



# Student Handbook

## Nursing Courses

## Contents

Proof of Identity .....	3
Educational Qualifications required by Nursing and Midwifery Board of Australia to register as a nurse in Australia .....	3
Recognition of Prior Learning (RPL) / Credit Transfer Policy .....	4
Immunisation Policy .....	4
National Police Record Check Policy .....	4
Student Rights & Responsibilities .....	5
Student Confidentiality Agreement .....	6
Referencing all work submitted for Assessment .....	6
Clinical Placement Requirements.....	8
Student Uniform and Dress Code.....	9
Assessment Process.....	10
Plagiarism .....	10
Late Submissions and Re-submissions of assessments tasks .....	12
Study Supports & Library .....	12
Complaints or Appeals .....	12
Student Support Services.....	13
After-hours Emergency help.....	14
Counselling and Welfare related Resources & Links .....	15
Careers and Vocational Counselling .....	17
Careers Resources and Links .....	18
Disability Support Services.....	20
Public Transport .....	23
Employment Services.....	24
Student Accommodation .....	26

### Appendices:

1. Student Inoculation Record
2. HSA Assessment Task Cover Sheet

## Proof of Identity

### Evidence of legal Birth Name and Date of Birth

Applicants must supply a certified copy one of the following documents:

- Full Birth Certificate including parents names; or
- Current Passport (if no name change since birth); or
- Australian Citizenship Certificate (if no name change since birth and subject to date of birth appearing on certificate).

### Evidence of legal change of name (if applicable)

In addition to providing evidence of birth name and birth date, the applicant is required to provide the link between the birth name and the current name as follows:

- An amended birth certificate or change of name certificate or deed poll issued by the Registrar of Births, Deaths and Marriages or the equivalent authority in another jurisdiction; or
- A marriage certificate issued by the Registrar of Births, Deaths and Marriages or the equivalent authority in another jurisdiction; or
- A divorce certificate issued by the appropriate authority.

In the case of more than one name change since birth and the current name, the Board must see evidence of the changes from birth name to all other names, with each name linking from one name to the next

### Translations

Documents in languages other than English **must be accompanied by an English translation** completed by a translator accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) or by a translation service that has been approved by the relevant government authority in your country. In Australia please refer to the Yellow Pages or go to the NAATI website [www.naati.com.au](http://www.naati.com.au) for a list of available translation services. **Note:** Photocopies of both the un-translated and translated document must be certified as “true copies” by an authorised person (see authorised persons list).

## Educational Qualifications required by Nursing and Midwifery Board of Australia to register as a nurse in Australia

All applicants for registration are directed to the standards for registration as a nurse at <http://www.nursingmidwiferyboard.gov.au/Registration-Standards.aspx>. Of particular note are the English language requirements for those who were educated overseas. Note: It is the responsibility of students to ensure that the standard of their English meets this requirement.

## Recognition of Prior Learning (RPL) / Credit Transfer Policy

In accordance with The Australian Quality Training Framework standards, for Recognition of Prior Learning (RPL) and Credit Transfers (CT), applicants can apply for RPL / CT prior to enrolment.

Credit Transfer will be granted to students who have completed units of competency with another Registered Training Organisation provided that they are relevant units contained within the Health Training Package. Applications will be reviewed on an individual basis in accordance with HSA RPL policy. Applicants will be required to complete the appropriate forms and include all the necessary supporting documentation. *A fee for this will be applicable.*

Credit transfer of units completed with another training organisation which are contained within the Certificate IV in Nursing (HLT43407) qualification, will only be accepted if that unit was commenced no longer than 2 years prior to commencement of the Diploma in Nursing at HSA. This will require the student to provide a Statement of Attainment from the original place of study.

RPL or Credit Transfer will only be granted if the unit of competency completed has been delivered in a health context, as there is a requirement that all units contained within the Certificate IV in Nursing be contextualised to the health care industry.

RPL may be granted to those who hold a current first Aid certificate equivalent to HLTFA301B and who have undertaken a CPR refresher with 6 months of the applicants' enrolment in the Diploma of Nursing.

*A fee for this assessment will be applicable.*

## Immunisation Policy

Please refer to the Department of Human Services guidelines - 'Immunisation for Health Care Workers (Category A)' on the website:

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

A student inoculation record is to be completed prior to the first clinical placement. A copy of this record must be provided to the Nursing Student Liaison at the pre-briefing sessions prior to the first clinical placement. The original is to be placed in the clinical assessment tool and be taken on each clinical placement to show the healthcare facility if required. The record can be obtained from the clinical placement coordinator (Appendix 1).

## National Police Record Check Policy

The Victorian Department of Health and the Federal Department of Health and Ageing require all health care staff, students and volunteers to have a valid National Police Record check while working within the health care industry.

No students will be permitted to attend a clinical placement venue if a satisfactory National Police Record Check has not been provided.

Students are required to complete an online application form at:

[www.police.vic.gov.au](http://www.police.vic.gov.au) at least 2 months prior to their first clinical placement. The current cost of the Police Check as at 1<sup>st</sup> July 2009 is \$15.00 for students who quote the relevant CVF number. The normal fee is \$32.50

Students can obtain the HSA CVF number from the Nursing Student Liaison, who is required to sign the *Declaration of Volunteer/Student Status* on the application form.

**HSA cannot guarantee a clinical placement by any healthcare facility if the result of the National Police Certificate is unsatisfactory.**

Students are required to provide their National Police Certificate on the first day of each clinical placement.

## Student Rights & Responsibilities

### Student Rights and Responsibilities

The student has the right to:

- experience quality training
- question and have their questions answered
- a clean, friendly and supportive environment
- enter into discussions enthusiastically
- adequate breaks from training
- give freely of their experience
- the appropriate aids for learning

The student has the responsibility to:

- be prompt and regular in attendance
- behave in an appropriate manner
- dress in a manner appropriate to the training being undertaken
- be patient with other trainees / candidates
- have an appropriate attitude towards their training
- avoid private conversations while someone is speaking

### RTOs Rights and Responsibilities

The RTO has the responsibility to:

- maintain information on assessment
- obtain qualified assessors
- produce assessment resources
- maintain all RTO assessment records

Establish procedures to:

- Conduct program training assessments
- Appeal assessment or RPL outcomes
- Conduct on the job assessments
- Issue Statements of Attainment to successful trainees
- Provide RPL
- Provide copies of policy and procedure upon request

The RTO has the right to:

- Enforce all RTO policies and procedures

- **Termination of Training**

The RTO has the right to terminate training under the following circumstances.

- The student consistently arrives late and does not demonstrate the required level of competency due to inadequate time / preparation.
- The student is under the influence of alcohol or other drugs.
- Where the student puts him/herself, and/or others at risk while training is being conducted.
- The students' behaviour is inappropriate and disrupts the ability of others to learn.

## **Student Confidentiality Agreement**

Each student is required to sign a Student Confidentiality Agreement prior to the first clinical placement. Any breach of this agreement will be considered a serious matter and the student may be removed immediately from any clinical placement after discussions between the clinical facilitator, an agency of the healthcare facility or the Nursing Coordinator. The student may be referred to a disciplinary hearing with exclusion from the course a possible outcome.

## **Referencing all work submitted for Assessment**

Students are required to reference all assignments that are submitted. HSA has a preferred referencing system, the *American Psychological Association Referencing System (APA)*. This referencing system is used by most universities offering the Bachelor of Nursing program. By using this referencing system, HSA students are better prepared to articulate into the Bachelor of Nursing program.

The following are the details of the conventions used in the APA system for in-text referencing and the References list for the most commonly used sources in Health Examples of Sciences.

### **Single author- In-text**

Surname as part of the sentence – date in brackets

According to Johnstone (2001), individuals with mental illness are among the most stigmatised, discriminated against, disadvantaged and vulnerable populations in society.

Surname and date in brackets

Individuals with mental illness are among the most stigmatised, discriminated against, disadvantaged and vulnerable populations in society (Johnstone, 2001).

### **References- Book**

Use surname, initial/s, date, title of book (in italics), (edition no.), place of publication, publisher

Germov, J. (2002). *Second opinion: An introduction to Health Sociology*. (2nd ed.). Sydney: Oxford University Press.

### **References -Journal Article (print)**

Use surname, initial/s, date, article title, journal name (in italics), vol. no. (in italics), (issue no.), page nos.

Johnstone, M. (2001). Stigma, social justice and the rights of the mentally ill: Challenging the status quo. *Australian and New Zealand Journal of Mental Health Nursing*, 10 (3), 200-209.

Note: For book titles, use upper case for the first word only and if there is a name (e.g. of a person, place, organisation, academic discipline) which would normally take upper case. Journal titles are written in upper case.

### **References -two authors- In-text**

Surnames as part of the sentence – use ‘and’ between authors’ names

Allcock and Standen (2001) found that, when first encountering suffering during clinical placement, nursing students experience a wide range of strong emotions.

Surnames and dates in brackets – use ‘&’ between authors’ names

When first encountering suffering during clinical placement, nursing students experience a wide range of strong emotions (Allcock & Standen, 2001).

#### **References**

Use comma and ‘&’ between authors’ names:

Allcock, N., & Standen, P. (2001). Student nurses’ experiences of caring for patients in pain. *International Journal of Nursing Studies*, 38, 287-295.

### **References -three to five authors- In-text**

On first mention – list all surnames, use comma and ‘&’ between the last two names:

Student attrition is more likely when grief is unacknowledged and unsupported (Matzo, Sherman, Lo, Egan, & Grant, 2003).

subsequent citations – use first surname and ‘et al.’

Studies have shown the necessity of education in preparing student nurses for coping with patient death during clinical placement (Matzo et al., 2003).

List all surnames, use comma and ‘&’ between last two names

Matzo, M.L., Sherman, D.W., Lo, K., Egan, K.A., & Grant, M. (2003). Strategies for teaching loss, grief and bereavement. *Nurse Educator*, 28 (2), 71-76.

### **References -six or more authors-In-text**

Use ‘et al.’ for first mention and all subsequent citations

It is likely that the incidence of stroke will rise, with a corresponding increased demand on health care services (Dewey et al., 2001).

list the first six authors, then use ‘et al.’

Dewey, H., Thrift, A.G., Mihalopoulos, C., Carter, R., MacDonnell, R.A., McNeill, J.J. et al. (2001). Cost of stroke in Australia from a societal perspective: Results from the North East Melbourne Stroke Incidence Study (NEMESIS). *Stroke*, 32, 2409-2416.

Note: When there are two or more sources with multiple authors (three or more) that shorten to the same surname, in-text you need to cite the surnames of as many subsequent authors as is needed to distinguish the references.

#### **In-text**

Lonigan, Burgess, Anthony, Barker et al. (1998) ... ..  
Lonigan, Burgess, Anthony, Liberman et al. (2000) ... ..  
Lonigan, C., Burgess, S., Anthony, J., Barker, T., Fischer, F., Carter, B. et al. (1998).  
Development of phonological sensitivity in 2-to-5-year-old children. *Journal of Educational Psychology*, 90 (2), 294-311.  
Lonigan, C., Burgess, S., Anthony, J., Liberman, I., Fischer, F., Brown, A. et al. (2000).  
Development of emergent literacy and early reading skills in preschool children: Evidence from a latent-variable longitudinal study. *Developmental Psychology*, 36 (5), 596-613.

### **Chapter in edited book- In-text**

Use referencing conventions as for single-author books  
Observation is a fundamental skill that is used on a daily basis and routinely included in clinical gait assessment (Guiliani, 1990).  
use author's surname and initial/s, date, chapter title, name/s of editor/s, title of book (in italics), page nos. of chapter, place of publication, publisher  
Guiliani, C.A. (1990). Adult hemiplegic gait. In G.L. Smidt (Ed.), *Gait in rehabilitation*, (2nd ed., pp. 256-273). Edinburgh, UK: Churchill-Livingstone Inc.

### **References - compilation textbook (chapters by different authors, no editor)- In-text**

Use referencing conventions as for book/journal articles  
When the States and Territories need extra money for their hospitals, they turn to the Commonwealth (Duckett, 2004).  
use referencing conventions as for book, + title of textbook, page nos. of chapter in textbook, place of publication and publisher of textbook  
Duckett, S. (2004). Financing the Australian health care system (Chapter 3). Melbourne: Oxford University Press. In *Interdisciplinary professional practice* (pp. 203-230). (2007). Melbourne: Oxford University Press.

## **Clinical Placement Requirements**

All students are required to attend the prescribed number of clinical placements hours in accordance with the course requirements for enrolment as a nurse with the Nursing and Midwifery Board of Australia.

Students are required to attend 100% of clinical placement hours. If a student is unable to attend clinical placement they will be required attend "make up days" organized by HSA to ensure that the 100% attendance requirement is met. Any student who does not attend 100% will be made NYC automatically. If a student wishes to appeal against that decision, there is an appeals process which is outlined under "Complaints or appeals" in this handbook. Students may appeal for a number of reasons – sickness etc., each appeal will be decided on its merits. The decision to uphold or reverse the NYC will rest with the Nursing Course Coordinator, the RTO Manager and the Training Manager in committee. The result of their deliberations will be forwarded to the student in writing.

Any student who refuses to attend a clinical placement will also automatically deemed to be NYC for that placement. Again, the student may appeal.

Any student who is unprepared for placement because of failure to complete work or does not have a police check etc will also by deemed NYC for that placement.

Any student that has an NYC for a placement will be required to cover the cost of any make-up placement at the rate of \$562.50 for a full 2 week placement or \$100 per

day for single days. The students will be invoiced and required to pay before being allowed to attend the make-up placement.

Clinical placements will be arranged by the HSA Clinical Placement Coordinator for students in a range of suitable health care facilities to ensure that all the required clinical competency skills are achieved as outlined in the Clinical assessment tool and the *Clinical Skills for Enrolled Nurses by Tollefson (2009)*

The clinical placements will be arranged for HSA in periods of either one or two week blocks.

All students will be required to complete a Practical Placement Agreement prior to each placement.

Students will be required to have completed First Aid and have demonstrated a level of underpinning knowledge in Occupational Health and Safety, Infection Control. In addition they will also have been assessed as being competent in the laboratory to deliver safe basic nursing care prior to commencing clinical placements.

HSA cannot accept specific student requests for clinical placements.

## Student Uniform and Dress Code

Students are required to wear the HSA prescribed uniform and HSA identification badge at all times during clinical placement.

- **NAVY slacks, trousers.**
- **HSA blouse or shirt.**
- **NAVY vest or cardigan to be worn to and from placement but not while working**
- **BLACK lace up closed shoes with non-slip sole & low heel (NO BOOTS OR SNEAKERS / SPORTS SHOES)**
- **Student ID badge in a holder with clip easily visible**

**NOTE:** **An easily read WATCH with a second hand is also required (NOT DIGITAL & not worn on the wrist)**

Students' appearance at all times must be professional, uniforms clean, tidy, ironed and free from unpleasant odours.

Clothing and footwear should be safe, practical and comfortable. Students are advised to tie back or put up long hair (shoulder length or hair that falls over the face).

## Jewellery, Make-up & Fingernails

Only a single plain band to be worn on one finger and one pair of plain stud earrings or sleepers are permitted. **Jewellery is dangerous and harbours micro organisms and may cause injury or infection.**

A safety lanyard may be worn.

Fingernails are to be short with no sharp edges. Long nails are a potential risk to patients' skin integrity. Nail polish is not to be worn. Health services may insist that you remove false nails.

Avoid the use of heavy make-up and perfume as some people are allergic or sensitive to strong perfumes

## Assessment Process

A variety of classroom based assessments including written examinations, tests, assignments, presentations and case studies have been developed in accordance with the requirements of the Health Training Package and the Australian Nursing and Midwifery Council (ANMC) which reflect the ANMC Competencies Standards for Enrolled Nurses.

Students will be required to achieve a mark of 50% for each assessment task. An exception to this is with medication administration where a mark of 100% is required for the drug calculation assessment task.

HSA may in certain instances demand a higher pass mark for certain other assessment tasks to ensure learning outcomes are achieved.

Assessment tasks will be returned to students within two weeks of submission. Written feedback is given on all assessment tasks.

Students who do not satisfactorily complete all units and competency elements within the course, will be given an opportunity to repeat that part of the unit where the requirements have not been met or they will be offered an alternative equivalent assessment. For most units students are given two opportunities to prove competence in each assessment, for some clinical skills this may be up to four attempts. If a student is not yet competent in a non-clinical assessment after two attempts they will be required to re-enrol in that unit. Teachers will provide the assistance and support required to achieve the competencies as may be required.

The assessment tools used to assess clinical competency will be the HSA Clinical Assessment tool as well as *Clinical Skills for Enrolled by Tollefson, (2009)*. The student is required to ensure that all clinical skills are successfully achieved. Clinical competency can only be assessed by a HSA assessor.

*Competence is the combination of skills, knowledge, attitudes, values and abilities that underpin effective performance in a profession/occupational area.*

## Plagiarism

There is an expectation that students will prepare and submit work which is their own and which, where appropriate, acknowledges the work of others. Plagiarism can apply to work in any medium (for example text, images, sounds or a combination of these). It involves presenting another person's work as if it were your original effort and may include:

- Copying the exact words from a source without using quotation marks;
- Making very minor changes to someone else's words without acknowledging their source;
- Using another person's idea from a text (for example in a book or from the Internet) without acknowledging its source;

- Submitting all or part of another student's work under your own name; and
- Cheating in an exam by using unauthorised notes or copying from other students.

Plagiarism also includes the preparation or production and submission or presentation of assignments or other work in conjunction with another person or other people when that work should be your own independent work. This is plagiarism whether or not it is with the knowledge or consent of the other person or people. It should be noted that HSA encourages its students to talk to staff, fellow students and other people who may be able to contribute to a student's academic work but that where independent assignment is required, submitted or presented work must be the student's own. Plagiarism may be intentional or careless. Students should be aware that HSA takes the integrity and honesty of its students very seriously. Acts of plagiarism are completely unacceptable and will not be tolerated. If a student is found to have deliberately plagiarised the work of another - including copying the work of other students - the penalties are severe. Sometimes a student might accidentally plagiarise. This is usually the result of a lack of academic writing skills, inexperience, sloppy note taking, or a combination of these. It is important that you learn and follow the practice established for citation of written works for your subject.

#### **Teaching Staff Responsibilities:**

- Know and consistently implement this procedure;
- Communicate the details of this policy and procedure to students, including:
  - information about referencing requirements that are relevant to the discipline area;
  - The provision of examples of appropriate referencing techniques and practice; and
- Ensuring that students understand the difference between cooperative learning, group work and collusion.
- Ensure that only assessment accompanied by a completed copy of the Assessment Cover Sheet
- Be vigilant in the detection of plagiarism;
- Be aware of, and respect, the practices of other cultures / cultural backgrounds;
- Provide transparent and consistent feedback to students about issues relating to referencing; and
- Staff should set a good example through their own practice.

#### **Student Responsibilities:**

- Understand and comply with this policy and seek help if unclear about its requirements;
- Ensure that a completed copy of the Student Assessment Cover Sheet is attached to all work submitted for assessment;
- Be familiar with, and apply, appropriate referencing practices using the APA system;
- Ensure that all sources of information are appropriately acknowledged; and
- Take all reasonable precautions to ensure work cannot be copied.

#### **Consequences**

Consequences of plagiarism can include any of the following at HSA's discretion:

- a reprimand
- allocation of a zero mark for the task or another such mark, as appropriate
- a requirement to redo the entire unit
- in the case of a repeated flagrant violation exclusion from the course

## Late Submissions and Re-submissions of assessments tasks

Students are required to meet all assessment tasks by the due date. If an extraordinary event occurs which affects the student's ability to meet a set deadline for an assessment task, a request for an extension can be made to the teacher **before the due date** for the assignment.

Work which is received after the due date, without an agreed extension will attract a penalty of 5% per working day (Monday – Friday). After 10 days / 2 weeks post the due date the total deduction would equal 50% and therefore a fail grade will be recorded for that assessment piece.

Each student will be given one opportunity to re-submit or re-sit a failed assessment task. If a successful outcome is not achieved the student will be required to re-enroll in that unit. This will attract additional fees.

All assignments are required to have the HSA Assignment Cover Sheet. Students are required to retain a copy of the submitted assignment.

## Study Supports & Library

The **University of Melbourne's Learning Skills Unit** has a library of flyers which can be downloaded from their [resources page](#). Topics include:

- Effective Study
- Writing Skills
- Reading and Research
- Referencing
- Exam Preparation
- Materials for science students

Health Skills Australia wide range of library resources which students are able to access. These include; books, CDROMs, DVDs and booklets. In addition all HSA students can access the Joanna Briggs Website using Health Skills Australia membership. This site has a large range of evidence-based articles on many relevant nursing topics. A health Skills Australia Manual has been created for the most useful topics related to Aged Care and this printed resource is also available to skills.

## Complaints or Appeals

HSA has a policy for managing complaints and appeals.

Students are advised to attempt to resolve any issues with the person directly. If a resolution is not achieved the HSA policy is as follows:

- An appointment is to be made with the course coordinator to discuss the issue.
- A completed “Grievance and Appeals Form” or a “Complaints and OFI Form” (available on website) can be submitted to the RTO Manager who will arrange for a further interview within 5 working days of receipt of the complaint.
- If dissatisfied with the outcome of the resolution process the complaint may be referred to an independent arbitrator.

Health Skills Australia has appointed an independent arbitrator.

## **Student Support Services**

Health Skills Australia provides a counselling service for all students via the teachers, student liaison, course co-coordinator or College Director. These staff members are qualified nurses, who can assist students with issues and if required will refer them on as deemed appropriate. By referral students are able to access up to 3 completely confidential sessions of counselling with either a male or female psychologist free of charge.

Areas which a student may require assistance include:

### **Welfare**

- Austudy/Youth Allowance
- Problems with finances
- Centrelink allowances
- Housing and tenancy
- Legal referral
- Migrant issues

### **Study-related Issues**

- Returning to study
- Coping with exams
- Study skills
- Time management
- Stress management
- Motivation

### **Personal Counselling**

We can help with any of these areas and more:

- Adjusting to student life
  - Family relationships
  - Leaving home
  - Confidence building
  - Solving personal problems
  - Social or work relationships
  - Substance Abuse
  - Stress management
-

## After-hours Emergency help

Student support is available during business hours on weekdays during term. When we are not open, the following telephone counselling and referral services may be of assistance in an emergency. Links are provided so that you can find out some more information about the services. Most offer either telephone services.

- [LifeLine](#): **13 11 14**
- Lifeline TTY **9662 9030**
- Suicide Crisis Line: **1300 651 251**
- [CASA](#) (Centre Against Sexual Assault): **(03) 9344 2210** or Sexual Assault Crisis Line (SACL) **1800 806 292**
- Women's Domestic Violence Crisis Service: **(03) 9373 0123** or **1800 015 188**
- Men's Referral Service (for men concerned about their anger or violence): **9428 2899** or **1800 065 973**
- Victims Referral Service: **9603 9797** or **1800 819 817**
- Child Protection Crisis Line: **131 278**
- [Kids Help Line](#): **1800 55 1800**
- Direct Line (Drugs & Alcohol Counselling): **1800 888 236**
- [Hopeline](#) (support for patients, family members and carers of persons with life-threatening illnesses): **1300 364 673**
- [Aids Hepatitis and Sexual Health Line](#) (Aids Line): **1800 133 392** or **9419 3166**
- G-Line (Problem Gambling): **1800 622 112**
- [Poisons Information Centre](#): **13 11 26** or **9345 5678**
- [RACV](#): **131 111**
- [State Emergency Service](#): **132 500** (flood or storm emergency)
- Translating and Interpreting Service: **131 450**
- Police, Fire, Ambulance: **000**

More emergency telephone services may be found in the front pages of the telephone directory.

## Counselling and Welfare related Resources & Links

The following links are provided in good faith for your information - they are not associated with or endorsed by Health Skills Australia.

### Housing

[The Tenants Union of Australia](#) provides information on the legal rights and community resources for residential tenants living in Victoria, Australia.

[Consumer Affairs Victoria](#) provides direct services to the public including advice, information and referral in consumer and residential tenancy matters.

Consumer Affairs Helpline: 1300 55 81 81  
email: [rtba@justice.vic.gov.au](mailto:rtba@justice.vic.gov.au)  
2/452 Flinders St  
Melbourne 3000

### Alcohol and Drugs

[Eastern Drug and Alcohol Service](#) (EDAS) is a service providing free and confidential drug and alcohol counselling, education and support to adults and young people in the Eastern Metropolitan Region.  
Phone: 1300 650 705

### Legal

[Monash Oakleigh Legal Service](#) - a free legal service attached to the Faculty of Law at Monash University.

Phone: 9905 4336

[Springvale Monash Legal Service](#) is a community aid and advice organisation which aims to empower and support members of our community to use the law and legal system to protect and advance their rights and broaden their awareness of their responsibilities.

5 Osborne Avenue  
Springvale, 3171  
Phone: 9562 3144

[Victoria Legal Aid](#) provides legal aid at a reasonable cost to the community.

Melbourne  
350 Queen Street  
Phone: 9269 0234

Ringwood  
23 Ringwood Street  
Phone: 9879 5500  
Dandenong  
9-11 Pultney Street  
Phone: 9791 5522

### Welfare

[Centrelink](#) offers a range of services to students, including Youth Allowance, ABSTUDY, Austudy, Health Care Cards and more. Even if you are not eligible for an income support payment like youth Allowance, you may be able to get a Health Care Card.

For students, phone 13 2490, ABSTUDY phone 13 2317, and TTY 1800 810 586.

[Welfare Rights Unit](#) (WRU) - Provides specialist information in the area of Social Security law, policy and practice, with advice to individuals and community services.

155 Easy St  
Collingwood  
Phone (03) 9416 1111  
9.30am-12.30pm Tuesday-Friday

### **Women's Health**

[Women's Health East](#) provides a number of Health Information Services and Support for women in the Eastern suburbs by women, including:

#### **WHE Health Information Line**

A free service for women offering information, one-to-one from a trained nurse/women's health worker on a broad range of issues relating to women's health - physical, mental, emotional or any other aspect.

Phone: 1800 069 967  
Monday-Friday, 9.00am-1.00pm

#### **Counselling Program**

Women's Health East has a short to medium term low-cost counselling program, with female counsellors.

Phone: (03) 9879 2199.

#### **Well Women's Clinic**

The Well Women's Clinic is staffed by a female doctor specialising in women's health and a female nurse and is based at Ringwood. It offers a range of services in relation to reproductive and sexual health, including: Pap smears, breast examinations, menopause, menstruation, pregnancy testing and counselling, sexually transmitted diseases, contraception, sexual difficulties, information and referral.

Phone: (03) 9879 2199

#### [Women's Health East](#)

28 Warrandyte Road  
Ringwood 3134  
Phone: (03) 9879 2199

### **[WIRE](#) - Women's Information Referral Exchange**

A free information, support and referral service available to all Victorian women. It can help you explore a range of issues, including: family life and relationships, domestic violence, sexual assault, health and well-being, women professionals, education and training and legal issues.

Phone 1300 134 130  
Monday to Friday, 9:30am-5:30pm.

[Women's Information Centre \(WIC\)](#) has resources to help women access broad range of pamphlets and printed materials, or speak with the WIC Coordinator.

Visitors can also search WIRE's extensive community services database.

247 Flinders Lane

Monday to Friday, 10:30am - 5pm

Women from culturally and linguistically diverse (CaLD) backgrounds are able to utilise WIRE services using Telephone Interpreter Services.

For hearing impaired women, contact the National Relay Service on 13 3677 or email WIRE.

**The Women's Clinic on Richmond Hill** is a medical centre specialising in contraception, Abortion, Free Pregnancy Testing, Pap Smears, Sexually Transmitted Diseases and Breast Examinations. Confidentiality is assured, no referral is required, and bulk billing is available (conditions apply). Mandarin, Vietnamese and Cantonese translator is available.

Phone: 9427 0399

366 Church Street

Richmond

## Careers and Vocational Counselling

Decisions about courses and careers can often be difficult and a counselling session can assist students to identify the possibilities that are available to them during or upon completion their course of studies.

It is suggested that before you make an appointment for career counselling that you gather information about yourself, your studies, and your potential career direction(s) so that our counsellor is able to best assist you during the counselling session.

Some of the areas the careers counsellor can help with include:

- Career planning and exploration of career options
- Clarifying career goals and direction
- Assisting you to make informed decisions about you career options
- Identifying your interests, values and abilities and how these relate to your career choice
- Fine tuning career strategies
- Exploration of opportunities for further study
- TAFE and University course advice
- VTAC assistance
- Career assessments available include the SDS, VPI, WAPS, Career Anchors, and the MVS.

## Careers Resources and Links

### Course Information and VTAC

Most TAFEs and Universities have excellent websites and Information Offices which provide course and institutional information.

[Australian Universities](#) - links and information

Nursing and Midwifery Board of Australia which can be found at <http://www.nursingmidwiferyboard.gov.au/>

[University Courses](#)

[Short Courses Victoria](#)

[TAFE Course Directory](#) (Victoria) - an online version.

**TAFE Course Line** - Information on TAFE courses and providers (Victorian and Interstate).

Phone: 1800 809 823 (Monday-Friday, 9.00 am - 5.00 pm).

[VTAC](#) - Victorian Tertiary Admissions Centre

[Victorian Tertiary Institution Open Days](#)

Victorian TAFE, University and private providers usually have open days each year around August. This list of open days is from the VTAC website, and is updated from the end of July to early August each year. Make sure that you check the relevant institution's web site for the latest information on dates, times and locations.

[Going to Uni](#) - From the Department of Education, Science and Technology, Going to Uni has information for prospective and continuing students about higher education in Australia, including HECS and PELS, fees, loans, scholarships, and CHESN student number.

Note: HECS and PELS do not apply to students studying at TAFE.

[Backing Australia's Future](#) - has information on HECS, Higher Education Loan Programmes (HECS-HELP, FEE-HELP & OS-HELP), the Higher Education Information Management System (HEIMS).

Interstate tertiary admission centres (ie, interstate equivalents of VTAC):

- New South Wales & ACT - [UAC](#)
- Queensland - [QTAC](#)
- South Australia - [SATAC](#)
- Western Australia - [TISC](#)
- Tasmania - apply direct to the institutions.
- Northern Territory - apply direct to the institutions.

The [Australian Qualifications Framework \(AQF\)](#) - information on the unified system of twelve national qualifications in schools, vocational education and training (TAFEs and private providers) and the higher education sector (mainly universities).

### **Choosing a career and self-assessment**

Decisions about courses and careers can often be difficult and a counselling session can assist students to identify the possibilities that are available to them upon completion or during the course of their studies.

[Job Guide](#) - online version of the occupation directory. The first place to look when finding out about an occupation in Australia.

[ASCO](#) - Australian Standard Classification of Occupations, Second Edition.

[Job Outlook](#) - Information about occupations in Australia, including job prospects, average weekly earnings, tasks and skills, and workforce size.

[Office of Post Compulsory Education Training and Employment](#) - Department of Education, Employment and Training (Victoria).

[MyFuture](#) - a career information and exploration website designed to assist Australians making informed career decisions. It includes free career assessment questionnaires.

[I Can Do That Too](#) - a booklet to assist you identify transferable skills. Copies can also be found in the Student Services careers library. It's published by the Department of Education, Training and Youth Affairs.

[Parents Help With Careers Parents Help With Careers](#) - Don't be put off by the title! This booklet lists occupations by interest areas (or subjects enjoyed at school) as a way of identifying potential career paths. You may recognise the "target" format from posters which are often found in careers libraries. It is also published by the Department of Education, Training and Youth Affairs, and copies can also be found in the Student Services careers library.

[SmartFuture](#) - a career information and exploration website from Queensland. It includes the same career assessment questionnaire that is on the [MyFuture](#) website.

[Youth Employment Link \(YEL\)](#) - Victorian Government youth website

youthcentral is a State Government initiative for Victorians aged 12 to 25. It provides information about jobs and careers, studying and training, travel and transport, managing money, opportunities to get involved and much more.

[The Career Key](#) - There are many online careers assessments on the internet. Many are bad, but the Career Key is one of the better ones, and it's free! The Career Key assesses your interests, skills, values and personality, to give you a Holland Occupational Profile, which then provides you with some suggested compatible occupations/career fields. You should be aware that the suggested occupations are generated from a limited selection; however your Holland Code can be used to look

up more compatible occupations in other references. [Chinese](#) and [Korean](#) translations of the career key are also available online.

If you would like a more comprehensive vocational assessment than the Career Key can offer, make an appointment to see the Careers Counsellor in Student Services. You may take one of the many professional vocational assessments provided there, which includes the Self-Directed Search (SDS), the Vocational Preference Inventory (VPI), Career Anchors Inventory, the Work Aspect Preference Scale (WAPS), and My Vocational Situation (MVS). It is a free service to enrolled Holmesglen students (charges may apply to prospective students).

[The Career Interests Game](#) (at the University of Missouri) is an on-line adaptation of [Richard Bolles'](#) "Party Exercise" (originally published with diagrams in his excellent careers book "[What Color Is Your Parachute?](#)", and in his other books "The What Color Is Your Parachute Workbook" and "The Three Boxes of Life").

It gives you a good "first guess" at your three-letter Holland Code, which can be linked to suggested occupations. Whilst this is a quick and fun exercise, you are recommended to take a more extensive careers assessment from the Careers Counsellor in Student Services before making decisions based on this exercise.

[Values Checklist](#). When considering a potential career, it is important that aspects of the job are compatible with your personal values (preferences). The Values Checklist (on The Career Company's (US) website) will help you to determine the key values you need to have satisfied to stay happy in a workplace.

[Career Development Manual](#) (Waterloo University) - Step 1 of their planning guide has worksheets to help you organize information on Personality & Attitudes, Skills & Achievements, Knowledge & Learning Style, Values, Interests and Entrepreneurism.

### **Specialist careers information**

[Health Careers Directory](#) - provided by the Victorian Universities Rural Health Consortium.

[Zoom](#) - careers in Manufacturing and Engineering.

### **Disability Support Services**

Don't allow yourself to be disadvantaged because of illness, injury, a medical condition or disability. Whether you need special consideration because you have to miss classes while in hospital, or you have problems reading and writing, we can help minimise the impacts on your life at the Institute.

Some of the services we provide include:

- Close car parking and access to lifts.
- Enrolment assistance and orientation to Institute buildings.
- Alternative methods of assessment.
- Study materials in alternative formats (eg large print)
- Specialised equipment, (eg hearing loops, ergonomic chairs)

- Auslan Interpreters, classroom support, notetakers and/or tutors
- Liaising with teachers and external agencies (e.g., TAC, RVIB)

### **Disability-related Links**

[Choosing Your Path. Disclosure: It's A Personal Decision](#) - information for students and employees with disabilities about:

- The options and pathways a person with a disability has when deciding to disclose their disability, the benefits and disadvantages of disclosing as well as providing some key considerations to achieving effective disclosure, and
- The rights, roles and responsibilities of employers, educators and support services when a person discloses a disability in post secondary education and employment.

[ADCET](#) - The Australian Disability Clearing House on Education and Training (ADCET) provides up to date and comprehensive information about inclusive teaching, learning and assessment strategies, accommodations and support services for people with disabilities in post secondary education and training.

[HREOC](#) - Human Rights and Equal Opportunity Commission.

[Regional Disability Liaison Officer / Disability Coordination Officer Programmes \(RDLO / DCO\)](#) - aim to enhance post secondary education, training and employment opportunities for people with a disability. Funded by the Department of Education, Science and Training (DEST).

**austed-list** - an email listserver facilitating discussion and information sharing between interested parties (mainly disability officers) in our region of the globe on a range of disability issues in tertiary education.

To subscribe send an email to [majordomo@postoffice.utas.edu.au](mailto:majordomo@postoffice.utas.edu.au), leave the subject line blank, turn off any automatic signature files, and in the message section type the command: subscribe austed-list

The [Disability Education Network \(DEN\) Website](#) has an excellent extensive alphabetical listing of disability-related websites and resources.

### **Disability - Employment Agencies**

Employment agencies for individuals with a disability or deafness:

If you have a disability, and you are looking for work, there are now many employment agencies especially set up to help. Many of these have qualified Auslan interpreters on staff. Options available include supported work placements and group training projects.

Some local Disability Employment Agencies are:

#### [Alpha Autism Inc.](#)

(Specialising in Autism Spectrum)

Port Melbourne

Ph: (03) 9681-9311

[admin@alpha-autism.org.au](mailto:admin@alpha-autism.org.au)

[Conquest Employment](#)

(Specialising in mental health)  
Cheltenham  
Ph: (03) 9584-7944

[Dandenong Valley Job Support](#)

(Specialising in mental health)  
Dandenong  
Ph: (03) 9792-3666  
[www.dvjs.com.au](http://www.dvjs.com.au)

[Eastern Access Employment Services](#) - Groundwork

(Specialising in mental health)  
Box Hill, Knox, Lilydale and Ringwood  
Ph: (03) 9898-0511  
<http://www.each.com.au/services/ees/groundwork/index.html>

[Eastwork Employment](#)

Ashburton, Oakleigh, and Caulfield  
Ph: (03) 9886-9222  
Fax: (03) 9886-9366  
Email: [contactus@eastwork.com.au](mailto:contactus@eastwork.com.au)  
[www.eastwork.com.au](http://www.eastwork.com.au)

Echo Australia

Box Hill  
Ph: (03) 9890-3088  
Fax: (03) 9890-2871  
Email: [echo@echoaust.com](mailto:echo@echoaust.com)

[Employment Futures](#)

Mt Waverley and Moorabbin  
Ph: (03) 9887-7522  
Fax: (03) 9887-8505  
[www.scopevic.org.au](http://www.scopevic.org.au)

[Jobsupply Personnel](#)

(Specialising in mental health)  
South Yarra  
Ph: (03) 9827-0555  
[www.prahranmission.org.au/employ.htm](http://www.prahranmission.org.au/employ.htm)

[Recruitnet - Whitehorse](#)

Box Hill  
Ph: (03) 9899-2233  
Fax: (03) 9899-2300  
[www.recruitnet.com.au/](http://www.recruitnet.com.au/)

[RVIB Employment Services](#)

(Specialising in Blindness and Vision Impairment)  
Prahran

Ph: (03) 9520-5555  
<http://www.visionaustralia.org.au/>

Workbridge  
Boronia  
Ph: (03) 9761-1977  
Fax: (03) 9761-0747  
TTY: (03) 9761-0675

Working Arrangement  
Ringwood and Dandenong  
Ph: (03) 9739-7710  
Fax: (03) 9739-7745  
lilydale@cherylnash.com.au

YES Personnel  
Ringwood  
Ph: (03) 9879-5011  
Fax: (03) 9879-6104  
yes@st.johnofgod.org.au

## Public Transport

The following links will provide information on public transport. You are advised to confirm your travel plans with the transport authorities before embarking on your journey.

Bus timetables:  
[www.buslines.com.au](http://www.buslines.com.au)

Train timetables  
**Metro trains**  
<http://www.metrotrains.com.au/>

Guide to public transport in Victoria  
**MetLink and VicLink** (Bus and Train timetables)  
<http://www.metlinkmelbourne.com.au/>

**The Met Info Centre**  
Phone 131 638 ("131 MET"), 7.00am to 9.00pm, 7 days per week.

## Employment Services

### Job Agency Links

#### Victorian Newspaper Employment Web Sites

##### [mycareer.com.au](http://mycareer.com.au)

The Fairfax Publications site that offers employment through The Age & Sydney Morning Herald Newspapers.

##### [CareerOne.com.au](http://CareerOne.com.au)

CareerOne is owned by News Interactive, the online division of News Ltd. CareerOne has more than 30,000 jobs listed daily.

#### Australian Employment Web Sites - General

##### [Jobsearch.gov.au](http://Jobsearch.gov.au)

The Australian government's official jobsearch web site - Australian JobSearch (AJS). You can search to find courses by region, for each occupation. Skillsearch gives details on courses, education and training providers (including universities, TAFE and registered training organisations). Search for information on occupations and careers. Find out about job prospects, weekly earnings, type of work and other useful occupational information. Find information on more than 100 occupations with Good Prospects in the next five years. Find occupations that are currently assessed as being in shortage.

##### [Graduate.com.au](http://Graduate.com.au)

Graduate.com.au offers many benefits to recent graduates and graduates with commercial experience.

##### [Gradlink](http://Gradlink)

Employment for graduates.

##### [Seek.com.au](http://Seek.com.au)

Seek lists thousands of Australian job vacancies. You can search for jobs, publish your resume online and sign up for email about new vacancies.

##### [Drake Australia](http://Drake Australia)

Drake are internationally renowned employment consultants.

##### [Hudson](http://Hudson)

Hudson assists job seekers to discover permanent or contract opportunities.

##### [Working Connections](http://Working Connections)

A job-matching service committed to helping mature Australians get back into work.

##### [DayWork - Part Time Job Search](http://DayWork - Part Time Job Search)

Job search site advertising part time, casual and temporary jobs from all industries and skill levels. Free job search, work alarms and work wanted posters for job seekers.

## **Australian Employment Web Sites - Specific Industries**

### [Jobnet Australia](#)

Jobnet Australia is the largest IT job search web site in Australia - with permanent, contract and consulting positions available for IT Professionals.

### [Infoxchange Service Seeker](#)

The aim of this Directory is to provide people with access to details to all community and social services provide to them through governments, non-government organisations and community and self-help groups.

### [Australia Wide Personnel](#)

Personal Consultants that provide recruitment solutions to the engineering, manufacturing, automotive, building services, electronics and high technology industries.

### [Travel Jobs](#)

### [Meetings Industry Association of Australia \(MIAA\)](#)

Travel, Tourism and Event Management industries.

### [SportsPeople](#)

### [Sport Employment Australia](#)

Sport, recreation, events, leisure and entertainment industries.

Australian Healthcare Association  
Health..

## **Australian Employment Web Sites - Mature Jobseekers**

### [Working Connections](#)

Working Connections is a job matching service for mature aged job seekers.

## **Australian Government Web Sites**

### [Victorian Government](#)

Jobs in the Victorian public service.

### [Australian Local Government](#)

Australia's only dedicated, personally addressed Local Government recruitment advertising.

### [Australian Public Service](#)

The Australian Public Service's site advertises permanent positions advertised in the Commonwealth Gazette.

### [Victorian Department of Education & Training](#)

Recruitment within Victorian government schools and Department of Education & Training public service staff.

[The Department of Immigration and Multicultural and Indigenous Affairs](#)

The Australian Government website that lists the requirements of international students that want to work both part & full time. Includes copies of required forms.

**Employment-related Links**

[Job Outlook](#) - Information about occupations in Australia, including job prospects, weekly earnings, type of work.

Australian Job Search - Information for job seekers and advertised jobs in Australia.

[WageNet](#) - information on a range of employment issues, such as wage rates, working conditions, recruitment and dismissal, as well as easy-to-understand explanations of the law.

[Job Watch](#) - an independent community legal centre that specialises in employment issues for Victorian workers (a 'watchdog'). If you feel unsure about your rights or have problems with a particular job, Job Watch will be able to indicate if there have been enquiries or complaints made about that employment advertisement or workplace in the past. Alternatively, Job Watch will be able to offer advice or refer you to an appropriate organisation to pursue your complaint.

[Human Rights and Equal Opportunity Commission](#) - an independent body which investigates and conciliates complaints of discrimination and breaches of human rights. Its website contains information on a range of human rights and equal opportunity issues affecting employment.

## Student Accommodation

**Emergency Accommodation Service:**

The Melbourne Youth Support Service (MYSS) provides a state-wide telephone and information service for accommodation and support issues as well as casework services including emergency relief accommodation and counselling to young people who are homeless or at risk of homelessness.

Frontyard  
19 King Street, Melbourne  
Phone (03) 9614 3688

**About Renting**

Renters and landlords have rights and responsibilities. [Consumer Affairs Victoria](#) publishes the booklet Renting a Home: A guide for Tenants and Landlords. Landlords or agents must give a copy (by law) to tenants on or before the day they move in. It is available in several languages and can be viewed online [here](#), and there may be a copy in Student Services you can look at.

For more information and advice contact:

**Office of Fair Trading and Business Affairs**

2nd Floor, 452 Flinders Street, Melbourne 3000  
Telephone: (03) 9627 6222 Freecall: 1800 136 716 Fax: (03) 9627 6223  
TTY (for the hearing impaired) Phone: (03) 9627 6020  
Telephone Interpreter Service: Freecall 13 14 50

**Equal Opportunity Commission:**

Enquiry Line (03) 9281 7100

**Tenant and landlord Support Services:**

Inner Eastern Tenancy Service:

1030 Whitehorse Road, Box Hill 3128

Phone: (03) 9898 3416

Springvale Community Aid and Advice Bureau Inc \*

5 Osbourne Avenue, Springvale 3171

Phone: (03) 9546 5255

[The Tenants Union of Australia](#) provides information on the legal rights and community resources for residential tenants living in Victoria, Australia.

55 Johnston Street, Fitzroy 3065 \*

Phone (03) 9416 2577

161 Chappel Street, St Kilda 3182

Phone (03) 9534 4839

*\* these services support services available for linguistically and culturally diverse tenants*