



NATIONAL PROVIDER No. 6832

Student Handbook

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QUALITY • TRAINING • RESULTS

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Welcome

The management and staff of EmployEase would like to welcome you. As a student undertaking accredited training with us, you have chosen to explore new options and acquire new or updated skills that will enhance your opportunities for employment.

EmployEase is a Registered Training Organisation (RTO). The training you receive is accredited and will provide you with a nationally recognised qualification upon successful completion of all the appropriate units.

We are here to support you and you should address any questions immediately to either your trainer or our main office in Boronia. You can reach us on 9761 2156; our office hours are from 8:30 am to 5:00 pm Monday to Friday.

Purpose of Student Handbook

This handbook contains important details regarding how EmployEase operates. It is a very important part of your orientation to EmployEase' courses. Read all of it and ask questions about anything you do not understand.

Vocational Education and Training

Vocational education and training (VET) prepares people for jobs and careers by giving them the specific skills and knowledge they need. It covers a large number of careers and industries like community services, trades, office work, retail, hospitality and technology.

Training and Assessment in VET in Australia operates under what is known as: "Competency Based Training and Assessment".

What is Competency Based Training and Assessment?

In competency based training and assessment the emphasis is on:

- identifying what people need to do in their job
- identifying what people need to know to do their job
- indicating clearly the standard of performance required in the job by the industry or enterprise
- indicating how, when, where and by whom assessment will occur.

One of the most important characteristics of competency based training is its focus on training individuals for actual jobs in the workplace. The training has relevance to the individual and therefore serves as a major source of incentive.

Website relevant to VET in Victoria and Australia:

National Register of information on Training Packages, Qualifications, Courses, Units of Competency and Registered Training Organisations (RTOs): www.training.gov.au

Recognition of Qualifications issued by other Registered Training Organisations (RTOs)

EmployEase recognises the AQF qualifications and Statements of Attainment issued by any other RTO. Students who hold previous AQF qualifications should provide original or certified copies of the qualification or statement of attainment to EmployEase prior to course commencement. Further enquiries about this process should be directed to the Business Development team or Course Coordinator.

National Recognition (NR) is recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person.

Credit Transfer (CT) is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications. (AQF Glossary).

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process which involves assessment of an individual's existing level of skill and knowledge against units of competency.

Students may apply for RPL by contacting the office to arrange an interview. RPL is available to all students.

Access and Equity

EmployEase has a responsibility and a commitment to the provision of services to all eligible participants. Disabled access and facilities are available and people with a disability are encouraged to apply for courses that are relevant to their employment goals.

EmployEase upholds the following:

- EmployEase staff are instructed in their responsibilities with regards to Access and Equity principles.
- EmployEase students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Course Information

You may obtain the course outline including entry requirements, units of competency, delivery and assessment methods from the EmployEase web site www.employease.com.au.

Government subsidised and fee for service courses are offered by EmployEase. Registrations of interest can be made by contacting the office on 9761 2156 and registering to attend an information session.

Computer Access

EmployEase supports students to develop a range of skills and knowledge required in today's workplace. In order to support learning in 'using technology' a course may require electronic submission of assessment tasks. Students who undertake these courses as identified in the course outline will need to have the following:

- Access to a computer
- Access the internet
- Basic computer skills

Students who do not have access to the above requirements should contact the Business Development Administrator for assistance.

Enrolment

You must complete an enrolment form prior to course commencement.

Information sessions are held weekly at our training venues. These sessions are designed to provide potential participants with general information about Employ-Ease, our courses, how these courses are delivered and eligibility for funding assistance under the Victorian Training Guarantee (VTG). Accessing your VTG entitlement may impact your future eligibility to access further government subsidised training.

Police Check & Working with Children Check

Students undertaking work placement in any of our courses will be required to provide a police check with no disclosures. In addition, some courses will also require a Working with Children Check.

Without these checks you will not be allowed to commence work placement and therefore unable to complete your qualification.

Language, Literacy or Numeracy

Participants must ensure that they have discussed any concerns they may have about their capacity to participate due to language or literacy difficulties with the Enrolment Co-ordinator during the enrolment process.

Employ-Ease will make every reasonable effort to ensure participants are adequately supported to enable them to complete their training.

Student Selection and Admission

Every student who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package, will be accepted into a training/assessment program.

If more than the maximum numbers of participants register for a course, the Enrolment Co-ordinator will determine allocation of places. The criteria will include principles of access and equity and a commitment to complete the course.

Admission procedures will, therefore, be free of discrimination, and if an individual does not meet entry requirements, all attempts will be made to assist them to identify alternative options.

Successful applicants will be advised in writing prior to course commencement.

Fees and Charges

A Statement of fees can be accessed on Employ-Ease website and is issued to prospective students prior to enrolment.

Tuition fees are charged for the provision of training and are determined by Employ-Ease. Students who are eligible for a government subsidy will be charged an amount calculated on an individual basis in accordance with the current Ministerial Guidelines about Fees.

Service and amenities/materials fees may be charged to cover the cost of items such as graduation, study support, student welfare, tea, coffee, lunches, photocopies, handouts, student handbooks, workbooks, lanyards, police checks, uniforms etc.

Textbooks and **manuals** are provided by Employ-Ease at cost price. Students have the option of purchasing equivalent resources elsewhere.

Recognition of Prior Learning (RPL)

Fee for service rates apply to RPL. Fees are charged on a per unit basis.

Certificates and Statement of Attainments are not released to students with outstanding accounts. Replacement Certificates or Statements of Attainment are available free of charge.

Refunds

Students who provide Employ-Ease with written notification of their withdrawal from a course prior to course commencement date will be refunded all tuition and service and amenities fees paid less \$50.

Students who withdraw from a course after the course commencement date are not eligible for a refund unless the student has paid in excess of \$1000.00 and provides Employ-Ease with written notification of their withdrawal within 4 weeks of the course commencement date. In such cases, a refund will be issued being the difference between \$1000.00 and the amount paid.

Manuals and textbooks are not-refundable once issued.

When a course is cancelled by Employ-Ease prior to commencement or in the event of RTO closure all fees paid will be automatically refunded, unless the student chooses to transfer to another Employ-Ease course. No additional costs will be incurred.

Should Employ-Ease cancel a course after course commencement, every reasonable step will be taken to support students to complete their training with another Employ-Ease group without financial disadvantage.

Discretion may be applied as deemed reasonable by Employ-Ease.

Course Orientation

A course orientation will be conducted on the first day of your course. You are required to attend this session, regardless whether you are undertaking all or part of a training program.

If you are enrolled in the Certificate III in Aged Care or the Certificate IV in Disability then this session also covers 'Return to Study', designed to provide you with study skills that will assist you to successfully complete your course.

Attendance

Attendance as per timetable is required to support you in successfully completing each unit. Where a significant amount of time has been missed, you may be required to transfer to another course.

Partial assessment of a unit may take place in class. Should you miss a classroom assessment you must contact the office to make an alternate arrangement. In some instances, this may delay the progress of your training. Details of classroom assessments are listed in your 'Assessment Schedule' which is distributed at the commencement of your training.

If you are unable to attend a session, contact the office to record your absence. An extended period of absence may result in your enrolment being cancelled.

Please note: It is not appropriate to take children to class in any circumstance. If you are unable to secure child care on any given day or if your children are sick, please contact the office to record your absence.

After hours security and safety measures

Employ-Ease has a number of initiatives in place to protect your security and safety. We ask you to take the time to review this information.

The following measures have been put in place:

- The training venues are locked from 6:15 pm
- A doorbell is available to gain access in the evening
- The building is well lit, internally and externally
- Parking is available close to the building.

Employ-Ease requires students to:

- Ensure their car is parked close to the building in a well-lit area.
- Leave training venue in pairs where possible

- Ensure that at least one student stay with trainer until they lock up and leave the premises.

Employ-Ease takes student and trainer safety very seriously, however, we cannot guarantee that we can prepare for, and prevent, every likely event.

Employability skills

To be assessed as competent in your qualification, you need to competently demonstrate the 'employability skills' relevant to the course you are enrolled in. Students are expected to demonstrate 'employability skills' throughout training including in the classroom, on work placement and/or in the work place. A copy of the employability skills is provided with the course Assessment Requirement guidelines.

Cheating / Plagiarism

Learning to think and work independently is part of the educational process. Cheating or plagiarism in any form is considered a serious violation of expected student behaviour and may result in disciplinary action.

Definition of Cheating

Cheating is defined as obtaining or aiding another to obtain credit for work by any dishonest or deceptive means.

Cheating includes, but is not limited to:

- Copying from another students assignment or work
- Submitting all or part of another student's work under your own name
- Giving copies of any part of your completed assignments/tasks to other students.

Definition of Plagiarism

Plagiarism is using others' ideas and passing them off as your own, without clearly acknowledging the source of that information.

In your course you are continually engaged with other people's ideas. You read the ideas in text, hear and discuss them in class and incorporate them into your own writing. As a result, it is very important that you give credit where it is due.

Whenever you use the words or ideas of another person in your work, you must acknowledge where they came from.

Plagiarism includes, but is not limited to:

- 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

- Copying, cutting and pasting text from an electronic source and submitting it as your own work
- Using quotes from the internet without acknowledging their source

It should be noted that Employ-Ease encourages students to talk to staff, fellow students and other people who may be able to contribute to a student's learning, but assignments submitted must be your own work.

How Can Students Avoid Plagiarism?

To avoid plagiarism, you must give credit whenever you use:

- Another person's idea, opinion, or theory
- Quotations of another person's actual spoken or written words

Process at Employ-Ease if Cheating or Plagiarism are suspected:

- Employ-Ease will contact the student to discuss
- An interview with the Student Support Co-ordinator will be arranged to determine if cheating / plagiarism has occurred.

Depending on the outcome of the interview the following actions occur:

- Your enrolment in the course cancelled
- You will be required to undertake a verbal assessment
- You will be given the opportunity to resubmit your assignment

Student Support

Students who are experiencing difficulties impacting on their studies are encouraged to contact our Student Support Co-ordinator to discuss their concerns. The Student Support Co-ordinator can be contacted by calling the office on 9761 2156.

Study Support

Study support provides students who are experiencing difficulties with completing assignments the opportunity of additional trainer support. Sessions are available in Boronia and Hampton Park on a fortnightly basis. Students wishing to attend must call the administration staff on 9761 2156 to register.

Course Feedback

Employ-Ease welcomes feedback from students. Throughout your training you will be asked to complete a feedback form. Please take the time to complete this and return it to your trainer or place it in the red box in the training room.

You don't have to wait until the course has finished before you tell us what you think. If you have any suggestions while you are undertaking training, please contact the office and speak with the RTO Manager.

You may receive a National Centre for Vocational Education and Research (NCVER) and/or an invitation to participate in a Department (DEECD) endorsed project. These

surveys assist in the ongoing evaluation and continuous improvement of courses. You may also be contacted by the Victorian Skills Commission for audit or review purposes.

Certificate Issuance

Certificates are automatically issued to eligible students within 10 business days of course completion. If you do not receive your certificate please contact the office.

Replacement Certificates and Statements of Attainment are available upon request at no additional charge.

Marketing

Written permission to use student images and/or testimonials in marketing material is gained upon student enrolment and is recorded on the enrolment form. Authority is retained in the student file. Students have the right to withhold or withdraw permission of such rights and should do so by contacting the R.T.O. Manager in writing.

Accessing Student Records

Current and accurate records of student participation and progress is available to students upon request.

How to Request Access to Student Records

1. Call Employ-Ease on 9761 2156 and speak to an Administration Officer; **or**
2. Email admin@employease.com.au

Requests will be actioned within 2 business days.

Student Code of Conduct (rights and responsibilities)

Student Rights:

All students have the right to:

- Be treated fairly and with respect by trainers, staff and other students, without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- Learn in a supportive and stimulating environment in which to pursue their goals
- Access student support if desired or required
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the course and progressive results as they occur
- Lodge a complaint without fear of retaliation or victimisation
- To work and study in a safe, clean, smoke free, orderly and cooperative environment
- The right to express and share ideas and to ask questions.

Student Responsibilities:

All students have a responsibility to:

- Treat other students, trainers and staff with respect and fairness
- Follow any reasonable verbal or written direction from a trainer or member of staff
- Refrain from using indecent or abusive language
- Behave responsibly by not harassing fellow students, trainers or staff
- Behave responsibly by not damaging, stealing, modifying or misusing Employ-Ease or other students' property
- Behave responsibly by not possessing or being under the influence of drugs and alcohol
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt a class
- Attend scheduled classes and work placement
- Complete all assessment tasks honestly, and not engage in plagiarism or cheating

- Follow Employ-Ease safety practices
- Not to behave in a way that would offend, embarrass or threaten others
- Comply with all lawful regulations, rules or procedures of Employ-Ease that pertain to them
- Pay all fees and charges to Employ-Ease within the required time frames
- Attend all interviews required by Employ-Ease to discuss your course progress
- Meet or carry out all activities required by Employ-Ease in relation to maintaining course progress.

Refer to Employ-Ease website for entire Student Code of Conduct Policy

Complaints

Students who have concerns relating to the delivery of training and/or assessment should, in the first instance, discuss the matter with the relevant trainer/assessor or staff member (as appropriate). If the concern is unable to be resolved the student may lodge a Formal Complaint.

Lodging a Formal Complaint

1. Complete an Employ-Ease **Complaints Form**. Forms can be downloaded from employease.com.au.
2. Submit the completed form to Employ-Ease by email admin@employease.com.au or mail to:

RTO Manager
Employ-Ease Pty Ltd
284 Dorset Road
Boronia Vic 3155

Employ-Ease will strive to resolve any complaint within 10 working days of lodgment. Students will be notified of the outcome of a formal complaint, including reasons for the decision.

Complaints must be lodged within 12 months of completion of course class times.

If the formal complaint cannot be resolved internally, Employ-Ease will direct the participant to the Dispute Settlement Centre of Victoria.

Information about the Dispute Settlement Centre of Victoria can be found at www.disputes.vic.gov.au . The cost of external mediation will be borne equally by Employ-Ease and the student. Refer to Employ-Ease website for entire Complaints Policy. **Please Note:** *Individuals have the option to register a complaint while anonymous or using a pseudonym. It may be impracticable, however, to investigate and resolve an individual's particular complaint unless the complainant provides their name or similar information.*

Assessment Result Appeal

Assessment is the process of collecting evidence and making judgements about whether competency has been achieved. Assessments are carried out in accordance with the *Principles of Assessment* and *Rules of Evidence*.

Students who feel they have been assessed unfairly should discuss with the assessor directly. If the matter is not resolved satisfactorily, it should be taken to the Student Support Coordinator in an attempt to resolve the issue at this level. Should the student still be dissatisfied, they have the right to lodge an Assessment Result Appeal.

Lodging an Assessment Result Appeal

The student is the only person who can lodge an assessment result appeal.

1. Complete an Employ-Ease **Assessment Result Appeal Form**. Forms can be downloaded from [.com.au](#).
2. Submit the completed form to Employ-Ease by email admin@employease.com.au or mail to:

RTO Manager
Employ-Ease Pty Ltd
284 Dorset Road
Boronia Vic 3155

Employ-Ease will strive to resolve any Assessment Result Appeals within 28 working days of lodgment. Students will be notified of the outcome.

Assessment Result Appeals will be reviewed against the Principles of Assessment and the Rules of Evidence.

Assessment Result Appeals must be lodged within 2 weeks of assessment. Refer to Employ-Ease website for entire Assessment Appeals Policy.

Sexual Harassment

Employ-Ease is committed to providing a safe, flexible and respectful environment in which staff and students are free from all forms of sexual harassment.

Sexual harassment will not be tolerated under any circumstances and rapid disciplinary action will be taken against any person who engages in this behaviour.

Sexual harassment is a specific and serious form of harassment and is unlawful. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken or written. Employ-Ease' Sexual Harassment Policy can be viewed on our website at www.employease.com.au . Alternatively, contact the office to request a hard copy.

Legislative Compliance

Employ-Ease supports and abides by relevant Legislation, Acts and Compliance in regards to Education and Training. The following provides a brief summary of relevant Acts and how they support your participation in training:

NB: The information following are excerpts of the acts sourced via www.comlaw.gov.au, www.legislation.vic.gov.au and other relevant websites identified below.

Charter of Human Rights and Responsibilities Act 2006 (Vic)

The main purpose of this act is to protect and promote human rights.

- Human rights belong to all people without discrimination
- Human rights come with responsibilities and must be exercised in a way that respects the human rights of others.

Copyright Act 1968 (Cth)

The Copyright Act 1968 (Cth) allows people to use copyright material without the copyright owner's permission in certain situations.

Key points:

The Copyright Act states that if you use less than a certain amount of a copyright item for research or study, the use is deemed to be fair. If the amount used exceeds these limits, the Act sets out a number of factors to be taken into account to work out whether the use of the material is "fair".

If you are reproducing text from a hard copy edition of 10 or more pages, the Act deems that it is fair to copy:

- 10% of the number of pages; or
- one chapter, if the work is divided into chapters.
- For text material published in electronic form, it is deemed to be fair to copy:
- 10% of the number of words; or
- one chapter, if the work is divided into chapters.

The Act deems that it is fair to reproduce an article from a periodical publication (such as a newspaper, magazine or journal) or more than one article if each article is for the same research or course of study.

Current and further detailed information can be located on the Australian Copyright website www.copyright.org.au.

Disability Discrimination Act 1992 (Cth)

The objects of this Act are:

- to eliminate discrimination against persons on the ground of disability in the areas of work, accommodation, education, access to premises, clubs and sport
- to ensure, as far as practicable, that persons with disabilities have the same rights to equality as the rest of the community
- to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

Education and Training Reform Act 2006 (Vic)

This Act required that all providers of education and training ensure programs are delivered in a manner that supports and promotes the principles and practice of Australian democracy. All Victorians should have access to a high quality education that maximises their training achievement and promotes enthusiasm for lifelong learning.

Equal Opportunity Act 2010 (Vic)

The purpose of this act is to eliminate and protect against discrimination, sexual harassment and victimisation including racial and religious.

Freedom of Information Act 1982 (Cth)

The Freedom of Information Act 1982 gives you the right to:

- a. access your personal records
- b. request that incorrect or misleading information held about you be amended or removed
- c. seek a review of our decision not to allow you access to a document or not to amend your personal record.

A student has full access to his/her records upon request to the RTO Manager. A written authorisation signed by a student is required.

Occupational Health and Safety Act 2004 (Vic)

The purposes of this act are:

- a. to secure the health, safety and welfare of employees and other persons at work
- b. to eliminate, at the source, risks to the health, safety or welfare of employees and other persons at work
- c. to ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- d. to provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

Employ-Ease is committed to providing a safe and healthy learning environment. We make every reasonable effort to prevent accidents and injury and to promote the health,

safety and welfare of all students. As a student, you are encouraged to report identified risks or hazards to your trainer/assessor.

Privacy Act 1988 (Cth); Privacy Amendment Act 2012

Employ-Ease is committed to protecting the privacy of your personal information. Our Privacy Policy sets out the way personal information is handled and can be accessed via www.employease.com.au

Only information that is required by government bodies and is directly relevant to effective service delivery is collected. Employ-Ease adheres to the 13 Australian Privacy Principles. The APPs set out standards, rights and obligations for the handling, holding, accessing and correction of personal information (including sensitive information). These can be accessed via the following website: www.privacy.gov.au

Racial Discrimination Act 1975 (Cth)

It is unlawful for a person to do any act involving a distinction, exclusion, restriction or preference based on race, colour, descent or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of any human right or fundamental freedom.

Sex Discrimination Act 1984 (Cth)

It is unlawful to discriminate against persons on the grounds of sex, marital status, or pregnancy. This Act eliminates discrimination involving sexual harassment in the workplace and educational institutions.

Working with Children Act 2005 (Vic)

The purpose of this Act is to assist in protecting children from sexual or physical harm by ensuring that people who work with, or care for, them have their suitability to do so checked by a government body.

The purpose of a Working with Children Check is to establish a process for assisting in determining whether a person is suitable to work in child related work.

Student's undertaking the Certificate IV in Disability at Employ-Ease are required to have a Working with Children Check (WWCC) prior to work placement.

Compliance

Employ-Ease complies with the requirements of the:

Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

Current and further detailed information can be located via www.aqf.edu.au

Australian Quality Training Framework

The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

Current and further detailed information can be located via www.nssc.natese.gov.au

National Skills Standards Council

The National Skills Standards Council (NSSC) operates as a committee of the Standing Council on Tertiary Education, Skills and Employment (SCOTESE).

The NSSC provides advice to SCOTESE on national standards for regulation of vocational education and training.

Current and further detailed information can be located via www.nssc.natese.gov.au

Victorian Skills Commission

The Victorian Skills Commission (VSC) is the statutory authority providing for the delivery of vocational education and training in Victoria.

The VSC monitors and provides advice to the Government on the performance of the demand driven Victorian training market, oversees public funding for training and further education, regulates apprenticeships and traineeships and supports industry advisory arrangements.

Current and further detailed information can be located via www.education.vic.gov.au

Victorian Registration and Qualifications Authority (VRQA)

The role of the VRQA is to provide regulation that ensures quality education and training is delivered by the providers it registers in Victoria, and promote informed choice when it comes to your education and training decisions. The VRQA is also responsible for the regulation of apprenticeships and traineeships in Victoria.

Current and further detailed information can be located via www.vrqa.vic.gov.au

Support Services

Accommodation

Department of Human Services
Ph: 1300 650 172

Women's Domestic Violence Crisis
Service
Ph: 1800 015 188

Tenants Union of Victoria
Ph: 03 9416 2577

Wesley Mission Supported
Accommodation (Homeless) Services
Ph: 02 9263 5555

Health Services

Turning Point Alcohol and Drug
Centre
Ph: 1800 888 236

Lifeline
Ph: 131 114

Alcoholics Anonymous Australia
Ph: 1300 222 222

Legal and Consumer Services

Victorian Legal Aid
Ph: 03 9269 0120

Victorian Equal Opportunity and
Human Rights Commission Victoria
Ph: 1300 292 072

Consumer and Tenant Resources Centre
Ph: 03 9761 0288

Commonwealth Ombudsman
Ph: 1300 362 072