



HIGHER EDUCATION  
LEADERSHIP INSTITUTE

HE Provider No: PRV14266  
CRICOS Provider No: 03845H



# Health, Safety and Wellbeing

Student Handbook

## HEALTH AND SAFETY INFORMATION

### Safety at HELI

HELI is committed to providing a safe working and learning environment to protect the health and wellbeing of students. This obligation extends to its staff, students, contractors, and visitors to ensure health and safety measures are in place within the workplace; and that all stakeholders avoid adversely affecting the health and safety of others.

### What you can do to keep safe

HELI has a workplace health and safety (WHS) policy to reduce the likelihood of students and staff being put at risk. The **WHS Policy** can be found on the Policies section of the HELI **website**.

We should all take reasonable and practicable precautions to manage hazards and risks for the health of everyone. HELI is committed to constantly working towards maintaining a safe Institute. Achieving these key objectives requires:

- Acceptance of WHS responsibilities by everyone at HELI;
- Continuous improvement based on sound safety management and planning; and
- Provision of resources to further develop, monitor and maintain the effective management of health and safety.

### Student Welfare and Support

The student support is guided by the **Student Welfare and Support Policy** to ensure the students are provided with the appropriate support at all times. If the students have any grievances on academic or non-academic matters, they can appeal through the **Student Grievance Form**.

### Evacuation Procedures

There are maps displayed throughout HELI showing the nearest assembly point. If the evacuation warning sounds, leave your classroom in an orderly fashion and pay attention to HELI staff and/or the fire warden coordinating the evacuation. Remember the following important points:

- Try to remain calm and avoid (1) shouting or screaming and (2) pushing and shoving;
- Do not use the lifts under any circumstances; leave the upper levels of the building by the fire stairs only;
- Leave by the nearest safe exit to your room;
- Students who may be unable to evacuate due to an injury or disability must report to a Fire Warden who will assist the person to the landing of the stairwell. In such an instance, a message is sent to the Fire Brigade attending to request their assistance to evacuate. Once the level has been evacuated the protected fire doors of the stairwell is closed and a Fire Warden will stay with the student until help arrives;
- Regroup with your class members and your emergency warden/HELI staff member at the designated assembly point as soon as you are clear of the building;
- Do not wander off from your group until your emergency warden/HELI staff member marks you off the roll and/or gives you clearance to leave; and
- Do not re-enter the building under any circumstances until the "All Clear" signal has been given by the Fire Brigade or the Emergency Warden.

### Personal Safety

Be aware of what's going on around you and where possible remove yourself from potential harm. Never leave your belongings unattended. If it is late at night, always try to travel with others or let a friend know where you are using messaging apps. Let your friends know you have arrived safely at your destination.

## Life-threatening Conditions

If a situation is life threatening, follow these procedures:

- Call the Emergency Service on 000 and remember to clearly state your location, street address and the nature of the emergency. Be prepared to answer other questions. Do not hang up unless advised to do so.
- Alternatively, if your Overseas Student Healthcare Cover (OSHC) policy is with Allianz Global Assistance, you can also contact the 24-hour emergency hotline available to you through your policy. The contact phone number for this service is 1800 814 781.

**Please note: Student Services should not be the first point of call in cases of severe injury and/or acute illness. Contact the Emergency Service first on 000. Alternatively if your situation is non-life threatening call 131444.**

## Preventing Theft

Thieves are opportunistic. To reduce the chance of being robbed:

- Make property difficult to steal by using locks to secure laptops and other similar equipment;
- If working in the library or an open area, do not leave bags, phones, wallets or computers unattended;
- Be alert to suspicious people in your work area. If you feel suspicious of another individual while at the institute, contact Student Services immediately.

To improve the likelihood that your property is recovered, mark your property using a permanent marker and record details of products (e.g. serial numbers, makes, models, colour, value, etc). This will help in the identification and search for your property.

## Emergency Services and Contacts

In an emergency, dial 000. This number should be used to contact Police, Fire or Ambulance services in life-threatening or emergency situations only.

### Police

In a non-emergency situation, contact your local police station by telephone.

### State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a flood or storm, dial 132 500.

### Emergency Translation

The Translation and Interpreting Service can provide an interpreter for you. Phone: 131 450 or 1300 655 010 (in an emergency).

### Non-emergency Number

131 444

## Online Safety

Your course will require you to use online resources and platforms. It is important that you protect yourself and your devices to stay safe in the digital world.

- Ensure all your software is up-to-date and you have anti-virus software installed. Update your virus protection software regularly.
- If you don't recognise the sender of a document or file, delete it without opening it to avoid getting a virus on your device.
- Protect yourself from losing important data and files by backing up your files. You can choose to back up to a cloud provider or to a hard drive.
- Check the privacy settings on your devices and online accounts (including your social media accounts) and, if necessary, update them to limit the exposure of your personal information online.
- Keep your devices secure. Don't leave your devices where someone else might access them. Turn your laptop or tablet off when not using it.
- Secure your accounts and devices with strong passwords and authentication. Safeguard your passwords and change them often.
- Don't respond to inappropriate requests and report them if necessary.

More information about cyber security can be found at <https://www.cyber.gov.au/>.

## Beach Safety

Sydney and Brisbane are close to stretches of beautiful coastline. Whilst most of the beaches are safe to swim at, they are also a potential hazard. Some of the surf conditions can be very rough at times and at all beaches you must be aware of rips. They can cause drowning if you are not an experienced swimmer. You should only swim on patrolled beaches and between the flags. Never venture into the ocean at night or if you are alone.

For further information about beach safety, please visit the below websites:

Top Tips: <https://beachsafe.org.au/surf-safety/lifeguards-top-tips>

Flags and Signs: <https://beachsafe.org.au/surf-safety/flags-and-signs>

## Sexual Harassment and Sexual Assault

Sexual harassment and sexual assault are not tolerated at HELI. The safety and wellbeing of the students and the staff are of paramount importance to the Institute.

Information on what constitutes sexual harassment and sexual assault, the support services available and reporting options are outlined in the **Sexual Harassment and Sexual Assault Prevention Policy and Procedure** which is available on HELI's Policies and Forms **webpage**.

All reports of sexual harassment and or sexual assault are treated in the strictest confidence and privacy.

- Informal reporting to the Institute: please speak to the staff below who will help you.
- For formal reporting please click **here**.

You may want to speak to someone for support and more information or to help you decide whether and how to report. For a private and confidential discussion please contact:

**Michelle Gillick (Melbourne)**  
03 7035 5327  
[michelle.gillick@eca.edu.au](mailto:michelle.gillick@eca.edu.au)

**Pia Pohankar (Sydney)**  
(02) 8766 3645  
[pia.pohankar@eca.edu.au](mailto:pia.pohankar@eca.edu.au)

**Darsha Pathirage (Brisbane)**  
(07) 3210 7407  
[darsha.pathirage@eca.edu.au](mailto:darsha.pathirage@eca.edu.au)

For information on formal reporting to the police, please visit the websites below:

## **VIC POLICE**

[Report Sexual Assault in VIC](#)

## **Immediate Assistance & Reporting:**

For non-urgent assistance and reporting please visit Student Services staff at the institute:

### **Melbourne Institute**

399 Lonsdale St Melbourne VIC 3000

## **Critical Incident Reporting**

All incidents, near misses and any first aid given in the classroom or at the institute can be reported to your Lecturer or to Student Services. The incident must be recorded, regardless of the severity of the outcome, and staff will complete a **Critical Incident Report Form** about the event. Students are also encouraged to use the Critical Incident form should they require in **Critical Incident Policy and Procedure**.

## **Mental Health and Wellbeing**

The Counselling Services offered to HELI Students through the Converge International Program provides professional counselling support in all areas of study, work and life.

### **Services provided:**

When you access Student Assist, you will speak with a qualified, experienced counsellor across a range of issues including:

- Study, work and personal stress;
- Homesickness and transition to life in Australia;
- Personal and workplace relationships;
- Emotional difficulties;
- Communication and relationship tension, conflict and breakdown;
- Sexual harassment and sexual assault;
- Grief and loss;
- Sleep and fatigue;
- Gambling, drug, alcohol and other addictions;
- Anger and violence.

The team at Converge International:

- Help you understand your personal strengths and assist in making good decisions;
- Support you develop strategies to drive positive changes in behaviour and lifestyle;
- Help you adapt to change and seize opportunities;
- Provide coping strategies when dealing with difficult situations.

### **Student Assist Program**

Your Student Assist Program is:

- A confidential service;
- Available to all Students;
- Available for up to 3 sessions per issue.

Details of your discussion will not be shared with your education provider. You can read our Privacy Policy on our **website**.

To make an appointment to speak with a Converge International counsellor please call 1300 687 327. Alternatively, you can visit [www.convergeinternational.com.au](http://www.convergeinternational.com.au) and click on Contact Us to access the Live Chat service.

For immediate support anywhere in Australia you can also contact **Beyond Blue** (phone, chat online and email services available). In an emergency, **Lifeline** provides 24-hour telephone and online chat crisis support.

### Beyond Blue

Beyond Blue is an independent, not-for-profit organisation working to increase awareness of depression, anxiety and related disorders throughout Australia. Beyond Blue works with health services, colleges, schools, workplaces, universities, media and community organisations, as well as people living with these disorders, to bring together their expertise. For students dealing with depression, anxiety and related disorders, the Beyond Blue **website** has excellent resources.

### Lifeline

**Lifeline** has a 24/7 telephone counselling service and can be contacted on 13 11 14. Lifeline telephone counsellors are ready to talk and listen, no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

### Health Services

In Australia if you are feeling unwell or have a minor injury, your first point of contact is a general practitioner (GP) who works at a health service or doctors' surgery. A GP can assist you with a wide variety of medical conditions from colds and flu to minor injuries such as sprains or cuts, to travel vaccinations and sexual health checks. If needed, a GP can provide a script for medication or write a referral letter for you so you can see a specialist.

- Allianz OSHC - 24/7 emergency helpline- 1800 814 781
- Are you unwell after hours? Call the Doctor to you. Ph: 137425 (13SICK)
- Medical Services (24 hour) - 13 55 66
- Dental Emergency Service (24 hour) -1300 78 38 47
- Translation and Interpreting Services -131 450
- Direct Health 24 Hour Health Advice Line Ph: 1800 022 222
- VIC: CBD Doctors Melbourne -10/53 Queen St, Melbourne, Ph: (03) 9077 9912
- VIC: QV Medical, Level 7, 1 Elizabeth Street Melbourne, Ph: (03) 9662 2256
- All states: Visit the emergency department of a hospital
- VIC: Dental Hospital, 20 Swanston Street Carlton, Ph: (03) 9341 1000
- National Poison Information Services, Ph: 13 11 26
- MensLine Australia Ph: 1300 78 99 78
- Full Stop Australia Ph: 1800 385 578
- 1800Respect - National Domestic, family and Sexual Violence Ph: 1800 737 732
- Rape Crisis Centre Ph: 1800 424 017
- VIC: Alcohol and Drug Support Ph: 1800 888 236
- National Quit (smoking) Line Ph: 137 848
- National Suicide Call Back Service 1300 659 467
- National LGBTIQ+ Support: QLife Ph: 1800 184 527

## 13SICK National Home Doctor Service

13SICK National Home Doctor Service is an after-hours home doctor service for when your local GP is closed. Overseas students who have Overseas Student Healthcare Cover (OSHC) with Allianz, NIB, Medibank Private or BUPA will not be charged a fee for the home doctor visit. For other types of membership, payment is required to be made upon booking. The service can provide a receipt for your home doctor visit, which you can log with your insurer for a refund.

## Working in Australia

### Work Restrictions

Students on student visas are permitted to work no more than 48 hours per fortnight during their study period. During study period breaks, which officially start after the exam period ends, students can legally work full-time.

Dependent family members of international students studying at undergraduate level have unlimited work rights if the primary visa holder has commenced a course towards a master's or doctorate degree.

If you would like further information on work entitlements for you and your dependent family members, please visit the DHA website at [www.homeaffairs.gov.au/](http://www.homeaffairs.gov.au/).

Please be advised that your student visa will be cancelled if you are found to be working more than your permitted hours. Your part-time job must not stop you from finishing your course as per the Institute's academic standards and within the expected duration as stated in your CoE.

### Tax File Number

Before you start working in Australia, you should obtain a Tax File Number (TFN) from the Australian Taxation Office. While it is not compulsory to quote a TFN to your employer, without a TFN you may pay more tax than necessary and/or not be able to get government benefits you are entitled to receive. You can apply for a TFN online at <https://www.ato.gov.au/Forms/TFN-declaration/>.

### Workplace Rights

Individuals working in Australia have basic rights and protections in the workplace. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace relations laws. If you would like to learn more about your workplace rights or contact the Fair Work Ombudsman, please visit the following website <https://www.fairwork.gov.au>.

## Accommodation

### Temporary Accommodation

The following is a list of budget-conscious hotels and hostels that you may like to contact for temporary accommodation upon your arrival.

The temporary accommodation options listed below are located within walking distance of the institute.

- Melbourne Central YHA: <https://www.yha.com.au/hostels/vic/melbourne-hostels/melbourne-central-hostel>
- Melbourne Student Housing: <https://sha.com.au/>

## Share Accommodation

The main websites used to search for rental or shared accommodation are as follows.

- Flatmate Finders: <https://www.flatmatefinders.com.au>
- Domain: <https://www.domain.com.au/>
- Realestate: <https://www.realestate.com.au/rent/>

We recommend getting an idea of what is available, but not actually signing or paying anything until you can inspect properties and meet potential roommates.

## Tenancy Advice

Free tenancy advice is available from:

### Melbourne:

Tenants Victoria: <https://www.tuv.org.au/>, and

Housing Vic: <http://www.housing.vic.gov.au/>

## Studying and Living in Australia

To know more about living in Australia including information on accommodation, working rights & health, please visit: <https://www.studyaustralia.gov.au/>.

## Legal Matters

Legal Aid provides free and confidential consultation to students at:

### Melbourne Legal Aid Office

570 Bourke St, Melbourne VIC 3000

P: 1300 792 387

## Student Services Contact Information

HELI's Student Services Team are available Monday – Friday between the hours of 9:00am – 5:00pm, excluding public holidays.

The Student Services can be contacted by:

Visiting campus

Telephone: 1300 004 354

Lodging an online enquiry: <https://www.helistudenthub.com/student-enquiry-form>

Institute email: [admin@heli.edu.au](mailto:admin@heli.edu.au)

Campus Location:

Level 3, 655 Collins Street, Docklands, Melbourne VIC 3008