

20

**CARRICK  
STUDENT  
HANDBOOK**

11

CARRICK 

HIGHER EDUCATION

VOCATIONAL EDUCATION

ENGLISH LANGUAGE

**carrickeducation.edu.au**

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## WELCOME TO CARRICK

It is with pleasure that I welcome you to Carrick in 2011. We are thrilled with your decision to join us at Carrick and we hope that your time spent here is a memorable one.

At Carrick we are dedicated to offering a well rounded learning experience. Classroom learning is complemented with work based training to give you the skills you need to be job ready and our recruitment division, Carrick Jobs and Careers will help you find that foot in the door to your chosen career.

We also want to ensure you have a wonderful student experience, the friends you make here will last a lifetime, so remember to take advantage of the many social and sporting events offered to you and it will make your time at Carrick all the more enjoyable.

On behalf of everyone here at Carrick I wish you good luck in your course and I look forward to seeing you around campus.

Warm regards,

**Catherine Carrick**  
Managing Director



## IMPORTANT DATES 2011

### VOCATIONAL CALENDAR

	INTAKE	COMMENCEMENT DATE	COMPLETION DATE*	BREAK
2011	January	10/01/11	18/03/11	2 weeks
	February**	14/02/11	25/03/11	1 week
	April	04/04/11	10/06/11	2 weeks
	May**	09/05/11	17/06/11	1 week
	June	27/06/11	02/09/11	2 weeks
	August**	01/08/11	09/09/11	1 week
	September	19/09/11	25/11/11	4 weeks
	October	24/10/11	02/12/11	3 weeks

\*\* Mid Semester

### HIGHER EDUCATION CALENDAR

	INTAKE	COMMENCEMENT DATE	COMPLETION DATE*	BREAK
2011	March	21/03/11	24/06/11	3 weeks
	July	18/07/11	21/10/11	3 weeks
	November	14/11/11	02/03/12	2 weeks (2012)

### PUBLIC HOLIDAYS

Classes will not run on public holidays (also called 'National Holidays'). These days are in addition to Semester breaks.

New Year's Day	1/01/11	Easter Monday Anzac Day	25/04/11	Labour Day (NSW SA)	03/10/11
New Year's Day Holiday	3/01/11	Anzac Day Holiday (NSW VIC SA)	26/04/11	Melbourne Cup (VIC)	01/11/11
Australia Day	26/01/11	Labour Day (QLD)	02/05/11	Christmas Day	25/12/11
Labour Day (VIC) Adelaide Cup Day (SA)	14/03/11	Volunteer's Day (SA) Queen's Birthday	13/06/11	Christmas Day Holiday	26/12/11
Good Friday	22/04/11	Royal Qld Show (Brisbane)	17/08/11	Boxing Day Holiday (ex SA)	27/12/11
Easter Saturday	23/04/11			Proclamation Day Holiday (SA)	

## STARTING OUT

### CARRICK STUDENT INFORMATION

This Student Handbook is designed to provide students with an overview of the services, support and regulations that will assist them in their studies and time at Carrick.

We have attempted to make this Student Handbook as comprehensive and helpful as possible. However, if you feel we have missed something, please email your ideas and suggestions to the Student Services Department.

#### Adelaide students

studentservicesadel@carrickeducation.edu.au

#### Brisbane students

studentservicesbris@carrickeducation.edu.au

#### Melbourne students

studentservicesmelb@carrickeducation.edu.au

#### Sydney students

studentservicesyd@carrickeducation.edu.au

A more comprehensive record of Carrick policy and procedures for students can be viewed in the student portal, myCarrick, on the official Carrick website at [www.carrickeducation.edu.au](http://www.carrickeducation.edu.au).

### ACCOMMODATION, HOMESTAY AND GUARDIANSHIP

Accommodation will vary according to your needs, budget, and where you wish to live. General information about accommodation options is available on the Carrick website at [www.carrickeducation.edu.au](http://www.carrickeducation.edu.au)

Some classes may be scheduled in the evening and you may want to check the public transport timetable near the accommodation you are considering. If you want to find out more, change your current accommodation arrangements, or require assistance with homestay or caregiver services, visit the Student Services Department or email:

#### Adelaide students

studentservicesadel@carrickeducation.edu.au

#### Brisbane students

studentservicesbris@carrickeducation.edu.au

#### Melbourne students

homestaymelb@carrickeducation.edu.au

#### Sydney students

homestaysyd@carrickeducation.edu.au

### ADDRESS AND CONTACT DETAILS

Under Student Visa Condition 8533 you must advise Carrick of your home address and contact details within seven days of arriving in Australia. If you change your contact details during your stay in Australia, you must also advise Carrick within seven days. It is important that we have your correct details so please if you have a change of address you MUST notify us through myCarrick. Student update of contact details on myCarrick:

1. Log into your account in myCarrick.
2. Select contact details from the menu.
3. Update contact details.

### BANKING

Most banks are open Monday - Thursday from 9.30am - 4.00pm, Friday from 9.30am - 5.00pm, and closed on Saturdays and Sundays. To open an account, take your passport and student ID card and the money you would like to deposit to the information desk and ask for a savings account. You can change foreign currency into Australian currency at any bank.

## BOOKS, MANUALS AND TEXTS

### HIGHER EDUCATION

Higher education students can purchase their textbooks from **comtext.com.au** with discounts prearranged with the supplier.

#### ADELAIDE STUDENTS

If you wish to purchase or collect books, manuals or texts see your teacher as some resources are available from the Adelaide Campus. Other resources can be purchased from Encompass Books.

#### BRISBANE STUDENTS

Students need to purchase textbooks through QTW (Qld Textbook Warehouse). QTW comes every Wednesday to sell textbooks and has an Eftpos machine. Otherwise students have to purchase textbooks themselves from Qld Textbook Warehouse, Block D, 157 Norris Rd, Bracken Ridge 4017 (07 3261 1966).

Small print Workbooks can be collected from their teachers once they are ordered/paid. Reception can take payment and receipt students. Reception hours: 8.00am – 5.00pm

#### MELBOURNE STUDENTS

If you wish to purchase or collect books, manuals or texts please see as follows:

##### **EVE (English)**

Encompass Bookshop: 656 Swanston Street, Carlton 3053, Phone: 9348 0599

##### **Vocational Courses**

Please see your teacher first or the Vocational Department Office, Level 6, Docklands Campus

#### SYDNEY STUDENTS

If you wish to purchase or collect books, manuals or texts see Sydney campus:

Cookery and Patisserie books can be purchased from retail supplier Fraser and Hughes: <http://www.cooksshop.com.au>.

For students studying other courses, please see your teacher for advice on the necessary resources.

English Language students can purchase their books from Abbey's Bookshop, 131 York Street, Sydney 2000 Ph (02) 9264 3111

## TRANSPORT

### ADELAIDE STUDENTS

AdelaideMetro services the greater metropolitan region with trains and buses and the Glenelg tram. Visit the Adelaide Metro website for details of routes and fares:

[www.adelaidemetro.com.au](http://www.adelaidemetro.com.au). You can travel for free within the Adelaide city centre on the Adelaide Free bus, the 99C, and the tram between South Terrace and North Terrace.

### BRISBANE STUDENTS

Taxi, train, ferry, bus or bike - the transport options are many and varied to get where you need to go in Brisbane. You can travel on participating buses, trains and ferries using your Go card or other valid TransLink ticket. Find all the information you need to plan any trip within the city at the Translink website: [www.translink.com.au](http://www.translink.com.au).

### MELBOURNE STUDENTS

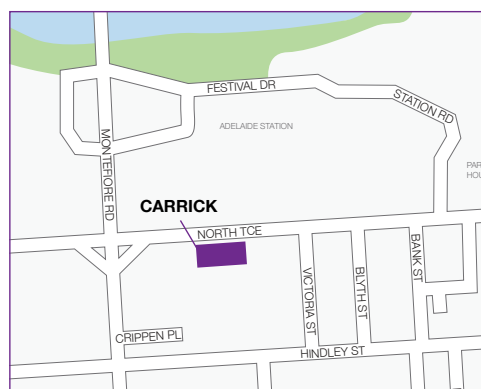
It's easy to travel on Melbourne's extensive transport network. One ticket can give you flexible travel between trains, trams and buses. Please check the fares and travel guide information for zones and prices, available at Student Services. For more information visit: [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au).

### SYDNEY STUDENTS

It's easy to travel on Sydney's extensive transport Network. DayTripper tickets can give you flexible travel between trains, buses and ferries. Bus services operating between 7.00am and 7.00pm normally require that you have a pre-paid ticket and will not accept cash. Please note that on-the-spot fines are in place to crack down on fare evasion from Transit Officers who regularly patrol trains and buses (e.g. travelling without a ticket = \$200). Please check the fares and travel guide information for zones and prices. For more information visit: [www.131500.info/realtime/default.asp](http://www.131500.info/realtime/default.asp).

## CAMPUS MAPS

### ADELAIDE

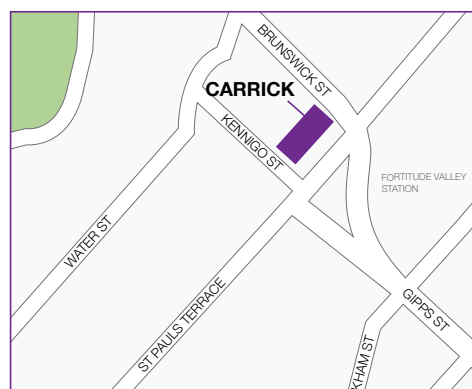


98-100 North Terrace, Adelaide SA 5000

#### Public Transport

- Tram** – Free transport within the city and runs along North Terrace opposite the campus.
- Train** – Adelaide train station is just minutes (approx 3 min) walk away from the campus located in North Terrace.
- Bus** – Most buses run through the city (wherever the student is living) and are minutes away depending on the bus route.

### BRISBANE

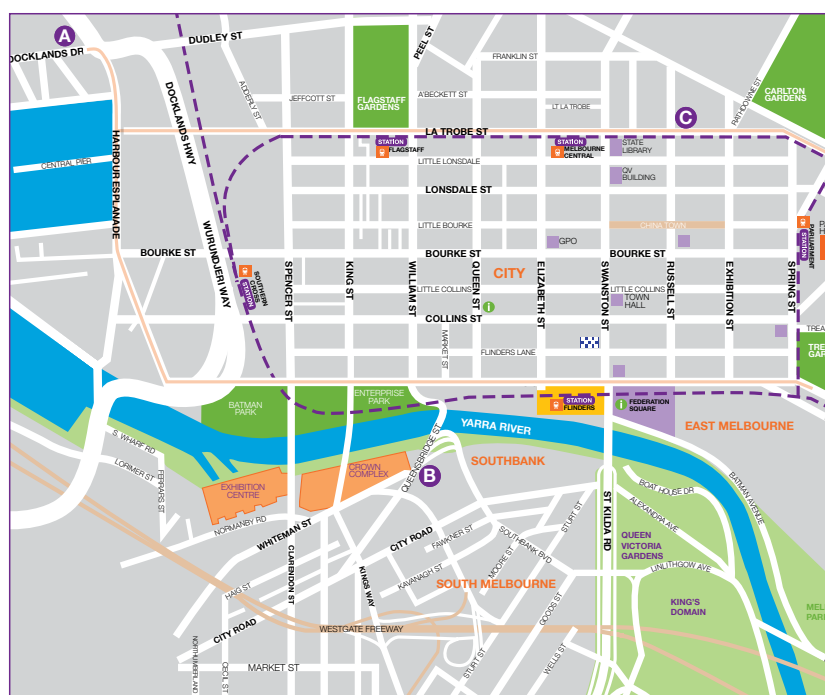


252 St Pauls Terrace, Fortitude Valley QLD 4006

**Public Transport** – Fortitude Valley train station located on Brunswick St is a 5min walk to the campus.

## CAMPUS MAPS

### MELBOURNE



#### A: DOCKLANDS CAMPUS

370 Docklands Drive / Docklands VIC 3008  
(Admissions, Carrick Jobs and Careers, Finance, Higher Education – Ground Floor)  
(Student Services, Welfare – Level 3)  
(English and Vocation office – Level 6)

Trams: 70 along Flinders Street  
48 along La Trobe Street  
86 along Bourke Street  
City Circle

#### B: QUEENSBRIDGE CAMPUS

17 – 23, 25 Queensbridge Street / Southbank VIC 3006  
(Hairdressing Salon located on Level 1, 23 Queensbridge St)

Trams: 55 along William Street or South Melbourne.  
Trains: Stop at Flinders Street Station and walk over the river to Queensbridge St

#### C: LA TROBE STREET KITCHENS

54 La Trobe Street / Melbourne VIC 3000  
(Kitchens for Commercial Cookery + Patisserie)

Trams: 24 + 30 along La Trobe Street –  
hop off at Russell Street  
1, 3, 5, 6, 8, 16, 64, 67, 72 along Swanston Street –  
hop off at La Trobe St and walk towards kitchens

Trains: Train to Melbourne Central Station and walk up La Trobe to kitchens

## CAMPUS MAPS

### SYDNEY



#### RILEY STREET CAMPUS

91 Riley St, East Sydney  
10 minute walk from Town Hall station.

#### CLEVELAND STREET CAMPUS

191 Cleveland St, Redfern  
Cleveland Street is a 10 minute walk from Central or Redfern stations.

#### GEORGE STREET CAMPUS

Level 4, 540 George St (Opposite Town Hall), Sydney  
(Admissions, Carrick Jobs and Careers, Finance, Education Administration, Student Services, Hairdressing Salon, English Language and Higher Education)

Trains to all parts of Sydney from Town Hall Station. Bus stops at George Street or within easy walking distance

## CARRICK EMAILS

Every student of Carrick will have a Carrick email address. This email address will be issued on commencement of your course. Carrick will use this email address to send information to you such as the latest Carrick news and updates that relate to your time at Carrick, so get into the habit of checking this regularly. You may access your emails via the Resource Centre computers. Anti-virus software is installed on Carrick computers, which may prevent students from opening infected messages.

## CHEMISTS

Most chemists are open from 9.00am - 5.30pm. If you need a chemist urgently ask at Carrick Reception to find out if there is a local chemist that is open after hours.

## CONCESSION CARDS

Australian Citizens and Permanent Residents of Australia are eligible for travel concession cards. Eligibility for travel concessions cards for international students differs between states:

### Adelaide:

International students can apply for travel concession cards.

### Brisbane:

Only international students who are studying vocational or higher education programs can apply for travel concession cards.

### Melbourne:

International students are not eligible for travel concession cards.

### Sydney:

International students are not eligible for travel concession cards.

**Speak to Reception/Student Services for more information.**

## CONSULATES

These are listed in the A-K White Pages telephone book. You may also search the internet using [www.whitepages.com.au](http://www.whitepages.com.au)

## DRIVING IN AUSTRALIA

If you are on a Student Visa, Working Holiday Visa or Tourist Visa, you are NOT required to attain an Australian license even if your stay is longer than three months provided you hold an International drivers licence. Enquiries may be made with the following state licensing bodies:

### Adelaide (SA)

Transport SA [www.transport.sa.gov.au/index.asp](http://www.transport.sa.gov.au/index.asp)

### Brisbane (QLD)

Queensland Transport [www.transport.qld.gov.au](http://www.transport.qld.gov.au)

### Melbourne (VIC)

Vic roads [www.vicroads.vic.gov.au/Home](http://www.vicroads.vic.gov.au/Home)

### Sydney (NSW)

NSW Road Traffic Authority [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au)

## EMERGENCIES

Fire, Police, Ambulance – Telephone: 000  
(from a mobile phone: 112)

## FIRE SAFETY / BOMB THREAT SECURITY

Fire safety drills are practiced regularly in case of an emergency and evacuation charts are posted around campuses. For more detailed evacuation procedures please see OHS 16 Emergency Procedures in myCarrick.

## OVERSEAS STUDENT HEALTH COVER (OSHC)

International students must be covered by the OSHC from the day they arrive in Australia, until the end date of their visa. Medibank Private (Medibank) is the organisation that provides this service to Carrick students. Medibank Cards take approximately 6-8 weeks to be delivered directly to you, but if you have any health related issues before you receive your Medibank card, you can go to any registered doctor or public hospital, pay for the consultation and ask for a receipt. Medibank will reimburse some of the consultation expense provided you produce the receipt. Any enquiries can be emailed to [oshc@carrickeducation.edu.au](mailto:oshc@carrickeducation.edu.au). For more details on Overseas Student Health Cover please refer to SMP 23 Overseas Student Health Cover policy on myCarrick.

## POST OFFICE

Post Offices are open Monday - Friday from 9.00am - 5.00pm. You can buy stamps, money orders, and aerograms to send overseas. In addition you can send telegrams and buy padded bags or cardboard boxes to send parcels. You may also pay some utility bills at the post office.

## TAXI SERVICES

### ADELAIDE

All taxis in Adelaide accept major credit cards and Cab charge. On evenings in the city, you can find major taxi ranks on North Terrace near SkyCity casino and also at the corner of Hindley and Morphett Streets. These are manned by taxi concierges Friday and Saturday nights from 11.00pm to 4.00am.

There are two tariff rates for taxi journeys, which are determined by use of a taxi-meter. Tariff Two applies to taxis hired between: 7.00pm - 6.00am Monday-Friday and weekends and on all public holidays. Tariff One applies to all other hirings. Adelaide's major taxi companies include:

Adelaide Independent Taxis 13 22 11 / Suburban Taxis 13 10 08 / Yellow Cabs 13 22 27

### BRISBANE

Taxis service Brisbane and surrounding areas. Within the Brisbane CBD, taxi ranks are located near most major hotels. Taxi fares in Brisbane are regulated by the Queensland Government. To get a rough idea of what your taxi trip will cost, check out the Black and White Cabs and Yellow Cabs online fare estimators. Late night taxis - Brisbane's inner city NightLink services offer extra public transport security on Fridays and Saturdays. These services include FlatFare taxis and secure ranks.

Brisbane's major taxi companies include: Black & White Cabs 13 32 22 / Yellow Cabs 13 19 24

### MELBOURNE

You may find it helpful to put the following taxi phone numbers in your mobile phone:  
North Suburban 13 11 19 / Yellow Cab 13 22 27 / Silvertop 13 10 08

### SYDNEY

You may find it helpful to put the following taxi phone numbers in your mobile phone:  
Taxis Combined 13 33 00 / Taxi Cabs Legion 13 14 51 / Taxi Cabs St George 13 21 66

## SHOPS

Most shops are open from 9.00am - 5.30pm on Monday to Wednesday. On Thursdays (in most large shopping complexes) and/or Fridays (in the CBD) stores remain open from 9.00am - 9.00pm. On Saturday and Sundays stores are open from 9.00am - 5.00pm. Milk bars and convenience stores are usually open late and you can buy some foods there. They are expensive though! Pubs are open from 10.00am - 12.00am. Pubs often ask you to prove that you are over 18 years of age, so be prepared with appropriate identification. Either a driver's license or passport – your Student ID Card will not be adequate.

## SMOKING

Carrick is a non-smoking environment and therefore smoking is not permitted anywhere in the building including corridors, classrooms, lifts, stairwells, ground floor foyer, or the front steps of the buildings. You are not allowed to smoke within 10 meters of Carrick buildings.

## STUDENT COMMON ROOM (BREAKOUT AREA)

A student common room (breakout area) is available for eating and preparing lunches and snacks at all campuses. The common room is a great place to meet other students and there are facilities for storing and heating food. Keep up to date with the latest events by regularly checking the notice board in this area. It is a requirement that the Student Common Room is kept clean and tidy at all times.

## STUDENT ID CARDS

Once you have enrolled, you are entitled to receive your student ID Card. Your ID Card establishes you as part of Carrick and gives you certain rights and obligations. You will find your card useful in obtaining student concessions and discount rates for the purchase of textbooks, conference and seminar attendance, the cinema and other entertainment events and venues. You will also be able to use your card to top up for credits to use the printer and copier at the Resource Centre. Please ensure you have your student ID card on you at all times when on campus. ID Cards will be issued during the first two weeks of class for English students; Vocational students will receive their ID Cards on the day of orientation. See Student Services for details.

## SUBMITTING YOUR TFN APPLICATION

You can complete your application online. Go to the ATO website at [www.ato.gov.au](http://www.ato.gov.au), select Forms and Services, TFN – tax file number application form, Online individual tax file number (TFN) registration (Nat 4157), Apply for a tax file number then complete the form online. You will need to enter your passport and work permission visa numbers. There is no charge for a tax file number.

Alternatively, you can submit your application in person with the Australian Taxation Office and you will need the following documentation:

- Your Current Visa with Permission for Work
- Two (2) different proofs of identity, e.g., Student Card, Passport, Bank Statement, others (please enquire at the ATO).
- Tax File Number Application Form (you can also obtain this from the ATO). It is important that you provide your tax file number to your employer, so that you are insured under WorkCover. If you injure yourself at work, you will be paid part or your entire wage during any time you are unable to work, and you will also receive assistance in returning to work. Some or the entire medical and rehabilitation expenses incurred will also be covered. Remember to advise all employers of your tax file number.

## TAX FILE NUMBER

Your employer will probably ask you for a Tax File Number, (TFN) and you will need to apply for it at the Australian Taxation Office (ATO) [www.ato.gov.au](http://www.ato.gov.au)

## VISA AND IMMIGRATION

It is your responsibility to be aware of and abide by your student visa conditions. You can access information on the immigration website at [www.immi.gov.au](http://www.immi.gov.au) or visit your closest DIAC office:

### ADELAIDE

**Physical Address** Level 3, 55 Currie Street / Adelaide SA 5000  
**Postal Address** GPO Box 2399 / Adelaide SA 5001  
**Client Service hours** Mon – Fri 9am – 4pm  
Fax: (08) 7421 7653

### BRISBANE

**Physical Address** Ground Floor, 299 Adelaide Street / Brisbane QLD 4000  
**Postal Address** GPO Box 9984 / Brisbane QLD 4001  
**Client Service hours** Mon – Fri 9am – 4pm  
Fax: (07) 3136 7152

**Physical Address** Level 1, 72 Nerang Street / Southport QLD 4215  
**Postal Address** PO Box 2868 / Southport QLD 4215  
**Client Service hours** Mon – Fri 9am – 4pm  
Fax: (07) 5591 5402

### MELBOURNE

**Physical Address** Ground Floor, Casselden Place, 2 Lonsdale Street / Melbourne VIC 3000  
**Postal Address** GPO Box 241 / Melbourne VIC 3001  
**Client Service hours** Mon – Fri 9am – 4pm (Wed 9am – 1.30pm)  
Fax: (03) 9235 3300

**Physical Address** 51 Princes Highway / Dandenong VIC 3175  
**Postal Address** Private Mail Bag 5001 / Dandenong VIC 3175  
**Client Service hours** Mon – Fri 9am – 4pm (Wed 9am – 1.30pm)  
Fax – (03) 9794 3100

### SYDNEY

**Physical Address** Ground Floor, 26 Lee Street / Sydney NSW 2000  
9 Wentworth Street, Parramatta 2150  
**Postal Address** GPO Box 9984 / Sydney NSW 2001  
**Client Service hours** Mon – Fri 9am – 4pm  
Fax – (02) 8862 6096

Students who require documentation from Carrick for appointments at DIAC offices must contact an Admissions Officer with their request at least 2 weeks prior to the appointment in order for documents to be processed in time.

Students need to make an appointment with an Admissions Officer to process any documents required for a visa extension.

**Migration advice is not given by Carrick staff. We recommend you seek professional advice from a migration lawyer.**

## WORKING IN AUSTRALIA

All international students on a student visa in Australia are legally permitted to work for up to 20 hours per week.

## STUDENT SERVICES

Student Services staff is available for FREE confidential assistance in any of the following areas:

- Counseling – general or personal, emergency assistance, support and referrals
- Cultural Adjustment
- Homestay and Guardianship services
- Study and Accommodation Assistance

Feel free to drop by the Student Services Department at your campus Monday to Friday

### COMPASSIONATE AND COMPELLING CIRCUMSTANCES

In cases where you need to establish compassionate and compelling circumstances proof of these circumstances must be provided. The evidence will be reviewed and a decision made at the discretion of senior Carrick staff.

#### DEFINITION

Compassionate and/or compelling circumstances are generally those beyond the control of the student, where they have an impact on the student's course progress or wellbeing.

These could include:

- Serious medical condition or injury
- Bereavement of close family members such as parents or grandparents.
- Major political upheaval or natural disaster in the home country requiring his/her immediate travel
- A traumatic experience which could include but is not limited to:
  - Involvement in or witnessing of an accident or
  - A crime committed against the student or
  - The student has been a witness to a crime and this has impacted on the student.
- The wedding of the student, or the student's parent(s) or sibling(s) by birth;
- The situation where a student is required to re-sit a unit or units that Carrick is not offering at the time of the re-sit and which results in an extension of the student's course duration. This situation will be considered on a case-by case basis.

For guidelines on compassionate and compelling circumstances refer to SMP 31 Compassionate and Compelling Circumstances policy in myCarrick.

### DEFERRAL SUSPENSION AND CANCELLATION

Student enrolment can be deferred, suspended or cancelled in limited circumstances by Carrick or by you. When deferral, suspension or cancellation of enrolment is initiated by Carrick, you have the right to appeal the decision.

#### DEFINITIONS

Deferral: postponement of commencement of course.

Suspension: temporary postponement of enrolment during course.

Cancellation: cessation of enrolment in course.

For guidelines on deferral, suspension or cancellation of enrolment please refer to SMP 35 Deferral, Suspension and Cancellation policy (Vocational and English Language) and CHESMP 35 Deferral, Suspension and Cancellation policy (Higher Education) in myCarrick.

### LOST PROPERTY

Any articles found on Carrick premises should be forwarded to the Student Services Department. Carrick does not take responsibility for loss of personal items. Please ensure your name is clearly written on all personal items, including your tool boxes, textbooks, and uniforms.

Any items lost that are imperative for completion of your course will need to be replaced at your expense. Refer to SMP 27 Lost Property policy in myCarrick for further information.

### STUDENT REPRESENTATIVE COUNCIL (SRC)

The SRC is a group of interested students who come together with the Student Services Department to help plan and organise events for the benefit of all Carrick students. Please contact the Student Services Department if you want to get involved.

## WELFARE

Student Services offers FREE student welfare, counseling, emergency assistance, support, cultural and transition adjustment. Visit the Student Services Department or email:

### Adelaide students

welfareadelaide@carrickeducation.edu.au

### Brisbane students

studentservicesbris@carrickeducation.edu.au

### Melbourne students

welfaremelbourne@carrickeducation.edu.au

### Sydney students

welfaresydney@carrickeducation.edu.au

## GENERAL POLICIES

### ACCESS AND EQUITY

The aim of Carrick is to promote full and equal participation of all students and staff and to foster an environment free of discrimination and harassment. Carrick is committed to effecting change that promotes equality of opportunity for all. Carrick Access and Equity principles:

1. All staff and students have a right to equality of opportunity.
2. There is recognition of, respect for and promotion of diversity within our community.
3. There is encouragement of initiatives to effect change.
4. While some people clearly need our advocacy, we support and encourage people on the journey of self-determination and self advocacy (empowerment).
5. Everybody has a right to participate in decisions that affect their lives.

For additional information please refer to SMP 8 Access and Equity policy

This section applies to **Vocational and English Language students only**. Carrick endeavors to create a positive learning environment for students, one in which each student has the opportunity to achieve his or her personal best.

Part of the maintenance of that positive environment is a fair and open complaints and appeals procedure made available to all students. **Students issues may be voiced by emailing:**

### Adelaide students

complaintadel@carrickeducation.edu.au or  
by contacting Student Services

### Brisbane students

complaintbris@carrickeducation.edu.au or by contacting  
Student Services

### Melbourne students

complaintmelb@carrickeducation.edu.au or by contacting  
Student Services

### Sydney students

complaintsyd@carrickeducation.edu.au or by contacting  
Student Services

Academic appeals are generally handled within the Vocational or English Language Departments. Refer to SMP 9 Complaints and Appeals Procedure in MyCarrick for full details on the process.

## COMPLAINTS AND APPEALS

carrickeducation.edu.au

## GRIEVANCE HANDLING AND RESOLUTION

Carrick endeavors to create a positive learning environment for students, one in which each student has the opportunity to achieve his or her personal best.

Part of the maintenance of that positive environment is a fair and open grievance handling and resolution procedure made available to all higher education students.

In the first instance attempts should be made to resolve a grievance at the source and only after this fails should the matter be escalated.

### Students issues may be voiced by emailing:

#### Adelaide students

complaintadel@carrickeducation.edu.au or by contacting Student Services

#### Brisbane students

complaintbris@carrickeducation.edu.au or by contacting Student Services

#### Melbourne students

complaintmelb@carrickeducation.edu.au or by contacting Student Services

#### Sydney students

complaintsyd@carrickeducation.edu.au or by contacting Student Services

Refer to CHESMP 40 (Higher Education) or SMP 40 (Vocational and English Language) Grievance Handling and Resolution Policy and Procedure in myCarrick for full details of the grievance handling and resolution process.

## STUDYING

### ASSESSMENT

Students are assessed across a wide range of tasks/activities to ensure reliability and validity of assessment. You will be informed at the commencement of the course what is expected of you in an assessment, and the criteria by which you will be judged. Instructions for assessment tasks/activities are made clear and explicit and you are allowed a reasonable and specified time to complete assessment tasks.

You will be informed in advance of when you will be assessed. If you are absent for an assessment, please see your teacher to discuss your options.

For additional information on assessment, Vocational students can refer to TA 3 Vocational Assessment policy in myCarrick. Higher Education students can refer to CHETA 3 Higher Education Assessment policy also available in myCarrick.

### ARTICULATION

Carrick will provide information and assistance to students seeking to complete further studies at universities or higher education at private organisations and wishing to gain exemptions for subjects completed at other institutes. Students wishing to transition from Carrick Vocational courses to Carrick Higher Education courses should speak with a Higher Education Carrick staff member.

### ATTENDANCE

Students in Vocational and Higher Education need to maintain satisfactory attendance levels to ensure competency can be achieved in the units being studied. English language students are required to attend a minimum of 80% of scheduled classes. If you do not meet attendance requirements you may be reported for unsatisfactory attendance and your student visa may be cancelled. If you are absent due to illness, you should ask your doctor for a medical certificate and keep a copy should attendance issues arise. English language students can access additional details on absences and attendance by referring to EL 18 English Language International Student Attendance Policy in myCarrick.

## CHEATING AND PLAGIARISM

Assessment is considered an important demonstration of a student's development throughout their course and any form of plagiarism or cheating in an assessment will be considered a serious violation of Carrick's rules. In order that the most fair and honorable system of assessment and grading may be available to all students, Carrick operates and maintains a policy of honesty and integrity with regard to the presentation and submission of assessment material. Therefore cheating and plagiarism is viewed formally with serious intent to uphold a high standard and to apply consequences for any deviation of this intent.

The full policies SMP 20 Cheating / Plagiarism Policy (Vocational), EL 20 Student Cheating & Plagiarism (English Language), and CHESMP 20 Student Cheating and Plagiarism Policy (Higher Education) can be viewed in myCarrick.

## CLASSROOM BEHAVIOUR

Carrick requires behaviour in the classroom to be conducive to an effective learning environment. It is expected that class participants show consideration and respect for all classmates and teachers.

For guidelines on classroom behaviour please refer to SMP 2 Code of Conduct policy (Vocational and English Language) and CHETA 30 Student Classroom Behaviour (Higher Education) in myCarrick.

## CODE OF CONDUCT

All students enrolled in programs or using the services of Carrick are required to maintain appropriate standards of conduct at all times. Where behaviour is deemed to be improper or inappropriate, Carrick will take action in accordance with Carrick's Student Disciplinary Policy.

The full policies: SMP 2 Student code of Conduct (Vocational and English Language) CHESMP 2 Student Code of Conduct (Higher Education) SMP 4 Student Disciplinary Procedure (Vocational and English Language) and CHESMP 4 Student Disciplinary Procedure (Higher Education) can be viewed in myCarrick.

## COMPUTERS

All students are permitted access to the Resource Centre computers. For logging onto the student computer network, you will be issued a login and password within the first week of commencement. You can change your password once you have logged on. You must protect your login and password and under no circumstances should you give them to any other student or external visitor.

The Carrick computer policy can be viewed on notices posted around the Resource Centres. Any breach in this policy will result in revoking the offending student's computer access.

For further information refer to IT 3 Information Technology policy (Vocational and English Language) and CHEIT 3 Information Technology policy (Higher Education) in myCarrick.

## COPYRIGHT

Carrick adheres to Copyright Requirements placed on Educational Institutions under the Copyright Act 1968. Students should be aware that copying of course materials, text books or journals is an infringement of copyright laws. For more information refer to SMP 25 Copyright Policy (Vocational and English Language) and CHESMP 25 Copyright Policy (Higher Education) in myCarrick.

## COURSE PROGRESS

Carrick is required by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 to monitor student course progress. Course progress is monitored regularly and student support is offered to students who are not progressing satisfactorily. If you do not satisfactorily meet course requirements for two consecutive study periods then you may be reported to the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) through PRISMS. For English students, we also are required to monitor their attendance refer EL18. This action will automatically alert the Department of Immigration and Citizenship (DIAC) and may result in your student visa being cancelled.

For guidelines on course progress refer to SMP 15 Vocational Course Progress or EL 17 English Language Course Progress, and CHESMP 15 International Student Satisfactory Academic Performance Monitoring (Higher Education) policies in myCarrick.

## CRITICAL INCIDENTS

The welfare of students at Carrick is very important. As a result we have in place a Critical Incident Team and policies to manage incidents (e.g. car accident or harassment) involving students. Refer to SMP 36 Critical Incident Policy in myCarrick for additional information.

## DISCIPLINARY PROCEDURES

These procedures are designed to ensure fairness and objectivity. The primary purpose is to provide students with the opportunity to correct or modify their behaviour. For further information please refer to SMP 4 Disciplinary Procedures (Vocational and English Language) and CHESMP 4 Disciplinary Procedure (Higher Education) in myCarrick.

## ELECTRONIC EQUIPMENT

The use of electronic equipment, such as mobile phones, ipods and MP3 players are not permitted in the classroom by students or staff. Please note the following:

1. A computer is permissible provided it is relevant to the class.
2. The use of a dictionary by students in class is permitted.
3. Under no circumstance may a student connect their laptop, personal digital assistant (pda), smartphone (such as an iPhone), or any other electronic device, to the Carrick server for any reason whatsoever, including for use of the Internet.

If unsure about what you can use, please ask your teacher.

## ENGLISH LANGUAGE SUPPORT

The English Language Department conducts free Support English classes for students.

Check posters around the campus for details of English language support class times. A qualified English teacher is available to assist students in a self-study environment.

Bring along your assignments to check for correct grammar, spelling, and general structure. The above times are subject to change so please contact the English Language Department prior to attending.

## EXCURSIONS

Excursions are organised to complement the learning outcomes of the curriculum and they are considered to be of great value. Costs for excursions vary and will be advised by your teacher. An Excursion Indemnity Form is included in the orientation pack and must be completed and signed by students prior to engaging in any excursions.

## LANGUAGE, LITERACY AND NUMERACY SUPPORT

Provision for the assessment of individual language, literacy and numeracy (LL and N) needs is made before commencement of all classes and monitored by teaching staff on an on-going basis. Additional (LL and N) support is provided by Carrick's extensive range of English language programs through the English Language department.

## LIBRARY

Students have access to reference books, online database resources and prescribed textbooks in the library. All students are welcome to use the library. Visit reception to find out more about borrowing books and using the library resources. Don't forget that there are local libraries in most Australian residential areas or check out your city library.

### ADELAIDE CAMPUS

Carrick library located on the ground floor. State Library of South Australia is located only 300 meters from the Adelaide Campus: [www.slsa.sa.gov.au](http://www.slsa.sa.gov.au).

### BRISBANE CAMPUS

Carrick library located on the ground floor. Brisbane libraries: [www.slq.qld.gov.au](http://www.slq.qld.gov.au) or [www.brisbane.qld.gov.au](http://www.brisbane.qld.gov.au)

### MELBOURNE CAMPUS

Carrick library located on the third floor at the Docklands campus. Melbourne city library [www.citylibrary.org.au](http://www.citylibrary.org.au)

### SYDNEY CAMPUS

Carrick library located on the eighth floor at the George Street campus. Sydney city library [www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au).

## OCCUPATIONAL HEALTH AND SAFETY

### CARRICK OHS POLICY STATEMENT

Carrick understands and accepts its legal responsibility for safety, occupational health, welfare and rehabilitation. In fulfilling this responsibility the organisation and its management has a duty to provide and maintain an environment that is safe for employees, students, contractors and visitors.

### OCCUPATIONAL HEALTH AND SAFETY PLANNING

Risk of injury will be reduced by job design, equipment design and work practices.

All campuses, facilities and equipment will be maintained in a safe working order.

### OCCUPATIONAL HEALTH AND SAFETY METHODS

A representative Occupational Health and Safety Committee will operate on behalf of the organisation and assist with the management of this policy. All staff are required to complete a safety induction. Campus specific safety induction will be arranged when required. Work sites are monitored, hazards eliminated or isolated to minimise risk of injury. Carrick employees will be trained so they are competent to perform their duties with minimum risk to themselves, fellow employees, contractors or students. Employees, contractors and students are not expected to conduct work or place themselves in situations which they reasonably consider to be unsafe.

### OCCUPATIONAL HEALTH AND SAFETY SYSTEMS

Occupational Health and Safety Representatives will provide specialist consultative advice to assist Carrick employees at all levels to meet their responsibilities. If personal protective equipment and clothing is supplied, it must be used when required. Auditing of processes, equipment and the workplaces will be conducted to minimise risk on an ongoing basis. Occupational Health & Safety performance for each department will be reviewed on a regular basis by the management group and form part of the performance management process. Where necessary, rehabilitation programs will be developed to assist people who have suffered injuries to return to their normal duties as soon as practicable.

## RESOURCE CENTRE

### ADELAIDE CAMPUS

Resource Centre is located on level 1, 100 North Terrace (contact reception for opening hours)

### BRISBANE CAMPUS

Resource Centre is located on Level 2, 252 St Paul's Terrace, Fortitude Valley (contact reception for opening hours)

### MELBOURNE CAMPUS

Resource Centre is located on Level 3, 370 Docklands Drive, Docklands  
Open: Mon – Fri 8am – 8.45pm and Sat 9am – 3.45pm

### SYDNEY CAMPUS

Resource Centres are located at: 2nd floor, 191 Cleveland Street:  
Mon – Fri 8.30am – 5.30pm  
+ Sat times are available from reception  
8th floor, 540 George Street, 8.30am – 7.00pm

In the weekends and after 6pm during the week, students must show their student photo id to gain access. All Resource Centres are closed on public holidays with reduced times and days during semester breaks. Photocopy machine next to Resource Centre requires students to purchase printing on their Student ID card using the Kiosk system.

Please read the IT 3 Information Technology (Vocational and English Language) CHEIT3 Information Technology (Higher Education) policies for the conditions of use of computers at Carrick. You can use your student identification number to log on to use computers and to get access to the Internet. The Resource Centre is available for use by students, and computers are available for study purposes and email only.

## TIMETABLES

This section applies to Vocational and English Language students only. Timetables are subject to change. Please check the notice boards at your campus for current timetable information. If you have any issues with your current timetable please email:

### Adelaide

English Language: englishadel@carrickeducation.edu.au  
Vocational: timetableadel@carrickeducation.edu.au

### Brisbane

English Language: mbarnett@carrickeducation.edu.au  
Vocational: timetablebris@carrickeducation.edu.au

### Melbourne

English Language: see English reception, Level 6, Docklands campus Tue + Thurs 10-11am or 3-4pm  
Vocational: timetablemelb@carrickeducation.edu.au

### Sydney

English Language: englishsyd@carrickeducation.edu.au  
Vocational: timetablesyd@carrickeducation.edu.au

## ADMISSIONS

### COURSE ENQUIRIES

All courses at Carrick are accredited by the state registering authority. Course options are discussed with the Admissions staff upon enrolment. If you wish to change your current course, please make an appointment to see an Admissions Officer.

### CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING

This section applies to **Higher Education and Vocational students only:**

**Credit Transfer** - granting of credit for units already completed in partial or full completion of a qualification.

**Recognition of Prior Learning (RPL) – Vocational students only.** RPL is an assessment of your non-formal and informal learning to determine to what extent you have attained the learning outcomes and/or units of competency in partial completion of a qualification.

Formal non-accredited training, work experience and life experience can all be considered as part of an RPL assessment.

You need to bring your results, transcripts and syllabus description from your past studies or a letter from your employer to the Admissions Department. Please allow 10 working days for assessment of your applications.

For additional information refer to SMP 6 Credit Transfer/ Recognition of Prior Learning (Vocational) and CHESMP 6 Advanced Standing and Credit Transfer (Higher Education) in myCarrick.

### EXTENSION OF COURSE DURATION

In line with student visa requirements you must complete your course within the specified duration. Only in exceptional and limited circumstances may the course duration be extended.

For additional information please refer to SMP 32 Extension of Course Duration policy in myCarrick.

## CARRICK JOBS AND CAREERS

Carrick Jobs and Careers is a division of Carrick that offers services to both students and associated industry clientele. The services Carrick Jobs and Careers offer to students include:

- Interview preparation
- Assistance with resume development and analysis
- Preparation for work experience programs
- Liaison with key industry personnel to obtain work placement
- Promotion of employment based seminars
- Advice on personal development
- Voluntary work programs

Please approach the Carrick Jobs and Careers staff at your campus for access to these free services.

## FINANCE

### FEES AND CHARGES

Carrick charges a range of fees and charges for programs and courses in relation to market demand. For information on individual course fees please refer to the Carrick website. For information on payment of fees refer to SMP 3 Student Fees and Charges (Vocational and English Language) and CHESMP 3 Student Fees and Charges (Higher Education) in MyCarrick.

### PAYMENT OPTIONS

Refer to page 24

### REFUNDS

In order to obtain a refund you should first read the SMP 28 Refund Policy (Vocational and English Language) and CHESMP 28 Refund Policy (Higher Education) located on the Carrick website or in myCarrick to establish if you are eligible.

### APPLYING FOR A REFUND

To apply for a refund complete SMF 20 Refund Application Form (Vocational and English Language) or CHESMF 20 Refund Application Form (Higher Education) and consult with a Student Services staff member.

### FEE-HELP AND VET FEE-HELP

This section applies to Higher Education and Vocational courses only.

- FEE-HELP is a loan scheme that assists eligible fee paying students to help pay part or all of their higher education course tuition fees.
- VET FEE-HELP assists eligible students to pay for all or part of their tuition fees at approved VET providers (such as Carrick) when studying one or more of the VET accredited courses of study.

To be eligible to apply for FEE-HELP or VET FEE-HELP you must be an Australian citizen or a holder of a permanent humanitarian visa\*.

\*Conditions apply. Please refer to the FEE-HELP / VET FEE-HELP page on the Carrick website for further information: [www.carrickeducation.edu.au](http://www.carrickeducation.edu.au)

## STUDENT ADMINISTRATION

### CERTIFICATES AND STATEMENTS OF ATTAINMENT

This section applies to Vocational students only. Carrick will issue AQF Qualifications for Vocational programs after the successful completion of the course or, upon request, Statements of Attainment for partial completion. Carrick will ensure all Qualifications and Statements of Attainment that are issued by Carrick are within its Scope of Registration and meet the requirements as stipulated in the relevant nationally endorsed training packages, qualifications, competency standards or units specified in accredited courses.

Vocational students are able to request a Certificate or Statement of Attainment by completing an AF 7 Certificate Issue Request Form or AF 19 Certificate III Issue Request Form. These forms are available in Adelaide, Sydney, Brisbane at reception and Melbourne at Student Services. Or you can download the forms from myCarrick. Please refer to SMP 3 Student Fees and Charges for any associated costs.

### PRIVACY OF STUDENT INFORMATION

Carrick is committed to protecting an individual's right to privacy. The purpose of the Privacy policy is to outline the obligation of all Carrick employees in relation to the collection, storage, accuracy, use, disclosure and retention of "personal information", which enables an individual to be identified. For further information please refer to SMP 5 Student Privacy and Personal Information policy in myCarrick.

### RECORD STORAGE AND SECURITY MANAGEMENT

Carrick is committed to creating, using and keeping full and accurate records of its administrative, academic and financial activities by protecting the integrity, authenticity and currency of all records. These records can be in any format including electronic documents, hard copy files, e-mails, spreadsheets, legal contracts and agreements.

All student records pertaining to academic, financial and administrative requirements are recorded and stored on a web-based Student Management System (Wise.NET). All information on Wise.NET is stored and secured off site and has daily back-up procedures in place. Student records located on Wise.NET are kept and stored for a period of no less than 30 years. Hard copy files are stored in a secure facility.

### HIGHER EDUCATION TESTAMURS

This section applies to Higher Education students only. Carrick Higher Education students are invited to attend a graduation ceremony following successful completion of their course. The Academic Advisory Board and the Board of Directors for Carrick Higher Education identify those students suitable for graduation at their relevant meetings. At graduation, students are conferred with their award and a testamur, and academic transcript is presented at the ceremony. Students graduating in absentia are posted their testamur and academic transcript within two weeks of graduation.

## MyCARRICK

myCarrick is the Carrick student portal located on the Carrick website. You can access myCarrick on the computers located in the Resource Centre. In myCarrick students can view their timetables and results and all students can use myCarrick to change personal details and access Carrick policies and procedures.

## MySUGGESTIONS

Students have the opportunity to provide feedback in an online questionnaire available on Carrick's website. There is also a feedback box available at Student Services where all students have the opportunity to provide feedback at any time. All information in this document is private and confidential. Feedback can also be emailed on [feedback@carrickeducation.edu.au](mailto:feedback@carrickeducation.edu.au).

## How to log on to **student webmail**

- 1** Go to [carrickeducation.edu.au/mycarrick](http://carrickeducation.edu.au/mycarrick)  
Then click on the student email access link in the middle of the page



- 2** Click yes to the file security dialogue box  
You should now have a screen that looks like the one below



- 3** What is my Username?  
Your username can be found under your photograph on your Student Identification Card  
For Example: CTH0100LX3




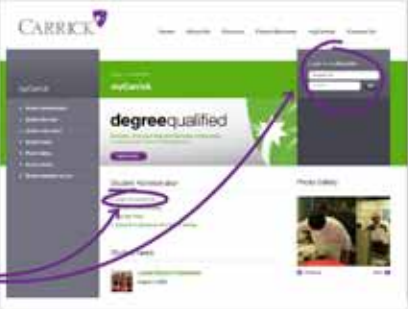
- 4** What is my Password?  
On initial log in your password is your Student ID number (letter and number) written twice  
For Example:  
If your student number is V1079 (Melbourne), your password is V1079v1079  
or if your student number is N1079 (Sydney), your password is N1079n1079


- 5** Your email address will be: [cth0100XXX@students.carrickeducation.edu.au](mailto:cth0100XXX@students.carrickeducation.edu.au)  
Make sure you **always log out of webmail after use**

## How to log on to **myCarrick**

- 1** Go to **carrickeducation.edu.au**


- 2** Click on **myCarrick** and select **Login**


- 3** Click yes to the file security dialogue box
- 4** The login screen will appear  
 Enter you CTH number and password  
 This is the same to access your Carrick email  
 You may need to repeat step 3 again if another security notice appears


- 5** You now have six options

  1. Update your address and phone number
  2. Check student policies
  3. Check your results
  4. View your timetable
  5. Check your attendance
- 6** Log off, you need to log off after every session to protect your confidential information

## Payment Options

Financial Services



### Carrick – Financial Services

- Operating Hours Monday – Friday 8:30am to 5:30pm
- Tuition must be paid on or prior to the due date. Late payment of fees will incur a late penalty of \$75 per week or 7.5% as per your agreement on the outstanding fee amount.

### Acceptable Method of Payment

#### Credit Card

Payment by Credit Card can also be made in person at Financial Services Counter or via telephone. Third party payments – Authorisation must be obtained (refer financial services counter). All major credit cards are accepted. There will be a 2.5% surcharge on all credit card transactions.

#### Cheque

Cheques are payable in Australian dollars to Carrick Institute of Education and must include the students name, student number and date of birth on the back of the cheque.

#### EFTPOS (debit card)

Please note EFTPOS cards have a daily withdrawal limit of between \$800 to \$1000 per day unless you increase your daily withdrawal limit directly with your bank.

#### Internet Banking/Telegraphic Transfer

Payment is to be made to:

Account Name: Carrick Institute of Education  
BSB: 083 004  
Account Number: 895 203 764

Please include your student number in the description field for payment identification.

If you are making payment by telegraphic transfer details are as follows:

Carrick Institute of Education  
BSB: 083 004  
Account Number: 895 203 764  
NAB - National Bank of Australia  
Swift Number: NATAAU3303M

A \$20 Bank Fee is applicable to all TT and must be added to your tuition payment. Please email or fax the bank receipt to Email: [deposits@carrickeducation.edu.au](mailto:deposits@carrickeducation.edu.au) Fax (international): 0011 61 3 9654 6818.

#### Cash Payments

Cash Payments for tuition fees are to be made directly at any NAB. Refer to bottom of your statement for your deposit slip. Should you require copy of statement/deposit slip, contact financial services as fees remain due and payable as per your contract.

## ADELAIDE - IMPORTANT TELEPHONE NUMBERS

**For Police, Fire or Ambulance call 000**

<b>LIFELINE</b>	24 hours / 7 days	13 11 14
<b>DOCTORS/GP's</b>	<b>ADELAIDE</b> Gawler Place General Practice Level 1 / 49 Gawler Place Telephone 8212 1974 Bulk billing	<b>ADELAIDE</b> Sallis Ramsay Dr MBBS (Adel) Level one 49 Gawler Place ADELAIDE Telephone 8212 1974 Bulk billing M-F 10am to 4pm
<b>HOSPITALS</b>	<b>The Royal Adelaide Hospital</b> North Terrace Adelaide 5000 Australia Telephone +61 8 8222 4000 Fax +61 8 8222 5170	<b>Flinders Medical Centre</b> Flinders Drive, Bedford Pk, 5042, South Australia, Australia Ph + 61 8 8204 5511 Fax + 61 8 8204 5450
<b>DRUGS &amp; ALCOHOL</b>	<b>Drug &amp; Alcohol Services South Australia</b> 161 Greenhill Road Parkside South Australia 5063 Telephone: +61 8 8274 3333 Facsimile: +61 8 8274 3399 Opening Hours: Monday-Friday 9:00 am - 5:00 pm	24 hours / 7 days 1300 13 1340
<b>YOUTH MENTAL HEALTH</b>	Kids Helpline 24 hours / 7 days	1800 55 1800 (free call from landline) <a href="http://www.kidshelp.com.au">www.kidshelp.com.au</a>
<b>PSYCHOLOGY REFERRAL</b>	<b>Flinders University Psychology Clinic</b> Flinders University Sturt Road Bedford Park SA 5042	Telephone : 8201 2311 Fax: 8201 3877 <a href="http://www.socsci.flinders.edu.au/psych-clinic">www.socsci.flinders.edu.au/psych-clinic</a>
<b>SEXUAL ISSUES</b>	<b>SHineSA</b> GP Plus Health Care Centre 64c Woodville Road, Woodville SA 5011	Tel: (08) 8300 5300 Email: <a href="mailto:info@shinesa.org.au">info@shinesa.org.au</a>
<b>WOMEN'S HEALTH</b>	64 Pennington Terrace North Adelaide South Australia 5006 9 am to 5 pm, Monday to Friday.	Phone: +618 8239 9600 Fax: +618 8239 9696 Toll Free Number: 1800 182 098 (outside of metro Adelaide) Local Call fee to the Healthline 1300 882 880 (from within South Australia only)

## ADELAIDE - IMPORTANT TELEPHONE NUMBERS

**For Police, Fire or Ambulance call 000**

<b>MEN'S HEALTH</b>	Postal Address PO Box 462 Stirling SA 5152  General Enquiry E: info@menshealthsa.com.au	
<b>OTHER</b>	Smokers Quitline	24 hours / 7 days 13 7848

## EMERGENCY CONTACTS BY SUBURBS

<b>NORTH</b>	<b>Lyell McEwin Hospital</b> Haydown Road Elizabeth Vale South Australia 5112 Main Switchboard: (+61) 8 8182 9000 Fax: (+61) 8 8182 9122 Email: info@lmh.sa.gov.au
<b>SOUTH</b>	<b>Flinders Medical Centre</b> Flinders Drive, Bedford PK, 5042, South Australia, Australia Ph + 61 8 8204 5511 Fax + 61 8 8204 5450
<b>EAST</b>	<b>Burnside War Memorial Hospital</b> 120 Kensington Road, Toorak Gardens, SA 5065 Main switchboard: (08) 8202 72222 Facsimile: (08) 8364 0038 E-mail: bwmh@burnsidehospital.asn.au
<b>WEST</b>	<b>The Queen Elizabeth Hospital</b> 28 Woodville Road WOODVILLE SA 5011 Main switchboard: (08) 8222 6000 Facsimile: (08) 82226010

## BRISBANE - IMPORTANT TELEPHONE NUMBERS

**For Police, Fire or Ambulance call 000**

<b>LIFELINE</b>	24 hours / 7 days	13 11 14
<b>SUICIDE HELPLINE</b>	24 hours / 7 days	1300 651 251
<b>POISONS INFO CENTRE</b>	24 hours / 7 days	13 11 26
<b>NURSE-ON-CALL</b>	24 hours / 7 days	1300 60 60 24
<b>MEDIBANK BULK BILLING DOCTORS &amp; MEDICAL CENTRES</b>	<p><b>Citycare Doctors at Macarthur Central</b> Phone: (07) 3221 6666 Lower Ground Floor Shop 11, 255 Queen St Brisbane City 4000</p> <p><b>Myer Centre Doctors</b> Phone: (07) 3210 2111 Shop 103B Queen St, Brisbane City 4000</p>	<p><b>Citycare Doctors at Festival Towers</b> Phone: (07) 3012 9500 108 Albert St Brisbane City 4000</p> <p><b>Millenium Medical Group</b> Phone: (07) 3832 5255 Ground floor, Morris Towers 149 Wickham Terrace, Brisbane</p>
<b>LIST OF DOCTORS &amp; MEDICAL CENTRES CLOSE TO CARRICK BRISBANE</b>	<p><b>Travellers Medical Service</b> Phone: (07) 3211 3611 Lvl 1, 245 Albert St Brisbane 4000</p> <p><b>Brisbane Women's Health Medical Centre</b> Phone: (07) 3211 8477 Ground Floor, Manor Apartments, 289 Queen Street Brisbane 4000</p> <p><b>ANZAC square medical centre</b> Phone: (07) 3229 1344 280 Ann St, Brisbane</p>	<p><b>Brisbane City 6 day Medical Centre</b> Phone: (07) 3221 3366 Lower Ground Floor, Manor Apartments 289 Queen Street Brisbane 4000</p> <p><b>Firstcare Doctors</b> Phone: (07) 3210 2111 Level E Myer Centre, 91 Queen St Brisbane City 4000</p> <p><b>Spring Hill Medical Centre</b> Phone: (07) 3831 4461 Level 2, 448 Boundary St</p>
<b>EMERGENCY HOSPITALS</b>	<p><b>Mater Adult Public Hospital</b> Phone: (07) 3240 2111 Raymond Terrace, South Brisbane 4101</p>	<p><b>Royal Brisbane &amp; Women's Hospital</b> Phone: (07)3636 8111 Butterfield St, Herston 4029</p>
<b>EMERGENCY DENTAL HOSPITAL</b>	<p><b>Brisbane Dental Hospital</b> Phone: (07)3231 3777 Corner of Turbot and Albert Streets, Brisbane 4000</p>	

## BRISBANE - IMPORTANT TELEPHONE NUMBERS

**For Police, Fire or Ambulance call 000**

<p><b>QUEENSLAND POLICE</b></p>	<p>Closest to Carrick Education (Brisbane Campus)  <b>Fortitude Valley Police Beat Shopfront</b>                      Phone: (07)3131 1200                      Brunswick Street Mall, Fortitude Valley, 4006</p> <p><b>Other Police Stations</b>                      To find a Police Station in your area;                      Go to: <a href="http://www.police.qld.gov.au">http://www.police.qld.gov.au</a>                      or look in a telephone directory</p>	<p>Closest to Brisbane central business district  <b>Brisbane City Neighbourhood Police Beat</b>                      Phone: (07)3224 4444                      67 Adelaide St, Brisbane City, 4000                      (Near the Corner of Adelaide and Albert Streets)</p> <p><b>Remember!</b>                      In an emergency situation, dial 000  <b>(Dial 112 from mobile, if 000 does not work)</b>                      (Police HQ: (07)3364 6464 – 24 hrs, 7 days)</p>
<p><b>STUDENT VISA &amp; EXTENSION QUERIES</b></p>	<p><b>Department of Immigration &amp; Citizenship "DIAC"</b>                      13 18 81  <a href="http://www.immi.gov.au/students/index.htm">www.immi.gov.au/students/index.htm</a>                      Nearest office: Level 7, 344 Queen St, Brisbane 4000</p>	
<p><b>VICTIMS OF CRIME HELPLINE</b></p>	<p><b>Department of Justice</b>                      1800 819 817                      Monday to Friday 8:30 am to 5 pm</p>	
<p><b>LEGAL PROBLEMS, ADVICE &amp; QUERIES</b></p>	<p>Legal Aid Queensland                      1300 651 188  <a href="http://www.legalaid.qld.gov.au">www.legalaid.qld.gov.au</a></p>	
<p><b>OTHER</b></p>	<p><b>Child Protection Crisis Line</b>                      T: 13 12 78</p>	<p><b>Gamblers Help</b>                      T: 1800 156 789</p>

## MELBOURNE - IMPORTANT TELEPHONE NUMBERS

**For Police, Fire or Ambulance call 000**

<b>LIFELINE</b>	24 hours / 7 days	13 11 14
<b>DOCTORS/GP'S</b>	<p><b>Swanston Street Medical Centre</b> 393 Swanston St, Melbourne 3000 T: 03 9654 2722</p> <p><b>Medical One</b> 23 QV Tce, 292 Swanston St, Melbourne 3000 T: 03 8663 7000</p>	<p><b>Queensbridge Square Medical at Freshwater Place</b> Level 1, 13-15 Freshwater Pl, Southbank 3006 T: 03 9926 3646</p>
<b>HOSPITALS</b>	<p><b>The Alfred Hospital</b> Commercial Road, Prahran 3181 T: 03 9276 3405</p> <p><b>St Vincent's Hospital</b> 46 Nicholson St, Fitzroy 3065 41 Victoria Pde, Fitzroy 3065 T: 03 9288 2211</p>	<p><b>Austin Hospital</b> 145 Studley Rd, Heidelberg 3084 T: 03 9496 5000</p> <p><b>Royal Melbourne Hospital</b> Ground Floor, 1B Building Grattan St, Parkville 3050 T: 03 9342 7666 or 9342 7009</p>
<b>DRUGS &amp; ALCOHOL</b>	<p><b>Turning Point</b> 54-62 Gertrude St, Fitzroy 3065 T: 03 8413 8413 E: info@turningpoint.org.au www.turningpoint.org.au</p>	<p><b>Drug &amp; Alcohol Helpline</b> <b>Directline: 1800 888 236</b></p> <p><b>Alcoholics Anonymous</b> T: 03 9429 1833 www.aa.org.au</p>
<b>YOUTH MENTAL HEALTH</b>	<p><b>Narcotics Anonymous Australia</b> www.naoz.org.au Drug &amp; Alcohol Helpline Directline: 1800 888 236</p>	<p><b>Orygen Youth Health</b> 35 Poplar Rd, Parkville 3052 T: 03 9342 2800</p> <p><b>Frontyard Youth Services</b> 19 King St, Melbourne 3000 T: 03 9611 2411 or 1800 800 531 E: fyreception@mcm.org.au</p>
<b>PSYCHOLOGY REFERRAL</b>	<p><b>University of Melbourne Psychology Clinic</b> 7th Floor, 14-20 Blackwood St, North Melbourne 3051 T: 03 9326 4774</p> <p><b>Inner South Community Health</b> 341 Coventry St, South Melbourne 3205 T: 03 9690 9144</p>	<p><b>RMIT Psychology Clinic</b> Building 6, Level 5, Room 12 Bowen St, Melbourne 3000 T: 03 9925 7376</p> <p><b>North Richmond Community Health Centre</b> 23 Lennox St, Richmond 3121 T: 03 9429 5477</p>

## MELBOURNE - IMPORTANT TELEPHONE NUMBERS

**For Police, Fire or Ambulance call 000**

<b>SEXUAL ISSUES</b>	<b>CASA House</b> Lonsdale St, Melbourne 3000 T: 03 9635 3610 Crisis Line: 1800 806 292	<b>Domestic Violence &amp; Incest Resource Centre</b> T: 03 9486 9866
	<b>Gay &amp; Lesbian Switchboard</b> T: 03 9827 8544 or 1800 184 527	<b>Family Planning</b> 171 Berkeley St, Melbourne 3000 T: 03 9347 7036 or 1800 815 794
<b>OTHER</b>	<b>Child Protection Crisis Line</b> T: 13 12 78	<b>Gamblers Help</b> T: 1800 156 789

## EMERGENCY CONTACTS BY SUBURBS

### INNER EAST

#### CAT Team

52 Albert St, East Melbourne 3002  
T: 03 9417 5696 AH: 1300 558 862 (Triage)

#### St Vincent's Hospital

46 Nicholson St, Fitzroy 3065  
41 Victoria Pde, Fitzroy 3065  
T: 03 9288 2211

#### Yarra Community Health Services

283 Church St, Richmond 3121  
T: 03 9429 1811

**Lifeline: 13 11 14**

**Police/Ambulance/Fire: 000**

### INNER WEST

#### CAT Service

2nd Floor, 641 Mount Alexander Rd,  
Moonee Ponds 3039  
T: 03 9377 3400 AH: 03 9342 2333

#### Royal Melbourne Hospital

Emergency Department  
Ground Floor, 1B Building, Grattan St, Parkville 3050  
T: 03 9342 7666 or 9342 7009

#### Norfolk Terrace Community Care Unit

1 Travencore Cres, Flemington 3031  
T: 03 8371 7500

**Lifeline: 13 11 14**

**Police/Ambulance/Fire: 000**

### INNER SOUTH

#### CAT Service

#### The Alfred Hospital

Commercial Rd, Prahran 3181  
T: 1300 363 746

#### The Alfred Hospital

Commercial Rd, Prahran 3181  
T: 03 9276 3405

#### Inner South Community Health

10 Inkerman St, St Kilda 3182  
T: 03 9534 8166

**Lifeline: 13 11 14**

**Police/Ambulance/Fire: 000**

### INNER NORTH

#### CAT Service

PO Box 464, Heidelberg 3084  
T: 03 9450 9000

#### Austin Hospital

145 Studley Rd/ PO Box 5555, Heidelberg 3084  
T: 9496 5000

#### North East Community Mental Health Service

77 Hawdon St, Heidelberg 3084  
T: 03 9450 9000

**Lifeline: 13 11 14**

**Police/Ambulance/Fire: 000**

## SYDNEY - IMPORTANT TELEPHONE NUMBERS

**For Police, Fire or Ambulance call 000**

<b>Doctors and GP's</b>	<p><b>Sydney City Family Doctor - Castlereagh Medical Centre</b> 260 Castlereagh Street, Sydney (02) 9283 1234</p> <p><b>Surry Hills Medical Centre</b> 573 Crown St Surry Hills (02) 9699 3311</p> <p><b>Macquarie St Medical Centre</b> Lv14/195 Macquarie St, Sydney (02) 9238 0800</p> <p><b>Redfern Medical Centre</b> 92 Regent St, Redfern (02) 9698 5763</p>
<b>Direct Billing Medical Centres</b>	<p><b>Chapel Road Medical Centre</b> 293 Chapel Road, Bankstown, NSW 2200 (02) 9796 4825</p> <p><b>Healthpac Medical Centre Sydney</b> LG, 59 Goulburn Street, Sydney, NSW 2000 (02) 9282 9725</p> <p><b>Macquarie Street Medical Centre</b> Level 4, 195 Macquarie Street, Sydney, NSW 2000 (02) 9238 0800</p> <p><b>Quakers Hill Family Practice</b> 1/15 Railway Road, Quakers Hill, NSW 2763 (02) 9626 6300</p> <p><b>Marrickville Family Medical Practice</b> 312 Marrickville Road Marrickville, NSW 2204 \$15.70 gap (02) 9569 7222</p>
<b>Hospitals</b>	<p><b>St. Vincents</b> <a href="http://www.svh.stvincents.com.au/">www.svh.stvincents.com.au/</a> Victoria Street, Darlinghurst NSW (02) 8382 1111</p> <p><b>Royal Prince Alfred</b> <a href="http://www.sswahs.nsw.gov.au/">www.sswahs.nsw.gov.au/</a> Missenden Road, Camperdown (02) 9515 6111</p>
<b>Drugs and Alcohol</b>	<p><b>Alcohol and Drug Information Service</b> 1800 422 599 <a href="http://www.adin.com.au/content.asp?Document_ID=38">http://www.adin.com.au/content.asp?Document_ID=38</a> Lists treatment services, housing and contacts for family and friends</p>
<b>Mental Health</b>	<p><b>Life Line Information Service</b> Mental Health Support and services <a href="http://www.justlook.org.au">www.justlook.org.au</a></p> <p><b>Sane</b> 1800 18 SANE (7263) Mental health, symptoms, treatments and medications 9am – 5 pm <a href="http://www.sane.org">http://www.sane.org</a></p> <p><b>Transcultural Mental Health:</b> 1800 648 911 Cumberland Hospital 5 Fleet Street, Parramatta NSW 2150</p>

## SYDNEY - IMPORTANT TELEPHONE NUMBERS

**For Police, Fire or Ambulance call 000**

<p><b>Sexual Health</b></p>	<p><b>Gay &amp; Lesbian Counselling Service of NSW</b>            (02) 8594 9596            Regional NSW: 1800 18 GLCS (1800 18 4527)            5.30pm-10.30pm 7 days  <a href="http://www.glcsnsw.org.au/">http://www.glcsnsw.org.au/</a></p> <p><b>Women's and Girls' Emergency Centre</b>            (02) 9360 5388  <a href="http://www.wagec.org.au/">http://www.wagec.org.au/</a></p> <p><b>Domestic Violence Line</b>            1800 656 463            1800 671 442 ( Hearing impaired)            24 hours  <a href="http://www.community.nsw.gov.au/">www.community.nsw.gov.au/</a></p>
<p><b>Other</b></p>	<p><b>Translating and Interpreter Service 24 hrs</b>            131450            24 hours  <a href="http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/">http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/</a></p> <p><b>Homeless Person's information referrals, emergency accommodation referral</b>            (02) 9265 9081            1800 234 566            (9- 10 pm 7 days)  <a href="http://www.cityofsydney.nsw.gov.au/community/HomelessnessServices/HomelessPersonsInformationCentre.asp">http://www.cityofsydney.nsw.gov.au/community/HomelessnessServices/HomelessPersonsInformationCentre.asp</a></p> <p><b>G Line Gambling Line</b>            1800 633 635  <a href="http://www.olgr.nsw.gov.au/gaming_hfpg_gline.asp">http://www.olgr.nsw.gov.au/gaming_hfpg_gline.asp</a></p> <p><b>LawAccess</b>            1300 888 529  <a href="http://www.lawaccess.nsw.gov.au">www.lawaccess.nsw.gov.au</a></p> <p><b>Kids Help line</b>            1800 55 1800            24 hours  <a href="http://www.kidshelp.com.au/">http://www.kidshelp.com.au/</a></p>