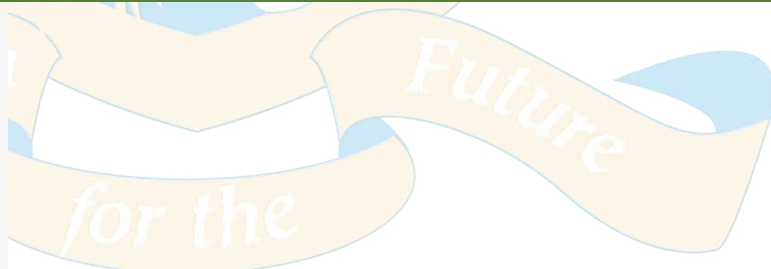




## Medical Centres around Ozford

Healthcare facilities are abundant throughout Melbourne and international students are able to access facilities with through their health insurance provider. Here are a list of some medical centres close to the CBD.

<p><b>William Angliss Medical Centre</b>  <b>Address:</b> L2, 555 La Trobe Street Melbourne VIC 3000  <b>Phone:</b> 03 9606 2208  <b>Hours:</b> 8.30am to 5.00pm Monday to Friday excluding public holidays  <b>Fees:</b> Local (Medicare) full time students' bulk billed, no gap fee for OSHC students</p>	<p><b>La Trobe Street Medical</b>  <b>Address:</b> Shop 152, Level1 Melbourne Central  <b>Phone:</b> 9650 0023  <b>Hours:</b> Monday to Friday, 8.30am – 5.00pm, Saturday, 10.00am – 6.00pm, Sunday, 11.00am-6.00pm.  <b>Fees:</b> Local (Medicare) full time students' bulk billed, no gap fee for OSHC students</p>
<p><b>Melbourne City Medical Centre</b>  <b>Address:</b> 68 Lonsdale St, Melbourne VIC 3000  <b>Phone:</b> (03) 9639 9600  <b>Hours:</b> 8:30am–6pm Monday to Saturday Closed Sunday and Public Holidays  <b>Fees:</b> General Consultation Fee \$70-\$120, International students \$40 gap fee applies.</p>	<p><b>QV Medical Centre</b> (Located in QV)  <b>Address:</b> Level 1, QV Shopping Centre Shop 53-55/292 Swanston St, Melbourne VIC 3000  <b>Phone:</b> 9662 2256  <b>Hours:</b> Monday to Friday, 9am-8pm; Saturday 10-4.00pm and Sunday 10.30-4.30pm  <b>Fees:</b> Local (Medicare) fulltime students bulk billed, International Students \$65 (no gap).</p>
<p><b>Swanston Street Medical Centre</b>  <b>Address:</b> Level 3, 255 Bourke St., Melbourne  <b>Phone:</b> 9205 7500  <b>Hours:</b> Monday to Thursday 8.30am – 6.00pm, Friday 8.30am – 5.00pm, Saturday 9.00am - 1.00pm  <b>Fees:</b> Local students bulk-billed, International students \$20 gap fee applies.</p>	<p><b>NATIONAL Home Doctor- DOCTOR TO YOUR DOOR **</b>  <b>Address:</b> Melbourne VIC 3000  <b>Phone:</b> (03) 94295677  <b>Hours:</b> Monday to Friday 4.00pm to 8.00am. Saturday 10.00am onwards, 24 hours on Sunday and Public Holidays  <b>Fees:</b> No gap fee. Bulk billed</p>



## PART 10: OZEDGE – AROUND OZFORD

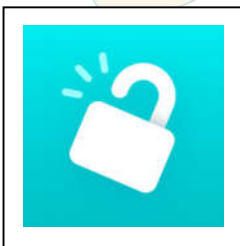
### FOOD OUTLETS

Melbourne city is renowned for its diverse, affordable and quality food offerings. There are many food outlets in close proximity to Ozford, opening at various hours with different variety and price range that suites your preference. Below are some popular places that students like to frequent:

<b>Sonex Café-Take Away Restaurant</b> Address: 324 King St, Melbourne, VIC 3000 Open: breakfast and lunch	<b>Sbriga Espresso Bar</b> Address: 3/280 King St, Melbourne VIC 3000 Open: breakfast and lunch
<b>Frescatis Fine Foods</b> Address: 469 La Trobe St, Melbourne VIC 3000 Open: breakfast and lunch	<b>Biryani House</b> Address: 343 King St, Melbourne VIC 3000 Open: lunch
<b>Gangnam Pocha</b> Address: 1/270 King St, Melbourne VIC 3000 Open: lunch and dinner	<b>The Worker Food Room</b> Address: 472 Little Lonsdale St, Melbourne VIC 3000 Open: breakfast and lunch

### Apps for food, friends and getting around Melbourne

There are plenty of apps to help you feel like a local in no time. Try downloading these using VicFreeWiFi. Free public WiFi is available outdoors in the Melbourne central



### Unlock Melbourne

Unlock Melbourne is Study Melbourne's official app for international students. It will help you with everything from setting up a tax file number and writing your resume to finding good weekend activities and making friends.

Zomato ([www.zomato.com.au](http://www.zomato.com.au))

Melbourne is famous for its fantastic food, coffee, and nightlife. With so many places to enjoy our world-class hospitality, it can be hard to know where to choose! Zomato helps you find good bars, restaurants, and cafes across the city. It provides user-generated reviews and ratings on things like food, service, and atmosphere, and includes photos and menu listings.

## **SHOPPING**

Queen Victoria Market is the perfect place to stock up on all your fruits, vegetables, meats and fish. There are also loads of stalls with general merchandise at bargain prices. The cheapest deals on food happen just before closing hours when stall holders sell the last of their goods for a fraction of the cost.

Other outstanding shopping experiences include The Emporium, Melbourne Central, Bourke St Mall and The District Docklands for all the biggest local and international brands. South Wharf DFO (Direct Factory Outlets) is where you get the best bargains in town.



## **FESTIVALS**

Internationally renowned events include the Australian Open Tennis in January, International Comedy Festival in April and International Film Festival in August. White Night in February is when the whole city is bathed in light, color and sound from dawn to dusk. Chinese New Year is the reason for much excitement in Melbourne including feasts, parades and festivals.

\*The information is provided by Ozford and whilst we endeavour to keep the information up-to-date and correct, we make no representations or warranties of any kind with respect to the information contained on the list for any purpose.



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LAST UPDATED : January 2019

