

## Student Pre-Enrolment Information

### RTO REGISTRATION

York Business Institute (YBI) is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA) under the authority of the *National Vocational Education and Training Regulator Act 2011 (NVR2011) / Standards for Registered Training Organisations 2015*. YBI is also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS).

### NATIONALLY ACCREDITED & INTERNATIONALLY RECOGNISED COURSES

All courses are nationally accredited and internationally recognised, fulfilling the requirements of the Business Services, ICT, SIT and Financial Services Training Packages. Courses on our scope of registration are as follows:

Field of Study	Course Name and Course Code	Duration (including	Mode of Delivery (International Students)
Business	<b>BSB30120 Certificate III in Business</b> CRICOS Course Code: 104594D	52 weeks	Full time: Face-to-face (67%) + Online (33%)
	<b>BSB40120 Certificate IV in Business</b> CRICOS Course Code: 106420K	26 weeks	Full time: Face-to-face (67%) + Online (33%)
	<b>BSB50120 Diploma of Business</b> CRICOS Course Code: 106421J	52 weeks	Full time: Face-to-face (67%) + Online (33%)
	<b>BSB60120 Advanced Diploma of Business</b> CRICOS Course Code: 106422H	52 weeks	Full time: Face-to-face (67%) + Online (33%)
Accounting	<b>FNS40222 Certificate IV in Accounting and Bookkeeping</b> CRICOS Course Code: 110813C	52 weeks	Full time: Face-to-face (67%) + Online (33%)
	<b>FNS50222 Diploma of Accounting</b> CRICOS Course Code: 110399A	52 weeks	Full time: Face-to-face (67%) + Online (33%)
	<b>FNS60222 Advanced Diploma of Diploma of Accounting</b> CRICOS Course Code: 110400B	78 weeks	Full time: Face-to-face (67%) + Online (33%)
ICT	<b>ICT40120 Certificate IV in Information Technology</b> CRICOS Course Code: 103298J	78 weeks	Full time: Face-to-face (67%) + Online (33%)
	<b>ICT50220 Diploma of Information Technology</b> CRICOS Course Code: 105623G	104 weeks	Full time: Face-to-face (67%) + Online (33%)
	<b>ICT60220 Advanced Diploma of Information Technology</b> CRICOS Course Code: 105624F	78 weeks	Full time: Face-to-face (67%) + Online (33%)
HR	<b>BSB40420 Certificate IV in Human Resource Management</b> CRICOS Course Code: 104595C	52 weeks	Full time: Face-to-face (67%) + Online (33%)
	<b>BSB50320 Diploma of Human Resource Management</b> CRICOS Course Code: 104596B	78 weeks	Full time: Face-to-face (67%) + Online (33%)



	<b>BSB60320 Advanced Diploma of Human Resource Management</b> CRICOS Course Code:104597A	<b>78 weeks</b>	Full time: Face-to-face (67%) + Online (33%)
<b>Hospitality</b>	<b>SIT30622 Certificate III in Hospitality</b> CRICOS Course Code: 110401A	<b>52 weeks</b>	Full time: Face-to-face (67%) + Online (33%) + 200 hours of work placement
	<b>SIT50422 Diploma of Hospitality Management</b> CRICOS Course Code: 110402M	<b>91 weeks</b>	Full time: Face-to-face (67%) + Online (33%)+ 200 hours of work placement
	<b>SIT60322 Advanced Diploma of Hospitality Management</b> CRICOS Course Code: 110403K	<b>104 weeks</b>	Full time: Face-to-face (67%) + Online (33%)+ 200 hours of work placement
<b>Grad Diploma</b>	<b>BSB80120 Graduate Diploma of Management (Learning)</b> CRICOS Course Code:104598M	<b>104 weeks</b>	Full time: Face-to-face (67%) + Online (33%)
<b>ELICOS</b>	<b>General English</b> CRICOS Course Code: 109129M	<b>65 weeks</b>	Full time: Face-to-face

**Note: The fees and charges stated above are subject to change or variation. Mode of delivery may also be changed in response to any unprecedented circumstances in line with regulatory decision. Due notice will be provided prior to any adjustment.**

#### LEGISLATIVE REQUIREMENTS

YBI follows all relevant Commonwealth and State laws covering WHS, workplace harassment, victimization and bullying, anti-discrimination, including equal opportunity, access and equity, racial vilification, disability discrimination as prescribed in the: WHS Act, EEO, Access & Equity and anti-Discrimination and Harassment Acts and the YBI Code of Practice.

#### ACCESS AND EQUITY

We are committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

- All participants have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or care responsibilities.
- All participants who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within our scope of registration.
- Any issues or questions raised regarding access and equity can be directed to the PEO.

Where our training programs have a limited number of available places, these will be filled in order of completed enrolment applications.

#### INDUCTION/ORIENTATION

All registering students are required to undertake an induction procedure provided by appropriate YBI staff. During this procedure all YBI and course policies and procedures will be explained to the students.

- Student Support Services available and the Australian Study Environment
- Legal services
- Emergency and Health services
- Facilities and Resources
- Complaints and Appeals processes
- Student visa conditions relating to course progress and/or attendance.

### **STUDENT SUPPORT, WELFARE AND GUIDANCE**

We wish to ensure that all students are supported in their studies to the full extent possible, thus any participant who is experiencing any difficulties with their studies should see their trainer, or another member of the staff.

The staff member will ensure that the full resources of the institute are made available to ensure that the participant achieve the required level of competency in all accredited courses. Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see Institute Staff for free advice relating to study on:

#### **Managing your time**

- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

The Receptionist/ Student Welfare Officer is the initial and official point of contact for all students.

Therefore, if you need assistance, please see the receptionist in the first instance.

Our staff will assist you in how to seek help with local welfare and guidance services. At the end of this document a list of local agencies has been supplied for your assistance.

Our Course Coordinator will act as a Student Contact Officer in all academic matters that we can assist you with.

### **QUALITY TRAINING AND ASSESSMENT**

All YBI training and assessments comply with the standards of the AQF and the requirements of the relevant national training package and the *National Vocational Education and Training Regulator Act 2011 (NVR2011)* / *Standards for Registered Training Organisations 2015*. Only documents that comply with the AQF certification documentation will be issued.

These standards are maintained through continual staff professional development, monitoring, industry liaison, internal auditing and both internal and external moderation.

### **TERMS AND CONDITIONS**

YBI requires all students to access and understand all YBI and course information available on the website, at reception and included in the institute application and marketing material. Students will be required to

sign a declaration that they have read and understood all terms and conditions (available with the enrolment form, letter of offer and written agreement) before registration and will be bound by these conditions once registration is complete.

All courses are delivered on site as modified lecturers/tutorials in English as competency based training following the guidelines of the relevant training packages.

All training is designed to maximise student access and participation and hence the opportunity to achieve competency.

### **RECOGNITION OF PRIOR LEARNING**

YBI offers vocational courses at different levels and recognises that student may already possess the skills and knowledge in areas of the training.

Thus enrolling students can apply for recognition of prior learning (RPL) for units of competency of the course they enroll in prior to the commencement of studies or during the first term in the chosen course (by the end of the 2<sup>nd</sup> week). It should be noted that a shortening of overall course duration does not change the requirement for students to be enrolled in full-time study.

For further information on recognition of prior learning please refer to the student handbook.

### **COMPLAINTS AND APPEALS PROCEDURES**

Students have access to a Complaints and Appeals procedure if they feel they have been unjustly treated or have a serious complaint. Students who feel they have any type of complaint should first contact the Administration Manager. If necessary the complaint will be referred to the Principal Executive Officer in order to resolve the situation. A student dissatisfied with an activity or a decision regarding their academic outcomes can voice their concerns to the staff member concerned and, if appropriate, appeal to the Principal Executive Officer.

If students are still dissatisfied with the outcome of the complaint / grievance / appeal then students may lodge an external appeal or complain about the decision with the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.

Please see the Student Handbook (APPENDIX 2: STUDENT GRIEVANCES, COMPLAINTS AND APPEALS POLICY AND PROCEDURES) for details.

### **FEES**

All course fees and charges are payable in Australian Dollars (AUD). There is no reduction in fees for subject exemptions. All fees and charges must be paid in advance by the date shown on the letter of offer and/or invoice. A penalty may be applied to late tuition fees, Please refer to Fees information.

Students may be precluded from attending class, receiving results, sitting tests / exams if tuition fees have not been paid in full by the date written on their invoice. YBI is not responsible for any monies paid to

agents or 3rd parties. If students need to repeat a subject(s) a pro rata tuition fee is payable.

Fees are subject to change. YBI will honor the tuition fees quoted for enrolled students only if the student commences tuition within 12 months of enrolment date.

Fee payment plans are available to all students. Once enrolment in a course has been confirmed the first term's fee plus all other fees including learning material costs and other levied fees are required to be paid. Each term's fee must be paid prior to the commencement of the relevant term and students will receive the invoice for that payment six weeks before the completion of the existing term.

A nonrefundable Enrolment/Application fee of \$250.00 (exclusive of Tuition fees, material fees and CoE issue fee) is required at the time of enrolment and this guarantees your place in the course. The enrolment deadline is 10 working days after the commencement of course.

Tuition fees DO NOT cover the charges for application fee, textbooks, stationery, and re assessment fees.

Students, who fall behind in the payment of their fees or fail to pay their tuition fee on the due date, may be charged a late payment fee of \$120.00 per term late payment fee or may be refused training and assessment services and any requests until such times as the fees are paid and up-to-date.

For more information on fees and a complete schedule of charges, please visit our website [www.york.edu.au](http://www.york.edu.au) or contact at [info@york.edu.au](mailto:info@york.edu.au).

Should fees remain overdue for more than one day after the due date YBI will inform the student of their intention to report them for non-payment of fees to DHA via PRISMS.

## **CANCELLATION AND REFUND POLICY**

Situations where a provider default may occur include:

- 1) The course does not start on the agreed starting date which is notified in the Offer Letter
- 2) The course stops being provided after it starts and before it is completed
- 3) The course is not provided fully to the student because the institute has a sanction imposed by a government regulator

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at the institute's expenses, then the institute is relieved of its liability to make the payment. The student must advise the institute in writing whether they agree to the alternative arrangement.

### **Local Students**

After course commencement students who discontinue will not be entitled to any refund. Every effort will be made to negotiate the transfer of training in the event of a student's prolonged illness or personal hardship. However, no consideration can be given to extended absences for any other reason.

### **International Students**

The request for refund must be made in writing to the Principal Executive Officer by using the **Refund Application Form**.

- No refunds will be paid to a third party unless it is indicated at the time the Refund Application Form is lodged, that any refunds due are payable to a third party.
- Where a refund is approved, the Institute will make payment of refunds within 28 days of receipt of the Refund Application Form
- In the case of default by the Institute, the provisions of the ESOS Act 2000 and the ESOS Regulations 2019 apply. For further information about the ESOS Act please see <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Enrolment Fee and CoE issuing Fee		Non-refundable
Tuition Fees		
Visa refused prior to course commencement (except for fraud, forge or misleading documents)	Offshore applications	Refund less \$500 administration fee.
	Onshore applications	<ul style="list-style-type: none"><li>• Prior to course commencement: Refund full tuition fee; \$500 Administration fee applies.</li><li>• After course commencement: Refund unused tuition fee; \$500 Administration fee applies.</li></ul>
		No refund will be given if AAT is undertaken.
Withdrawal at least 28 days (prior to agreed start date)		70% refund of tuition fees less \$500 administration fee and CoE issuing fee
Withdrawal less than 28 days (prior to agreed start date)		50% refund of tuition fees less \$500 administration fee and CoE issuing fee
Withdrawal after the agreed start date		No refund
Visa cancelled due to actions of the student including due to fraud, forge or misleading documents		No refund
Does not commence (i.e. Does not arrive, or has not arranged with us for a later start because of health or compassionate reason)		No refund
Visa extension is refused		Return of unused tuition fees less \$500 administration fee and CoE issuing fee
Withdrawal from study - enrolled/current students		Refund of unused tuition fees less \$500 administration fee and CoE issuing fee (of the following term/s)* *Deferment, Suspension or Cancellation of Enrolment Application Form must be received at least 28 days prior to the commencement of the following term/s *No refund will be given after an approved deferment or suspension.
Compulsory Health Insurance (Student visa holders only)		Refer to OSHC provider’s refund policy
Airport Pick-up		Full Refund only if service cancelled 3 business days prior to flight arrival
Visa refused but when RTO is able to deliver the course online and student can continue study online from offshore		Return of unused tuition fees less \$500 administration fee and CoE issuing fee when withdrawal has been requested prior to the agreed start date

### *RTO Default*

- Under the Tuition Protection Service (TPS) framework, if the Institute is unable to fulfill its obligations to complete a course. The TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).
- The Institute defaults if the course they offer does not start on the agreed starting day.
- The Institute defaults if the course stops being provided after it starts and before it is completed or the course is not provided fully to the student because the registered provider has had a sanction imposed.
- If the Institute defaults, it will refund to the student within 14 days after the default day and receipt of your Refund Application Form.
- The Institute will give the student a statement that explains how the refund amount has been worked out. The Institute dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- The Standards for RTOs require the Institute to inform students considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.  
It must be noted that our Institute does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a course. For refund option in other circumstances, students must refer to the refund policy.
- The refund policy is subject to review from time to time.
- The Institute recommends that you read the ESOS Framework Information, which provides legislative protection for [International students, available at https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx](https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx)

No refunds will be paid to a third party unless it is indicated at the time the refund application is lodged, that any refunds due are payable to a third party.

Requests for refund should be made in writing to the PEO with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 28 days of receipt of the claim. The enrolment/application fee and CoE issuing fee are not refundable.

All refunds will include a statement explaining how the refund amount was calculated.

Refund will only be given to the person who paid the tuition fees. For example, if the tuition fee was paid by an agent or parents, the money will only be refunded to either the agent or parents.

This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

The Institute's dispute-resolution processes do not circumscribe a student's right to pursue other legal remedies.

Staff is responsible for referring all enquiries regarding fees, charges and refunds to the PEO.

### **PROTECTION OF FEES**

YBI conforms to the requirements of the Tuition Protection Service (TPS) established by the Australian Government for overseas students which is part of the ESOS (Education Service for Overseas Students) Assurance Fund established under section 45 of the ESOS Act 2000.

Under the TPS framework, if YBI is unable to fulfil its obligations to complete a course, the TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider). This replaced the previous combination of Tuition Assurance Schemes and the ESOS Assurance Fund.



**CHANGE OF CONTACT DETAILS**

All students are required to maintain current and accurate contact details with YBI at all times. In the event of a change in contact details students are required to complete a change of details form and submit to the Administration Manager.

**DISCIPLINARY PROCEDURES**

All YBI students are subject to Australian civil and criminal laws and to the YBI Disciplinary Policy and Procedure. YBI reserves the right to expel students who break these conditions. In such circumstances students will be reported immediately to DHA and depending on the seriousness of the incident the relevant authorities.

**LANGUAGE, LITERACY AND NUMERACY (LLN)**

We aim at all times to provide a positive and rewarding learning experience for all of its students. Our enrolment form asks you to provide information regarding your LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the participant to discuss their requirements.

**UNIQUE STUDENT IDENTIFIER (USI)**

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

Each student will need a USI to obtain their certificate or qualification from their registered training organisation when studying nationally recognised training in Australia.

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that give students access to their USI account:

- A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.
- The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.
- The USI will be available online and at no cost to the student.
- This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

**The USI initiative will:**

- Seamlessly link information about a student's VET achievements, regardless of where they studied
- Enable students to easily access secure digital transcripts of their achievements
- Give students access to, and more control over, their educational information

As part of this initiative – it is required that students create their USI at the earliest possible.

If you are unable to create a USI and would like the Institute to do it on your behalf – you will need to come to the Admin Office at the Institute and sign a 'Consent Form'. After which the Institute will be able to create it for you.



For more information visit [www.usi.gov.au](http://www.usi.gov.au) or ask at Reception. You can either apply yourself for your USI or ask at Reception and we can do it on your behalf or assist.

## **PRIVACY NOTICE**

### **Why we collect your personal information**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### **How we use your personal information**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### **How we disclose your personal information**

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### **How the NCVER and other bodies handle your personal information**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.desegov.au/national-vet-data/vet-privacy-notice>.

### **Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### **Contact information**

At any time, you may contact YBI via Email ([info@york.edu.au](mailto:info@york.edu.au)) to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

For our Privacy Policy, please refer to the YBI Student Handbook available on website. You can also call us at +61 2 8316 6600 Monday-

Friday from 9am-6pm

## DISCLOSURE OF PERSONAL INFORMATION

Information is collected during your enrolment in order to meet our obligations under the ESOS Act and the National Code, to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS).

In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law, this may include and the circumstance of any suspected breach by the student of a student visa condition.

All students are able to access their own personal files held by the Institute and may also request that updates be made to information that is incorrect or out of date. Access may be given to an identified government officer from such agencies as the National VET Regulator (ASQA), DET or DHA for the purposes of an audit. We are required to inform DHA of any changes to your enrolment and any breaches by you of your student visa conditions relating to attendance or academic performance. A copy of student or staff records by a third party can only be obtained by written permission of the person whose file has been requested. This permission must be provided in writing for such access to occur.

## STUDENTS RIGHTS and RESPONSIBILITIES

Students have the right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have personal property (including computer files and your work) and the Institute's property protected from damage or other misuse;
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- Learn in an environment that is conducive to success;
- Work and learn in a supportive environment without interference from others;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Appeal within five days of receiving notification of any decision made about late or missed assessment;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions

Students have the responsibility to:

- Treat staff and fellow students with respect and fairness. This includes but is not limited to:
  - Following reasonable directions from a member of staff;
  - Not behaving in any way that may offend, embarrass or threaten others;
  - Not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
  - Taking care of facilities by not damaging, stealing, modifying or misusing property; and
  - Acting in a safe manner that does not place you or others at risk.
- Ensure personal details are current and correct;
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability;
- Not to smoke in non-smoking areas;
- Not to be under the influence of alcohol or illegal drugs; and
- Follow normal safety practices.

#### **YBI RESPONSIBILITIES**

As an RTO (Registered Training Organisation), YBI is required to meet various obligations under the Australian Qualifications Framework (AQF 2013), the National Vocational Education and Training Regulator Act 2011 (NVR2011)/ Standards for Registered Training Organisations 2015, the Education Services for Overseas Students (ESOS) legislation and the National Code of Practice 2018.

These can be described broadly as:

- Being registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- Meeting quality assurance standards and continuously reviewing and improving upon all aspects of the institute's training and assessment systems
- Complying with tuition and financial assurance requirements; and
- Encouraging overseas students recruited to study in Australia to comply with the conditions of their visas, and reporting those who do not.

For further information on the ESOS Act and the National Code of Practice can be found at:

<https://www.legislation.gov.au/Details/C2017C00292>

<https://www.legislation.gov.au/Details/F2017L01182>

Further information on the Australian Quality Framework (AQF) can be found at:

<https://www.aqf.edu.au/>

#### **CHANGE OF LOCATION OF PREMISES**

If the Institute changes its location, students will be notified in writing at least three weeks before the re-

location is to take place

## LIVING IN SYDNEY

### ABOUT SYDNEY

Sydney has been voted one of the most beautiful cities in the world and has one of the world's most celebrated harbours. There is a variety of things you can do and see in Sydney when not studying.

Sydney CBD is a friendly, multicultural area of Sydney. YBI is centrally located, close to Sydney CBD shopping areas and a number of cafés and restaurants.

YBI is only a 10-minute bus ride from Sydney Opera House, where you can enjoy the famous Australian culture and sunshine! You'll also have quick and easy access to Sydney's Darling Harbour and other popular locations via bus, train and light rail from Central Station.

Australia's beaches are well known around the world, and increasingly we are also becoming known for our great food, wines and a multitude of sporting and cultural activities. Add this to our relaxed lifestyle and great weather and you will quickly understand why Sydney is one of the best cities in the world for students to enjoy.

The Australian government suggests that international students allow funds of approximately \$21,041 AUD per year to support their living expenditure excluding tuition fees. The information below is a GUIDE ONLY for individual living expenses while in Australia. For details please refer to <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>.

### GETTING TO YBI

If you are staying with a homestay or student accommodation organised through our Institute, they will advise you on how to get there.

#### Sydney CBD campus:

It's a 2-minute walk from Museum Station or a 5-minute walk from Town Hall Station  
<https://transportnsw.info/travel-info>

Here is a map of the CBD area, including Level 1, 338 Pitt St Sydney NSW 2000, where the Institute is located:



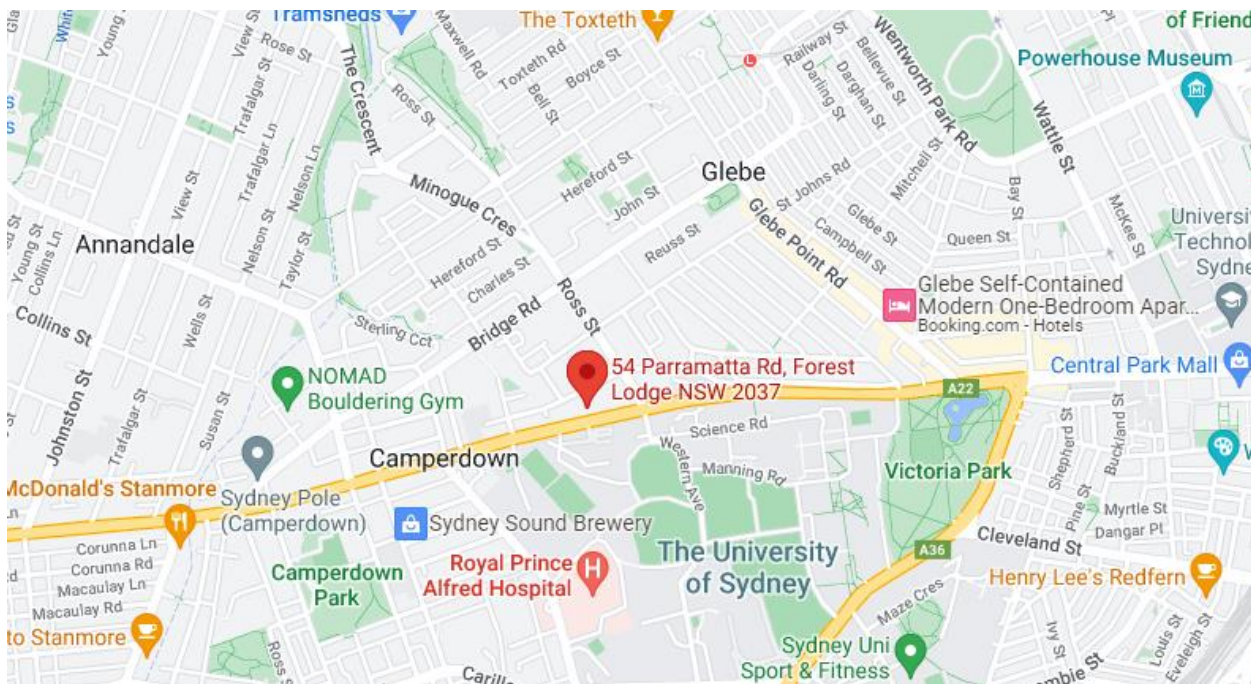


<https://www.google.com.au/maps/place/338+Pitt+St,+Sydney+NSW+2000/@-33.8749986,151.2074424,17z/data=!4m13!1m7!3m6!1s0x6b12ae3da160a7bb:0x55cdb33fad2ae75e!2s338+Pitt+St,+Sydney+NSW+2000!3b1!8m2!3d-33.8763808!4d151.208102!3m4!1s0x6b12ae3da160a7bb:0x55cdb33fad2ae75e!8m2!3d-33.8763808!4d151.208102?dcr=0>

### **Glebe campus:**

It's a 2-minute walk from the bus stop and a 5-minute walk from the Broadway shopping centre

<https://transportnsw.info/travel-info>



<https://www.google.com/maps/place/54+Parramatta+Rd,+Forest+Lodge+NSW+2037/@-33.8850361,151.1718809,15z/data=!4m5!3m4!1s0x6b12b02a4c9610e1:0xf430a2cde9b38e63!8m2!3d-33.8850294!4d151.1829906>

(If in doubt, please call us on 02 8316 6600)

YBI's Trading hours are 9.00am until 06.00pm

### **GETTING AROUND SYDNEY**

Central Station has a direct train service to Sydney Airport plus train and coach services to most parts of the country. For weekends away, we can recommend the Blue Mountains and Jenolan Caves to Sydney's west, the Central Coast of NSW to Sydney's north, the South Coast of NSW to Sydney's south and the Hunter Valley wineries to Sydney's North West. Sydney and its surrounding areas also contain 37 National Parks (including the world's second-oldest National Park – the Royal National Park) with fantastic walking tracks and campsites, containing plants and animals you won't see anywhere else in the world.

## TRANSPORT

You can buy an Opal card for bus, train or ferry. Failure to pay the correct fare may result in a hefty fine of \$200 or more. Unfortunately, most international students are not eligible for a travel concession according to the Transport for NSW terms and conditions.

Please visit <https://transportnsw.info/tickets-opal/ticket-eligibility-concessions/child-student-concessions/tertiary-students#accordion-concession-travel-for-international-students>

Public transport is very easy in Sydney and is also fairly cheap. Both of our campuses are very conveniently close to the public transport. We also suggest that you don't drive yourself to the Institute because parking in the area is extremely limited.

## TRAINS

There are frequent suburban train services leaving from Town Hall station to most stations around Sydney, which is a few minutes' walk from YBI Sydney CBD campus.

## BUSES AND FERRIES

Sydney has many bus services between the suburbs and the city Centre. The Glebe campus is a 2-minute walk from the Bus stop and a 5-minute walk from Broadway shopping centre, where you can get buses to all locations in Sydney.

Fares depend on the travelling distance. Ask the bus driver for the exact fare. There are many ferry services from Circular Quay to suburbs around Sydney.

You'll also have quick and easy access to Sydney's Darling Harbour and other popular locations via bus, train and light rail from Central Station.

For further information on Sydney Buses, Trains, Metro, Light Rails and Ferries including timetables and fares

Bus Train Ferry Information Line PH: 131 500

[www.131500.com.au](http://www.131500.com.au)

## TAXIS

It is usually easy to find a taxi in Sydney. Prices vary depending on the distance travelled. If you take a taxi on a toll-way you will have to pay the toll for the taxi's return journey. You can take a taxi from a taxi rank, book one by telephone or you can 'hail' a taxi from the street.

## WEATHER

Sydney has a mild climate, especially in winter, but be aware that the weather is subject to quick changes. Each day may be a combination of seasons, so be prepared for rain, heat, or cold, wind and sunshine all in the one day. Perhaps you should carry an umbrella and something warm. Listen to the weather forecasts carefully

## TRADING HOURS

Post Offices are open from 9:00am to 5:00pm, Mondays to Fridays and in some shopping centers Post Offices are open on Saturday mornings from 9:00 am till 1:00pm.

Banks are open from 9:30 am to 4:00 pm, Monday to Thursday. They stay open till 5:00 pm on Friday and

are closed on Saturdays and Sundays. There are a number of banks near the institute.

Shops are usually open from 9:00 am to 5:30 pm during the week, and many big stores stay open till 9:00pm on Thursdays. They are open from 9:00am until 4:00pm on Saturdays and from 10.00 am to 5:00pm on Sundays as well. Most Coles and Woolworths supermarkets are open till midnight during the week and till about 10:00pm on the weekends.

### **BANKING**

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students.

When you open an account you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards.

An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks

### **MEDICAL PROBLEMS**

If you get sick, you may have to go and see a doctor. In Australia you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house.

If you cannot come to Institute, the doctors will give you a medical certificate that describes what is wrong with you, stating how many days you may stay at home. Don't forget to give your medical certificate to the receptionist when you return to the institute or the time you are away will affect your attendance.

Please note: OSHC does not cover medication. If you are hurt in an accident or need urgent medical attention in an emergency go to the Emergency Department of a hospital

### **WORKING IN AUSTRALIA**

Overseas students are allowed to work in Australia *after commencement of their course of study*. They are allowed to work *no more than 40 hours per fortnight* during the semester, provided that it does not adversely affect their studies. During holidays overseas students may work full-time. However, work is not always easy to find, and you should not rely on income earned in Australia to pay your tuition fees.

#### *Obtaining a tax file number (TFN)*

You must have a TFN to be assessed for tax. This is a requirement for any job. You will need to complete a special form, which you can get from any taxation office or download from the website <http://www.ato.gov.au/>. You must then lodge the application at a taxation office. Your tax file number will be sent to your current Australian address. Also to know more about your employment rights and conditions, and how to resolve workplace issues please see <https://www.fairwork.gov.au/>



## ACCOMMODATION

### Rental Accommodation

Initial establishment costs for a shared apartment or house, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least AUD1500. Estimates of average rental accommodation costs per week are as below:

Type of Accommodation	Estimated Cost per week
	<b>Apartment/ Flat</b>
1 bedroom	AUD180-250
2 bedroom	AUD250-400
	<b>House</b>
2-3 bedrooms	AUD350-550

### Cost of Living (A\$)

The Australian government suggests that international students allow funds of approximately \$20,290 AUD per year to support their living expenditure. The information below is a GUIDE ONLY for individual living expenses while in Australia. For details please refer to <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

EXPENSE	COST	NOTES
Housing	\$150+ per week	This will vary greatly depending on where you live and the type of accommodation you choose.
Food	\$100+ per week	This is for a week's worth of groceries from the supermarket.
Transportation	\$25+ per week	A weekly transport pass could save you money. The cost of transport will vary greatly depending on where you live.
Utilities (gas/electricity/ Internet)	\$25+ per week	If you share accommodation, the costs for utilities will decrease per person.
Mobile phone	\$20+ per week	This will vary greatly depending on your plan, international calls, etc.
Medical expenses	\$50 per consultation	Your Overseas Student Health Cover (OSHC) will reimburse you for most costs, but you will need to pay up front. Remember
Clothing	Varies	Most students bring clothes from home and purchase only a few items while in Sydney. Remember that weather in Sydney
Entertainment	\$25+ per event	Examples include a film, a dinner, drinks at the pub, etc.

### Boarding Houses

Boarding houses range from fairly large commercial properties to average sized houses run by private citizens.

Full board, room with use of facilities, or room only is available. You can expect to pay about AUD150-200 per week for a single or shared room in a boarding house.

Full board arrangements consist of a single room in a private house where the householder provides meals for you and you share in the life of the family. The cost on average for accommodation and three meals a day is AUD250-350 per week. This is a good way for international students to improve their English and learn about Australian culture quickly.

## SERVICES

The following services may be useful to know during your studies in Sydney.

Service	Phone Number/Contact
Police, Ambulance or Fire (call in a life threatening or emergency situation)	000
State Emergency Service (SES)(call for help in floods or storms)	132 500
Directory Assistance	12 455
Immigration and business, student and visitor visas (DHA)	131 881 13 32 20
Salvation Army (general advice and support services)	1300 36 36 22
Smith Family (general advice and support services)	9085 7222
St Vincent de Paul Society (general advice and support services)	9560 8666
ABC Taxis	132 522
RSL Taxis	9581 1111
Department of Fair Trading	Mc Kell Building 2-24 Rawson Place Sydney NSW 2000

## TELEPHONE NUMBERS

All landline telephone numbers can be found in the White Pages (residential) or Yellow Pages (business). These are also available on the internet:

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

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

## USING PUBLIC TELEPHONES

You can buy phone cards from \$5 to \$50 in value from newsagents and chemists. If a phone accepts coins, it will take 10c, 20c, 50c and \$1 coins only. A local call cost is 25c-50c.

To call a Sydney telephone number from overseas, you need to include the country code for Australia (61) and the area code for Sydney (2). For example, to call the institute (0402 089 692) from overseas you would have to dial the international code relevant for your country and then 61 402 089 692.

To dial an overseas telephone number from Sydney, you need to dial 0011 + the country code + the area code + the telephone number.

## GENERAL INFORMATION ON ALL COURSES

<b>Entry Requirements:</b>	18 years of age or over Australian Year 11/12 or equivalent depending on the Course chosen (any other course specific requirements are listed in the course information page on our website)
<b>Study Method:</b>	Full-time only - with a minimum of 13.5 face-to-face contact hours per week and 6.5 hours online per week taken as an average per term <i>(NB- During the COVID-19 pandemic all of our courses will be delivered 100% online to reduce the spread of the virus and safeguard the welfare of our students, staff and the community)</i>
<b>Teaching Methods:</b>	Learning delivery e.g. combination of training, lectures, demonstrations, simulated work environments ( if necessary), workshops, visits
<b>English Proficiency:</b>	IELTS 5.5 (or equivalent) Students who are not fully proficient must take language literacy and numeracy (LNN) training
<b>Work Placement:</b>	Work placement is mandatory for the Hospitality courses and students are required to undertake 36 shifts of work placement in an appropriate hospitality environment. Students are responsible for finding their own work placements. However YBI has agreements with different organisations in case students need any assistance finding placements
<b>Field Trips:</b>	Advised at commencement of course
<b>Assessment Methods:</b>	Assessment procedures e.g. combination of assessment tasks, written assignments, supervised tests, role plays and presentations
<b>Customisation:</b>	Each course and its learning and assessment materials maybe subject to customisation.

For more information on the courses, please see the Institute's website at <http://www.york.edu.au/course>

### STUDENT SELECTION AND ENROLMENT

Student selection and registration into YBI is based upon clients satisfying institute entry criteria covering English proficiency (min. IELTS score of 5.5 or the equivalent), academic qualifications (min. completion of the HSC or the equivalent), work experience, age (min. 18 years) and visa status (as per assessment levels for the country of origin).

YBI will ensure that prior to enrolment to training and assessment, whichever comes first, that York Business Institute provides advice to the prospective learner about the training product appropriate to meeting the

learner's needs taking into account, the individuals, the existing skills and competencies. This shall be done, by way of interview with YBI's marketing officers or via YBI's agent's network interviews with individual students.

Should an applicant wish to proceed with enrolment, the following procedure should be followed:

1. Complete and sign the Institute Enrolment Form/online form.
2. Submit the following documents along with your Enrolment Form:
  - Two recent passport-sized photographs
  - A photocopy of your passport identity page (overseas students)
  - Proof of academic and English Language proficiency
3. Submit your Enrolment Form and the above documents to:

**Postal address:**

Suite 1 Level 1, 338 Pitt Street  
Sydney NSW 2000 AUSTRALIA

Or

**E-mail:** info@york.edu.au

4. Upon receipt of your Enrolment Form and supporting documents, an interview will be conducted by a member of the Institute's Admission Team or a delegate to assess on your suitability to the course that you have applied for. At the end of the interview, with an admission team member or delegate you must sign the Pre-Enrolment Questionnaire form and return it to the Administration Department

If your application is successful, we will send you a Letter of Offer together with an invoice and a written agreement. Once you receive the Letter of Offer you must pay the tuition fee and sign the written agreement. We will then use this to send you a Confirmation of Enrolment (CoE).

Original or certified copies of all documents must be submitted upon application. These requirements can be found at <http://www.homeaffairs.gov.au/>

## FINANCIAL STATUS

Under current country assessment levels, students from assessment level 1-2 countries must sign a declaration that they have sufficient funds to cover their stay in Australia. Students from assessment level 2 countries must have evidence that they have sufficient funds to cover travel costs to and from Australia. Students from assessment level 3 countries must have evidence that they have sufficient funds to cover their stay and there travel costs to and from Australia. Students accompanied by a spouse should add a minimum of 35% per annum.

## STUDENTS WITH SCHOOL AGE DEPENDANTS

Please Note that there are schooling obligations and options for school-aged dependents of intending students, including that school fees may be incurred. Students should add a further 20% per annum if they have at least 1 child (plus AUD\$8000 per annum or the cost of schooling) if the child is of school age and 15% per annum per additional child (plus AUD\$8000 per annum or the cost of schooling) if the children are of school age.

## COURSE DEFERAL

Students not on CRICOS are able to defer their course commencement date upon application to YBI. Course

deferral may incur a management fee.

Students on student visa are not permitted to defer the commencement date of their course unless on grounds of medical reasons (illness), or other exceptional circumstances beyond the students control i.e. bereavement. Weddings, pregnancy, festive occasions are not acceptable.

Students must specify the duration and reason for the deferral and visa cancellation may be initiated by DHA if the deferral is for more than one semester. YBI will enter a Student Course Variation to DHA.

## TRANSFER BETWEEN PROVIDERS

Definitions (source: *the National Code*): [For International Students Only]

- **Principal course:** Usually the final course of study a student will undertake. For example, if a student is studying ELICOS followed by a Bachelor degree, the Bachelor degree is the principal course.
- **Six months:** Calculated as six calendar months from the first day of the principal course.

### *Transferring from another provider to YBI*

YBI may enrol students seeking to transfer from another provider within the first six months of their principal course if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer
- The student's current education provider or course has ceased to be registered, or a sanction has been imposed that prevents the current provider from continuing to deliver the principal course
- The student has a letter of release from the current provider

### *Transferring from YBI to another provider*

Students can apply to transfer from YBI to another provider at any time prior to completing the first six months of their principal course if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer
- YBI or the course in which the student enrolled has ceased to be registered, or a sanction has been imposed that prevents YBI from continuing to deliver the principal course
- The student enrolls in a course that is at the same or a higher level to that in which the student is currently enrolled, and the course is not available at YBI
- Exceptional personal circumstances that the PEO considers to be appropriate
- YBI will assess and consider all requests for in accordance with Standard 7 of the National Code, which states that the education Provider should grant the student's request to transfer where the transfer will not be to the detriment of the student.

Note: Students on package courses will need a release letter from their principal provider.

A letter of release, if granted, must be issued at no cost to the student and must advise the student of the need to contact DHA to seek advice on whether a new student visa is required.

However, YBI will **not** grant a release letter for a student seeking to transfer any time prior to completing the first six months of their principal course if:

- There is no Letter of Offer from another provider
- The student is enrolling in a course that is at a lower level than the one in which the student is currently enrolled
- All the support services have not been exhausted by the student
- The student is trying to avoid being reported to DHA

- The student has outstanding debts to YBI

Student must be provided with a written response and the reason for refusal and advice on their right of appeal.

*YBI maintains records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.*

## **STUDENT LEAVE**

It is not permitted that any student takes extra leave outside the official Institute breaks. Student Visa students must study for at least 36 weeks per year to maintain a fulltime status.

If there are exceptional circumstances students who are on Student Visas may apply for a maximum of 3 weeks 'exceptional leave' outside the official institute breaks so long as the min. of 36 weeks is maintained.

## **BREACHES OF VISA REQUIREMENTS**

Students registered under CRICOS are subject to DHA attendance, academic and financial warning and reporting requirements and therefore to the YBI.

Students who have been absent for 5 consecutive days without approval, who have not been consistently attending their course or whose academic results are unsatisfactory will be contacted by Administration to arrange an interview to discuss these matters.

Students with unsatisfactory academic performance (below 50%) on a term basis will be reported to DHA. You will be advised in writing and required to attend a meeting with a DHA official within 28 days after the day specified in the letter. Students must continue to attend institute until requested by DHA to attend a meeting.

## **SICK DAYS AND OTHER ABSENCES**

Students registered under CRICOS should be advised that YBI is not permitted to enter sick days or any other days absent (unless granted Exceptional leave) on attendance records. All unofficial absences, sick or otherwise will be recorded as absences and subject to the above rulings.

## **OVERSEAS STUDENT HEALTH COVER**

It is the responsibility of all students to ensure that they are members of a provider of Overseas Student Health Cover during their stay in Australia. Such cover is provided by either Medibank Private or Bupa Australia among others.

## **ESOS FRAMEWORK**

Training organisations that appear on the Commonwealth Register of Institutes and Courses for Overseas Students (CRICOS) register are governed by the Education Services for Overseas Students (ESOS) framework. This includes a number of legislative pieces, including the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. These regulations are in place to protect overseas students and to uphold high quality standards within Australian education institutes. Further information on the ESOS Framework can be found at

<https://www.legislation.gov.au/Details/C2017C00292>

## **List of External Counseling Services and Assistance**

Problem	Website	Phone no.
Alcoholism	<a href="http://www.aa.org.au">www.aa.org.au</a>	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	<a href="http://www.ada.mentalhealth.asn.au">www.ada.mentalhealth.asn.au</a>	9879 5351
Anxiety	<a href="http://www.serenitynsw.com.au/">www.serenitynsw.com.au/</a>	9740 9539
Asthma	<a href="http://www.asthmansw.org.au/">www.asthmansw.org.au/</a>	1800 645 130
Consumer credit and debt	<a href="http://www.cclcnsw.org.au/">www.cclcnsw.org.au/</a>	1800 808 488
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counseling (Wesley Mission)	<a href="http://www.lifelinesydney.org/">www.lifelinesydney.org/</a>	9951 5522 13 11 14
Depression	<a href="http://www.depressiondoctor.com/">www.depressiondoctor.com/</a>	
Depression (National Initiative)	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 22 4636
Disabilities	<a href="http://www.ideas.org.au/">www.ideas.org.au/</a>	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820
Drug addiction (Christian help)	<a href="http://www.naranon.com.au/">www.naranon.com.au/</a>	9418 8728
Drugs and mental health	<a href="http://www.thewaysidechapel.com/">www.thewaysidechapel.com/</a>	9358 6577
Families & friends with mental illness	<a href="http://www.arafmi.org/">www.arafmi.org/</a>	9805 1883
Eating disorders	<a href="http://www.edf.org.au/">www.edf.org.au/</a>	9412 4499
Eczema	<a href="http://www.eczema.org.au/">www.eczema.org.au/</a>	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	<a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a>	9856 7090
Family planning information	<a href="http://www.fpahealth.org.au/">www.fpahealth.org.au/</a>	1300 658 886
Gambling Counseling (Wesley)	<a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counseling line	<a href="http://www.glccs.org.au/">www.glccs.org.au/</a>	8564 9596
Grief support		9489 6644
Grief support	<a href="http://www.solace.org.au/">www.solace.org.au/</a>	9519 2820
Hepatitis C	<a href="http://www.hepatitisc.org.au/">www.hepatitisc.org.au/</a>	9332 1599
HIV/AIDS	<a href="http://www.sesiahhs.health.nsw.gov.au/">www.sesiahhs.health.nsw.gov.au/</a>	9332 9700
Telephone Interpreter Service		131 450
Legal information and advice	<a href="http://www.lawaccess.nsw.gov.au/">www.lawaccess.nsw.gov.au/</a>	1300 888 529
Mental health advice	<a href="http://www.mentalhealth.asn.au/">www.mentalhealth.asn.au/</a>	9816 5688
Overseas Student Ombudsman	<a href="http://www.oso.gov.au">www.oso.gov.au</a>	1300362 072
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counseling	<a href="http://www.pregnancysupport.com.au/">www.pregnancysupport.com.au/</a>	1300 737 732
Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au/">www.nswrapecrisis.com.au/</a>	1800 424 017
Relationship counseling	<a href="http://www.interrelate.org.au/">www.interrelate.org.au/</a>	9745 5544
Schizophrenia	<a href="http://www.sfnsw.org.au/">www.sfnsw.org.au/</a>	9879 2600
Serious illness (sufferers & families)	<a href="http://www.can-survive.org/">www.can-survive.org/</a>	1300 364 673





Smoking - Quit line		13 18 48
Suicide Prevention	<a href="http://www.suicideprevention.com.au/">www.suicideprevention.com.au/</a>	1300 360 980
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605