

International Institute of
Business & Technology
Australia



Student Handbook 2020



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WELCOME TO IIBT

Welcome to IIBT, a vibrant and dynamic educational institution with a commitment to excellence.

Your academic program is delivered by leading education practitioners and qualified industry experts who provide real-life applications for your studies accompanied by contemporary theoretical application and workplace knowledge. Our goal is to equip our graduates to meet the challenges of a complex, interconnected and changing world.

Our administration and academic staff are here to assist you with any enquiries and help you familiarise yourself with our campus and programs.

You will find the key information you require as a new student here in the Student Handbook. More detailed information, especially in relation to Policies and Procedures, is available on the Student Portal and I encourage you to read them to fully understand your rights and responsibilities as a member of our community.

I wish you all the very best for your studies and trust that your time at IIBT is both personally and academically rewarding.

Dr Marita Naude
CEO

STAFF CONTACTS

There are many staff members who are available to assist you during your studies at IIBT. These include:

- Chief Executive Officer
- Academic Dean
- Campus Manager
- Marketing Executive
- Student Admissions and Support

Please see Addendum 1 for staff contact details.

Accreditation agreements

IIBT has agreements with several leading Australian Universities. For further information visit www.iibt.edu.au

ENROLMENT AND COURSE INFORMATION

IIBT COURSES

IIBT delivers a range of English, VET and Higher Education courses. For further details visit www.iibt.edu.au

CANCELLATION/ REFUSAL AND DEFERRAL OF ENROLMENT

Cancellation/ refusal

Students are expected to follow the Student Code of Conduct (see Addendum 3) and comply with the rules and policies of IIBT. Failure to do so may compromise your enrolment.

Refer to Addendum 2 for Deferment, Suspension and Cancellation Policy details.

Deferral

Deferral means to delay commencement or continuation of course studies normally for a period of one study period only. Students who have partially completed their course may apply for deferral in circumstances where there are medical grounds, special compassionate grounds, or other special unforeseen circumstances.

Deferrals will be accepted without financial penalty up until the end of Week 4. Deferral applications must be made in advance. For further information and assistance contact Reception.

Refer to Addendum 2 for Deferment, Suspension and Cancellation Policy details.

Units/ Intakes

Units will only be offered if there is sufficient demand. IIBT reserves the right to cancel or withdraw units/intakes entirely at its discretion.

Terms of Offer

The 'Terms of Offer' which accompanies each 'Letter of Offer' forms part of the written agreement between IIBT and the student. By accepting an IIBT offer, each student agrees to meet the conditions set out in the 'Terms of Offer'.

Refer to Addendum 2 for Terms of Offer (International Students) details.

Important dates

All important dates for all courses are available on the IIBT website www.iibt.edu.au

If you need any further details, please contact the Student Admissions and Support staff.

Timetable

A copy of the timetable and classroom allocation is posted weekly on the campus noticeboards.

Other Activities

Additional educational activities are provided for students such as on-campus workshops. Please refer to the noticeboards for further details.

WITHDRAWING FROM A UNIT

When you want to withdraw from a unit/ course, you need to officially inform IIBT. Contact the Student Admissions and Support staff for further information.

PAYMENT OF FEES

Full information about fees payable, due dates and non-refundable fees can be found in your Letter of Offer. Fees must be paid by the due date prior to the commencement of a relevant trimester or study period. Students with exceptional/ serious grounds for inability to make payment by the due date must submit valid documents to Reception outlining the grounds for consideration, one week prior to the due date.

Refer to Addendum 4 for How to Pay details.

Unpaid Tuition Fees

Unless you are experiencing exceptional circumstances that are substantiated by written evidence submitted seven days before the fee due date, you will be penalised with an overdue fee if fees are unpaid by the due date. Any Diploma student who has outstanding overdue fees by the examination period, will not receive examination results until all fees are paid in full.

Refer to Addendum 4 for Unpaid Tuition Fee details.

Refund

The IIBT Refund Policy and Refund Fees Schedule is outlined in the students Letter of Offer when applying for a place in a course at IIBT. Students agree to this when the Letter of Offer is signed and accepted. A refund of tuition fees will only be granted in accordance with the IIBT's Refund Policy and Refund Fees Schedule. Students seeking a course refund should direct their initial inquiry to Reception.

Refer to Addendum 2 for Refund Policy, Refund Fees Schedule and Refund Request Form details.

TRANSFERRING PROVIDERS

In order to qualify for course transfer, a student must have completed at least six months of his or her principal course of study.

Where a student requests a transfer of their enrolment to another registered provider on the basis of compelling or compassionate grounds prior to the six-month period, IIBT will advise the student on procedures for applying for course transfer, including the need to make the request in writing, stating the reasons for wanting a transfer. The request will be dealt with within 7 days and will not attract any fee.

RECOGNITION OF PRIOR LEARNING (RPL)/EXEMPTIONS

IIBT recognises prior learning.

You need to apply officially for RPL and submit the needed evidence. Please contact the Support and

Admissions staff for the details.

Refer to Addendum 2 for Recognition of Prior Learning (RPL) Policy, Refund Policy and Refund Fees Schedule details.

ATTENDANCE

Class attendance is in the interest of your own academic progress and a condition of your student visa if you are an international student. Students with unsatisfactory class attendance will be reported to immigration.

Class attendance is recorded for all students enrolled at IIBT and students should attend at least 80% of the scheduled classes. This attendance percentage is the student's actual attendance in class plus approved absences. An approved absence is one which is supported by a medical certificate or other evidence of extenuating circumstances resulting in absence from class.

Students who have a valid explanation for an absence from class such as illness (supported by a medical certificate) or other compelling or compassionate circumstances should submit Explanation of Absences and submit either by hand or via email to Reception or admin@iibt.edu.au no later than 3 days after the absence, unless you are admitted to hospital, in which case please call IIBT or ask a friend to advise Reception staff.

By doing this, students will ensure that their absence is recorded as an 'approved absence'.

Course planners/ study plans for Higher Education students

Each Higher Education student will receive a Study plan on commencement of their course. The Study Plan indicates the format and units per trimester. Changes can be made based on:

- Availability of units.
- Students' learning needs.

This plan is intended to ensure that progress through the course meets the academic requirements for students to successfully complete within the time frame and under conditions required by student visas (International students).

VISA CONDITIONS

International students are required to satisfy all conditions set out on their Australian visas. IIBT are required by law to report students who breach their visa conditions.

Refer to Addendum 6 for Department of Home Affairs details.

STUDENT RESPONSIBILITY

Refer to Addendum 3 for Student Code of Conduct.

Student representation

IIBT greatly values the ideas, opinions and input of its students. Students are given the opportunity to directly contribute to operations at IIBT through the Student Representative Committee. The Student Representative Committee meets three times per year and students receive a Certificate of Participation which can be added to their resume when seeking employment.

Assessments

There are different assessments with specific criteria in each course. You need to ensure that you know exactly what the assessments are and when they need to be submitted. Assessments need to be submitted on time. Special consideration for extension of an assessment submission date is only given in the case of serious and exceptional circumstances which are beyond the student's control, e.g. illness. This needs to be supported by a valid medical certificate. Talk to your teacher/trainer for the correct information and possible extension of your assessment submission date.

Assessment appeals

Students may appeal against assessments and results of a unit within 10 working days of results being issued. Grounds for appeals must be made on the Appeal Form.

Refer to Addendum 2 for Appeal Form details.

Examinations

Where your course includes examinations, it is your responsibility to ensure that you:

- Are aware of the date, time and room.
- Follow the rules (these rules will be stipulated by the invigilator).
- Bring your Student ID card to the examination room for identification.

Cheating in examinations

Cheating in examinations carry serious consequences and these will have serious implications for your studies.

Illness during examinations

If you fall ill prior to the commencement of an examination, you are advised to report your illness to Reception and immediately see a registered practitioner who can provide a medical certificate. You must submit the medical certificate and Special Consideration form no later than three working days after the examination date.

ACADEMIC PROGRESS

IIBT is committed to monitoring the course progress of all students and providing additional academic and personal support when needed. Where a student is identified at risk, a Progress Intervention Strategy will be initiated. At risk students include students with:

- Unsatisfactory attendance.
- Unsatisfactory academic progress.
- Failing and repeating units.

Support after results issued

Support is available to students after results are released. If you need any support, contact Reception.

Refer to Addendum 2 for Course Progress Policy details.

Statement of Academic Record

A printout of the full Statement of Academic Record (also called a Transcript) will be issued to students at the time of graduation or if withdrawing from IIBT.

Each study period results summarising performance will be available via the student portal. Access to results can only be obtained by using your Student ID and password.

Copyright

Students and staff of IIBT are expected to observe all requirements related to statutory Copyright

Regulations For further information, visit Copyright Australia Council at www.copyright.org.au

Referencing

You're required to follow the rules contained in the material for the different courses. There are serious penalties for plagiarism.

ACADEMIC INTEGRITY AND MISCONDUCT

What is Academic Integrity and Misconduct?

IIBT treats plagiarism and collusion as extremely serious academic misconduct. Severe penalties are associated with academic misconduct including being expelled from the unit or course or being awarded a fail grade for the unit or piece of assessment.

IIBT defines plagiarism and collusion as follows:

- Using another person's words/ideas and passing them off as your own without correct referencing.
- Collusion occurs when a student works with another student/ person for a fraudulent purpose with the intent of obtaining an advantage in submitting an assessment or other work.

Plagiarism includes, but is not limited to:

- Paraphrasing of text without acknowledgement of the source.
- Copying all or part of the text of another student's or students' assignment.
- Copying of visual representations (e.g., cartoons, photos), computer programs, data, etc., without acknowledgement of the source.
- Presenting the work of a group as if it is one's own.

Please note that **unauthorised** collaboration is a form of collusion. However, when preparing group work, collaboration is expected and authorised.

Under the IIBT policy on plagiarism and collusion students are responsible for ensuring that:

- The work they submit is entirely their own.
- Students take reasonable steps to ensure their work cannot be accessed by others who might seek to submit it in whole or part as their own.

All assessments must be accompanied by an Academic Integrity Declaration. For electronic submission, students are required to accept the Academic Integrity Declaration statement as part of the assessment submission process. For tests and exams, students will be provided with an Academic Integrity Declaration form at the time of assessment.

Academic integrity ensures that credit is given to those who do the work and that it is acknowledged.

Penalties

All instances of academic misconduct are assessed by IIBT's Academic Management team and penalties will be imposed on any student who is found to have committed an act of academic misconduct such as plagiarism, collusion, cheating or unauthorised collaboration.

How to avoid Plagiarism and Collusion

Collusion and plagiarism are never acceptable at a tertiary level. To ensure the integrity of academic work, there are a number of things students should never do, including:

- Submitting an assessment piece without a full and correctly-constructed reference list and appropriate in-text reference notations.
- Copying one or more sentences from a reference source without formatting the material as a quotation.
- Using data in the form of numbers, tables, graphs, diagrams or other images without citing the source of the material.
- Using a program source code, even if it's freely available in the public domain without citing the source of that code.
- Taking material from referenced material and paraphrasing it (making it your own) without citing the source of the material.
- Using any idea created by another person without citing the source of the idea.

Misconduct

Misconduct refers to any actions or wrongdoing which is deemed as a breach any of the guidelines outlined in the Student Code of Conduct may be considered to have engaged in official misconduct. Serious misconduct may result in the termination of a student's enrolment at IIBT.

Refer to Addendum 2 for Student Code of Conduct Policy details.

COMPLAINTS AND APPEALS

IIBT endeavors to create a positive learning experience for all students. For support with academic issues contact your teacher. For support with any non-academic aspects contact Reception.

Refer to Addendum 2 for:

- Complaints and Appeals Policy.
- Complaints and Appeals Request Form.
- Overseas Students Ombudsman.
- Department of Commerce.

Privacy

Students are entitled to protection of their privacy. IIBT has security systems, policies and procedures in place to ensure student's personal information is protected.

Refer to Addendum 2 for Privacy Policy details.

LIVING IN WESTERN AUSTRALIA

Perth Experiences

There are many things to see and do in Perth. See the brochure stand on-campus for some of the top tourist attractions and destinations.

ACCOMMODATION

IIBT does not offer on-campus accommodation service. Off-campus options include house or apartment rentals. BEWARE! Especially when looking for accommodation on websites. For any information or further assistance contact Reception.

Refer to Addendum 5 for rental details from the Department of Commerce.

Address

You must advise IIBT and your health insurance provider (OSHC) of a change of address within 7 days. This is a visa requirement for all international students. Students can update their address with IIBT via the student portal but must provide this information directly to their health insurance provider. Failure to advise address changes may risk visa cancellation.

Phone services

Read all contracts with phone providers very carefully before signing to avoid financial problems.

Pre-paid phone cards can be purchased from shops such as the post office and newsagency, to minimise the cost of calls.

Banking

To open an Australian bank account, students need to take their passport, CoE(s), OSHC cards, Birth Certificate, Driver's Licence, etc. to prove their identity to a bank of their choice.

TRANSPORT

SmartRider cards/ concession fares

All full-time students are eligible for concession fares on Buses, Trains and the South Perth Ferry by using your SmartRider card. You need complete the Transperth Student SmartRider application form at Reception and apply at one of the Transperth outlets.

Refer to Addendum 5 for Transperth details.

Buying a car

Refer to Addendum 5 for details about buying a car, car insurance and reporting accidents.

Driver's licence

Refer to Addendum 5 for Department of Transport and Police details.

EMERGENCY NUMBERS

Ambulance/ Traffic Accident/ Police Emergency/Fire Brigade: 000

Police Assistance (when the incident is not an emergency): 131 444

EMPLOYMENT

Students are limited to a maximum of 40 hours per fortnight of work during any given study period, however full-time work is possible during breaks. All income must be declared to the Australian Taxation Office. Students considering employment should be aware of the academic consequences and visa risk if employment takes a higher priority than their studies.

Refer to Addendum 5 for Resource and Australian Taxation Office details.

Facebook

IIBT has a Facebook group for students to stay in touch with past, current and future students in the IIBT community. Join the Facebook page to keep up to date with current activities and events at IIBT and around Perth. For further information, visit IIBT Facebook Page at

www.facebook.com/IIBTAustralia

HEALTH AND SAFETY

IIBT endeavors to ensure the health and safety of all students and staff. Please be aware of your surroundings whilst on campus and report any situations or incidents to Reception. You should always follow the health and safety instructions of IIBT staff.

If you are involved in an incident or sustain an injury on campus, report to Reception immediately.

Medical and Support Services

If you require any assistance, please contact Reception.

Medical Centres can be very busy and have specific opening times. To find an available appointment in your area and book online, go to Health Engine.

Please make sure you advise Reception if you need to update your emergency contacts details.

Refer to Addendum 6 for medical and support services.

Bullying, anti-discrimination and harassment

IIBT recognises the right of all students and staff to study and work in an environment free of bullying discrimination and harassment based on gender, age, sexual preference, impairment, religion, race, colour, national or ethnic origin, or language.

IIBT will treat claims of bullying, discrimination and/or harassment seriously, and these will be thoroughly and confidentially investigated.

It is important that students understand they are free to talk to IIBT staff if they are having issues or feeling threatened in any way by any one.

All staff and students are to be treated fairly and equally, not discriminated against, abused or exploited. IIBT is committed to preventing the abuse of power. See sexual harassment information on student noticeboards.

Refer to Addendum 2 for Bullying, Anti-Discrimination and Harassment Policy details.

Financial and legal support

Refer to Addendum 6 for financial and legal support details.

Legal services

The Community Legal Centres Association of WA represents 29 Community Legal Centres in Western Australia. They primarily assist people who are unable to afford the services of a private lawyer.

Refer to Addendum 6 for legal services details.

Overseas student health cover (OSHC)

If you are a student from overseas on a temporary student visa it is a condition of your visa to maintain adequate health insurance for the duration of your visa. Overseas Student Health Cover (OSHC) is considered adequate health insurance. Contact Reception for further details.

Immigration Qualified OSHC Providers

Refer to Addendum 6 for OSHC providers.

IIBT works with Medibank to provide OSHC support for students. You can activate and manage your Medibank OSHC membership at www.medibankoshc.com.au.

Refer to Addendum 6 for Medibank details.

Safety and security

In Perth, as with all large cities, it is important students are aware of their surroundings at all times and take care of personal security and belongings.

'Think Before' is a program designed to help you think about your safety and the actions you can take to keep you safe in various situations. (<https://www.youtube.com/watch?v=JaKOZvEH1tU>)

Smoking

IIBT is a smoke free campus.

Tax

Refer to Addendum 5 for tax details.

Tuition assurance

In the unlikely event that IIBT is unable to deliver a student's course in full, the student will be offered a refund of all course money paid to date. Alternatively, the student may be offered enrolment in another course by IIBT at no extra cost or transfer to another organisation in agreement with IIBT. The student has the right to choose which option will be taken.

Where IIBT is unable to provide a refund or place a student in an alternative IIBT course our Tuition Protection Service (TPS) will place the student in a suitable alternative course at no extra cost.

Refer to TPS at <https://tps.gov.au> for further information.

FACILITIES AND RESOURCES

Student ID card

All students are issued with a Student ID Card after you attended the IIBT Orientation.

The card is issued free of charge at Orientation and is again issued for free if it expires, or if it is stolen (please provide a Police report). For lost cards, there is a small replacement fee.

You MUST have an ID card for access to campus facilities, final examinations and for community-based discounts offered to students.

Student portal and email login

IIBT has a student management system whereby students can access their timetables, attendance and results, as well as receive communications from Student Services.

Follow the steps below to login:

Go to "www.iibt.edu.au"	
1. Click 'Login'	
2. Input your username (your student number)	
3. Input your password (your birthday 'DDMMYYYY', please change your password after first login)	
Go to "mail.google.com"	
Username	(your student number)@students.iibt.wa.edu.au
Password	Your birthday (your birthday 'DDMMYYYY', please change it when you first login)

Note: IIBT will send all communication to your IIBT student email address ONLY. Please make sure that you check your IIBT email box every day.

Moodle

Moodle is an online Learning Management System (LMS). It includes course materials, useful links and other information.

Moodle can be found on the Log in to:

<https://moodle.iibt.edu.au/LMS/login/index.php>

You will receive your log in details for Moodle.

Computer facilities

In room 6 there is computers available for study purposes. There are specific rules related to the use of room 6 which can be found in the classroom. Please contact the Campus Manager for assistance. No food and drink are allowed in room 6.

Library

The IIBT library has a wide range of business and other textbooks. Please see the Campus Manager if you wish to borrow a book.

Prayer room

A Muslim prayer room is available in the library room. See details on the library door.

Lost property

Lost property enquiries should be directed to Reception.

Your personal property is your own responsibility. Please keep your belongings with you at all times. IIBT does not take responsibility for lost property.

ADDENDUM 1

STAFF CONTACTS

Position	Name	Email
Chief Executive Officer	Dr. Marita Naude	marita.naude@iibt.edu.au
Academic Dean	Dr. Shirley Bode	shirley.bode@iibt.edu.au
Campus Manager	Mrs. Jeanine Noël	jeanine.noel@iibt.edu.au
Marketing Executive	Mr. Jay Yong	jay.yong@iibt.edu.au
Student Admissions and Support	Mrs. Lisa (Yang) Lyu	yang.lyu@iibt.edu.au
Reception and Support	Miss. Zoe (Qiuju) Ling	zoe.ling@iibt.edu.au

ADDENDUM 2

POLICIES, PROCEDURES AND FORMS

The following **Policies** can be found on the IIBT website via the below link:

www.iibt.edu.au/policies-procedures/

Policies and Procedures
Bullying, Anti-Discrimination and Harassment Policy
Complaints and Appeals Policy
Course Progress Policy
Deferment, Suspension and Cancellation Policy
Enrolment Policy
Privacy Policy
Recognition of Prior Learning (RPL) Policy
Refund Fees Schedule
Refund Policy
Student Code of Conduct Policy
Terms of Offer (International Students)

The following **Forms** can be found on the IIBT website via the below link:

www.iibt.edu.au/documents-forms/

Forms
Appeals Form
Complaints Form
Refund Request Form
Withdrawal and Deferment Form

ADDENDUM 3

STUDENT CODE OF CONDUCT

Whilst enrolled at IIBT, all students are expected to comply with the following rules of behaviour:

- Not smoke on campus.
- Not discriminate or harass IIBT students and staff.
- Act in a way that respects the rights, differences and welfare of all IIBT students and staff.
- Demonstrate mutual respect for staff and fellow students.
- Turn off mobile phones, paging devices and portable personal music players during class times and examinations.
- Abide by examination instructions.
- Prepare for each class by completing the required reading and tutorial work.
- Attend all classes except when prevented by illness or exceptional circumstances. Class attendance is a courtesy to fellow students and lecturers in the interest of your own academic progress and a condition of your student visa if you are an international student.
- Attend classes at the scheduled time, as late arrival is both disrespectful and disruptive to teachers/ lecturers and fellow students.
- Work to the best of their ability.
- Comply with workload expectations and submit required work on time.
- Participate actively and collaboratively in learning activities.
- Avoid all forms of general and academic misconduct.
- Provide constructive feedback when evaluating courses and lecturers.
- Refrain from any activities that might have a negative impact on other members of the IIBT community.
- Familiarise themselves with the responsibilities required of their course and program of study.
- Refrain from eating or drinking in classrooms at any time.
- Abide by any other rules of classroom behaviour as determined by, and/or negotiated with their teacher/lecturer or IIBT staff.
- Students and staff are expected to wear clothing that is clean, modest, and appropriate. Sportswear (bicycle shorts, running shorts) and beachwear (swimwear, thongs) are not acceptable items of clothing to wear on campus.
- Students are discouraged from wearing revealing clothing or clothing with offensive slogans or motifs. Bare feet are not acceptable for safety reasons.
- Student representatives fulfil a significant role at IIBT and should act in the best interest of all students.

ADDENDUM 4

HOW TO PAY

Tuition fees must be paid in advance. It is important that you identify the transaction with your Student ID Number.

Preferred Payment Method

Electronic Funds Transfer (EFT) to:

Bank: ANZ
Address: 786 Albany Highway, East Victoria Park WA 6101
Account Name: International Institute of Business and Technology
(Australia) Pty Ltd BSB: 016 263
Account Number: 219559482
SWIFT Code: ANZBAU3M

In person

You can pay by EFTPOS or Credit Card at IIBT Reception (surcharge will apply). Please refer to Additional Fees & Charges below for more information.

By Bank Cheque or Bank Draft – please make cheque payable to:

International Institute of Business and Technology (Australia) Pty Ltd

Additional Fees & Charges

The following is a list showing additional fees and charges you may incur at IIBT:

Administration		Academic	
Item	Cost	Item	Cost
Replacement Student ID Card	\$10.00	Late- Enrolment Fee per unit	\$50.00
Photocopying black/white	20 cents per page	Reprint of Graduate Certificate	\$50.00
Colour	60 cents per page	Reprint of Academic Transcript	\$10.00
Overdue Payment Fee	\$200		
Credit card surcharge	2.5%		
Enrolment fee	\$250 (non-refundable)		
Materials fee	ELICOS: \$70 per module VET Business courses: \$70 per course VET IT courses: \$200 per course Higher Education diploma courses: \$400 per course		
Resource fee	\$250 per annum		
Unpaid tuition fees (Higher Education)	\$200		

ADDENDUM 5

ACCOMMODATION AND TRANSPORT

Company	Description	Website
Department of Commerce	Rental agreements and accommodation	www.commerce.wa.gov.au/consumer-protection/rental-agreements www.commerce.wa.gov.au/consumer-protection/housing-and-accommodation
Department of Commerce	Complaints to the Department of Commerce	www.commerce.wa.gov.au/consumer-protection
Transperth	Public transport services	www.transperth.wa.gov.au
PPSR	Car insurance	www.ppsr.gov.au
Department of Commerce	Buying a car	www.commerce.wa.gov.au/consumer-protection/buying-vehicle
Department of Transport	Licensing information	www.transport.wa.gov.au/licensing/my-vehicle.asp www.transport.wa.gov.au/licensing/my-drivers-licence.asp
Police	Reporting a road traffic accident	www.police.wa.gov.au/Traffic/Reporting-a-traffic-crash
RAC	Car servicing and vehicle inspections	https://rac.com.au/car-motoring/car-servicing-and-repair/vehicle-inspections

OVERSEAS STUDENTS OMBUDSMAN

Company	Description	Website	Phone
Overseas Students Ombudsman	An ombudsman resolves disputes between people and government. Free services.	www.ombudsman.gov.au	1300 362 072

EMPLOYMENT

Fairwork Tool	Description	Website
Multiple language content	Language Help section of FWO website offers information in 30 languages and includes resources/information about common questions asked by international workers. It also includes in-language video resources in 16 languages	www.fairwork.gov.au/language-help
General Information for International Students	Tailored information for visa holders, including international students, about basic workplace relations, common issues faced by students, such as unpaid work and the FWO's arrangement with Immigration to protect your rights	www.fairwork.gov.au/find-helpfor/visa-holders-and-migrants
Record My Hours App	Assists you to easily record and store hours of work – the app is free on both Apple and Android and was developed with young and migrant workers in mind. Available in 18 languages, it automatically detects language settings on your phone	www.fairwork.gov.au/how-we-willhelp/how-we-help-you/record-myhours-app
Anonymous Reporting	Online interactive form to allow anyone to anonymously report workplace concerns. Information provided to the FWO helps it plan its education and enforcement activities and is available in English and 16 other languages.	www.fairwork.gov.au/how-we-willhelp/how-we-help-you/anonymoustipoff www.fairwork.gov.au/how-we-willhelp/how-we-help-you/report-aworkplace-issue-in-your-language

AUSTRALIAN TAXATION

Income earned from employment is taxable. Students must have a Tax File Number (TFN) to work. The TFN can be applied online at www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN. Alternatively, you also can complete a Tax File Declaration Form which is available from a newsagent, post office or the Australian Taxation Office.

Visit ATO to see staff and pick up a range of publications/brochures about:

- Your entitlements.
- Tax file number.
- Tax returns.

Company	Address	Contact Hours	Phone	Website
Australian Taxation Office (ATO) myGov Perth	Shop 15, Wesley Quarter 770 Hay St PERTH WA 6000	Open 8.30am to 4.30pm weekdays. ATO support staff available daily 8.30am to 4.30pm. ATO interview available each Wednesday 8.30am to 4.15pm.	13 28 61	www.ato.gov.au

Students who work must complete a Tax Return at the end of each financial year (after 30th June). For further information, visit the Australian Tax Office (ATO) at www.ato.gov.au.

ADDENDUM 6

MEDICAL AND SUPPORT SERVICES

Company	Website
Department of Health	https://ww2.health.wa.gov.au
HealthDirect Australia	www.healthdirect.gov.au
Beyond Blue	www.beyondblue.org.au
Reach Out	https://au.reachout.com
Ishar Multicultural Women's Health Centre	www.ishar.org.au

PROFESSIONAL COUNSELLING SUPPORT

Company	Contact Hours	Phone
International Student Hotline	Monday to Friday 8.00am to 6.00pm	1300 363 079
Lifeline	24 hours, 7 days	13 11 14
Mental Health Emergency Response line	24 hours, 7 days	1300 555 788
Salvation Army	24 hours, 7 days	1300 363 622
Men's Line	24 hours, 7 days	1300 789 978
Samaritans Crisis Line	24 hours, 7 days	1800 198 313
Kids Help Line (5 – 25 years)	24 hours, 7 days	1800 551 800
Beyond Blue	24 hours, 7 days	1300 224 636

CULTURAL SUPPORT

Company	Contact Hours	Website
CISWA Council for International Students of Western Australia	Monday and Thursday 9.00am to 4.00pm	info@ciswa.com

FINANCIAL AND LEGAL SUPPORT

Company	Email	Website	Phone
Anglicare WA Financial Counselling	info@anglicarewa.org.au	www.anglicarewa.com.au	9325 7033
Financial Counsellors Hotline			1800 889 364
Citizens Advice Bureau Legal Services	cab@cabwa.com.au	www.cabwa.com.au/get-legal-advice	9221 5711
Justice of the Peace	jps@justice.wa.gov.au		1300 657 788
Community Legal Services Association		www.communitylaw.net	9221 9322

IMMIGRATION QUALIFIED OSHC PROVIDERS

Company	Website	Email	Phone
ahm OSHC	www.ahmoshc.com		
BUPA Australia	www.overseasstudenthealth.com		
Medibank Private	www.medibank.com.au	oshc@medibank.com.au	Member Services Officer: 134 148 (in Australia) +61 3 9862 1095 (Overseas) 24-hour OSHC Emergency Helpline: 1800 644 325
NIB OSHC	www.nib.com.au		
Allianz Global Assistance (Lysaght Peoplecare)	www.allianzassistancehealth.com.au/en/student- visa-oshc		

VISA CONDITIONS

Company	Address	Website	Phone
Department of Home Affairs (Immigration)	Ground Floor, Wellington Central 836 Wellington Street, West Perth WA 6005	https://immi.homeaffairs.gov.au	131 881 Monday to Friday, 9.00am to 4.00pm

IIBT is obliged by law to report international students to Immigration if students have breached visa conditions.