



OZFORD ENGLISH LANGUAGE CENTRE
(CRICOS No. 02501G)

2021 ELICOS STUDENT HANDBOOK

Contents

ORGANISATIONAL CONTACTS.....	3
Part 1: ABOUT OZFORD.....	3
Ozford Vision and Values.....	3
Ozford Child Safe Statement.....	4
Ozford Programs.....	5
Ozford Facilities.....	5
Part 2: OZLEARN – ACADEMIC INFORMATION.....	8
Academic Progress.....	9
Academic Support.....	9
Part 3: OZCONDUCT– STUDENT CODE OF CONDUCT.....	9
Student Code of Conduct.....	10
Building Regulations.....	12
Non-compliance and Disciplinary Measures.....	13
Part 4: OZWAY– POLICIES AND PROCEDURES.....	16
Part 5: OZLIFE– STUDENT LIFE.....	17
Change of Contact Details.....	18
Accommodation.....	18
Awards, Graduation and Alumni.....	21
Part 6: OZSAFE - Safety and Security.....	21
Family Safety – Reduce Violence against Women & Children.....	24
Online Safety.....	25
Fire, Water and Sun Safety.....	25
Food Safety and Allergy.....	27
Part 7: OZSUPPORT– STUDENT SUPPORT AND SERVICES.....	27
Student Services Desk.....	27
Arrival, Orientation and Transition.....	27
Health and Wellbeing.....	28
First Aid Services.....	30
Job, Career and Further Study.....	30
Emergency, Legal and Crisis Assistance.....	30
Liaison and Advocacy Support.....	31
Bullying and Harassment Support.....	31
Financial Support.....	34
IT Support.....	35
Support for Students with Special Needs.....	35
Part 8: OZVISA – INFORMATION FOR STUDENT VISA HOLDERS.....	35
Working in Australia and Fair Work Ombudsman.....	36
Transfer between Registered Provider.....	37
Part 9: OZCONNECT – BEYOND OZFORD.....	38
Study Melbourne Centre.....	38
Part 10: OZSOS – Emergency, Health & Wellbeing, Crisis & Legal Services*.....	39
Emergency Contacts.....	39
Health and Wellbeing Support Contacts.....	40
Part 11: OZEDGE – AROUND OZFORD.....	42
Food Outlets and Shopping.....	43
Library, Sports and Recreational Facilities.....	44

ORGANISATIONAL CONTACTS

The Student Services/Admin Officer is the official point of contact for all ELICOS students.

- **Student Services/Admin Officer**
 - o Email: HSadmin@ozford.edu.au
 - o Phone: 8663 7188

Other staff members that students can contact are below:

Staff	Email	Phone
Director of Studies	info@ozford.edu.au	8663 7188
Head - Student Services and Admin	cchua@ozford.edu.au	8663 7188
IT Support	itservicedesk@ozford.edu.au	NA

There are other staff members here at Ozford can assist students during their studies here at Ozford. Please feel free to approach the Student Services Officer if you wish to make an appointment to see any staff members in the admissions, accounts or IT departments.

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

Part 1: ABOUT OZFORD

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. Ozford is located in the heart of Melbourne offering ELICOS language programmes, High School Years 10 – 12, and Higher Education.

New students are valued at Ozford. We want to ensure you are provided with all the information you need so we recommend you read through this handbook thoroughly to help you to settle in and get connected with Ozford. You will find the information in this handbook useful in helping you to adjust to studying and to life at Ozford and Australia. We run an orientation program to welcome and support all new students. It is a great opportunity for you to meet other students, many of whom come from different parts of the world.

We wish you every success in your studies at Ozford and once again, “Welcome”!
Ozford is located in the heart of Melbourne 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 8663 7188

Website: www.ozford.edu.au

Ozford Vision and Values

Our Philosophy

Ozford is committed to the achievement of excellence in education. A student’s success is Ozford’s success. Ozford strives to be the leader in international education and Ozford is a place where students are able to realise their academic goals and personal potential. Ozford’s goal is to be an innovative educational institution with many opportunities offered to students to excel academically.

Ozford English Language Centre Pty. Ltd. is trading as Ozford English Language Centre (CRICOS No. 02501G, ABN 35 100 454 475).

At Ozford the emphasis is on linking theory with practice to ensure students receive not only an academic education but practical life experience. Students are provided with the opportunity to practice skills learned by undertaking real life learning which is based on community issues and values.

Ozford is a College which supports and promotes the Principles and Practice of Australian Democracy, and encourages an understanding of the meaning of:

- Elected Government
- The Rule of Law
- Equal rights for all before the Law
- Freedom of Religion
- Freedom of Speech and Association
- The values of Openness and Tolerance

These principles and practices underpin the design of our Curriculum and policies. We are proud that our students go out into the world with a strong ethical and moral grounding, and pleased that so many stay in touch with their friends of different background long after their time at Ozford has come to an end.

Our Purpose

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

Our Vision

Our vision is to provide every student the opportunity to practice skills learned by undertaking real life learning which is based on global needs and values. Our dedicated staff provides a student-focused approach to ensure a supportive individualized and innovative learning experience.

Our Values

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

Passion: We are passionately committed to delivering quality educational experiences and expanding all learners' horizons through informed learning and teaching.

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

Respect: We respect all our students, staff and other stakeholders by providing a caring community based on openness, fairness and friendship. We recognize 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.

Our Promise

We promise to be true to our Vision, Mission and Values and to provide personalised course offerings and services in a supportive learning environment.

Ozford Child Safe Statement

Ozford has zero tolerance to child abuse and is committed to the protection and wellbeing of all children in its school environment.

Ozford is committed to provide a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives.

Ozford is committed to:

- 1.1.1 Embed a culture of child safety, taking into account the diversity and making reasonable efforts to accommodate the needs of all children, including (but not limited to) the needs of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children with disabilities, and children who are vulnerable
- 1.1.2 Uphold the values and principles to create and maintain a child safe school environment
- 1.1.3 Implement strategies and practices that promote and manage a culture of child safety
- 1.1.4 Manage all child safety concerns in a sensitive, confidential, honest, responsible and timely manners
- 1.1.5 Support, enable and encourage school staff, parents and children to understand, identify, discuss and report child safety matters
- 1.1.6 Support children in the school who disclose or are otherwise linked to suspected child abuse
- 1.1.7 Monitoring compliance to the Child Safety Policy

Ozford Programs

Ozford offers the below ELICOS courses:

- General English (GE) (CRICOS Code: 048142A)
- English for Secondary School Preparation (ESSP) (CRICOS Code: 048143M)
- English for Academic Purposes (EAP) (CRICOS Code: 060426K)
- IELTS Test Preparation (CRICOS Code: 050470M)

Ozford Facilities

At Ozford we are proud of the various accessible facilities that help provide our students with a positive and comfortable learning experience to thrive and succeed. Ozford has been fitted out with modern facilities, furnishings and fittings for students' engagement and interactions.

Classrooms and Hall

There are more than 10 classrooms and a full size Lecture Hall on campus. The classrooms are designed to maximise student learning experience. All classrooms are fully heated and air-conditioned and are equipped with full sized windows that allow natural light, whiteboards, computers, data projector, noticeboards and seating layouts that provide opportunities for interactions and effective educational delivery.

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 comprehensive collection of books and resources, including newspapers, magazines, CDs and DVDs.

Ozford encourages students to participate in academic interaction outside class. The Ozford library plays a key role in this by providing quiet spaces for research and assignment preparation and offering students to have discussions and form study groups.

Within the library are the following resources and facilities:

- Desktop computers that can be used by staff and students without the need to book.
- Printers.

- Laptops.
- Tables and chairs of various sizes and seating arrangements.
- Electronic equipment such as calculators, projectors, and cameras for students to use within the library.
- Books, including fiction and non-fiction.
- Journals and periodicals, available in hardcopy or electronically.
- CDs and DVDs

Online, students have access to the following:

- Articles from Business Source Complete and Regional Business News databases through EBSCOhost.
- The library catalogue, which is fully accessible via mobile devices.

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

You can search for Ozford library items at <https://ozford.functionalsolutions.com.au/>

Students can borrow up to two items at a time. You will need to return them within 7 days. All prescribed textbooks need to be returned within three hours.

Student Common Areas

The Student Common Area on Level 9 is a comfortable place for students to relax, recharge and socialise with other students. This area is furnished with tables and desks, microwaves, refrigerators, water filters, and a vending machine. We even have a piano! There are also other casual seating areas on campus for students to use. Please keep these areas clean and tidy at all times. Access to these areas are available every weekday 8:30am to 5pm.

Students are welcome to utilise the student common area for food and drink consumption. To ensure a tidy and comfortable learning environment for all, we ask that:

- No food be consumed in classrooms, library, and computer labs or near the quick print stations.
- All rubbish is placed in rubbish bins provided.
- Common areas are kept clean and tidy.

Group Study/Meeting Spaces

For students who prefer to conduct group meetings outside the library group study and meeting spaces are 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 the 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. Students are required to supply names and student IDs of group attendees and vacate the room when booking time is up. The rooms must be kept in its original condition and set up after each booking.

Computing Facilities and Systems

The growing use and integration of Information Technology in teaching and learning are reflected in the availability of IT facilities. There are 2 IT computer labs on campus with high speed internet access. Computers, printers and photocopiers connected to the network are also available in the library and student common areas for student use.

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

Computer Login and Email Access

All students are provided with an individual secure computer login and Ozford email accounts. Individual usernames and passwords will be provided to students during orientation. Students are able to access Ozford email both on and off campus. All important information, both administrative and academic, will be communicated via email. All official correspondence between Ozford and students will be conducted via official Ozford email. Students should refrain from using private email accounts to contact Ozford. You must ensure that your Ozford email accounts are checked regularly.

Wi-Fi

Free unlimited wireless internet is available on campus for learning purpose. Students are required to follow the Acceptable IT Use rules available in Student handbook.



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 color. Credit can be purchased at the Student Services Front Desk.

Noticeboards (Ozford for All)

Noticeboards are located across all levels, mainly in the student common areas and classrooms. They display the following information:

- Term calendar and upcoming events
- Student Newsletters
- Weekly snapshot of Ozford news and updates
- Social activities and what's happening in Melbourne
- Accommodation, health and safety information

Students are advised to check the noticeboards on a regular basis to ensure they are aware of what is happening in Ozford.

Student Services and Information Desk

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



Lockers

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

Toilets

There are toilets on every level of the campus. There are dedicated accessible/disabled toilets on each level.

For further information on the Ozford facilities please refer to the website gallery:

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

Part 2: OZLEARN – ACADEMIC INFORMATION

‘English Only’ Policy

At Ozford we are passionate about the English language! Our ELICOS programmes 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”.

Academic Requirements

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.

All academic work is to be completed on time and to the students’ best standard. If the student is experiencing difficulties they must approach the teacher or Student Services Officer well before the due date for assistance. Students are expected to maintain a minimum pass in all assessments.

To gain a satisfactory result, a student must:

- produce work that demonstrates achievement of the outcomes
- submit work on time

- submit work that is clearly their own

Assessment Methods

Assessments are based on a range of course learning outcomes related to the objectives of the course. These will include such areas as testing, assignments, reports, case studies and presentations.

Students are assessed by a combination of:

- Submitted work
- Practical Reports
- End of Course Tests
- Project and Assignments
- Oral Assessment

School Report

An interim report is prepared at the end of Term 1 and Term 3 and a Semester report is prepared at the end of Term 2 and 4. A copy of the reports is supplied to students and their parents.

The reports are used to monitor the student's academic progress and to ensure that the student will complete the course within the expected duration.

Access to your records

You may gain access to your academic records any other time by completing a 'Request for Student Services Form', available at Student Services Desk.

Academic Progress

Failure to hand in schoolwork on time or poor standard of work will result in the student being required to complete the work after school hours. If you do not attend these after school sessions you will be issued with a Notice of Failure. If you do not comply with a Notice of Failure, then you will fail the subject.

Academic Support

Academic support is the responsibility of the classroom teacher and the ELICOS Coordinator. They have extensive experience in teaching ELICOS students. Teachers with experience, skills and knowledge in the area of career counselling may also provide advice. You are advised to approach your teacher or the ELICOS Coordinator for more information.

The ELICOS Coordinator can help you with the following:

- Study Skills
- Subject/Unit selections
- Career Counselling
- Timetables
- Learning Support Strategies

Part 3: OZCONDUCT- STUDENT CODE OF CONDUCT

Student Code of Conduct

The Student Code and Conduct provides the framework and clarifies the standards of conduct that are expected of students at Ozford. The five basic principles that underpin the Code of Conduct are:

- **Fairness**

Ozford will ensure that all dealings with students are transparent, consistent, equitable and fair, and consistent with the principles of natural justice. Ozford equally expects that student interactions with the College and other students and staff are held to the same standard.

- **Respect**

Ozford as a school is a workplace, a community hub and a place of learning. Everyone involved in our school community deserves to be respected, valued and treated equally.

- **Accountability**

Ozford, its students and staff have rights and responsibilities to each other. Each party will be held accountable for its actions and for any breaches or infringements on these rights and responsibilities. Ozford will identify and specify responsibilities and accountabilities for decisions and processes in the resolution of any behavioural issue(s);

- **Appropriateness**

Ozford has defined a framework of penalties which may be imposed for substantiated misconduct that is appropriate, proportionate and consistent.

- **Communication**

The Code of Conduct and Policies and Procedures will be communicated clearly to the students and the manner of resolution of any breach by any person will be consistent throughout.

The Code of Conduct does not cover all situations; it articulates the expectations and aspiration of the College in relation to student conduct, including strategies to address inappropriate conduct.

The Code of Conduct is developed as a basis for providing:

- a positive framework to promote high standards of achievement and conduct; and
- Articulation of responses and consequences for inappropriate conduct.

All students are required to act in a manner that promotes a safe, positive, productive and harmonious learning environment, act ethically, respectfully and responsibly, and be accountable for their actions and decisions.

All students have a responsibility to comply with legislation, terms and conditions of their enrolment, Ozford policy and procedures, and the Code of Conduct.

3.1 Alcohol and Drugs

Ozford is an alcohol and drug free establishment. The consumption and or possession of alcohol and illegal drugs on Ozford premises are strictly prohibited at all times. Students are forbidden from being involved in Ozford activities whilst under the influence of alcohol or illegal drugs. Smoking is prohibited on the property and within 4 metres of entrances and exits. Illegal activity will be reported to the relevant authorities.

3.2 Assault/Violence

Any form of assault/ violence in or outside the campus is prohibited and considered a serious misconduct. The reference to violence includes not only physical assault but oral, written, electronic

and online threats. It also includes assault or threats of a sexual nature and discriminatory behaviour and/or assaults or threats on the basis of race, gender or sexual preference or any other characteristics specified under Anti-Discrimination or Human Rights legislation. Any such conduct, whether between students, directed at staff or directed by students to parties outside the campus is not acceptable and will be subject to disciplinary action.

The possession or threat of possession of weapons or objects that can be used as a weapon is strictly prohibited and may constitute a criminal activity and be reported accordingly.

3.3 Bullying

Bullying is a repeated unreasonable behaviour directed toward another person/student, or a group of students, or staff member, that creates a risk to 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 physical, verbal or online in or outside class is strictly prohibited.

3.4 Discrimination

Discrimination exists if and when a person or a group of people, is/are being treated less satisfactorily than another person and/group because of race, colour, nationality or ethnic origin, sex, pregnancy or marital status, age, physical disability, religion, sexual preference, trade union activities or any other characteristics specified under the Anti-Discrimination or Human Rights legislations. Discrimination and harassment in or out of class is strictly prohibited and will be subject to disciplinary action.

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.

Ozford College will act quickly to ensure that unlawful discrimination does not occur, or continue to occur for either students or staff.

3.5 General Misconduct

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements (e.g. non-payment of fees); misuses, damages or steals Ozford's property or the property of others; alters/defaces Ozford documents or records; prejudices the good name of Ozford, or otherwise acts in an improper manner.

The following examples indicate the kinds of general misconduct which constitute student general misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- contravenes any rules or acts;

- prejudices the good name or reputation of the College;
- prejudices the good order and governance of the College or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the College;
- fails to comply with conditions agreed in the contract;
- fails to comply with the overseas student visa conditions;
- wilfully disobeys or disregards any lawful order or direction from Ozford personnel;
- refuses to identify him or herself when lawfully asked to do so by a staff member;
- fails to comply with any penalty imposed for breach of conduct;
- misbehaves in a class, meeting or other activity under the control or supervision of the College, or on the premises or other premises to which the student has access as a student of the College;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly in relation to admission to the College;
- knowingly makes any false or misleading representation about things that concern the student as a student of the College or breaches any of the College rules;
- alters any Ozford documents or records;
- harasses or intimidates another student, a member of staff, a visitor, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaches any confidence of the College;
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the premises while acting as Ozford student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- Steals, destroys or damages a facility or property of the College or for which the College is responsible.

3.6 Academic Misconduct

Ozford is committed to promoting academic integrity among students and staff and ensuring all assessment of student learning is undertaken in accord with the highest levels of academic integrity.

Building Regulations

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

- No smoking in the building.
- No smoking within 4 meters of building entrance.
- Not pressing the emergency button in the lift unless there is an emergency.
- Not using or interfering with emergency equipment, such as fire extinguishers and fire alarms, unless in the case of a genuine emergency.

Penalties apply to those caught breaking the building regulations.



Dress Code

Ozford English Language Centre Pty. Ltd. is trading as Ozford English Language Centre (CRICOS No. 02501G, ABN 35 100 454 475).

Ozford does not impose compulsory uniform for students, instead all students are encouraged to learn responsibility with their choice of clothing dress in an appropriate manner. For health and safety reasons students must wear shoes at all times and thongs or open shoes are not permitted. Hats and sunglasses are not to be worn within the building and must be removed upon request of a staff member unless written permission has been granted by Ozford Staff. Students may be asked to go home and change if any dress items are deemed inappropriate.

Non-compliance and Disciplinary Measures

Students may be subject to disciplinary measures if any allegation of misconduct is verified and upheld. In some cases where the student's misconduct is severe, the College's Principal has the right to cancel the student's enrolment.

Use of IT Facilities and Services

Information systems and computer networks are an integral part of the Ozford's operation. Ozford has made a substantial investment to create and protect these systems. IT facilities and services are provided to users to support the strategic objectives of the College.

Users must take responsibility for using IT facilities and services in an ethical secure and legal manner; having regard for the objectives of the College and the privacy, rights and sensitivities of other people.

3.1 Privacy

- 3.1.1 While Ozford desires to provide a reasonable level of privacy, users should be aware that the data they create or store on Ozford resources, or while using Ozford resources, is the property of Ozford.
- 3.1.2 Students are responsible for exercising good judgment regarding personal use of Ozford resources.
- 3.1.3 The use of personal data storage devices to transfer stored data to or from the Ozford's IT resources is strictly prohibited unless undertaken with the full knowledge and written approval of the IT Services Manager and meets the security requirements
- 3.1.4 Ozford may monitor users' use of the College's resources.
- 3.1.5 Ozford may monitor the equipment, systems and network traffic of users at any time.
- 3.1.6 Ozford can access and audit networks and systems (including electronic mail systems and information stored in the network) on a periodic basis for any business purpose including but not limited to:
 - security, network and maintenance purposes;
 - assessing the level of personal use;
 - accessing or retrieving email or data that may have been deleted;
 - ensuring that there is no illegal or improper use of email or the internet;
 - monitoring potential breaches of confidential information;
 - assessing any violations that may constitute harassment or discrimination;
 - investigating complaints of users, clients or suppliers;
 - obtaining all data about the use of email and the internet for strategic purposes; and,
 - Assessing whether this policy is being adhered to and identifying any possible breaches.

3.2 Security

- 3.2.1 Students are responsible for the security of their passwords and the use of Ozford resources via their accounts.

- 3.2.2 Passwords must remain secure and students should refrain from disclosing their password to any person and, from sharing accounts.
- 3.2.3 All PCs, laptops, tablets, mobile devices and workstations should be secured by logging off or locking the workstation when the system is unattended.
- 3.2.4 Ozford email accounts are provided for academic and study related communications
- 3.2.5 Students must not copy, duplicate (except for backup purposes), disclose, or allow anyone else to copy or duplicate any confidential information.

3.3 External IT Equipment / Cloud services and solutions

- 3.3.1 Any external or personal equipment that students wish to be connected to the Ozford's networks must first be approved by the IT services division. Approval is dependent on there being an active antivirus program running on the equipment within current antivirus definitions.
- 3.3.2 The accessing, storing and working on 'Cloud' services must abide by the same legislations and Ozford policies with regards to access, privacy, security and data breach.

3.4 Electronic Mail Guidelines

- 3.4.1 The contents and size of student email accounts will be defined by the IT services division.
- 3.4.2 Some types of emails and attachments will be blocked by the systems to help secure the environment from spam, viruses, worms or other harmful software.

3.5 Personal Mobile Phone, Hand Devices and Computers

Personal mobile phone, hand devices and computers are the personal belongings of students. It is the student's responsibility to ensure they are kept secured and safe. Students are expected to use them in a safe, responsible and ethical manner at all times. This includes:

- keeping mobile phones on silent and in your school bag during class times (except for approved learning purposes);
- respecting others and communicating with others in a supportive manner, never verbally or in writing participating in bullying (for example, harassing phone calls/text messages, forwarding messages and supporting others in harmful, inappropriate or hurtful online behaviours);
- protecting own privacy; not giving out any personal details, including name, telephone number, address, passwords and images;
- protecting the privacy of others; never posting or forwarding their personal details or images without their consent - carefully considering the content before uploading or posting online;
- Investigating the terms and conditions (e.g. age restrictions, parental consent requirements). If unclear seek further explanation from a teacher/manager;
- not bringing to the College or downloading unauthorised programs, including games;
- respecting the privacy of others; only taking photos or recording sound or video when formal consent has been given or when recording is part of an approved lesson; and,
- Obtaining appropriate (written) consent from individuals who appear in images or sound and video recordings before forwarding them to other people or posting/ uploading them to online spaces.

3.6 Prohibited Activities

Under no circumstances is a student authorised to engage in any activity that is illegal under local, state, federal or international law while using Ozford resources.

The following activities are expressly prohibited:

- violations of the rights of any person or the College protected by confidentiality, copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including but not limited to the installation or distribution of "pirated" or other software products that are not appropriately licensed for use, or the duplication or transmission of copyrighted or otherwise protected materials. This prohibition also applies to materials that are considered "Confidential";
- sending spam using Ozford resources;
- the use of any peer-to-peer file sharing software or websites, including but not limited to Bit Torrent, eMule, LimeWire or Ares;
- the use of any IRC or messenger software or websites, including but not limited to Facebook Messenger or other "Messengers", IRC or "chat" clients (except that, for the avoidance of doubt, Voice Over IP products are allowed for the Ozford business purposes only, where the employee has first registered the name and service with the IT services division and obtained his or her consent to such use);
- unless specifically for academic or business purposes, posting or subscribing to newsgroups, online discussion boards or email list groups;
- using Ozford resources to actively engage in procuring or transmitting material that is in violation of sexual harassment, privacy, discrimination or workplace laws including but not limited material which is offensive, obscene, threatening, pornographic, defamatory, discriminatory, insulting, inappropriate, disruptive, intimidating or in violation of a person's privacy;
- effecting disruptions to, or interfering with, any other computer or network;
- using any form of network monitoring which will intercept data not specifically intended for the employee, unless this activity is a part of the employee's normal job responsibilities;
- circumventing user authentication or security of any host, network or account;
- providing information about, or lists of, Ozford's users, customers or potential customers to any third party; or outside the College;
- activities which discredit Ozford;
- using electronic mail or the internet for political, religious, private commercial, personal profit making, gambling or personal advertising purposes;
- unauthorised use, or forging, of email header information;
- connecting to the internet, or sending email through, an anonymous proxy server or similar conveyance designed to obfuscate the user's identity;
- creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type;
- installing any software that is not approved by the IT department;
- unauthorised accessing, copying of Ozford information to a personal USB memory stick, hard disk or removable storage device/cloud (whether it is a to mobile phone, tablet, music player, cloud storage or otherwise);
- the 'ripping', copying or storage of music for any purpose; and,

For further information, please refer to the Use of Information Technology Facilities and Services Policy and Procedures.

Part 4: OZWAY- POLICIES AND PROCEDURES

Ozford policies state principles that guide Ozford in its operation. Procedures describe in detail the process to implement a policy.

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 some of the policies and procedures of the College. Detailed information is available on our website, at:

<https://ozford.edu.au/policies-procedures/>

Attendance Policy

All students are expected to attend all of their classes. 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 the timetable. **Students of Ozford are required to attend 80% or more of their classes every term (study period) to be considered as meeting satisfactory attendance requirements.**

For international students, it is visa requirements that you **must** maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

Ozford implements intervention strategies when students' attendances fall below 90%. Warning letters will be issued to students' home addresses and students will be required to attend a meeting with the Head – Student Support and can be placed on an Academic Goal Card. A final Intention to Report for Unsatisfactory Attendance Letter will be issued when students' attendance falls below 80%.

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

1. Produce documentary evidence clearly demonstrating that compassionate and compelling circumstances apply, and;
2. The student is attending at least 70% of the scheduled course contact hours for the course.

Illness

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

If You Are Going to Be Late or Away

Ring the Student Services Desk - 8663 7188 - and explain reasons for your lateness or absence.

Holidays

Students must be at school for the first class on the first day and on the last day of each term. Leaving early and returning late from holiday is not permitted.

Academic Progress Policy and Procedures

Ozford monitors the academic progress of students to ensure they complete the course within the duration specified in their Confirmation of Enrolment (CoE). Study duration will only be extended where it is clear that the course cannot be completed in the expected duration as a result of:

- compassionate or compelling circumstances - see Deferring, suspending or cancelling a student's enrolment – Policy & Procedures
- a student undergoing an academic counselling or remedial program to address unsatisfactory progress;
- An approved deferment or suspension of study under Deferring, suspending or cancelling a student's enrolment – Policy & Procedures.

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 provider.

Ozford 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 College 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 is 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.

Ozford recognises that planning for the management of a critical incident is essential to enable the College 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 Ozford if you or someone you know is involved in a critical incident. We will endeavour to provide support to the people involved.

Student Support and Services Policy and Procedures

This policy is designed to ensure that Ozford provides the necessary services, staff and resources to support students in achieving their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

Part 5: OZLIFE– STUDENT LIFE

Student life at Ozford is much more than attending classes and completing school work. It is also 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.

Change of Contact 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 Desk when they change address, phone number or email address within 5 working days.

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

Accommodation

Students who require Accommodation support can speak to the Student Services staff.

Students under the age of 18 must live in accommodation approved by Ozford. Students over the age of 18 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 over the age of 18:

Private Rental (Price guide: \$200-\$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.



Consumer Affairs Victoria has a dedicated renting section for students and has produced a resource toolkit that can help students with renting problem. The toolkit includes:

- sample social media posts for posting on your Facebook or Twitter channels;
- short and longer article for publishing on your website or newsletter;
- video links to short animated [renting videos on YouTube](#) - available in 12 different languages.

See: <https://www.consumer.vic.gov.au/internationalstudents>

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 (physical, mental, emotional sexual) & wellbeing to work & study support, please refer to the below website:

<https://headspace.org.au>

<https://www.betterhealth.vic.gov.au>

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. At the end of every year, 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.

Part 6: OZSAFE - Safety and Security

Maintaining a safe physical and virtual learning environment is important in providing high quality education programs and positive learning experience to the students. Ozford acknowledges that student safety is paramount to student success and implements preventative measures to monitor and enhance student safety and has developed and implemented measures below to address student safety both on campus and online. There is also a suite of policies, procedures, programs, information including the Student Handbook and the Code of Conduct addressing safety matters.

Campus Safety

Ozford is committed to providing and maintaining a safe and healthy learning and teaching environment for its staff and students. Ozford 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, injury and unacceptable conduct**. Ozford is a drug and alcohol free place.

All staff are required to wear Ozford's identification badges or staff ID, which displays the names of the staff members. Students are required to carry their student ID cards with them at all times on campus. The student ID cards must be presented for **identity verification** upon request staff members. For safety and security reasons, building occupants may be asked to leave the building if their identity cannot be verified.

Staff and students have an obligation to **conduct** themselves in a safe manner and **promptly report** any potential or actual incidents of injuries, harassment behaviour or unsafe working conditions or equipment to the reception 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. A fire warden is allocated to each floor of the premise. You will be guided through the emergency exit and the plan during orientation and at the beginning of every trimester. Please ensure you are familiar with the emergency exits and the emergency evacuation plan. The evacuation plan is available next to the emergency exit.

If you feel unsafe or threatened on campus, speak to a staff member immediately or approach the reception desk on Level 10 or Ground Floor.

If you or someone you know have experienced or witnessed assault or threatening conduct on campus and did not report the incident previously, you are still encouraged to report the incident to the Head of Student Services and Administration. We value your input and we will listen to you and discuss appropriate support options and take further actions to further enhance the safety of the campus.

Support services are available for victims of assault including Sexual Assault Crisis Line – 1800 806 292 and National Sexual Assault Domestic Violence Counselling Service – 1800 737 732.

For other emergency, health, support and legal services contact, please refer to OZSOS section of this Student Handbook.

Personal and Travel Safety

We each have the right to feel safe, valued and to be treated with respect and dignity. 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. If you need to use ATMs to withdraw cash, use it during the day, when there are people around and immediately safeguard the cash.

Other **Personal Safety** Tips:

- Never leave any personal belongings such as handbags, phone or wallet unattended both on and off campus
- Do not lend your keys, bank cards or items with personal information to anyone
- Do not be afraid to act assertively if you are uncomfortable or if you think someone is acting inappropriately.

Guidelines for Emergency Situation

- Call '000' for any emergency, ambulance, Fire or Police. 'If your friends are in danger, help them, Call '000''
- 'If you feel you are in a risky situation, find a crowded and well-lit area, then call the police '000' for help.'
- 'If you are victim of a crime (e.g. online/ phone scams, assault, theft), reporting it to the police '000', will not affect your visa, police checks, job applications, studies or grades.'
- 'Don't be scared - Reporting a crime (e.g. online/phone scams, assault, theft), or making a complaint will not affect your visa, police checks, job applications, studies or grades.'
- 'You can get free, independent and confidential legal advice for your troubles (e.g. landlord issues, work and employment issues) from your local Community Legal Centre (call 1300 792 387 or visit www.fclc.org.au)'
- 'If you see a crime in public (e.g. assault, robbery), and are not in danger, call 1300 333 000 or report to www.crimestoppersvic.com.au. They are 100% confidential.'

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.
- Always be alert to your surroundings and the people around you

For more information, visit:

<http://ptv.vic.gov.au/getting-around/travelling-safely/>

<https://www.police.vic.gov.au/public-transport-safety>

Respectful Relationship - Child Safety, Family and Gender Based Safety

Ozford has zero tolerance to child abuse and is committed to the protection and wellbeing of all children in its school environment.

It is expected that all staff, volunteers, contractors, parents/ guardians/ care giver/homestay and any other member of the school community to adhere to the Child Safe code of conduct available on Child Safety Policy which establishes clear expectations for appropriate behaviour with children and to help protect children from abuse.

Respectful Relationship

Spending time with someone you like should be fun, enjoyable and something that makes you feel good. However it is important to know that not all relationships you experience will necessarily be healthy ones.

A **respectful relationship** is one of mutual respect, trust, good communication, understanding and honesty. Being in a relationship should be a positive experience for both people. We each have the right to feel safe, valued and cared about in our relationships, and this is particularly important when starting a closer, intimate relationship.

A respectful relationship includes:

- Being able to have fun together
- Having respect for yourself and for your partner
- Feeling comfortable
- Being able to say 'no'
- Being able to make your own decisions
- Feeling accepted and free to be yourself
- Listening and being heard
- Being able to express your thoughts and feelings honestly with each other
- Being able to talk things through together and make compromises
- Supporting each other through the good times and bad

Visit the link for more information about Respectful Relationships:

<https://bodytalk.org.au/relationships/respectful-relationships/>

Consent Matters! Understanding Consent

Sexual consent means that both people actively and verbally agree to sexual activity. Sexual activity means many things to different people and is generally a lot more than just oral, anal or vaginal sex. It can include kissing, hugging, touching, rubbing and many other behaviours that people might find pleasurable. If both people do not say "yes," then consent has not been given.

If you have partner, it is important for you and your partner to understand that you have the right to change your mind about what you do or do not want to do at any time. This means that even if you are engaging in sexual acts with a person and you or the other person changes mind, you must stop

whatever you are doing and respect the other party's wishes. Not respecting those wishes could be crossing the line into illegal behaviour (sexual misconduct).

Trying to persuade someone into saying "yes" when they are not sure or do not want to have sex is not consent. It is called sexual coercion.

If a person is under the influence of drugs or alcohol, they cannot legally give consent. Engaging in sexual activity with someone who is under the influence of drugs or alcohol is considered rape.

A person must be a certain age in order to be able to legally give consent. This age is called the "age of consent," and age of consent laws vary from state to state. In Victoria, the age of consent is 16. A person can be charged with a sexual offence if they perform a sexual act that breaks these age limits, even if the younger person agrees to it.

Sexual Assault Offences

In Australia, any sexual activities imposed on another person without consent are serious offences! The offenders have committed a criminal offence regardless of whether the victim is drunk, drug affected, asleep or unconscious or submits because of force or fear, or if the person is under the legal age of consent. Consent is explained in full at the following websites:

<https://www.plannedparenthood.org/learn/sex-and-relationships/sexual-consent>

<https://sydney.edu.au/students/sexual-health-consent.html>

<https://aifs.gov.au/cfca/publications/age-consent-laws>

Who to talk to?

For 24-hour support in relation to sexual harassment and assault, call **1800RESPECT on 1800 737 732** or visit **1800RESPECT.org.au**. In an emergency, call **000**.

For information about reporting sexual offences to Victoria Police, please refer to

<https://www.legalaid.vic.gov.au/find-legal-answers/sex-and-law/sexual-assault/reporting-sexual-assault-to-police>

For other emergency, health, support and legal services contact, please refer to Part 9: OZSOS of this Student Handbook.

Family Safety – Reduce Violence against Women & Children

Australia has well defined laws concerning domestic and family violence. Domestic and family violence can occur at home between partners, housemates 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.

Domestic violence – refers to acts of violence that occur in domestic settings between two people who are, or were, in an intimate relationship. It includes physical, sexual, emotional, psychological and financial abuse

Emotional/psychological violence – can include a range of controlling behaviours such as control of finances, isolation from family and friends, continual humiliation, threats against children or being threatened with injury or death.

Family violence – is a broader term than domestic violence, as it refers not only to violence between intimate partners but also to violence between family members. This includes, for example, elder abuse and adolescent violence against parents. Family violence includes violent or threatening behaviour, or any other form of behaviour that coerces or controls a family member or causes that family member to be fearful. In Indigenous communities, family violence is often the preferred term as it encapsulates the broader issue of violence within extended families, kinship networks and community relationships, as well as intergenerational issues.

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 eight factsheets on the following topics:

[Domestic and family violence](#)

[Sexual assault](#)

[Forced and early marriage](#)

[Family violence and partner visas](#)

[Dowry abuse](#)

[Female genital mutilation/cutting](#)

[LGBTIQ relationships](#)

[Trafficking and slavery.](#)

No one should have to endure an abusive relationship. Whether it's physical violence, emotional abuse, neglect, or something else, there is help available. Read about the types of abuse, how to spot an abusive relationship, and where you can get help. <https://au.reachout.com/tough-times/abuse-and-violence>

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.

You can also speak to one of staff or our Student Welfare Officer in a confidential setting if you have concern or queries about the behaviour or conduct of another person.

Online Safety

The eSafety Commissioner (eSafety) is committed to empowering all Australians to have safer, more positive experiences online. It provides a wide range of online safety programs and resources aim to empower all Australians to have safer, more positive experiences online. For more information, go to: <https://www.esafety.gov.au/report>

Fire, Water and Sun Safety

Fire 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. Landlords are required by law to install and maintain working smoke alarms in all rental properties.



- 'It is compulsory to have a working smoke alarm in your house. Check that batteries are still good. They save lives.'
- 'Just in case of fire, make sure you have a running away plan where you live.'
- 'Do not leave your cooking alone – cook your food, not your house.'
- 'If there is a fire or explosion, call the Fire Brigade'

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.

Visit:

<https://www.watersafety.vic.gov.au/resources>

<https://sls.com.au/>

Sun Safety - In Australia, the high level of the **sun's ultraviolet (UV)** radiation makes people more vulnerable to sunburn, skin cancer and heat stroke than in many other countries. Visit Sun smart website for tips and information on sun safety. (<https://www.sunsmart.com.au/uv-sun-protection>)

Food Safety and Allergy

When people get sick from eating food, this is known as 'food borne' illness or 'food poisoning'. Some types of bacteria and viruses can cause food poisoning. Although food poisoning is usually mild and lasts a short time, it can become a serious problem for some children, especially if they have a condition that decreases their immunity

The principles of food safety aim to prevent food from becoming contaminated and causing food poisoning. This is achieved through a variety of different avenues, some of which are:

- Properly cleaning and sanitising all surfaces, equipment and utensils
- Maintaining a high level of personal hygiene, especially hand-washing
- Storing, chilling and heating food correctly with regards to temperature, environment and equipment
- Comprehending food allergies, food poisoning and food intolerance

Anaphylaxis is a potentially life threatening severe allergic reaction, that requires immediate treatment with adrenaline. A severe allergic reaction can be rapid in onset and commonly occur within 20 minutes to two hours after eating the food so students need to be able to recognise the symptoms of food allergy and respond by seeking an adult's help.

Anaphylaxis should always be treated as a medical emergency. Call an ambulance (000 in Australia or 111 in New Zealand) immediately after giving an adrenaline auto injector.

Part 7: OZSUPPORT- STUDENT SUPPORT AND SERVICES

Ozford provides support to students to assist all students achieve their full potential. 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

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. 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

We conduct orientation to help all new students. If you are new to Ozford, or to Australia, you will be guided through the campus and introduced to different staff members.

You will be given information about how to get the most out of your learning experience with Ozford, including:

- Course related information such as exam preparation and timetable
- Information related to adjusting to study and life in Australia
- 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

For ongoing support, there is weekly Mentor Groups and regular workshop are held on topics such as: Living in Melbourne, Australian Culture, Safety and Security and Budgeting.

Accommodation

Ozford English Language Centre Pty. Ltd. is trading as Ozford English Language Centre (CRICOS No. 02501G, ABN 35 100 454 475).

Students under 18 years of age must stay in a Homestay or with a parent/guardian/care giver. Homestay accommodation for all other students can be arranged if required. Please request for a copy of “Homestay Application Form” from the Student Services Desk. The Student Welfare Officer will ensure students are placed in an appropriate accommodation suitable to their needs and age.

If you have any feedback/ concern/issue with your homestay situation, please speak to the Student Welfare Officer.

Health and Wellbeing

We care about your health and wellbeing. So we provide students with information and workshops to teach you about things like:

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

Medical Services

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 any of the medical centres listed at the back of this handbook to make an appointment.

- ‘Know your OSHC (Overseas Student Health Cover) and what it pays for Use their websites or call them to know your health insurance benefits’
- ‘For better health (physical, mental, emotional, sexual) click here: <https://www.betterhealth.vic.gov.au>’
- ‘Your OSHC website and app will list international student friendly Doctors you can seek help from. The insurance provider will pay these doctors on your behalf.’
- ‘If you are feeling unwell, unusual, stressed or unhealthy, it is ok to talk to a Health Professional. Ozford has free services that are confidential.’
- ‘If you care about sexual health (e.g. diseases, pregnancy), see Melbourne Sexual Health Centre (<https://www.mshc.org.au/>) for more information. Their services are confidential
- ‘If you are feeling unwell, unusual, nervous, lonely, stressed or depressed, there is free confidential help (e.g. Counselling) available from Beyond Blue (call 1300 224 636 or visit <https://www.beyondblue.org.au/get-support/getimmediate-support>)’
- ‘If someone is in crisis or needs suicide prevention, use Lifeline, call 13 11 14 or visit <https://www.lifeline.org.au>

Medical Emergency Procedures:

1. Be aware of your own safety and any present danger, such as fire, electricity or toxic emission.
2. If safe, help the injured/ill person by making them feel comfortable and removing them from the source(s) of danger.
3. Contact the nearest first aid officer to attend to the emergency.
4. Do not move the injured/ill person or leave them unattended, where possible.
5. If instructed by a staff member, dial 000 and advise Ambulance of details of the injured/ill person and direct them to the scene.

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).

Personal Counselling and Psychologist Services

Students who are encountering difficult circumstances or critical events in their personal life that may impact on their wellbeing and have an adverse effect on their study are welcome to seek help. Students can make an appointment to see the HOSSA or Student Welfare Officer who has extensive experience with student support. During the meeting, students are provided with the opportunity to discuss any issues in a relaxing and confidential setting. If required and with student permission, students will be referred to an appropriate external organisation which can provide the help the student may need. This referral service is free however you are expected to pay for any fees charged by the external providers.

Professional counselling is a safe and confidential collaboration between qualified counsellors and clients to promote mental health and wellbeing, enhance self-understanding, and resolve identified concerns. Clients are active participants in the counselling process at every stage.

Counselling can be broad or focused. Clients may explore: aspects of identity, spirituality, relationships with self and others, past experiences, parenting, grief and loss, trauma, domestic violence, child abuse, use of alcohol and other substances, depression, anxiety, and other experiences.

The external counselling practice we use is:

Stephy Yu Counselling Services

Add: Ground Floor, 69 Canterbury Road, Canterbury, VIC 3126

Ph.: 0425884437

Email: stephycounselling@gmail.com

Stephy Yu is a registered counsellor with the Australian Counselling Association (ACA).

The external Clinical Psychologist we use is:

Cherie Lacis

Add: Mediclinic Clayton

Website: <http://www.mediclinicclayton.com.au/>

Cherie Lacis is a registered clinical psychologist with the Australian Health Practitioner Regulation Agency (AHPRA) and a member of the Australian Psychological Society (MAPS).

The Student Welfare Officer can provide contact details of other counselling or psychologists services and determine whether you need to seek a referral from your GP.

First Aid Services

Ozford is equipped to provide first aid where required during working hours. Whilst Ozford has staff trained in basic first aid and provides first aid supplies, it can provide basic first aid only. Serious injuries or illnesses will be referred to appropriate medical services which can provide more comprehensive medical assistance.

Our first aid-trained staff members are equipped with first aid kits, and are located on Level 7. They can administer some emergency treatment of injuries and illnesses, as well as assist with access to other medical facilities and services, if required.

Please approach the Student Services Front Desk if you require any first aid services. If this is not possible during an emergency, please notify any of our staff member.

Online Health and Wellbeing Information

Better Health Channel (<https://www.betterhealth.vic.gov.au/>) is a Victorian Government's website that provides health and medical information to improve the health and wellbeing of people and the communities they live in. This information aims to help people understand and manage their health and medical conditions, and help them make lifestyle choices based on their needs.

Job, Career and Further Study

Head of Student Support is available to provide students with future pathway advice. Students are guided to self-assess and conduct research related to their areas of study or interest and encourages them to reflect on how they might achieve their personal and career objectives.



Emergency, Legal and Crisis Assistance

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



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

There are also other organisations that provide help, support counselling in an emergency/ urgent situation. Many of these organisation offer 24 hour helpline, please refer to Part 9 of the Student Handbook.

If you require any other crisis assistance or legal services, you can either refer to the Section 9 of the Student Handbook or speak to the Student Services Officer.

Liaison and Advocacy Support

At times, students may require help to understand or clarify Ozford's policies and procedures. They may feel that they have been treated unfairly or inequitably or unsure of their rights in a particular situation or need assistance with application for various procedures or appeals such as deferral application or academic progress appeal. Students' issues will usually relate to one of the following three broad areas:

- academic issues
- administrative issues;
- Issues involving discrimination and harassment.

Students are free to approach Student Services to raise their concern. After listening to the student's concern, the Student Services staff will explain Ozford's policies and processes in detail and help students navigate these processes in order to resolve their issue. Students may receive free and confidential advice and support from the HOSSA to ensure that they are fairly represented and understand their rights and responsibilities within the College by contacting the HOSSA.

Any students with a concern or complaint may raise the matter with the staff and attempt an informal resolution of the question or concern. Students are free to seek the support and assistance from student services staff as part of this process. Student Complaints and Appeals policy and procedures will be implemented if an informal resolution cannot be reached.

Bullying and Harassment Support

Everyone has the right to be safe with people and be protected from bullying/abuse.

PROTECT

Everyone has the right to be safe and be protected from abuse.

No one should behave in a way that makes you feel unsafe or afraid, including anyone in your family, anyone at school or anywhere else in the community.

Tell a teacher or any adult at your school if you feel unsafe.



It's everyone's responsibility.

Adults at school must listen and respond to concerns about child abuse.

If you suspect abuse of any child or young person, you have a responsibility to report it, even if you are not sure.

Further information & resources

www.education.vic.gov.au/protect



Have you ever done, seen or experienced the following behaviours?

- 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

Bullying can threaten wellbeing, health and safety. Any form of bullying will not be tolerated. Sexual harassment is a form of bullying that is focused on a person's appearance, body parts, sexual orientation or sexual activity. It can be in the form of comments, gestures or actions that is intended to hurt, offend or intimidate another person.

Bullies may make comments about someone or use technology to harass someone sexually (like sending inappropriate text messages, pictures, or videos).

If you have been sexually harassed or assaulted, you might experience a range of emotions and it's important to know there are support services available at Ozford and outside that can help you. It is not something you have to live with on your own. Below are some things you can do straight away. Remember – the sexual harassment or assault you have experienced was not your fault and the no one can judge you as you are a victim of someone else's actions.

At any time, if you need to talk to someone urgently you can call the following numbers:

- SARC - 1800 199 888 / 08 6458 1828
- National Sexual Assault and Domestic Family Violence Counselling Service - 1800 737 732
- Lifeline - 13 11 14
- Beyond Blue - 1300 22 4636

1. In an emergency, ensure that you're safe and seek immediate help

If you or someone you know is in immediate danger of sexual misconduct or violence, or you're worried about your safety, contact the police on 000 immediately and try to get to somewhere safe. Police in Australia are safe and can be trusted. 000 is the national Emergency number for life threatening or time critical emergencies.

2. Trust yourself

Remember no matter where you are from, where you work or study, who you are, your religion or your beliefs, you never have to put up with uncomfortable sexual-based behaviour. If you feel like you are on the receiving end of sexual harassment, it is important that you speak up as soon as possible and demand the appropriate person to stop the unwelcome conduct. Explain that it makes you feel uncomfortable and that his or her advances are unwelcome.

If you are unable to stop the behaviour and someone harassed or assaulted you, you may not feel confident about what to do next. Trust your instincts. Remember that it's never okay for someone to harass or assault you for any reason.

3. Seek medical and police help if required

If you've been sexually harassed or assaulted physically, medical support is essential. If you can, try to get to a hospital or health centre where they can give you appropriate medical care.

Sexual assault may or may not begin with sexual harassment. Sexual assault is a serious crime and police intervention is necessary.

4. Report/Disclose the Incident to Ozford

Ozford has a zero tolerance towards sexual harassment, sexual assault and any violence and treats all reports or concerns seriously and sensitively.

If you or someone you know have experienced or witnessed sexual harassment, assault, threatening or other sexual misconduct (sexual assault or sexual harassment - SASH) incident on campus of any form or nature, even if it is a minor incident, you are advised to **report the incident** immediately to the HOSSA or Student Welfare Officer (Student Services Unit) by email, phone or in person. If you did not report the incident previously, you are still encouraged to report the incident. If the incident did not happen on campus, you are still strongly encouraged to report the incident to Ozford.

5. Seek Support at Ozford

Ozford provides a range of support to students affected by SASH. We value your input and we will listen to you and discuss appropriate support options, suggestion on strategies with coping with the incident and steps to further enhance your safety. Private and confidential personal counselling service to get help and support will be offered to affected students. Ozford will also support student to make contact and liaise with any internal unit or external agencies if necessary.

If the incident happened on campus, Ozford will take further actions to further enhance safety of the campus. With your permission, cases of sexual misconduct on campus will be **investigated**. You will be required to engage with the complaints process, and to provide sufficient details of their complaint to permit Ozford to conduct an assessment and investigation of the case. The outcome of the case will be determined by the findings of any investigation, the seriousness of the case and your wishes and decision. Where appropriate and with your consent, the matter will be referred to Victoria Police. You will be supported by the Student Services Unit in your dealings with both internal and external parties during the process.

6. Talk to someone

You can also find someone you can talk to, such as a friend, family member, [counsellor](#) or [youth worker](#). Contact [an organisation in your state or territory](#) that can give you relevant information on seeking help.

7. Seek external confidential professional help and support

If you feel you would like to speak to someone external for support or information, call 1800RESPECT on 1800 737 732 or visit 1800RESPECT.org.au. They provide free and confidential counselling 24-hours a day, 7 days a week. If you need a free interpreter call 131 450.

If you have experienced sexual harassment, you can also make a complaint to the Australian Human Rights Commission by calling our Infoline on 1300 656 419 (local call).

For more information about a service in your state or local area download the DAISY App in the App Store or Google Play.”

Other Support services available for victims of assault including Sexual Assault Crisis Line – 1800 806 292 and National Sexual Assault Domestic Violence Counselling Service – 1800 737 732.

8. Know your legal rights

The laws relating to sexual assault vary from state to state. To find out about your rights, check out the [Lawstuff](#) website.

For information about reporting sexual offences to Victoria Police, please refer to:

<https://www.legalaid.vic.gov.au/find-legal-answers/sex-and-law/sexual-assault/reporting-sexual-assault-to-police>

Ozford will support students to make a report to the police for any criminal matter. When required, Ozford and the Police can work together to enable us to support you more effectively and respond to any processes (such as use of restraining orders) that the Police may assist you in putting in place.

For other emergency, health, support and legal services contact, please refer to Part 10: OZSOS of this Student Handbook.

Financial Support

Students who are faced with financial difficulties and unable to make their fees are welcome to make an appointment with the Accounts Office on Level 10 to discuss the option of a payment plan.

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

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

IT Support

The IT Support Officers from the IT Department provide support to both staff and students both on site and off site. Staff and students who require IT support are advised to lodge an IT service ticket via email or phone. The IT Department will respond to all service request ticket.

Support for Students with Special Needs

Ozford will provide assistance with various processes which a person with a disability may require. Amongst other things, Ozford will:

- Assist students who have difficulty with the application and enrolment process.
- Assist with accessing results, course advice and course transfers.
- Provide or refer students to student counselling services and intensive literacy and numeracy support when required.

Ozford will liaise on behalf of the student with special needs if requested. This includes:

- Organise and allocate appropriate internal and external disability support staff
- Provide student/teaching staff liaison on delivery, assessment and learning support issues
- Provide advocacy and conflict resolution services if any grievance arises.
- Assess the student's learning support needs in consultation with each student (and/or an associate of the student)
- Recommend reasonable adjustments to delivery and assessment to appropriate teaching staff.
- Recommend tutor and assist students with understanding tasks, including the planning and reviewing of assignments, editing and proof reading.
- Provide appropriate disability support, e.g. Auslan interpreter, note taker, participation assistant, special equipment.
- Supervise and scribe for tests.
- Review reasonable adjustment arrangements as required to allow for changing needs of students
- Ensure adequate physical access and facilities.

Part 8: OZVISA – INFORMATION FOR STUDENT VISA HOLDERS

This section is applicable to students holding a student visa. Your visa is subject to a number of visa conditions that you must comply with. Different visa conditions apply to you and members of your family unit.

Breaching a visa condition may result in the cancellation of your visa.

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 5 days of the change.

Please refer to Immigration website for more details on Student Visa conditions:

<https://www.homeaffairs.gov.au/>

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>

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 and Fair Work Ombudsman

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: [Work conditions for student visa holders](#)

Fair Work Ombudsman

International students have the same workplace rights as all other workers in Australia. The Fair Work Ombudsman (FWO) is an independent government agency that provides free advice and assistance to all workers to help them understand these rights. Contact details is available at Section 9 of this Student Handbook.

For more information on working in Australia as an international student, visit:

www.fairwork.gov.au/internationalstudents

Watch this short video on YouTube about working in Australia. It's available in many languages:

<https://www.youtube.com/playlist?list=PLu9hkBtGA1TswFouDgVkJFsp7GC-v4OxT>

Download the free Record my Hours app to keep track of your working hours. It is available for both Apple and Android, and developed with young visa workers in mind. You can also keep other work-related information such as your roster using the app. This app is also available in 18 different languages: <https://www.fairwork.gov.au/app>.

Use the PACT Calculator (Pay and Conditions Tool) to find your correct pay rate and other entitlements at work: <https://calculate.fairwork.gov.au/findyouraward>

The Anonymous Report is an online interactive form that allows you to report a workplace concern anonymously: www.fairwork.gov.au/tipoff

Transfer between Registered Provider

If you are thinking about changing your course and education provider, you need to ensure that you continue to meet the conditions of your student visa. In some cases, you will need to apply for a new student visa.

Student Visa Condition 8202 stated that you must:

- remain enrolled in a registered course (if you are a Foreign Affairs or Defence sponsored student or a secondary exchange student you must maintain full-time enrolment in your course of study or training)
- maintain enrolment in a registered course that is the same [Australian Qualifications Framework \(AQF\) level](#) or higher for which we granted your student visa, unless changing from AQF level 10 to level 9. See: [Change in study situation](#).
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

If you are holding a student visa, you must stay enrolled at the same or higher course level (unless you are dropping from a Doctoral degree - PhD to a Master's degree), or you may be breaching condition 8202 of your visa and your visa might be cancelled.

[The Australian Qualification Framework \(AQF\)](#) sets course levels.

You will generally need a new student visa if you want to change your main course of study to:

- a lower AQF level course
- a non-AQF course

This is the case even if the new course is with the same education provider.

You would need to apply for a new visa in these example situations:

- You are studying a Bachelor of Science (AQF Level 7). You want to change to a Diploma of Accounting (AQF Level 5) at the same institution.
- You are studying a Certificate IV (AQF Level 4). You want to transfer to an ELICOS course (non-AQF course) at a different institution.

Visit: <https://immi.homeaffairs.gov.au/change-in-situation/study-situation>

Further information about the impact of changing courses or education institutions is available on the Department of Immigration and Border Protection's website at <https://immi.homeaffairs.gov.au/change-in-situation/study-situation#>

If you have not completed 6 months of your main course, you can only change education providers in some limited situations. See [Education Services for Overseas Students \(ESOS\) National Code](#) for details.

Before you enrol at another school or college, refer to Ozford's Transfer between Provider Policy and Procedures to learn how your request will be processed.

Part 9: OZCONNECT – BEYOND OZFORD

Students from all over the world come to Melbourne to study. The City of Melbourne provides a range of services, advice and support for international students. There are also other external organisations that provides help, support and various opportunities to students to engage with the community to enrich their study experience.

Study Melbourne Centre

The Study Melbourne Student Centre is a free and confidential support and welfare service for international students studying in Victoria. Call its 24-hour phone line on 1800 056 449 (free call from landline phones) or visit the [Study Melbourne Student Centre website](#).

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: 17 Hardware Lane, Melbourne, VIC 3000.

Phone number: 1800 056 449



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>

International Student Guide

Ozford English Language Centre Pty. Ltd. is trading as Ozford English Language Centre (CRICOS No. 02501G, ABN 35 100 454 475).

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>

International Student Representation

Australian Federation of International Students (AFIS) and the Council of International Students Australia (CISA) are two Australia's peak representative organization for international students. Students are welcome to sign up with CISA and AFIS to get involved with the activities and programs organised by CISA and AFIS to enrich their study experience in Australia.

Consumer Affairs Victoria

Knowing your consumer rights will help you avoid problems when you buy products or services. View our information on:

- [Products and services](#) - your rights when buying in a store, online, at your door, or by phone
- [Mobile phone contracts](#) - read our tips before you sign a contract
- [Cars](#) - buying a new or used car
- [Scams](#) - how to identify and avoid common scams.

Contact details is available at Section 9 of this Student Handbook.

City of Melbourne Welcome Desk

The Student Welcome desk at Melbourne's Tullamarine Airport will give you a free welcome pack and information and advice on:

- temporary accommodation options
- transport options from the airport to central Melbourne or your school
- Things you may need.

For more information, visit the [Student Welcome Desk website](#).

Refuge of Hope

Refuge of Hope is a non-profit organisation that provides assistance and advice to refugees and international students from Latin America. For more information, visit

<http://www.refugeofhope.org.au/>.



Part 10: OZSOS – Emergency, Health & Wellbeing, Crisis & Legal Services*

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.

Other Emergency Contacts - 24 Hour Helpline

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

24 Hour Counselling / Helpline

Organisation Name	Phone	Website/Email
Lifeline Australia (Crisis Support & Suicide Prevention)	13 11 14	W: www.lifeline.org.au
Beyond Blue (Support for anxiety or depression)	1300 22 4636	W: www.beyondblue.org.au
Kids Helpline (counselling for young people aged 5 to 25)	1800 55 1800	W: www.kidshelpline.com.au E: counsellor@kidshelpline.com.au
1800 RESPECT (National Sexual Assault, Domestic Family Violence Counselling Service)	1800 737 732 Interpreter: 131450	W: www.1800respect.org.au
Counselling Online (Free Drug and Alcohol Counselling)	1800 888 236	W: https://www.counsellingonline.org.au/

Health and Wellbeing Support Contacts

Organisation Name	Phone	Website/Email
National Home Doctor Service (after hours medical care)	137425	W: https://homedoctor.com.au/
Headspace (Information and support for young people)	(03) 9027 0100	W: https://headspace.org.au/
Head to Health (digital mental health resources)		W: https://headtohealth.gov.au/
SANE (support for mental health)	1800 187 263	W: www.sane.org/

Quit line (to help people give up smoking)	13 78 48 (8am to 8pm Mon to Fri)	W: www.quit.org.au/
Child Protection (Advice or to report concerns about child abuse after hours)	13 12 78	W: https://www.police.vic.gov.au/content.asp?Document_ID=43369
Safe Steps Family Violence Response Centre	1800 015 188	W: www.safesteps.org.au
Sexual Assault Crisis Line (Victorian Centres Against Sexual Assault)	03 9635 3610/ 1800 806 292	W: www.casahouse.com.au E: casa@thewomens.org.au
Melbourne Sexual Health Centre	03 9341 6200	W: https://www.mshc.org.au
WIRE (Women's Information and Referral Exchange)	1300 134 130	W: https://www.wire.org.au
Mensline (support, information and referral service for men with family and relationship concerns).	1300 789978	W: https://mensline.org.au
Queerspace (support for the LGBTIQ+)	03 9663 6733	W: https://ds.org.au/our-services/queerspace/
QLife (counselling and referral service for LGBTIQ+ people)	1800 184 524	
Eating Disorders Victoria (help with eating disorder)	1300 550 236	W: www.eatingdisorders.org.au/
The First Stop (Alcohol & drug support)	1300660068	W: https://thefirststop.org.au/
Direct Line (Victoria alcohol & drug support)	1800 888 236	W: https://www.directline.org.au/
Gambling Help Online	1800 858 858	W: www.gamblinghelponline.org.au/
Road Trauma Support Services	1300 367 797	W: https://rtssv.org.au/
Child Abuse Prevention	02 9716 8000	W: https://childabuseprevention.com.au/
ARCAP (ACA & PACFA registered counsellors & psychotherapist)	1300 784 333	W: https://www.arcapregister.com.au/ W: https://www.theaca.net.au/find-registered-counsellor.php W: https://www.pacfa.org.au/

Legal / Consumer/ Work Services

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

Part 11: OZEDGE – AROUND OZFORD

Ozford is located in Melbourne CBD. Melbourne is a welcoming city with venues, services and facilities designed to make your trip into the city accessible, easy and enjoyable. Find out more about Melbourne's Accessible amenities. Visit:

<https://whatson.melbourne.vic.gov.au/visitors/accessibility/Pages/Accessibility.aspx>

Medical Centres near 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>William Angliss Medical Centre Address: L2, 555 La Trobe Street Melbourne VIC 3000 Phone: 03 9606 2208 Hours: 8.30am to 5.00pm Monday to Friday excluding public holidays Fees: Local (Medicare) full time students' bulk billed, no gap fee for OSHC students</p>	<p>La Trobe Street Medical Centre Address: Shop 152, Level 1 Melbourne Central Phone: 9650 0023 Hours: Monday to Friday, 8.30am – 5.00pm, Saturday, 10.00am – 6.00pm, Sunday, 11.00am-6.00pm. Fees: Local (Medicare) full time students' bulk billed, no gap fee for OSHC students</p>
<p>Melbourne City Medical Centre Address: 68 Lonsdale St, Melbourne VIC 3000 Phone: (03) 9639 9600 Hours: 8:30am–6pm Monday to Saturday Closed Sunday and Public Holidays Fees: General Consultation Fee \$70-\$120, International students \$40 gap fee applies.</p>	<p>QV Medical Centre (Located in QV) Address: Level 7, 1 Elizabeth St Melbourne VIC 3000 Phone: 9662 2256 Hours: Monday to Friday, 9am-8pm; Saturday 10-4.00pm and Sunday 10.30-4.30pm Fees: Local (Medicare) fulltime students bulk billed, International Students \$65 (no gap).</p>
<p>Swanston Street Medical Centre Address: Level 3, 255 Bourke St., Melbourne Phone: 9205 7500 Hours: Monday to Thursday 8.30am – 6.00pm, Friday 8.30am – 5.00pm, Saturday 9.00am -1.00pm Fees: Local students bulk-billed,</p>	<p>NATIONAL Home Doctor- DOCTOR TO YOUR DOOR ** Address: Melbourne VIC 3000 Phone: (03) 94295677 or 137425 Hours: Monday to Friday 4.00pm to 8.00am. Saturday 10.00am onwards, 24 hours on Sunday and Public Holidays</p>

International students \$20 gap fee applies.	Fees: No gap fee. Bulk billed
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Food Outlets and Shopping

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:

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

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 Wi-Fi is available outdoors in the Melbourne central business district (CBD) including Bourke St Mall, Queen Victoria Market, Melbourne Convention and Exhibition Centre, Melbourne Museum and on platforms at CBD train stations.





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)

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.

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.

Student discount is available at some retailers, including some online stores, so it is always worth to check out if discount is available before you make a purchase. Some discounts available for students are published on the following links:

<https://www.myunidays.com/AU/en-AU>

<https://studentedge.org/>



Library, Sports and Recreational Facilities

City of Melbourne Libraries has six branches across the municipality, located in the central city, Carlton, Docklands, East Melbourne, North Melbourne and Southbank. Visit:

<https://www.melbourne.vic.gov.au/community/libraries/locations/Pages/locations.aspx>

Melbourne's parks, gardens and public open spaces offer a wonderful range of opportunities to make the most of your leisure time. Explore major Parks and public spaces in city of Melbourne. Visit:

<https://www.melbourne.vic.gov.au/community/parks-open-spaces/guide-to-parks/Pages/guide-to-parks.aspx>

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.

Visit: <https://www.melbourne.vic.gov.au/community/sports-recreation/Pages/sports-recreation.aspx>

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 or you can swim or work out at the gym. You can register your interest by contacting the customer service team on (03) 9347 3677 or sending an email to carltonbaths@ymca.org.au.



Address: 248 Rathdowne Street, Carlton, VIC 3053

Opening Hours:

Monday to Friday: 6am - 10pm

Melbourne Events and Festivals

Find out [what's on in Melbourne](https://whatson.melbourne.vic.gov.au/Pages/Home.aspx) with all the latest events, restaurants, shopping destinations and things to do. Visit: <https://whatson.melbourne.vic.gov.au/Pages/Home.aspx>

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. Lunar 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.

