



**ALACC Health College**  
A U S T R A L I A

# STUDENT SUPPORT SERVICES BOOKLET

If you wish to ask for further assistance,  
our Student Support Officer will be happy to help you

# STUDENT,

# SUPPORT

# SERVICES!

[www.alacchealth.edu.au/faqs](http://www.alacchealth.edu.au/faqs)

START

FLOWCHART FOR STUDENTS

COMPLAINTS

ADMIN

ACADEMIC

EXTERNAL

INTERNAL

Enrolments  
Reception

Speak to Trainer  
Course Coordinators

LEGAL ADVICE  
Kearney Guy  
Legal Firm

STUDENT  
GROUP  
/ ALUMNI  
(Email or  
Facebook)

International Students  
C.O.E/VISA  
jeremie  
@alacchealth.edu.au

Special  
Considerations  
Course Trainers

Review  
[External Support  
Help Sheet](#)

WELFARE OFFICER  
jason  
@alacchealth.edu.au

Placements  
chittesha  
@alacchealth.edu.au

English Support  
elizabeth  
@alacchealth.edu.au



STUDENT ADVISOR  
royce  
@alacchealth.edu.au

CERTs of Attainment  
shrijana  
@alacchealth.edu.au

Student Progress  
Course Trainers



SEEK SUPPORT  
[Course Coordinators]

Fees/Invoices  
jeremie/shrijana  
@alacchealth.edu.au

MOODLE Access  
Reception

Withdrawals/Deferral  
shrijana  
@alacchealth.edu.au

DONE

WELL  
DONE



ALACC Health College  
AUSTRALIA

189-191 Plenty Road, Preston, VIC 3072  
t (03) 94804445 m 0404 000 993 website: [www.alacchealth.edu.au](http://www.alacchealth.edu.au)  
ABN: 49 122 509 602 CRICOS NO: 02933E RTO 21872



# Student Support Services Handbook

At ALACC, we care about our students and seek to ensure your learning experiences with us is not only academically rewarding but also that it is enjoyable.

Our Student Support Services team are available if you have problems with training or anything else that may be causing you concern. This includes welfare assistance and student life guidance.

## Peer Support

Each class group usually has a student representative to connect with to share info. [Join your Student WhatsApp Group](#) (Please check with

## College Support

<https://www.alacchealth.edu.au/faqs/>

ALACC aims to support students in their daily lives and during emergency or crisis situations.

## Student support personnel

- International Student Liaison / Student Support Officer – Mr Jeremie Mercado
  - Liaise with Overseas students and agents on enrolment.
- Student Support Officer – Mrs Sandy Bains.
  - She assists with Student support services and welfare related services.
- Student Support personnel: Elizabeth Pagone – Assist with the English Language
- Student Support in Learning and Assessment – the respective Course program coordinators.

## Legal Assistance

ALACC has an arrangement with [Kearney Guy Legal](#), whereby initial legal assistance is provided for the **first 2 sessions** at no cost to the student. However, if the student wishes to engage that firm to act on his or her behalf, legal fees will be payable.

## Counselling

Should you require professional counselling, [Counselling Access Online](#) provides a confidential counselling service. ALACC Health College will cover fees charged for the **first two-hour session** if you need this service. Should the student wish to continue with the Counsellor, students can negotiate costs and meeting times.

In an emergency, the CEO \ Director of Studies can be contacted on 9480 4445 during office hours or 0404 000 993 after hours.

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# ABOUT MELBOURNE

[www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au)

There is much to love about Melbourne. Just ask the locals. This sophisticated world city in mainland Australia's southeast corner inspires a deep passion in those lucky enough to live here. They love its vibrant energy, staggering choice of restaurants, funky boutiques, café-filled laneways, cool bars, unbeatable galleries, luscious parks and village-like inner suburbs, each with its unique character.



Melbourne, a relatively modern city that is less than 200 years old, never sits still. New futuristic designs add to the fascinating mix of architecture and ensure the skyline is constantly changing. Melbourne is very much about lifestyle. So, it is no huge surprise to residents that their city has been named in an international poll as the world's most liveable city.

Melbournians embrace three things in particular:

- **Sport** (Australian Rules football is almost like a religion).
- **Fashion** (the look is chic with a dash of quirky and edgy).
- **Festivals** (the calendar is packed year-round).



They even embrace their notoriously changeable weather. A standing joke in Australia is that Melbourne can experience four seasons in a day. But it is just another example of how they have it all!

Sometimes, the best part of visiting a new city is when you unexpectedly depart from the tourist trail and glimpse the city's "real" side. While the big attractions can be great fun, often it's the more subtle "insider" experiences that leave you feeling delighted.

Here is some inside information to help you discover Australia's second-largest city (also the capital of Victoria).

## Location

Focussed around a central business district, Melbourne's 8,800 sq km of suburbs spread more than 40 km to the south, are hemmed in by the picturesque Dandenong ranges 30 km to the east, extend up to 20 km to the north and sprawl across vast, flat basalt plains to the west.

## Time zone

Australian Eastern Standard Time is GMT plus 10 hours.

## Daylight Savings -

<https://www.timeanddate.com/time/change/australia/melbourne?year=2023>

last Sunday in October to the first Sunday in March.

## Daylight hours:

Winter -9 hours, 32 minutes (June 21st), Summer- 14 hours, 47 minutes (December 22nd)



# ABOUT MELBOURNE

## Climate



Melbourne has a well-deserved reputation for its changing weather. Over a day, it can be possible to experience a little something of the four seasons. So, be prepared for anything – take an umbrella and wear shorts!

Melbourne has a temperate climate of mild temperatures with four distinct seasons:

**Summer** (December to February) warm to hot. **Autumn** (March to May) mild

- Average maximum temp 25°C (77°F)
- Average minimum temp 14°C (57°F)
- Average maximum temp 20°C (68°F)
- Average minimum temp 11°C (52°F)

**Winter** (June to August) cool to brisk

- Average maximum temp 14°C (57°F)
- Average minimum temp 7°C (45°F)

**Spring** (September to November) cool to mild

- Average maximum temp 20°C (68°F)
- Average minimum temp 10°C (50°F)

The Student Support Officer with the CEO/Director of Studies, has the primary objective of providing support, advice, and advocacy to students individually and collectively across various issues impacting student life.

## Duties and Responsibilities

- Provide a confidential personal advocacy and mediation service to students for matters that affect their wellbeing and impact their performance at the College
- Provide support to students in dealing with the College and third parties, e.g., placement providers
- Make submissions to the College on behalf of students
- Support and represent students in non-academic and welfare matters by providing appropriate advice, information and referrals where necessary
- Monitor changes to College's policy and procedure and prepares guidance on how changes may affect students
- Support the goals of student members collectively by providing support where required to student functions within the College
- Assist in developing and implementing policies and procedures that encompass the welfare of the students
- 

## International Student City Ambassador Program

City Ambassador volunteers are trained volunteers who rove the city centre retail core in distinctive red uniforms, answering all kinds of queries from Melbourne's diverse community - from people who've come from across the world to those who've come from across town. Volunteers provide their services without financial payment and offer a friendly and informative welcome to visitors.



# ABOUT MELBOURNE

The International Student City Ambassador Program encourages international students to get involved and be trained as a City Ambassador for three months. Ambassadors represent Study Melbourne at events and share their experience, knowledge and insights with the international student community.

For more information or to register your interest in the International Student City Ambassador Program, contact the City of Melbourne on (03) 9658 9658.

## Useful websites

<https://www.melbourne.vic.gov.au/CommunityServices/ForYouth/InternationalStudents/Documents/DiscoverMelbourneStudentGuide2010.pdf>

This guide contains all the information you need to make the most of the city and live like a local – including places to visit, free things to do and unique insider's tips.

<http://www.visitmelbourne.com/>

The official travel website for international visitors to Melbourne, Australia. Find out about destinations, accommodation, festivals and events

**Cost of living (All prices are in \$AUD) (Updates can be viewed on the Department of Immigration website) <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>**

Melbourne is one of the cheapest cities in which to live. Compared to other major Australian cities, it provides a very high quality of life that is also affordable.

As a general guide, accommodation, food, transport, clothes, and expenses could vary depending on rest and accommodation, located in Melbourne, and lifestyle. For example, for a married person with a dependent or with children, the living expenses may increase.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices. Remember that you can shop around for items such as clothing and shoes to find a cheaper source depending on the quality of goods.



Approximate Costs for Food Personal Effects/Services:














**[UPDATED PRICES ON NEXT PAGE]...**



# ABOUT MELBOURNE

**\* INDICATIVE LIVING COST 2023**



Food		Update prices
	Basic lunchtime menu (including a drink) in the business district	AU\$21
	Combo meal in fast food restaurant (big mac meal or similar)	AU\$13
	500 gr (1 lb.) of boneless chicken breast	AU\$7
	1 liter (1 qt.) of whole fat milk	AU\$1.69
	12 eggs, large	AU\$8
	1 kg (2 lb.) of tomatoes	AU\$7
	500 gr (16 oz.) of local cheese	AU\$7
	1 kg (2 lb.) of apples	AU\$4.36
	1 kg (2 lb.) of potatoes	AU\$3.21
	0.5 l (16 oz) domestic beer in the supermarket	AU\$6
	1 bottle of red table wine, good quality	AU\$19
	2 liters of coca-cola	AU\$3.77
	Bread for 2 people for 1 day	AU\$2.88



# STUDY GUIDES

ALACC's primary training location is located in Preston 3072, a Northern suburb of Melbourne.

Our training locations are located close to a wide variety of restaurants, including fine dining and fast food, café, and shopping ranging from basic groceries to clothes and accessories. Both suburbs are serviced by trains and are very well connected by buses, while Preston has an additional advantage of being serviced by tram.

Preston forms part of the dynamic City of Darebin, which stretches from Melbourne's inner northern suburbs of Northcote and Fairfield out to the traditional middle ring suburbs of Reservoir and Bundoora.

## **SERVICES AVAILABLE**

Darebin has people from 148 different cultural backgrounds, with over 105 different languages being spoken. Because of this, there are some excellent Multicultural resources and help available. The website <http://www.darebin.org> has some excellent links to a variety of community resources available in Preston.

## **Student Accommodation**

There are various types of student accommodation available off-campus and located close to ALACC Health College, Australia.

### **Share and rental accommodation**

In share houses, each person usually has their bedroom and shares the kitchen, bathroom and living areas. Rental costs range per person per week, depending on location and facilities.

Real estate agents offer a variety of rental accommodation, including houses and apartments. The average weekly rent ranges from AU\$200–AU\$300 for a one-bedroom flat, and AU\$250–AU\$400 for a two-bedroom flat. Additional expenses for both share and rental accommodation include food, gas, electricity, transport and telephone calls.

### **Private student hostel accommodation**



There are many private hostels close to ALACC, offering a furnished bedroom, shared bathroom, living and leisure areas. Some hostels provide meals, while others offer kitchen facilities. Computer facilities with WIFI are available. Extra costs may include the payment of a bond. A bond is a security deposit that is held until your tenancy has finished. It will usually be refunded if you have no rental arrears or you have not caused any damage to the premises.

### **Homestay/full board**

Homestay is an excellent choice for students wanting to experience living in an Australian home while at the same time improving their English. Students generally have their furnished bedroom and share living spaces with their homestay family. Weekly

# STUDY GUIDES

rates are approximately AU\$230. Meals are included; however, telephone calls and travel expenses are not. Your host family will help you learn about travelling to classes by public transport.

## Rented House or Flat

This option gives students the chance to live with fellow students or on their own. However, there are several issues to consider. In many cases, students need to sign a 12-month lease and provide a bond and references. While this type of accommodation allows students to be independent, they need to buy their food, prepare meals and complete other household tasks such as cleaning. Costs to rent a house varies per week for a three-bedroom home in the suburbs or a two-bedroom flat. These prices do vary, however, depending upon location.

The above costs are generally for unfurnished accommodation, and expenses would be higher for furnished housing. Please note that all prices quoted are in Australian dollars and are subject to change.



## Student Accommodation Sites

The following sites provide more information on student accommodations.

<p><b>Le Student 8</b> 205 Bell Street Melbourne VIC 3072 Telephone: +61 3 9485 0200 Fax: +61 3 9485 0180 Toll-Free: 1800 006 493  Web: <a href="http://www.lestudent8.com">www.lestudent8.com</a></p>	<p><b>College Square</b> 800 Swanston Street Melbourne VIC 3072 Telephone: +61 3 9485 0200 Fax: +61 3 9485 0180 Toll-Free: 1800 006 493  Web: <a href="http://www.collegesquare.ymca.org.au">http://www.collegesquare.ymca.org.au</a></p>
<p>Vacancy Seeker - search for and submit accommodation vacancies for several different accommodation types, including emergency, transitional, supported and respite. <a href="http://www.vacancyseeker.org.au">www.vacancyseeker.org.au</a></p>	
<p><b><u>Tenants Union of Victoria</u></b> Provides advice and assistance regarding accommodation and tenancy rights <b>Address:</b> 55 Johnston Street, FITZROY VIC 3065 <b>Phone:</b> (03) 9416 2577 <b>Website:</b> <a href="http://www.tuv.gov.au">www.tuv.gov.au</a></p>	

# STUDY GUIDES

## TRANSPORT



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Melbourne has an extensive public transport system that includes trains, buses, tramways, ferries, and international airport.

### Tickets

Melbourne's new stored-value Myki (my-key) ticketing system is now fully operational on trains, trams and buses. For the first six months of Myki's operation, [MYKI app](#) can be used to ride on any of Melbourne's metropolitan trains, trams or buses.

[MYKI cards](#) can be purchased at train stations, onboard trams and buses, at retail outlets such as newsagents and convenience stores displaying the sign. A tapped-on ticket allows you to travel on all Melbourne's trains, trams and buses.

The transport network is divided into two zones, representing inner (zone 1) and outer (zone 2) Melbourne.

Tickets can be bought for two hours, a full day, a week, a month or a year. You may make as many trips as you like within the zone and period you've paid for – for instance, a zone-1 two-hour ticket or zones 1 & 2 weekly tickets.

### DOWNLOAD THE PTV APP (With MYKI)



### The College is accessible by Timetable

	Train/Tram/Bus Line	Getting Off	Walking Distance from ALACC
<b>Train</b>	Mernda Line	Bell Station	10 minutes
<b>Tram</b>	No. 86, 83 or 11,112	Stop 44 or 45	2 minutes
<b>Bus</b>	Route 513	Plenty Rd/Bell St	5 minute

### DOWNLOAD THE CITYMAPPER APP (TRAIN + BUS + TRAM)



The Public Transport Victoria website will show you how Melbourne's transport system operates and has timetables. [Home - Public Transport Victoria \(ptv.vic.gov.au\)](http://ptv.vic.gov.au)

## NightRider

NightRider is a bus service that provides a safe, easy and inexpensive way to travel after midnight on weekends. All you need is a valid Metcard. Buses run every 30 minutes, 1.30 am - 4.30 am on Saturday mornings, and 1.30 am to 5.30 am on Sunday mornings.

## CABS/TAXI by APPS

- [UBER](#)
- [OLA](#)
- [GoGet](#)

## Taxicab

If you are not satisfied with your service, note your driver's identification number, displayed on the dashboard, and the taxi registration number (licence plate) and report to the Taxi company.

Northern Suburban Taxis	131 119	Silver Top	131008
Yellow Cabs	132 227	West Suburban	9689 1144

## Driving

In Australia, drive on the left side of the road. It is your responsibility to keep yourself informed of Victoria's road rules.

VicRoads is the state authority that issues Victorian driver permits and licences. They can also tell you whether your overseas licence or permit is valid in Victoria and for how long.

Visit <http://vicroads.vic.gov.au/> for information regarding Driving Permits, Licences, Road Rules and your responsibilities if you are involved in an accident

## Driving Under Influence (DUI)

You can expect to be stopped at any time for a random roadside test by Victoria Police. If your blood alcohol level is more than .05 or you have any illicit drugs in your system, you can expect heavy fines, suspension of your licence, and even risk jail.

## Speeding

The government and the police enforce strict speed limits in Victoria with speed cameras and radar. Be careful of School Zones and Pedestrian Crossings.

# STUDY GUIDES

Exceeding the speed limit in a vehicle other than a large vehicle by less than 10km/h is \$146.02 and one demerit point. Failing to obey traffic lights (red-light or arrow) incurs a penalty of \$292.05 and three demerit points.

You can find more information at <http://www.justice.vic.gov.au/>

## Toll roads

Melbourne has several toll roads. You can either purchase an E-tag or pay within 24 hours of your journey at selected newsagents or online. Further information is available at [www.citylink.com.au](http://www.citylink.com.au) and [www.eastlink.com.au](http://www.eastlink.com.au).

## MAPS



If you need assistance finding your way around the city and suburbs, please download specialise maps: [Maps - What's On Melbourne](#)

Alternatively, there are some excellent websites available, [www.whereis.com.au](http://www.whereis.com.au) being one of the best available

## Currency - <https://www.x-rates.com>

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The banknotes in use are, \$5, \$10, \$20, \$50 and \$100. Coins used are the silver-coloured 10 cents, 20 cents and 50 cents and the gold-coloured \$1 and \$2 coins.

## Banking

A good idea is to set up an Australian bank account. You will need to provide your visa and evidence of residency. Over 20 local and numerous international banking groups are represented in Australia. All central banks have a branch in cities and regional centres.

Most shopping centres have Automatic Teller Machines (ATM), EFTPOS, Google Pay and credit facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. You can also 'Cash Out' at major supermarkets

Be aware most banks usually charge a fee –anywhere from \$1 to \$3 - if you use a brandless ATM or another bank.



## Normal bank trading hours

9.30 am to 4.00 pm Monday to Thursday | 9.30 am to 5.00 pm Friday



# STUDY GUIDES

## Credit Cards

Credit Cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Diners International, MasterCard, Visa and their affiliates.

To report a card lost or stolen, call your bank or credit card provider, or login to your banking app or portal to put your card on hold. Lost wallets are sometimes handed into local police stations.

## Personal Bank Loans

International students studying in different universities in Australia need money for financing their tuition fees and living expenses. There are some banks and financial institutions that are extending personal loans to international students. These loans are typically secured loans backed by a guarantor, but you could also be eligible for some short-term unsecured loan without any guarantor.

## Tipping

Tipping is not the general custom in Australia, and service charges are not added to accounts by hotels and restaurants.

## Goods and Services Tax (GST)

The Goods and Services Tax (GST) is a 10% tax on the supply of most goods and services in Australia. The GST does not apply to fresh food, your education, or international airfares.

Under the Tourist Refund Scheme, if you purchase new or second-hand goods with a total minimum value of \$300 from one shop, you are entitled to a GST refund no more than 30 days before you leave Australia. It excludes beer, spirits and tobacco, which can be bought duty-free.

For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666, or you can visit [Can you bring it in? \(abf.gov.au\)](http://Can you bring it in? (abf.gov.au))

## Budgeting

Living on a student income is challenging - especially if this is the first time you have lived away from home; so think carefully about how you will support yourself while you're here and your expenses. The following website provides information on how to budget in Australia: [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

The Commonwealth Bank has a helpful Student Budget Calculator.  
[www.commbank.com.au/personal/tools-calculators/default.aspx](http://www.commbank.com.au/personal/tools-calculators/default.aspx)

## Trouble managing money?

Debt can be a severe problem for some students. Make sure you talk to someone who can help. Consumer Affairs Victoria can refer you to a financial counsellor who can negotiate on your behalf with your creditors.

Call 1300 55 81 81 or check [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

# STUDY GUIDES



## Leaving the country?

Before leaving Australia, make sure any Debts/Bills you have incurred are PAID IN FULL; failure to do so could affect your re-entry and future visa application to Australia.

## English Language Assistance

ALACC College is committed to making the transition to Australia as enjoyable and easy as possible. As part of this commitment, the College offers English Language Workshops for students who need or wish to improve their English skills.

## Study Methods

ALACC encourages students to undertake a private (individual) study to enhance their learning experience.

ALACC's Student Induction Manual includes Study hints, tips and guidelines to assist students in their transition to the Victorian Educational System.

Most of our trainers have vast experience teaching international students. They understand the difficulties of different study methods. They will be able to help you develop new skills. Please contact your Course Coordinator if you require any assistance.

<http://www.studymelbourne.vic.gov.au/> - Victoria's official website for international students in Melbourne and regional cities.

<https://www.studying-in-australia.org/> - Valuable information on studying and living in Australia & information on Australian visa requirements

## Assessment Anxiety

Students enrolled in the College also have access to AC Psycho-solutions for any professional counselling or training related issues that may be causing concern. These services are available anytime, and Anna can be contacted on 0413082507

## Library

The College Library has a good selection of resources available to students for use in the library. Trainers can access these resources for students at any time during class times. Students may make requests to library staff for assistance with research or resources.

Our nearest Public library is part of the Darebin Library Service, located in Cramer Street, Preston <https://libraries.darebin.vic.gov.au/>

Victoria has an extensive network of Free Public Libraries that hold a range of materials from DVDs to technical texts and Internet & Computer facilities. To become a Member, you will need to provide Identification with your current Name & Address. To find your nearest Public, Academic or Specialist Library, visit <https://www.plv.org.au/>

Latrobe University and RMIT University are located in the nearby suburbs of Reservoir and Bundoora.

# STUDY GUIDES



## **Plagiarism - PLAGIARISM ONLINE CHECKER**

Plagiarism is the act of representing another person's work or idea as their original work without appropriate acknowledgment of the author or source. For example, failure to acknowledge that statements have been borrowed from another source like the internet, published books or periodicals, among others, is considered plagiarism.

ALACC has a Plagiarism policy that is strictly enforced. Members of the teaching staff must report the matter to the CEO/ Director of studies if they have reasonable grounds to believe that cheating has occurred.

## **Collusion and Collaboration**

Collusion - a student presents an assignment as his or her own (in whole or part) of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct.

To facilitate a better understanding, ALACC encourages students to discuss and assist each other with problems associated with their studies. However, it is imperative to note that all assigned work must be undertaken by the student independently, and you must not work in groups unless specifically requested by the lecturer.

## **Cheating**



Work submitted for Assessment is accepted on the basis that it is a student's work. In any case, if the work submitted is identical/ similar to another student's work, an assumption of cheating may arise. Cheating will most likely lead to failure in the unit concerned, and additional penalties may apply.

## **Penalties for Plagiarism**

Disciplinary action will be taken against students who engage in plagiarism and collusion as outlined in the college policy, which is available upon request and viewable on the college website.



# LEGAL ASSISTANCE

## Community Agencies



- Financial and Consumer Rights Council (03) 9663 2000
- Council on the Ageing (Vic) (03) 9654 4443
- Victoria Legal Aid (03) 9269 0234 or 1800 677 402
- Fitzroy Legal Service (03) 9419 3744
- Geelong Community Legal Service (03) 5221 4744
- North Melbourne Legal Service (03) 9328 1885
- Victorian Welfare Rights Unit (03) 9416 1111
- Consumer Law Centre (03) 9629 6300

## Community Centres



- **Darebin Community Legal Centre Inc**  
279 Spring Street, Reservoir  
Email: [enquiries@darebinclc.org.au](mailto:enquiries@darebinclc.org.au)  
Phone: 9484 7753
- **The Federation of Community Legal Centre (Vic) Inc**  
Suite 11, 1st Floor, 54 Victoria St, Carlton South Vic 3053  
Tel: (03) 9652 1501  
[administration@fclc.org.au](mailto:administration@fclc.org.au)
- **Brimbank Melton Community Legal Centre**  
Suite 6, 3 Alexandra Street, Melton, 3337  
Tel: (03) 9971 1800 Fax: (03) 9746 8924  
[legal@comm-unityplus.org.au](mailto:legal@comm-unityplus.org.au)
- **Fitzroy Legal Service Inc**  
PO Box 297, Fitzroy, 3065  
124 Johnston Street, Fitzroy, 3065  
Tel: (03) 9419 3744 Fax: (03) 9416 1124  
[enquiries@fitzroy-legal.org.au](mailto:enquiries@fitzroy-legal.org.au)
- **Youthlaw**  
Free, confidential legal advice for people under 25.  
**Address:** 19 King Street, Melbourne  
**Phone:** (03) 9113 9500

# HEALTH & WELLBEING

## Helplines



- Brotherhood of St Laurence (03) 9483 1183
- Utility Relief Grant Scheme (03) 9616 7839
- Stop Over (03) 9347 0636
- The Salvation Army (03) 9650 4851
- The Smith Family (03) 9419 8500 or 1800 808 915
- Victorian Relief Committee (03) 9329 5599
- Domestic Violence Crisis Service (Vic) (03) 9373 0123 or 1800 015 188
- St. Vincent de Paul Society (Vic) 1300 305 330

## Aboriginal & Torres Strait Islanders

<http://www.vacsal.org.au/> - 496 High St, Northcote

<http://www.vaccho.org.au/> - 17-23 Sackville Street, Collingwood

[Click here for list of services and contacts](#)



## The Drum - Youth Services, Drummond Street Relationship Centre

195 Drummond St, Carlton | Ph: 9663 6733

Website: [Drummond Street Relationship Centre](#)

The Drum - Youth Services targets young people aged 12 to 25 years who live, study, work, and visit the Carlton/Parkville area, and features a comprehensive mix of youth programs and services including:

- Vocational, education and employment connection and support programs
- Targeted interventions (such as case management and counselling) for young people with specific needs or health risks, including young people from special needs groups such as refugee and humanitarian entrants, African young people, young people residing in public housing and international students

## Youth Unlimited

12 Gower Street  
Kensington  
(Based at Doutta Galla Community Health Centre)  
Phone: 8378 1600

Youth Unlimited is located in Kensington and offers a range of support services and programs for young people in the Kensington, North-West Melbourne and Flemington areas. The primary services provided by Youth Unlimited include:

- social support, advocacy and referral, youth arts programs
- youth recreational activities through the Flemington Drop-In Program, holiday camps, and programs such as the Young Women's Soccer Program, Jump-Off Girls Circus Program and Adventures Unlimited
- school-based programs such as the Debney Park Outloud Program, "Too Cool" Boys Program and the Transition Support Program.

# HEALTH & WELLBEING



7-9 Hosier Lane <https://www.youthprojects.org.au/the-living-room>

**Living Room** is a primary health service with doctors, nurses, and specialist health workers. All of our services are free, confidential, and, best of all - 'user friendly'. Living Room has been established with the specific aim of addressing the health issues experienced by injecting drug users. We bulk bill, so please bring your Medicare card if you have one. Primary health services provided:

- Testing for Hepatitis & HIV
- Hepatitis B & other vaccinations
- Testing for sexually transmitted infections
- Pap tests
- Pregnancy tests & contraception
- Vein care & wound care
- Safer using advice & information
- Housing information & referral
- Counselling
- Interpreter service available

## Other Useful Services

- Direct Line: 1800 888 236
- Next Door Primary Health: 9417 1299
- Health Works Primary Health: 0419 135 233
- RDNS Homeless Person Program: 0410 417 083

FREE CALL from public phones 1800 700 102 or Mobile: 0412 155 491

## **Centre for Multicultural Youths (CMY)**

A community-based organisation that advocates for the needs of young people from migrant and refugee backgrounds.

**Address:** 304 Drummond Street, Carlton

**Phone:** (03) 9340 3700

**Email:** [info@cmynet.au](mailto:info@cmynet.au)

# HEALTH & WELLBEING

## Reconciliation Victoria

Reconciliation Victoria is a non-profit community-based organisation that promotes reconciliation for Aboriginal and Torres Strait Islanders across Victoria.

**Address:** Level 4, 247-251 Flinders Lane, Melbourne

**Phone:** (03) 9662 1645

## Youth Affairs Council of Victoria

The peak body and leading policy advocate on young people's issues in Victoria.

**Phone:** (03) 9267 3799

## WhiteLion Youth

Helping disadvantaged youth off the streets, and help pair them with a mentor that will provide the support they need

**Phone:** 1300 669 600

## Australian Federation of International Students (AFIS)

It helps International Students get the best out of living and studying in Australia

**Address:** 247 Flinders Lane (Ross House) Melbourne

## The Couch – International Student Centre

"The Couch" – International Student Centre aims to provide a safe and accessible space at night time for international students studying in Melbourne to socialise, relax, rest study, and seek information and assistance. "The Couch" will be open on Mondays, Wednesdays and Fridays from 5 pm-10 pm.

**Address:** 69 Bourke St, Melbourne - [thecouch614@gmail.com](mailto:thecouch614@gmail.com)

## SAFESTEPS: Family/ Domestic Violence

SafeSteps is the support service for violent, threatening, coercive or controlling behaviour by an individual against a family member(s) or someone with whom they have had an intimate relationship, including carers.

<https://safeandequal.org.au/>

(03) 8346 5200

Mon to Fri: 9am – 5pm

## International Student Program Safety

**International Student Program** provides vital information support to international students experiencing difficulties during their studies in Victoria.

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

*All services are **free** and **confidential**.*

**Consumer Affairs Victoria** can advise you on a range of issues related to your accommodation. If you need further information or advice contact Consumer Affairs Victoria.

To speak to an interpreter, please call 131 450

**Address:** 121 Exhibition Street Melbourne 3000

**Phone:** 1300 55 81 81

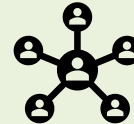
**Email:** [consumer@justice.vic.gov.au](mailto:consumer@justice.vic.gov.au)

**Centrelink** is an Australian Government Statutory Agency, assisting people to become self-sufficient and supporting those in need.

# HEALTH & WELLBEING

- Disability, Sickness & Carers 13 2717
- Employment Services (Newstart) 13 2850
- Youth & Students 13 2490
- Abstudy Student Services 13 2317
- Family & Parenting Payments 13 1305
- Languages other than English 13 1202
- Appointments 13 1021
- Customer Relations 1800 050 004

## CENTRELINK App - Download Here:



## Critical Incident Policy

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

CRICOS registered Colleges must have a documented critical incident policy and procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

When an international student dies or sustains a serious injury, the College may be required to assist the student's family. This may include:

- hiring interpreters
- making arrangements for hospital/funeral/memorial service/repatriation
- obtaining a death certificate
- assisting with personal items and affairs, including insurance issues
- assisting with visa issues

In the event of a critical incident, please contact the CEO / Director of Studies on +61 404 0009 93. In her absence, please contact International Student Officer or Student Support Officer on +61 3 9480 4445.

## Health Care



In an emergency, regardless of your level of English, you should call Triple Zero (000) or 112 from a mobile phone. If you need emergency treatment, you will need to show your Overseas Student Health Cover insurance card.

The nearest Public Health Emergency Departments are situated at

<b>Austin &amp; Repatriation Hospitals</b>	145 Studley Rd. Heidelberg
<b>The Northern Hospital</b>	185 Cooper Street, Epping
<b>John Fawcner Private Hospital</b>	Moreland Rd, Moreland

# HEALTH & WELLBEING

## Health Insurance for International Students



International students studying in Australia are required to have an Overseas Student Health Cover (OSHC) for the duration of their student visa. It provides a safety net for international students similar to Australian citizens through Medicare, Australia's national health insurance system.

When visiting a doctor in Victoria, check if the medical clinic has an agreement with your Overseas Student Health Care Cover. If they do have a contract, your payment will be considerably less.

OSHC covers most medical expenses, hospital care costs in Victoria, and most prescription drugs and emergency ambulance transport. However, it doesn't cover pre-existing conditions, such as pregnancy. In addition, dental, optical and physiotherapy are not covered.

If your course of study is for less than three months or you are travelling to Australia under a visa other than a student visa, you will not be eligible for OSHC. Travel insurance is recommended in this case.

### Exceptions

The Australian Department of Health has advised that students from Sweden and Norway do not require OSHC as these countries have national health schemes which provide adequate health cover.

The official Australian Government website for international students, [www.studyinaustralia.gov.au/](http://www.studyinaustralia.gov.au/), provides more information about applying for Overseas Student Health Cover.

### COVID-19 Policies:

<https://www.alacchealth.edu.au/alacc-response-to-covid-19>

Department of Health : <https://www.dhhs.vic.gov.au/coronavirus>

1. Scrupulous Hand-washing
2. Cleaning
3. Reporting and Advising Students & Staff
4. Self-Isolation
5. Information Updates on COVID-19
6. Avoid Contact Rule

# HEALTH & WELLBEING



## Finding a Doctor

Doctors who offer routine medical care are known as General Practitioners (GPs).

You can attend any medical clinic, provided it is taking new patients.

Some clinics will require you to phone ahead to make an appointment; others allow you to come in simply.

You don't need to be registered with any particular clinic or live in a specific area.

These clinics often bulk-bill Australian residents and students with overseas health cover, which means you don't pay a fee when you attend.

Melbourne has several 24-hour medical clinics. It's a good idea to familiarise yourself with the one closest to you.

<http://www.doctorsondemand.com.au>

To see a specialist, you will need a referral letter from your GP.

## Emergencies

In an emergency, regardless of your level of English, you should call Triple Zero (000) or 112 from a mobile phone.

An interpreter service is available. It will help the call-taker if you can state in English which language you need.

You will get an automated response asking you to select "fire", "police", or ambulance".

For a complete list of both public and private hospitals in metropolitan Melbourne, visit the Victorian Government Health Information Website at <https://www.healthcollect.vic.gov.au/>

## Nurse on Call

If you're unsure whether you need emergency treatment, try the Victorian Government's Nurse on Call phone service on 1300 60 60 24.

This free service is staffed by trained nurses who can advise you on the best course of action.

## Mother and Child

The Maternal and Child Health Service is a free national service available to families with children aged 0 to 5. Your local council will be able to tell you where your nearest centre is. Services include immunisation, and Assessment and advice on feeding, development, eyesight and hearing. For the cost of a local phone call, you can also contact the

# HEALTH & WELLBEING

Maternal and Child Health Line, a 24-hour telephone service staffed by maternal and child health nurses. Call 13 22 29.

## Mental Health

If you suffer from depression or anxiety, don't keep it to yourself or feel you have to battle with your problems alone. Confidential, expert help is available.

If you or someone you know is talking about suicide, do not ignore it or dismiss it as attention-seeking. Instead, please encourage them to speak to someone and seek help. With the proper support, many mental health problems can be overcome.

[BeyondBlue](#) information line (national depression initiative) 1300 224 636

[Lifeline](#) - 131 114

[Suicide Helpline Victoria](#) - 1300 651 251

[Kids Help Line](#) (free call) - 1800 551 800

[Mensline](#) - 1300 789 978



## SEXUAL HEALTH

### Sexual Health Victoria

A sexual health centre for people up to the age of 24

Address: Level 1, 94 Elizabeth Street, Melbourne

**Phone:** (03) 9660 4700

**Freecall:** 1800 013 952

**Opening hours:** 9 am - 5 pm Monday to Friday

### Melbourne Sexual Health Centre

Services include health services, immunisation, pregnancy testing; counselling; pharmacy; needle exchange and drug services.

**Address:** 1st Floor, 580 Swanston Street, Carlton

**Phone:** (03) 9341 6200

[Victorian Eye and Ear Hospital](#) You can go to your local public hospital or the Royal Victorian Eye & Ear Hospital in emergencies. It is open 24 hours, seven days a week, and is centrally located, near Parliament Station at 32 Gisborne Street, East Melbourne.

(03) 9929 8666

## Medicines

You may need a prescription from your doctor for a particular medicine, even if you can buy it over the counter in your own country.

Ask your pharmacist if they stock a generic version of brand name prescription drugs.



# HEALTH & WELLBEING

## Dental Health

To find a dentist, or visit the [Australian Dental Association \(ADA\) website](#).

For dental health emergencies, call the Royal Dental Hospital in Carlton on 1800 833 039. They may refer you to a clinic closer to where you live, and they also have details of private dentists working on public holidays.



## Community Services in our local area

[Moreland Community Health Service](#) - BRUNSWICK - 9386 1849

[Your Community Health Service](#) - East Reservoir | Northcote | Preston - 9478 5711

[Eltham Community Health Centre](#) - Eltham - 9433 3733

[Plenty Valley Community Health Centre](#) - EPPING - 9409 8766

[North Yarra Community Health](#) - FITZROY - 9411 3555

[Banyule Community Health Centre](#) - WEST HEIDELBERG - 9459 8833

## Youth Substance Abuse Services (YSAS)

24-hour outreach and residential drug and alcohol service

**Address:** 14-18 Brunswick Street, Fitzroy

**Phone:** (03) 9418 1020

## Counselling services

*Sexual Assault Crisis Line*

Phone: **1800 806 292**

## AC Psycho-Solutions

For all counselling needs

Phone: [0394590603](tel:0394590603)



## Safety in the city

Melbourne is one of the safest cities in the world in which to live, work and study.

However, you should use common sense in getting around: ask locals and friends about places they might avoid, especially at night.

Problems with alcohol and violence do occur in Melbourne, as in many big cities around the world. If you are new to Melbourne, it is best to keep out of harm's way by avoiding pubs and clubs, especially late at night.

Take extra care in isolated areas. For example, walk in well-lit areas and avoid taking shortcuts through parks and dark streets when travelling alone at night.

Avoid wearing headphones when walking or jogging alone, especially at night – they can limit your awareness of traffic or other dangers.

Do not hitchhike, and if you're driving, never pick up hitchhikers.

On trains at night, travel in the front carriage, closest to the driver, and try to be in a carriage with other people. While waiting for public transport, stay in well-lit areas, and try to familiarise yourself with timetables, so you cannot wait a long time at night.

And remember, the police cannot do anything to help if they are not notified of an incident.

## In an Emergency

When a crime taking place or life is in danger, telephone Triple Zero (000). You will be asked to choose police, fire or ambulance. You can also call 112 from your cell phone.

It is a free-call, 24-hour service. You'll be asked to state the service you require, name & location (police, fire or ambulance). Let them know if you need an interpreter.

The National Relay Service provides telecommunication services for people who are deaf or have a speech or hearing impairment and use a TTY. The emergency number to call from a TTY is 106.

## Victoria Police

Victoria Police provides 24-hour police service to the Victorian community. Victoria Police contributes to a high quality of life for individuals in the community by ensuring a safe and secure society and underpins Victoria's economic, social and cultural wellbeing.

Victoria Police is a large organisation employing more than 13,800 people, including police, public servants and protective security officers, serving Victoria, with over five million. With 339 police stations and other facilities, Victoria Police provides support to the community 24 hours a day, 365 days a year.

Call your local police station if you are not in a life-threatening or time-critical emergency.



## Smoke Alarms



Victorian law states that smoke alarms must be installed in all homes, units, flats and townhouses. In campus accommodation or rooming houses, you should have a smoke alarm in your room.

It's your landlord's responsibility to install working smoke alarms. But it is up to you as a tenant to keep them in working order.

Every month, test your alarm by pressing the test button (you can use a broom handle for this). Change the batteries regularly once a year.

Don't deadlock doors at night – make sure you can get out quickly if a fire starts.

Are there enough electrical power points to plug in your appliances without overloading powerboards? Do heaters operate correctly? Do the oven and stove operate correctly?

If a fire breaks out while you're cooking with oil, never use water to put it out. Instead, use a dry powder extinguisher, a fire blanket or a saucepan lid.

Don't go to sleep or leave the room when a candle or oil burner is alight.

Turn off all heaters before you leave your room or go to bed.

Computers, monitors and TVs can overheat and cause fires even on standby. So turn them off after each session at the set, not just with the remote control.

## Electrical appliances

Only Australian power plugs can be used in Australian power points.

If you've brought appliances from overseas, you'll need to buy an adaptor.

Not using an adaptor can be a fire hazard.

If you're buying a powerboard (a strip), make sure you buy one with surge protection. Don't "piggyback" double adaptors on top of this.

It's a good idea as a precaution to turn off appliances at the PowerPoint rather than leaving them in standby mode. This will also save you up to 10% a year on your power bills.

## If you suffer a burn

If the burn is large, or you or the victim is having trouble breathing, call emergency on 000. Cool the burnt area for at least 20 minutes under cold running tap water (never use ice or ice-cold water). This is effective even three hours after a burn, though the sooner you start, the better.

Please do not put any creams or other treatments on the burns until a doctor has seen them.



## Safety at the beach



Prepare for a day at the beach with sunscreen, hat and remember that prolonged exposure to the Australian summer sun can result in medical problems, including heatstroke and painful sunburn.

Never swim alone.

Swim between the red and yellow flags.

A raised arm is a signal for help.

The most common cause of beach drownings is a 'rip' – a powerful current of water running out to sea.

**Surf Lifesaving Victoria** has information on how to identify a rip:

- A darker colour, indicating deeper water
- A calm rippled surface, generally with smaller waves
- Debris or foam floating on the surface out to sea.

If you make a mistake and get caught in a rip, you can survive if you obey the three Rs:

RELAX: stay calm and float with the current. Swim across it, not against it.

RAISE: raise an arm to signal for help.

RESCUE: float and wait for assistance.

## Safety around animals and insects



Australia has a vast array of dangerous animals, many in the country's north. Victoria has its share of poisonous marine life, snakes and insects.

Contact the **Victorian Poisons Information Centre** on 13 11 26. Or see their website for detailed factsheets.

If you have been bitten or stung inside the mouth or throat by an insect, call emergency on 000.

## Snakes and spiders

Snakes can be found not just in the bush but also along rivers and creeks in metropolitan areas. Here are some commonsense precautions:

- Leave snakes and spiders alone
- Wear adequate clothing and sturdy shoes (not sandals/thongs) in 'snake country.'
- Never put your hands in hollow logs or thick grass without looking first
- When stepping over logs, carefully inspect the ground on the other side





## Jellyfish

Jellyfish in Victorian waters rarely cause serious illness but can cause severe pain.

The blue-ringed octopus is found in all Australian coastal waters. Their bite is highly venomous.

They usually do not bite or display their characteristic blue rings until they are disturbed.

Keep the victim still and call 000.



## Safety in the Bush

Victoria has a great variety of spectacular walking tracks and national parks. Enjoy them but always be prepared.

Tell someone where you are going and when you are expected back.

Carry a mobile phone and make sure the battery is charged.

Wear appropriate clothing, especially in winter in the snow.

Do not leave the marked tracks.

If you are lost, stay put.

If you are planning an overnight walk, carry appropriate food, water and sleeping gear.

## Resumes and Job Seeker Skills



ALACC offers a free Resume update service, cover letter writing for job applications as well as assistance with Job Seeker skills at the Preston training location on Fridays. Bookings are essential.

## Australian College of Care Workers – ACCW



Non-For-Profit that provides and helps accredit members to meet minimum standards for the provision of care. Supports job search in the Allied Health Services sector.

Ensures annual registration for evidence of members Continuous Professional Development that is a requirement for some fields of speciality.

## Working while Studying



### **INTERNATIONAL STUDENT SUPPORT:**

<https://www.studymelbourne.vic.gov.au/help-and-support>

### ***Eligibility to Work***

Holders of an Australian student visa are generally eligible to work in Australia - up to 20 hours a week during the semester and full-time during holidays.

[Seek](#), [Career One](#) and [Careerjet](#) are good websites to start your search. You can also try the Federal Government's [Jobsearch](#) website, which allows you to search for jobs by area.

Don't expect immediate results: it often takes time to build up networks, connections and knowledge to get a job related to your field of study.

### ***Family members***

If your student visa was granted on or after April 26 2008, you and your family already have Permission to Work automatically included with your access.

You and your family can only start work once your course has started.

Dependent family members can only work up to 20 hours a week. However, family members of Masters and Doctorate students are not restricted.

See the [Australian Department of Immigration and Citizenship](#) (DIAC) website or [Department of Education website](#) for more information.

### ***Checking your entitlements***

If you do not have a visa label in your passport, you can access your visa information by using [Visa Entitlement Verification Online](#) (VEVO) at any time. It is a linked E-Visa.

Many organisations across Australia, including businesses and recruitment agencies and banks, can also check your work rights after obtaining your consent.

### ***Your Work Rights***

Everyone who works in Australia has fundamental rights and protections, including the right to a minimum wage and conditions.

Fair Work Australia is the national workplace relations tribunal. It is an independent body with the power to carry out a range of functions relating to the safety net of minimum wages and employment conditions, enterprise bargaining, industrial action, dispute resolution, termination of employment, and other workplace matters.  
<http://www.fwa.gov.au/>

The [Victorian Government's JobWatch website](#) has information on superannuation, job-hunting traps, unpaid trial work, and termination. You can also call Jobwatch on 03 9662 1933 regional areas 1800 331 617.

## Payslips \$

Every time you are paid, you should receive a pay slip. In Victoria, there is certain information that must be included on every pay slip - the date of payment; the period covered by the fee (e.g., work done over a fortnight); the number of hours or days that you have worked during that period; a "gross" amount, which is what you have earned before tax and superannuation are taken out; a "net" amount which is the amount you have been paid after deductions for tax and superannuation

If you never receive a pay slip or believe the information is incorrect, speak first to your employer. You can also approach a trade union or contact the **Department of Employment & Workplace Relations** (DEWR) on 1300 363 264.

## Underpayment

If you believe you are being underpaid, you can find out the minimum rate for your job by calling your trade union. If you're not a union member, you can still telephone the ACTU Worker Connect Information Line on 1300 362 223. They can also give you information on claiming unpaid wages.

## Superannuation

If you are over 18 and earn more than \$450 in a month, your employer must pay money into a superannuation (retirement savings) fund. This amount is usually 9% of your earnings.

When you leave Australia, you may be able to access this money. Check the **Australian Tax Office (ATO) website** or phone the Superannuation Infoline on 13 10 20 (within Australia) or email supermail@ato.gov.au (outside Australia).

## Tax



If you are enrolled in a course for six months or more, you are an Australian resident for tax purposes. (This is entirely different from your immigration residency status). This means you pay the same rate of tax as other Australians.

If you expect to earn more than \$6000 within the financial year (July 1 to June 30) year, you will need to pay tax.

You'll need to sign an Employer Declaration Form. This allows your employer to pay tax on your behalf to the government every time you are paid. This is how most Australians pay tax, and it is called Pay as You Go (PAYG).

This form will ask if you want to claim the tax-free threshold from this employer. This means you are not taxed on the first \$6000 you earn in that financial year. You can only claim the tax-free threshold from one employer at a time.

Overseas students should not have the Medicare levy taken out of their wages. Instead, you can fill out a Medicare Levy Variation Declaration form and give it to your employer. This will stop your employer from taking the extra 1.5 % from your pay each pay period. The form is available either from your employer or on the **Australian Taxation Office (ATO) website**.

## Tax file number (TFN)

You need a Tax File Number (TFN) to work legally in Australia. You will need to supply your TFN to your employer, or you will be taxed at the highest rate.

When you lodge your income tax return at the end of the financial year, you may need to pay more tax or receive a tax refund.

You'll get your own unique, nine-digit number for life.

You can get a Tax File Number from the Australian Taxation Office (ATO). The ATO has several offices or shopfronts open to the public in major cities. You can also apply for a Tax File Number online (note your receipt number).

If you have not received it within 28 days, phone the Tax Office on 13 28 61

## Tax returns



Australia's financial year is July 1 - June 30.

If you've been working part-time or as a casual, you'll need to lodge a tax return after July 1.

You'll usually be issued a Payment Summary (formerly known as Group Certificate) by your employer, which details how much you've earned and how much tax has been taken out. You can also request your employer write a letter with this information on it.

You can complete your tax return online via the ATO website or get an accountant to complete your return.

If you're leaving Australia permanently before July 1, you can click here to download the **Taxpayer Leaving Australia: Request for early Assessment**. Attach this to a copy of your tax return and either post it or hand it in at an Australian Taxation Office.

## **Australian Tax Office App - Download Here:**



### **For More Info:**

**<https://www.ato.gov.au/general/online-services/ato-app/>**



## **PLACEMENTS**

**Requirement: Ensure you have completed your [NDIS Check online \(1800 035 544\)](https://www.ndis.gov.au/program/providers/ndis-check)**

To assist students in finding suitable Practical Placement. ALACC will arrange placement opportunities at these facilities. Students should also visit the following websites for more comprehensive listings.

[www.agedcareguide.com.au](http://www.agedcareguide.com.au)

[www.healthdirectory.com.au](http://www.healthdirectory.com.au)

### **McKenzie Aged Care – The Ashley**

17-21 Ashley Street RESERVOIR VIC 3073 Ph: (03) 9469 4900

### **Baptcare Westhaven**

50 Picket St. FOOTSCRAY, VIC. 3011 Ph: (03) 8371 3800

**Benetas** – facilities all over Melbourne suburbs

Level 1, 789 Toorak Road HAWTHORN EAST VIC 3123 Ph: 03 8823 7900

**Reservoir Medical Group** 850 Plenty Road, Reservoir, VIC 3073  
Ph: 03 84705888

### **Benetas Corowa Court | Broughton Hall | Colton Close | Dalkeith Gardens**

752 Esplanade MORNINGTON VIC 3931 Ph: (03) 5975 9633

### **Blue Cross Chelsea Manor**

7-11 Beardsworth Avenue CHELSEA VIC 3196 Ph: (03) 9776 1111

### **Bendigo Health**

100 Barnard St BENDIGO 3550

### **Doutta-Galla Aged Care Services**

75 Moreland Street, FOOTSCRAY VIC 3011 Ph: (03) 9689 0644

### **Eden Terrace**

65a Glasgow Avenue RESERVOIR VIC 3073 Ph: (03) 9469 5555

### **Embracia Aged Care**

1/1405 Burke Road, Kew East 3102 Ph: 1800 281 274

### **Melbourne Aged Care - Heritage Gardens**

325 Canterbury Road BAYSWATER VIC 3153, Ph: (03) 9738 1477

### **Hope Aged Care – Brunswick / Gladstone Park/ Sunshine / Swan Hill**

**Facebook Page**

### **Northpark Private Hospital**

Corner Plenty & Greenhills Roads, Bundoora, VIC 3083

Phone: (03) 9468 0100 Fax: (03) 9467 7186

**Malvern Manor**

45-49 Clynden Avenue MALVERN EAST VIC 3145 Ph: (03) 9885 7986

**Mornington House**

79 Bentons Road MORNINGTON VIC 3931 Ph: (03) 5975 4519

**Raynes Park Court**

455 Bluff Road HAMPTON VIC 3188 Ph: 03 9533 1111

**SouthWest Healthcare**

Ph: 03 5563 1666

**Southern Cross Care** – Facilities across Melbourne

Careers: [Careers](#) | [Southern Cross Care](#) Ph: 1800 852 772

**St James Terrace**

296 Warrigal Road CHELTENHAM VIC 3192

Ph: (03) 9583 9999 / 0432629826

**Abound Communities Retirement Homes & Villages Melbourne, Victoria**

20 Rushall Crescent NORTH FITZROY VIC 3068

Ph: 03 9481 7466

**The Old Colonists Association - Leith Park / Braeside Park / Currie Park**

[FACEBOOK PAGE](#)

**Vasey RSL Care** – Facilities in Frankston, Brighton, Bundoora & Hawthorn

172 Burwood Road HAWTHORN, VIC 3122

Ph: (03) 9810 5500 <https://www.vaseyrslcare.org.au/>

**Wyndham Lodge**

120 Synnot St WERRIBEE VIC 3030 Ph: 13 22 78

**You may also approach other relevant facilities to do your placement in and discuss with the ALACC Placement Coordinator.**

## Complaints and Appeals

The College has a Complaints/Appeals Policy in place that management and staff must adhere to.

ALACC will act upon the subject of any complaint found to be substantiated. Students can make appeals to decisions.

## Consumer Affairs

Consumer Affairs Victoria can advise you on a range of issues related to your accommodation, goods you have purchased or service you have received.

If you need further information or advice contact Consumer Affairs Victoria on 1300 55 81 81 or email <http://www.consumer.vic.gov.au/>

To speak to an interpreter, please call 131 450  
**Address:** 121 Exhibition Street Melbourne 3000

**Phone:** 1300 55 81 81  
**Email:** [consumer@justice.vic.gov.au](mailto:consumer@justice.vic.gov.au)

## Government Departments

You can complain to the Ombudsman about actions, decisions or conduct of staff of Victorian government authorities. These authorities include government departments and statutory bodies, for example, the Department of Human Services, the Department of Justice, local councils, schools, universities and TAFEs.

<http://www.ombudsman.vic.gov.au>

**ALACC College is committed to providing excellent Training, Customer Service and Support to our students.**

**\*END OF DOCUMENT\***