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Version 7
www.abbeycollege.com.au

ABBEY COLLEGE AUSTRALIA

APPLICANT HANDBOOK

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APPENDICES

Scope of Qualifications

Abbey College Australia is a Registered Training Organisation approved by VETAB to provide training delivery and assessment services for a range of nationally accredited courses.

1. ICA10101-Certificate I in Information Technology
2. ICA20201-Certificate II in Information Technology (Applications)
3. ICA40801-Certificate IV in Information Technology (Helpdesk)
4. ICA41001-Certificate IV in Information Technology (Website Administration)
5. ICA41101-Certificate IV in Information Technology (Website Design)
6. ICA51001-Diploma of Information Technology (Database Design and Development)
7. ICA50801-Diploma of Information Technology (E-Business Development)
8. ICA50599-Diploma of Information Technology (Multimedia Integration)
9. ICA50499-Diploma of Information Technology (Network Engineering)
10. ICA51101-Diploma of Information Technology (Project Management)
11. ICA50299-Diploma of Information Technology (Software Development)
12. ICA50199-Diploma of Information Technology (Systems Administration)
13. ICA50601-Diploma of Information Technology (Website development)
14. ICA20199-Certificate II in Information Technology
15. ICA40199-Certificate IV in Information Technology (Client Support)
16. ICA40299-Certificate IV in Information Technology (Database Administration)
17. ICA30299-Certificate III in Information Technology (General)
18. ICA40499-Certificate IV in Information Technology (Multimedia)
19. ICA30399-Certificate III in Information Technology (Network Administration)
20. ICA40399-Certificate IV in Information Technology (Network Management)
21. ICA40699-Certificate IV in Information Technology (Programming)
22. ICA30199-Certificate III in Information Technology (Software Applications)
23. ICA40799-Certificate IV in Information Technology (Systems Analysis and Design)
24. ICA40599-Certificate IV in Information Technology (Technical Support)

ICA05:

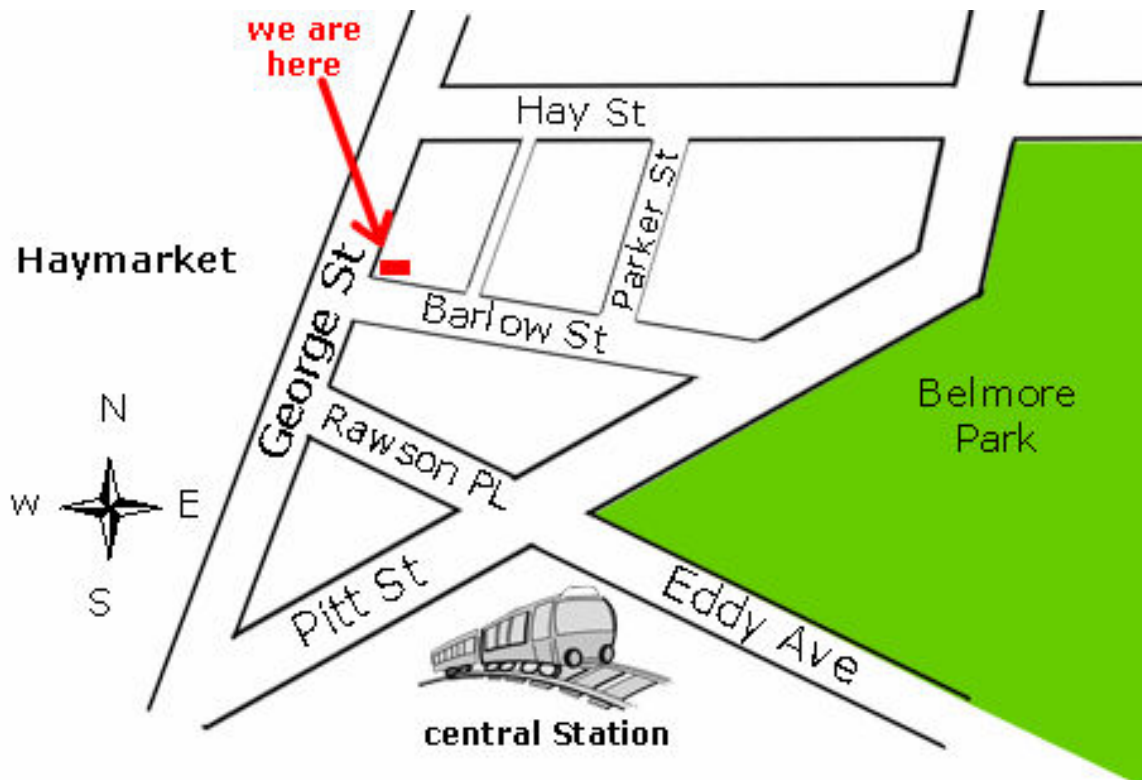
1. Certificate I in Information Technology - ICA10105
2. Certificate II in Information Technology - ICA20105

Location --

Abbey College Australia
Suite A, Level 6
770-772 George Street
Sydney NSW

www.abbeycollege.com.au

Street directions: Enter from Barlow Street



Code of Practice

All Abbey College Australia students shall be provided with a copy of this Handbook. In it are some guidelines on what is expected in the way of behaviour whilst undertaking training and assessment with Abbey College Australia; participants will be expected to abide by its direction and intent.

Abbey College Australia Operations

Abbey College Australia ensures:

- All trainers and assessors hold appropriate qualifications and relevant industry experience to deliver services to participants.
- All trainers and assessors are thoroughly familiarised with the procedures for Training and Assessment.

Promotion of Services

Abbey College Australia will ensure that all courses are promoted as broadly as possible and those advertisements will clearly state the name of the Training Package under which the course is being conducted.

Abbey College Australia will not advertise any course as accredited unless it is approved under the VETAB Scope of Registration.



Participant Admission

All enquiries for course registration will be given full and equitable consideration. Where the conditions of admission or pre-requisites apply to courses these shall be clearly stated to applicants. Participants who are accepted for courses will be required to complete a Course Registration Form.

Some courses have more participants wanting to enrol than there are places available.

The selection criteria are based on:

- Your ability to complete the course
- Previous training and education
- Relevant work/life experience - paid or unpaid - full time, part-time, casual or voluntary
- Is the course relevant to your career plans
- Identified program prerequisites/priorities

Participants accepted for courses will be notified as soon as possible about their enrolment.

Information supplied on the Course Registration Form will only be available to the Department of Education & Training, the National Commission for Vocational Education and Research and the Program Sponsor if applicable. This information for is used for research, statistical analysis, program evaluation, post completion surveys and internal management purposes.

Fees for public funded courses

Where participants are required to pay DET Administration fees this will be required to be paid prior to the commencement of the course. Some participants may be eligible for DET Administration Exemptions.

Eligibility For Exemption From Administration Charges

The following text is Appendix B from the NSW Department of Education and Training Contracted Training Provision Program Guidelines 2002

Participants may be eligible for an exemption from payment of the administration charge at enrolment if they fall into the following categories.

- Australian Aboriginal or Torres Strait Islander people
- Participants with a disability not eligible for exemption under any other category
- Needy Participants receiving pensions or allowances in specified categories

PAYMENT TYPE	DOCUMENTATION REQUIRED
Farm Family Restart Scheme Newstart Allowance Austudy Youth Allowance	<ul style="list-style-type: none"> • Continuation Form (SU19) • A recent copy (within the last one month) of correspondence from CENTRELINK indicating that you are receiving a benefit
Age Pension Carer Payment Disability Support Pension Mature Age Allowance Parenting Payment (Single) Partner Allowance Widow 'B' Pension Widow Allowance	<ul style="list-style-type: none"> • Pensioner Concession Card • A recent copy (within the last one month) of correspondence from CENTRELINK indicating that you are receiving a benefit
Family Tax Benefit Part 'A' Exceptional Circumstances Relief Payment Farm Household Support Scheme Sickness Allowance Special Benefit	<ul style="list-style-type: none"> • A recent copy of correspondence from CENTRELINK indicating that you are receiving a benefit. • In the case of Family Tax Benefit Part 'A', the letter should state that the maximum benefit payable is being received
Dependant Child, Spouse or Partner Of eligible beneficiary	<ul style="list-style-type: none"> • Proof that Parent/Spouse/Partner receives benefit/allowance • Evidence that your dependant status as a child/spouse/partner of an eligible beneficiary, is accepted by the benefit provider
Service Pension Carers Service Pension Income Support Supplement Veterans Children Education Scheme	<ul style="list-style-type: none"> • Letter from Department of Veterans Affairs indicating benefit paid • Approval letter

Please note that Participants can only be granted an exemption if they are in receipt of the benefit at the time of enrolment.

Fees for self funded courses

Where participants are required to pay course fees this must be paid prior to the commencement of the course. When the participant has paid for a course they will be eligible to a refund in accordance with the Refund Policy.

Refund Policy

PUBLICLY FUNDED COURSES, TRAINEESHIPS AND APPRENTICESHIPS

Abbey College Australia considers tuition/administration fees for publicly funded courses, traineeships and apprenticeships as partial recovery of costs associated with the enrolment process, and administrative support.

General

- Administration / submission charges are not refundable.
- While students may pay the course fee (tuition) by instalments but students will be invoiced once for the total course fee.
- All fees are subject to variation from time to time.
- Students are not permitted to transfer course fees to another student.
- Abbey College dispute resolution processed does not circumscribe the student's rights to pursue other legal remedies.
- This policy does not remove the participant's rights to take further action under Australia's consumer protection laws.
- Participant is able to pursue other legal remedies

CHANGE OF ENROLMENT

Change of enrolment is subject to program availability. Change of enrolment will not normally be considered after the program starts unless there is a compelling reason for the change. Change of enrolment may occur if the trainer and client agree on the benefits of the change and it does not disrupt other students. Refunds may only be made as a result of change of enrolment subject to the Refund Policy.

Cancellations and Refunds

- If a student withdraws from a course and supplies Abbey College written notification of more than 28 days before the course commencement date, 80% of the course fees paid will be refunded.
- If a student withdraws from a course less than 28 days before the course commencement date, 60% of the course fees paid will be refunded.
- **No refund will be made:** If a student withdraws from a course at anytime after the commencement date of the course;

Refunds Paid if Abbey College Defaults

- If the offered course does not start on the published or agreed starting day.

- If the course stops being provided after it starts and before it is completed, or is not provided fully to the student because Abbey College have had a sanction imposed by either VETAB or DEST under either the AQTF or the ESOS Act 2000.
- We will pay a full refund to all students within two weeks after the default day. We will provide all students with a statement that explains how the refund amount has been calculated.
- This agreement does not remove the right to take further action under Australia's consumer protection laws.

Refund PROCEDURES

- Note: All client requests for refunds must be submitted in writing (QFRM75 - STUDENTS REQUEST FOR REFUND OF FEES) and it must include:
 - Course code
 - Course start date
 - Amount paid (College receipt is required)
 - Date and the reason for the Withdrawal/Cancellation/Change of enrolment
 - Signature and date by student

Training Services

Staff of Abbey College Australia will ensure participants have received a copy of this Handbook.

The following forms are available for your use

- **Course Registration Form** (use this form to enrol in a course)
- **Participant Evaluation Form** (use this form to comment on our services). The completed form can be given to the Training Coordinator. If you would prefer to comment in person an appointment can be made for you with the Training Coordinator.
- **Incident Report Form** (use this if you have had an accident whilst in training) the completed form can be given directly to the Administration Manager or a staff member
- **Grievance Report Form** (use this if you have a grievance or are unhappy with the service or staff). The form can be given to the Administration Manager or Student Support Officer. If you would prefer to discuss your concerns in person an appointment can be made for you with the Training Coordinator or Student Support Officer

Assessment Services

Mutual Recognition of other Qualifications

Abbey College Australia will recognise all AQF Statements of Attainments and Certificates issued by other Registered Training Organisations.

Assessments

Abbey College Australia provides participants with the option of undertaking assessment to gain a nationally accredited qualification.

Re-assessment (each assessee is given two attempts at an assessment)

Recognition of Prior Learning (all assessees are entitled to apply for RPL)

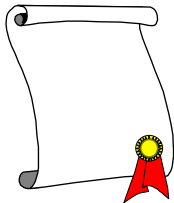
Appeal Procedures (all assessees have the right of appeal if they are not satisfied with the fairness of the assessment)

Assessment Records

All Assessment records are stored both in a hard copy and electronically for 2 years. A copy of the qualification and the transcript issued is kept electronically for 30 years. Access to your records is available on request. There may be a cost involved in accessing your records once your course has been completed.

Guidelines for Assesseees

You have the option of being assessed for the skills and knowledge you have learned. By undertaking an assessment we can see if you are competent to be awarded a qualification.



Qualification You Will Receive...

- When you have achieved competence in all assessments for all Subject Units you will be awarded a Certificate with a Statement of Competencies.
- If you achieve competence in all the assessments for a single Subject Unit but not all the Subject Units in the full qualification you will receive a Statement of Attainment with a Statement of Competencies.
- These are nationally recognised qualifications.

Assessment You Will Need To Undertake...

If you have undertaken a training course you will be assessed for each unit. Each Unit sets out what you need to do to demonstrate competence.

Each Unit may require you to undertake one or more assessment tasks. Your assessment tasks may be practical tasks, written questionnaires; observations of your performance, projects, or other tasks appropriate to determine your competence in the Subject Unit.

You must complete all assessment tasks by the due date. Assessment tasks will not be accepted after the due dates unless the Assessor grants an extension in writing.

Assessment Prerequisites...

To undertake the assessment tasks you will need to:

- be capable of an independent level of written and spoken English;
and, where information technology is a part of the subject,
- be able to “touch type” a minimum of ten words per minute on a computer keyboard with 90% accuracy.



Assessment and Access and Equity...

- All reasonable steps will be taken to ensure you are given an equal opportunity to undertake the assessment.
- You will be treated equitably regardless of your race, sex, marital status, age or sexual preference.
- If there are any aspects of the assessment you are not certain about you should speak to the Assessor
- Should you require a reasonable adjustment of the assessment due to a physical impairment, linguistic or cultural issues you should discuss this with the Assessor immediately.
- Reasonable adjustments may include: use of special equipment, practicable extension of timelines.

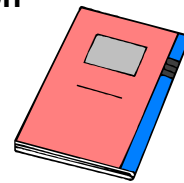


- Our Administration Manager is responsible for Access & Equity. Please direct any questions you may have with regard to access and equity to her.

Marking...

There are two ways you could be marked depending on the qualification you are being assessed for:

Marking	Certificate	Abbreviation
50%	Competent	(C)
RPL Granted	Competent	(RPL)
Marking	Summary of Competence	Abbreviation
Competent (C)	Competent	(C)
Not Yet Competent (NYC)	Not Yet Competent	(NYC)
RPL Granted	Exempt	(RPL)
Did not Start	No Attempt at Unit	(DNS)
Subject Withdrawn	Withdrawn	(W/D)



Recognition of Prior Learning (RPL)...

If you consider you are already competent in specific Subject Units you may be granted an exemption from undertaking the assessment, upon:

- Is your prior learning relevant to this course?
- Proof of subject-relevant formal training (Conducted by industry or educational institutions in Australia), or work experience, undertaken in the last 2 years; *and*
- Submission of authenticated documents or samples of work demonstrating relevance and currency; *and*,
- Participation in an interview to ascertain current skills and knowledge.

Cost of RPL...

RPL assessment fee for following clients is non-refundable \$325.00 per unit or module.

1. International Students
2. Fee For Services

If you make a claim for RPL a number of things could happen:

- you may not be granted any exemptions
- you may be granted exemptions for some Units
- you may be granted exemptions for all Units
- you will be required to sign the report the Assessor makes of your application



Assessment appeal...

You have the right to appeal to the assessor if you disagree with the assessment results. Appeals will not be accepted later than five working days of receiving unit results. You will need to ensure you have reasonable grounds for the appeal, for example

- Unclear or inaccurate instructions by the assessor
- You feel the assessor showed bias or treated you unfairly or inequitably
- You were ill during the period of assessment and this can be substantiated

The assessor will consult with another assessor and will make a fair and impartial decision based on the evidence

If you are still not satisfied with the result of the assessment you can appeal to the Training Coordinator.

Each appeal is heard by an independent person or panel where:

- You have the opportunity to formally present your case; and
- On completion of the appeal you will be given a written statement of the appeal outcomes, including reasons for the decision

Complaints, Grievances and Appeals Process...

Where you have an issue that is bothering you or stopping you from completing your work, there are a number of steps you can take to resolve the problem. Some things that you may find bother you include: you find the room temperature too hot or too cold; you feel you are being picked on by the trainer or another learner; you are not happy with the training methods or the workbooks you have to work with.

The steps in the Complaints, Grievances and Appeals Process are:

a. Local Level Resolution

The Organisation encourages open communication and an environment of trust. Therefore, any learner with a grievance is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the learner, at which time the matter in dispute can be raised and a resolution sought. In other words, talk directly to the person you have a problem with, and try to sort the problem out between you.

b. Resolution by Trainer/Assessor

Should the matter remain unresolved following a., or should a. be inappropriate, the learner is encouraged to contact the Trainer/Assessor, who will help to sort out a solution. This may be by means of a mediated discussion or by talking individually with each person involved in the dispute.

c. Resolution by Manager

Should the matter remain unresolved following b., or should b. be inappropriate, the learner is encouraged to contact the Manager for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute. If the

trainer/assessor cannot find a suitable solution for you, or you are not comfortable involving them (for example, they may be the person you have an issue with), you may talk with the Manager about your concerns. The Manager will ask you to put your concerns in writing (using a specific form), will review and help to resolve your concerns and will give you a written response to your complaint.

d. Resolution by Arbitration

Should the matter remain unresolved following c., the Manager may appoint an independent arbiter to review the dispute and suggest an amicable solution.

e. Resolution by External Authority

Should the matter remain unresolved following d., the learner may seek the advice of an independent authority that is skilled in dispute resolution processes. This will not normally be funded by the RTO. The Australian Council for Private Education and Training provides an appropriate service but you may also approach LEADR who provide trained mediators to assist with alternative means of dispute resolution. Ask the Student Support Officer about how to contact them.

All complaints, grievances, appeals and their outcomes will be recorded in writing and maintained by ABBEY COLLEGE AUSTRALIA for a period of seven years.

3.1 Advice to Learners

All learners are advised of the Customer Complaints, Grievances and Appeals Process at induction and provided with a Participant's Handbook that also provides information of the process.

Immediately a learner complaint or grievance is advised the learner must be advised of their right to have the dispute/grievance dealt with through the organisations internal dispute resolution process, but also that the learner has the right to take their complaint or grievance directly to the relevant State/Territory Registering Body if he/she wishes to do so.

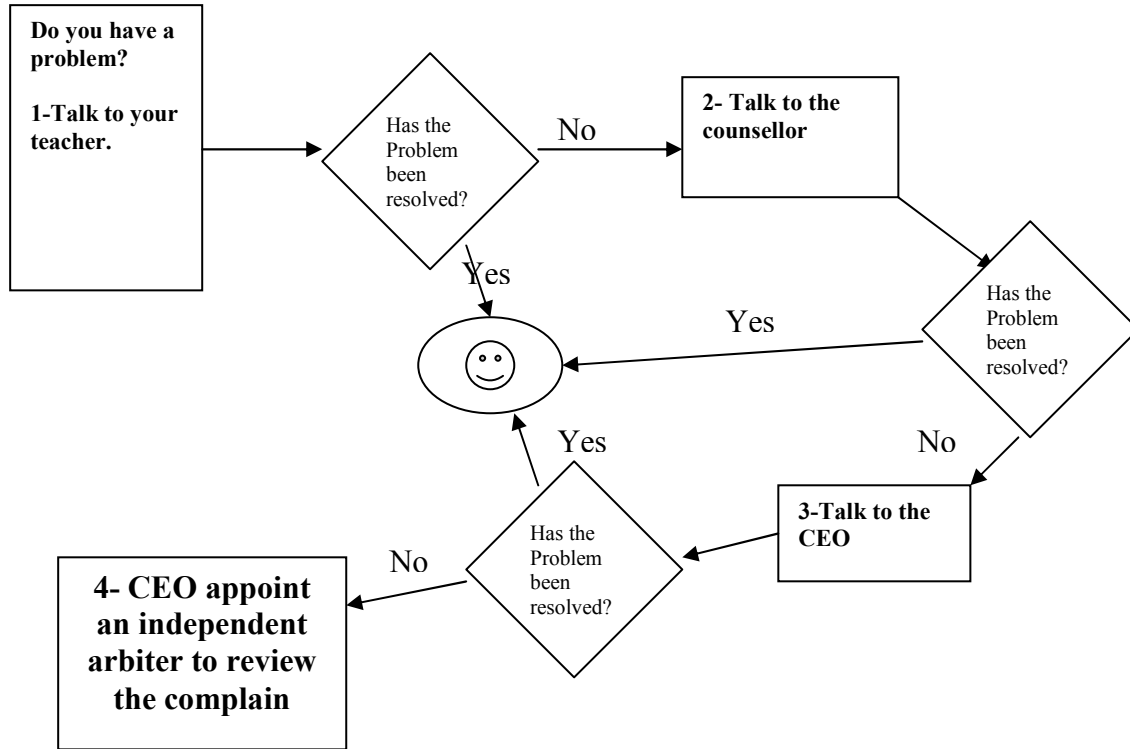
3.2 Complaints, Grievances and Appeals Process

Where an appeal is being made each appeal is heard by an independent person or panel where:

- You have the opportunity to formally present your case; and
- On completion of the appeal you will be given a written statement of the appeal outcomes, including reasons for the decision

Grievance Procedure

Participants must complete the QFRM31, and please come to us if you any assistance.



- **You have right to bring someone along with you at any time.**
- **Independent arbiter can be:**
 - i. NSW Office of Fair Trading
<http://www.fairtrading.nsw.gov.au/>
1 Fitzwilliam St
Parramatta NSW 2150
Phone: **13 32 20** for all fair trading enquiries.
 - ii. ACPET
<http://www.acpet.edu.au/>
Box Q1076
QVB Post Office
Sydney NSW 1230
Phone: 1800 657 644

The steps in the Complaints, Grievances and Appeals Process are:

Freedom of information (FOI) – your right to access documentation

The Freedom of Information Act 1989 gives you the right to access documents held by Abbey College Australia (as well as most government agencies). Under the Act, you are also able to ensure that records held concerning your personal affairs are not incomplete, missing, out of date or misleading.

If you want to access documents held by Abbey College Australia, you do not have to explain why you want access. To request access to documents, you will need to fill out the 'QFRM87 – Application for Access to Personal Information' and pay a \$20 fee.

You can only ask to see documents which may contain the information you are seeking. You cannot ask for an answer to a specific question or ask for a document to be created specially to meet your request.

Under the FOI Act a 'document' includes paper files, maps, plans and photographs, video and audio tapes, computer programs and printouts, microfilm and microfiche.

Access & Equity

Abbey College Australia will ensure:

All reasonable steps will be taken to ensure you are given an equal opportunity to undertake training and/or assessment.

While on this premises you will be treated equitably regardless of your race, sex, marital status, age or sexual preference.

Should you require special equipment due to a physical impairment you should discuss this with one of the trainers immediately. Every effort will be made to accommodate your impairment, however, where we are unable to assist you we will endeavour to refer you to an alternative Registered Training Provider who would be able to provide training to meet your needs.

Assessment of Specials Skills (Language, Literacy and Numeracy - LNN)

Where a pre-requisite for training requires a particular level of language, literacy and/or numeric, or other entry skills, you are advised to contact your local TAFE College. Sydney Institute of TAFE provides assessment and assistance in language, literacy and numeracy – 9217 3103. Centrelink offers assistance to eligible job seekers through the Language, Literacy and Numeracy training program. For more information contact Centrelink Customer Relations – 1800 050 004

Language, Literacy and Numeracy (LNN) Support

In most cases, some minor LLN support can be provided by ABBEY COLLEGE AUSTRALIA. Where only a low level of support is needed, the Training Coordinator may arrange for the student to receive extra-curricula assistance from a trainer.

Where more extensive support is needed the student will be referred onto a LLN specialist. This may attract a fee. Where an applicant's LLN deficiency will clearly inhibit achievement of

learning outcomes and the applicant refuses LLN support, enrolment may be declined. If you feel you need advice about LLN, please contact our Training Coordinator.

Financial Assistance

If you're a participant, you can go to any Centrelink office to obtain application forms and information about payments and services.

The phone numbers are charged as a local call rate from a landline.

Phone: 13 10 21 for the location of your nearest Centrelink office, or browse the web site:

www.centrelink.gov.au

Services and Payments

Customer Relations	1800 050 004
Centrelink Multilingual	13 1202
TTY	1800 810 586
Employment Services	13 2850
Retirement Services	13 2300
Disability, Sickness and Carers	13 2717
Family Assistance Office	13 6150
Youth and Participant Services	13 2490
ABSTUDY	13 2317
Financial Information Service	13 6357
Assistance for Isolated Children (AIC)	13 2318
Employer Contact Unit	13 1158
Career information	02 9209 1650

For a list of all the Centrelink services and available brochures

<http://www.centrelink.gov.au/internet/internet.nsf/publications/az.htm>

Useful Web Sites

Career Guidance	http://www.careers.gov.au
Career Guidance	http://www.deetya.gov.au/ty/careers/ciproducts.htm
Career Guidance	http://jobguide.deetya.gov.au/
IT Specific guidance	http://www.itskillshub.com.au/
Overseas qualifications	http://www.deetya.gov.au/noosr/
Job search	http://jobsearch.gov.au/
Job search	http://www.mycareer.com.au
Award pay awards	http://www.dir.nsw.gov.au/
Volunteer work	http://www.govolunteer.com.au/

Useful Contacts

Australian Tax Office	13 28 61
Creditline	9951 5544
Moneycare Counselling Service	9299 6744
Welfare Rights Centre	9211 5300
Ethnic Communities Council	9319 0288
NSW Government Info Service	9743 7200

Legal Aid Help Line	1800 806 913
Women's Legal Resource	9749 5533
Interpreting Services	13 14 50

Participant Support, Welfare and Guidance

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

The staff member will ensure that the full resources of the RTO are made available to ensure that the participant achieve the required level of competency in all accredited courses.

Furthermore participants seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Student Support Officer 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 Student Support Officer will also assist you in how to seek help with local welfare and guidance services.

Participant Conduct in Courses

While on the premises, participants are required to conduct themselves in an appropriate manner.

Orientation

At the start of each semester, the Abbey College Australia runs an Orientation Program for all new students. It will be conducted during your first class. It is about making friends, having a good time, and finding the information and skills you need to succeed.

It will cover things like:

- Our amenities and staff
- The local area
- Your rights and responsibilities
- Grievance and appeal procedures
- Information on the qualification for which you have enrolled
- Options for further study
- Discussion of issues you may have

Attendance

You are required to attend every scheduled lesson - promptly. You are required to be on time for all classes and return from lunch and be ready to start as expected.

Should you be absent for illness you will need to present a doctor's certificate the day you return. If you are absent for more than 3 days this may result in your dismissal from the course.

Prior consent for special absence due to extenuating circumstances may be granted. You should notify the Training Coordinator immediately in this case.

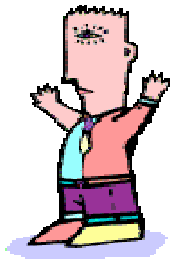
Presentation

You are entering a professional area. As such, thongs, singlets and short shorts are not appropriate.

Behaviour

It is important you are aware that certain behaviours will not be tolerated. You will not discriminate against any person because of their race, gender, sexual preference, background or religion.

You are required to work in a team and as such will endeavour to participate and actively contribute in all group work. You will aim to be considerate of your trainers and other persons with whom you come in contact with and will make an effort to foster co-operative and supportive relationships with your colleagues.



Mobile Phones

Please switch off your mobile phone while in Abbey College Australia Training venues. If you need to have your phone active please switch it to a silent mode. You may also wish to discuss the situation with your facilitator.

Cleanliness

You are required to clear up after yourself and wash up your own cups, etc. It is expected that you ensure your class areas are left clean and tidy and any rubbish is removed.

Occupational Health & Safety

Whilst participating in this course you are take responsibility for your own health & safety and that of the equipment provided to you.

You should ensure you follow all guidelines related to the handling, repairing, lifting, operating and maintenance of any equipment you use.

You should also ensure you take regular breaks from the computer to avoid headaches, eyestrain or backache.

Discrimination

Abbey College Australia actively discourages discrimination. As a participant in this Organisation you may not discriminate against a person on the grounds of race, sex, sexual preference, marital status or disability. You are not to incite hatred, serious



contempt, and severe ridicule of a person or group of persons based on their race, sex, sexual preference, marital status or disability

You should report any cases of discrimination towards another participant, staff member or visitors to the workplace, to your trainer immediately. Discrimination is a serious offence and appropriate steps will be taken to address any situations that might arise. Continuing offences of discrimination will lead to dismissal from a course.

Sexual Harassment

It is the policy of Abbey College Australia to provide a learning environment free from all forms of sexual harassment.

Sexual harassment is any verbal, visual or physical sexual conduct that is unwelcome, uninvited or intimidating.

Sexual harassment is unlawful within the terms of the Federal and State Equal Opportunity Legislation and may result in the harasser being liable to significant penalties.

Sexual harassment may occur:

As a single incident or a series of incidents.

Amongst participants, staff, clients, either individually or as a group.

- When submission to sexual conduct is implicitly or explicitly a condition of a person's success.
- When submission to sexual conduct is implicitly or explicitly a condition for decisions which would control, influence or affect results or success.

Sexual harassment may include:

- Leering, patting, pinching, touching or being unnecessary familiarity.
- Making demands for sexual favours.
- Making unwelcome comments about a person's sex life.
- Displaying offensive posters, pictures or graffiti.
- Making sexual jokes, suggestive behaviour, sexual innuendo, spoken comments, swearing, offensive telephone calls or obscene gestures.

If any such behaviour makes you feel:

Offended or humiliated

Intimidated or frightened

Uncomfortable at work

...then it is against the Organisation's policy and needs to be dealt with.

Sexual harassment is regarded by ABBEY COLLEGE AUSTRALIA as misconduct which may, after due investigation, result in dismissal of the offending participant without notice.

What You Should Do If YOU Are Being Sexually Harassed

If you experience harassment of this nature there are a number of alternative approaches you may take.

Firstly, if at all possible, tell the alleged offender that you strongly object to the behaviour and do not want it repeated. Quite often the alleged offender is not aware that their behaviour is upsetting or intimidating you and will stop immediately they are told.

If this does not resolve the situation, or you are not able to do this, you should discuss the problem with your trainer or the Student Support Officer immediately. You can be assured that your complaint will be treated seriously and sympathetically and that it will be attended to promptly and confidentially.

In the case of a complaint the Organisation will remain impartial and complainants and witnesses will not be victimised in any way. However, you must appreciate that a complaint of sexual harassment is a serious matter and where possible needs to be substantiated.

Unsubstantiated reports can lead to the complainant being sued for defamation. If you make a complaint and only discuss it with relevant people, and you are acting in good faith, (i.e. are not making the complaint out of malice or spite), then you are not likely to be liable for defamation. Therefore, this should not deter you from making a genuine complaint.

Confidentiality

The investigation and resolution of complaints of sexual harassment involve some serious privacy issues. Do NOT participate in spreading rumours!

Any witnesses to an incident or member of investigating staff are advised that the processing of complaints is a matter of the utmost confidentiality and the unnecessary circulation of information concerning a complaint will be regarded by ABBEY COLLEGE AUSTRALIA as serious misconduct.

Anti-Discrimination

If you feel you have been discriminated against or harassed you should:

- Fill out the Grievance Report Form. Any complaint will be dealt with seriously and sympathetically. Confidentiality will be respected at all times.
- It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other participants are also not subjected to the same discrimination or harassing treatment.
- If you are not satisfied with the way in which your grievance was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board.

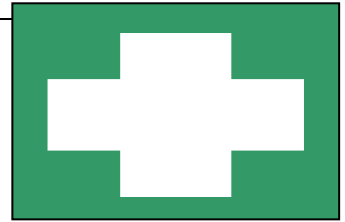
Occupational Health and Safety

The OH&S Incident Forms will be kept in a location that is accessible by the staff at all times. If you have an accident or notice a hazard, please ask a staff member to give you a form. Please hand the completed form to the Administration Manager.

Safety Rules

First Aid...

- A First Aid Kit is located on the premises
- The First Aid Officer is: Sam Rad



Behaviour...

- Walk, do not run
- Do not push other participants or employees
- Do not lift anything that is too heavy for you
- Observe legislation and policies

Housekeeping...

- Keep your study area clean, in good order and free of hazards at all times
- Tie any loose cabling neatly and secure safely
- Correct or report any unsafe condition

Correct Tools and Equipment...

- Always check instructions before use
- Return all tools and equipment to their correct place when not in use
- Report any faulty or unsafe tools or equipment to your trainer

Computers

- Ensure you have adequate rests if using the computer for extended periods
- Do stretching exercises when using the computer
- Ensure that the computer and chair is adjusted appropriately for you

Smoking

Abbey College Australia is a smoke free learning environment. As such you are not permitted to smoke inside the buildings. You are permitted to smoke outside the building.

Emergencies



A copy of the Emergency Procedures in Case of Fire and Evacuation is on display.

If there is a fire on the premises you must follow the procedures below:

SIGNAL: Tell the staff there is a fire



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The staff will call 000 if it is safe to do so and provide details:

Name and address
Location of fire
What is burning
Staff person's name

UPON THE DIRECTION OF THE STAFF:

VENTILATION: Stop ventilation by closing doors and windows
EXTINGUISH: Put out fire if trained in use of a fire extinguisher and if fire is containable

EVACUATION PROCEDURES...

UPON THE DIRECTION OF THE STAFF:

Do not enter the fire area

Evacuate all walking people first, wheel-chaired people, then staff

Check all toilets, rooms, if it is safe to do so

Everyone meet at a location designated on the wall chart displayed

You are required to follow any instructions given to you by the staff in the case of emergency.

If you have any injury or disability that limits your mobility, even if only for a short time, please inform the Training Coordinator who will assign another student or staff member to assist you in an emergency.



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APPENDICES

ACCEPTABLE USE POLICY - E-MAIL

Purpose and Scope.

Purpose.

1.1.1. To establish a policy regarding the use of E-Mail by individuals using ABBEY COLLEGE AUSTRALIA-provided information technology (IT) resources.

Scope.

1.2.1. Compliance with the provisions of this policy applies to any individual performing work using ABBEY COLLEGE AUSTRALIA-provided IT resources.

1.2.2. Violations of this policy will subject an individual to disciplinary action .

Policy Notification.

2.1. Any individual requiring the use of a ABBEY COLLEGE AUSTRALIA-provided IT resources shall be made aware of this policy by the person granting access to the ABBEY COLLEGE AUSTRALIA-provided IT resources prior to being granted access.

General Understandings.

3.1. Access to ABBEY COLLEGE AUSTRALIA systems is a privilege, not a right. Access to any ABBEY COLLEGE AUSTRALIA-provided IT resource may be denied or revoked at any time for any reason without notice. Eligible individuals may be granted access and privileges to the ABBEY COLLEGE AUSTRALIA E-Mail by following the proper request/approval procedure.

3.2. There are number of characteristics that distinguish E-Mail from other means of communication:

3.2.1. As part of standard practice to prevent loss of data, the E-Mail system and the systems involved in the transmission and storage of E-Mail messages usually are "backed up" on a routine basis. This process results in copying data, such as the content of an E-Mail message, onto storage media that may be retained for periods of time in locations unknown to the sender or recipient of a message.

3.2.2. No system of communication is completely secure, including E-Mail,. Just as with paper communications, an E-Mail message can be forged, and it can be distributed beyond the address list originally defined by its author.

3.2.2. Any file can be transmitted via E-Mail. You must always check all files attached to E-Mail messages for viruses before they are viewed or executed on ABBEY

COLLEGE AUSTRALIA-provided IT resources.

3.2.4. E-Mail and other electronic files may be accessible through the discovery process in the event of litigation.

3.3. Use of ABBEY COLLEGE AUSTRALIA-provided IT resources shall be consistent with the specific objectives of the job, project, and/or task for which the use of IT resources was authorized. At all times of the day or night, ABBEY COLLEGE AUSTRALIA-provided IT resources are intended for ABBEY COLLEGE AUSTRALIA work-related usage and not for any individual's personal purposes. Individuals are encouraged to obtain their own subscription to an E-Mail or Internet service provider at their own cost and use that service for personal E-Mail.

3.4. The nature of Internet E-Mail provides the ability to send/receive electronic mail messages to/from any individual or entity that has an E-Mail address. Individuals are advised that they may receive mail messages (with attached material) which may be offensive and/or objectionable in nature or content. Further, individuals are advised that the ABBEY COLLEGE AUSTRALIA is not responsible for the contents of any E-Mail sent to individuals using ABBEY COLLEGE AUSTRALIA-provided IT resources.

3.5. The ABBEY COLLEGE AUSTRALIA reserves the right to monitor all transmissions and/or examine all of its system configurations, as well as the files on those systems, for such purposes as: maintaining business continuity in the absence of employees; responding to a complaint of computer abuse, such as harassment; or protecting ABBEY COLLEGE AUSTRALIA resources from extensive or expensive unauthorized misuse.

3.6. The ABBEY COLLEGE AUSTRALIA neither guarantees against, nor shall it be responsible for, the destruction, corruption or disclosure of personal material on or by its computer resources. Specifically, the ABBEY COLLEGE AUSTRALIA reserves the right to remove, replace or reconfigure its computer resources without formal notice to employees (despite the fact that advance notice will normally be given).

Responsibilities of Users of ABBEY COLLEGE AUSTRALIA-provided IT Resources.

4.1. To respect the privacy of other individuals - e.g., you shall not enter into another individual's electronic mailbox, read another individual's electronic mail without his/her permission, or intentionally seek information on, obtain copies of, or modify files, tapes, or passwords belonging to other individuals of the service.

4.2. To respect the legal protection provided by copyright and licensing of programs and data - e.g., you shall not make copies of a licensed computer program to avoid paying additional license fees or to share it with other individuals.

4.3. To respect the intended usage of systems for electronic message exchange (i.e., E-Mail) - e.g., you shall not send: forged electronic mail; mail that will intimidate or harass other individuals; mail that involves the use of obscene, bigoted, or abusive language or



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images; chain messages that can interfere with the efficiency of the system; or promotional mail for profit-making purposes.

Unacceptable Uses (not all inclusive).

- 6.1. To use for illegal or malicious purposes.
- 6.2. To share data which is not authorized for distribution.
- 6.3. To use profane, obscene, offensive or inflammatory speech, or to personally attack any individual or entity.
- 6.4. To knowingly or inadvertently spread a computer virus - do not import files from unknown or questionable sources.
- 6.5. To deliberately attempt to degrade or disrupt the performance of ABBEY COLLEGE AUSTRALIA computer systems or networks, or any other computer system.
- 6.6. To transmit confidential or "secret" information across the Internet without encryption.
- 6.7. To mis-represent oneself.
- 6.8. To send chain letters, etc.
- 6.9. To display or transmit sexually explicit or suggestive materials.
- 6.10. For personal and/or profit-making purposes.

E-Mail Etiquette.

- 7.1. Common sense and good taste dictate the following tips for proper E-Mail use:
 - 7.1.1. Never forget that the person on the other side is human.
 - 7.1.2. Remember that people all over the world could read your words.
 - 7.1.3. Be brief.
 - 7.1.4. Your news postings reflect upon you, the ABBEY COLLEGE AUSTRALIA, and the State of WV.
 - 7.1.5. Use descriptive titles in your subject line.
 - 7.1.6. Only post a message once.
 - 7.1.7. Read all follow-ups and don't repeat what has already been said.

COMPUTER SOFTWARE POLICY

Section 1. General Guidelines.

1.1. This policy provides guidelines on the proper handling of computer software throughout the ABBEY COLLEGE AUSTRALIA.

Only authorized software shall be installed and used on ABBEY COLLEGE AUSTRALIA computers and networks.

Violations of this policy will subject an individual to disciplinary action .

Section 2. Definition of Terms.

2.1. Authorized Software: Authorized software is defined as software, including demonstration versions, that: [a] is approved for use by the ABBEY COLLEGE AUSTRALIA on ABBEY COLLEGE AUSTRALIA computers and/or networks, [b] has been legally obtained (see section 4.), [c] is required in the support of the function to which the computer and/or network is assigned, and [d] has been approved by the supervisor responsible for the computer and/or network. If software on a ABBEY COLLEGE AUSTRALIA computer or network does not meet all four (4) criteria, the software is considered unauthorized and must be removed from that ABBEY COLLEGE AUSTRALIA computer and/or network.

The role of the ABBEY COLLEGE AUSTRALIA in the authorization process is to: (1) identify off-the-shelf software that performs the function required; (2) verify that it can operate within the ABBEY COLLEGE AUSTRALIA environment without negatively impacting operations; and (3) establish a true cost of ownership including product and support costs.

2.2. Third Party Software: Third party software shall be defined as any software, to include shareware and freeware, that was not developed for the exclusive use of the ABBEY COLLEGE AUSTRALIA, its employees or its students.

Section 3. Policy Notification.

3.1. Any individual requiring the use of a ABBEY COLLEGE AUSTRALIA computer and/or network shall be made aware of this software policy by the person granting access to the ABBEY COLLEGE AUSTRALIA computer and/or network prior to getting access to the ABBEY COLLEGE AUSTRALIA computer and/or network.

Section 4. Software Acquisition.

4.1. All third party software vendors or authors shall be compensated appropriately for



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any software products approved for use within the ABBEY COLLEGE AUSTRALIA.

Section 5. Software Duplication.

5.1. All software, including demonstration versions, and its documentation shall be used in accordance with its licensing agreement. Unless otherwise provided for, any duplication of the software, except for backup and/or archival purposes, and its documentation subjects the individual and/or the ABBEY COLLEGE AUSTRALIA to civil and criminal penalties including fines and imprisonment.

Section 6. Virus Protection.

6.1. ABBEY COLLEGE AUSTRALIA virus protection procedures, shall be applied to all media (diskette, hard drive, CD-ROM, magnetic tape, etc.) prior to its installation on any ABBEY COLLEGE AUSTRALIA computer and/or network.

Section 7. Software Distribution and Freedom of Information Act (FOIA) Requests.

7.1. Third party software, including demonstration versions, and/or its documentation shall not be given to any outside party including clients, customers, co-workers, friends, etc. Software, and its documentation, developed for or by the ABBEY COLLEGE AUSTRALIA shall not be given to any outside party unless prior written approval or it is appropriate for a response to a valid FOI request.

Section 8. Software Audits.

8.1. In order to protect the ABBEY COLLEGE AUSTRALIA, its employees and students, software audits of ABBEY COLLEGE AUSTRALIA computers and networks shall be conducted randomly and without notice to ensure compliance with this software policy.

8.2. Whenever possible, these audits will be conducted in the presence of the supervisor responsible for the computer and/or network.

VIRUS PROTECTION POLICY & PROCEDURES

Section 1. Purpose and Scope.

Purpose.

1.1.1. To protect ABBEY COLLEGE AUSTRALIA computers and data networks against virus infections to an extent consistent with cost-effectiveness and without interfering unnecessarily with the productive use of its computers and networks.

1.1.2. To establish a policy and procedure that defines the responsibilities for reducing the threat of computer viruses to ABBEY COLLEGE AUSTRALIA computers and networks.

1.1.3. To establish responsibility for overseeing computer virus prevention activities within the ABBEY COLLEGE AUSTRALIA and to establish a reporting mechanism to ensure that all appropriate personnel are contacted in case of a computer virus incident.

1.1.4. To promote ABBEY COLLEGE AUSTRALIA student awareness of the threat posed by computer viruses and to ensure that virus protection software and procedures are properly implemented and utilized on a regular basis.

Scope.

1.2.1. Compliance with the provisions of the policy concerning pre-scanning of all data and program files before installation and reporting of possible viruses applies to anyone performing work using computer resources within the ABBEY COLLEGE AUSTRALIA.

Section 2. Definition of Terms.

2.1. Authorized Software: See the ABBEY COLLEGE AUSTRALIA Computer Software Policy.

2.2. Computer Virus: A computer virus is a program or piece of code that is loaded onto any computer, including PCs and servers, without the knowledge of the owner and runs against the owner's wishes. All computer viruses are manmade. All computer viruses will disrupt the operation of the infected computer. Some computer viruses are destructive, permanently damaging data files or programs on a computer.

Section 3. Policy Notification.

3.1. Any individual requiring the use of a ABBEY COLLEGE AUSTRALIA computer



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and/or network shall be made aware of this policy by the supervisor granting access to the ABBEY COLLEGE AUSTRALIA computer and/or network prior to being granted access

Section 4. Responsibilities.

4.2. Student Responsibility.

4.2.1. All students are personally responsible for understanding and observing the provisions of this policy.

4.2.2. It is contrary to ABBEY COLLEGE AUSTRALIA policy for any student to introduce, deliberately, a virus into ABBEY COLLEGE AUSTRALIA computers and/or networks, to withhold information necessary for the effective implementation of virus protection procedures or to use software or data that has not been properly scanned for viruses in ABBEY COLLEGE AUSTRALIA computers and/or networks.

Section 5. Virus Protection Procedures.

5.1. General Guidance

5.1.1. All data and/or program files must be scanned for viruses before installation (or, in the case of software distributed in compressed form, immediately after installation) to safeguard ABBEY COLLEGE AUSTRALIA networks from infection. This includes shrink-wrapped software (i.e., software shipped in tamper-proof packaging) procured directly from commercial sources such as Microsoft, Novell, etc. It also includes shareware and freeware obtained from electronic bulletin boards or on disk (diskette or CD-ROM), custom-developed software, and software received through business sources .

5.1.2. All data and program files that have been electronically transmitted to a ABBEY COLLEGE AUSTRALIA computer from another location, internal or external, must be scanned for viruses immediately after being received.

5.1.3. Every diskette is a potential source for a computer virus. Therefore, every diskette must be scanned for virus infection before it is used in a ABBEY COLLEGE AUSTRALIA computer or network server.

5.1.4. Computers and/or network servers shall never be "booted" from a diskette received from an outside source. Users shall always remove a diskette from the disk drive when not in use. This is to ensure that the diskette is not in the disk drive when the machine is powered on.

5.2. Virus Reporting and Documentation by Student.

5.2.1.1. Write down the name of the virus if provided by the virus detection software.

5.2.1.2. Write down any recent unusual system activities (for instance, unexpected disk access, error messages or screen displays) and, if possible, include when these activities were first noticed.



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5.2.1.3. Immediately notify your trainer or the CEO: .

YOUR RIGHTS AND RESPONSIBILITIES - Legislation

Your privacy and personal information protection

When you enrol at Abbey College Australia the personal information you provide is protected under the Privacy and Personal Information Protection Act 1998. This Act imposes obligations regarding the collection, storage, use and disclosure of your personal information.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections if necessary. We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be that which is necessary for the purposes of your course enrolment, learning and study records.

Freedom of information (FOI) – your right to access documentation

The Freedom of Information Act 1989 gives you the right to access documents held by Abbey College Australia (as well as most government agencies). Under the Act, you are also able to ensure that records held concerning your personal affairs are not incomplete, missing, out of date or misleading.

If you want to access documents held by Abbey College Australia, you do not have to explain why you want access. To request access to documents, you will need to fill out an FOI application form and pay a \$20 fee. In some cases this fee may be reduced to \$10.

You can only ask to see documents which may contain the information you are seeking. You cannot ask for an answer to a specific question or ask for a document to be created specially to meet your request.

Under the FOI Act a 'document' includes paper files, maps, plans and photographs, video and audio tapes, computer programs and printouts, microfilm and microfiche.

Protection of children and young people

In line with NSW Government legislation Abbey College Australia is committed to promoting the safety, welfare and well-being of children and young people (defined legally as people under 18 years of age) whether they are trainees, apprentices or students in workplaces or programs conducted by Abbey College Australia. Abbey College Australia employees are required, by law, to report children and young people suspected to be at risk of harm to the NSW Department of Community Services.

Complaints policy

If you have a problem with or complaint about Abbey College Australia, you may report it to any staff member. They will record your concerns so they can be dealt with confidentially and promptly. We suggest you see someone you know. You can also record your complaint on a Suggestion or Complaints Form, available from administration staff. See also the DET policy

document, Responding to Suggestions, Complaints and Allegations, available at https://www.det.nsw.edu.au/policies/general_man/complaints/resp_sugg/PD20020051.shtml.

Occupational health and safety

Abbey College Australia has a duty to ensure the health, safety and welfare of all employees, students and visitors. At enrolment you will be informed of any course requirement that you provide and wear protective clothing and equipment. During an orientation session on your first attendance you will be given information on what to do in case of an emergency or if you are injured and require first aid.

To help us provide a safe environment for all staff and students, occupational health and safety legislation also reinforces your duty to take reasonable care for the health and safety of others. You must not interfere with or misuse anything provided for you in the interest of health and safety. You should report any safety issues or concerns to your teacher or campus staff as soon as possible.

For further information about occupational health and safety ask your facilitator.

Anti-discrimination

Discrimination means treating someone differently because they happen to belong to a particular group of people. Many types of discrimination are against the law. It is *unlawful* to discriminate against people on the grounds of:

- who you are related to or who you associate with;
- age;
- carers' responsibilities (caring for or supporting a child or other immediate family member);
- disability;
- homosexuality (gay or lesbian or someone thinks you are gay or lesbian);
- marital status;
- race (including colour, ethnic or ethno-religious background, descent or nationality);
- sex (including sexual harassment or pregnancy); and
- transgender.

It is *against the law* to incite vilification on the grounds of race, homosexuality, HIV/AIDS or transgender.

If you feel you have been discriminated against at Abbey College Australia, see your facilitator or the Training Coordinator. You could also talk to the Student Support Officer. If your complaint is still not resolved you can seek advice from the Anti-Discrimination Board on (02) 9268 5555, or 1800 670 812 (toll free – NSW only), TTY (02) 9268 5522 or fax (02) 9268 5500.