

2025

STUDENT HANDBOOK



WHO WE ARE

Our teaching philosophy comes from a solid language awareness background. We believe that students should take advantage of every single minute spent in class. That is why we encourage punctuality and attendance. Every day, you will have a clear plan of the learning outcomes which will be achieved in class. We fully support an interactive and dynamic teaching approach, and we will offer you multiple inputs to bring the language alive and recreate real life situations.



WHAT WE OFFER

SMART English offers a variety of English language courses and service to help you with your further studies in Australia and your career development. We want you to work and live comfortably in an English speaking country. That is why we will assess your academic progress regularly and most importantly, we will give you feedback to improve your English performance.

OUR CAMPUS



We are strategically located in the heart of Melbourne CBD, with Flagstaff Station at just 5 minutes' walk and Southern Cross Station one block away from our campus. If you want to catch a tram, we are in the Free Tram Zone, so no ticket is needed to travel in the CBD. After class, you can spend some time at the majestic State Library, visit the Immigration Museum, the Melbourne Zoo, the Royal Botanic Gardens, or a common place to study for the students of Melbourne's universities.

COST OF LIVING

Accommodation		\$200 - \$500 per week (varies)
Bond		4 weeks rent (payable as deposit)
Monthly Transport		\$100 - \$200 for monthly pass
Monthly Mobile Phone Plan		\$30 - \$60 per month
Coffee		\$3.50 - \$7
Lunch		\$10 - \$20 for a basic meal
Grocery Shopping Per Week		\$80 - \$150 per week

Living in Australia is definitely an exciting new adventure for international students, however there are few things to consider before moving. Melbourne is the most liveable city in the world, which means that more and more people are coming here to live. The cost of living in Melbourne can vary deeply depending on your personal habits and needs. It is a good idea to regularly check the exchange rate of the Australian dollar to know exactly how much you are spending as you start your new life in Melbourne.

PUBLIC TRANSPORT

Public transport in Melbourne includes a network of trains, trams and buses that service the CBD and suburbs. To use any of these types of transport in Melbourne, you need to buy a Myki card and add credit to it (top it up).

Myki cards are available at dedicated Myki points of sale in Southern Cross station and Flinders Street station and at many 7/11 stores and news agencies. This is the only ticket system currently used in Melbourne.

Please check www.myki.com.au for fares and network map. The good news is that if you travel entirely within the Free Tram Zone in the CBD then your trip is for free!



Photograph: Hugh Llewelyn



GENERAL ENGLISH

CRICOS 097448K

Tuition Fee: \$320
per week

General English will help you develop the English language skills for everyday use, like speaking, listening, reading, writing, vocabulary, idioms, grammar, pronunciation and urgency. You'll progress through the levels based on academic achievement which will be constantly monitored.

🕒 COURSE OVERVIEW

- ✓ Level: Elementary to Advanced (5 levels)
- ✓ Class Hours: 20 contact hours
- ✓ Duration: 2-52 weeks (10 weeks per level)
- ✓ Class Size: Maximum 18 students
- ✓ Mode of Study: Face to face
- ✓ Intake Day: Every Monday
- ✓ Entry Requirement:
 - No academic requirement is needed. Students will take an English placement test to determine their entry level.

🕒 ASSESSMENTS

Weekly tests and structured teacher's feedback based on academic scores and in-class assessment, mid-course and end of course tests.

END OF THE COURSE

- End-of-course report
- Certificate of completion or participation based on attendance and assessment scores.

In our General English, we...

- ✓ Use a communicative approach Use authentic material
- ✓ Show a variety of accents
- ✓ Supplement from challenging teaching resources
- ✓ Encourage flipped classrooms



IELTS PREPARATION

CRICOS 109128A

Tuition Fee: \$320
per week

IELTS is the world's leading English language proficiency test. International students may be required to achieve an IELTS score for university or immigration purposes in Australia. Our IELTS Preparation course will prepare you to get your target IELTS score through valuable information, strategies, tips, and practice.

🔗 COURSE OVERVIEW

- ✓ Level: Intermediate to Advanced
- ✓ Class Hours: 20 contact hours
- ✓ Duration: 28 weeks per level
- ✓ Class Size: Maximum 18 students
- ✓ Mode of Study: Face to face
- ✓ Intake Day: Every Monday
- ✓ Entry Requirement:
 - Minimum IELTS score of 5.0 or equivalent.

🔗 ASSESSMENTS

Weekly tests and structured teacher's feedback based on academic scores and in-class assessment.

🔗 END OF THE COURSE

- End-of-course report
- Certificate of participation based on attendance and assessment scores

In our IELTS Preparation, we...

- ✓ Work with expert IELTS teachers Give tips and tricks
- ✓ Show a variety of accents
- ✓ Recreate real exam conditions
- ✓ Encourage self-assessment



ENGLISH FOR ACADEMIC PURPOSES

CRICOS 097449J

Tuition Fee: \$320
per week

EAP aim to assist students of Upper Intermediate to Advanced levels who want to enter higher education such as TAFE, undergraduate or postgraduate courses. This is a 20 week course, based on 20 contact hours (in class) and 5 hours of self-study so that learners can develop autonomy and seek academic support if needed.

🕒 COURSE OVERVIEW

- ✓ Level: Upper-Intermediate to Advanced
- ✓ Class Hours: 20 contact hours
- ✓ Duration: EAP (20weeks)
- ✓ Class Size: Maximum 18 students
- ✓ Mode of Study: Face to face
- ✓ Intake Day: Every Monday
- ✓ Entry Requirement:
 - Minimum IELTS score of 5.5 or equivalent

🕒 ASSESSMENTS

In-class assessments include written assignments, projects, tests, presentations and Structured teacher's feedback based on academic scores and in-class assessment.

🕒 END OF THE COURSE

- A. End -of-course report
- B. Certificate of completion or participation based on attendance and assessment scores.

In EAP class, we...

- ✓ Focus on academic writing
- ✓ Develop oral skills (e.g. academic presentations)
- ✓ Up to 25 hours study
- ✓ Develop critical thinking



CAMBRIDGE FIRST CERTIFICATE IN ENGLISH (FCE) PREPARATION COURSE

CRICOS 109124E

Tuition Fee: \$320
per week

The Cambridge First Certificate in English course is an upper intermediate level(B2) course that will challenge students and will enrich their English skills with regular and continuous tests. FCE is an intensive language course that can be used by dedicated students to refine their language awareness and reach a high level of English competency. This course is suitable for students who want to obtain a worldwide English language qualification widely accepted by educational and business enterprises or for those who are looking to take the Cambridge B2 First Exam Preparation.

🕒 COURSE OVERVIEW

- ✓ Level: FCE
- ✓ Class Hours: 20 contact hours
- ✓ Duration: 28 weeks
- ✓ Class Size: Maximum 18 students
- ✓ Mode of Study: Face to face
- ✓ Intake Day: TBA
- ✓ Entry Requirement:
 - FCE: minimum IELTS score of 5.5 or equivalent

🕒 ASSESSMENTS

Weekly tests and structured teacher's feedback based on academic scores and in-class assessment.

🕒 END OF THE COURSE

- End-of-course report
- Certificate of participation based on attendance and assessment scores.

STUDENT ACCOMMODATION

SMART English Melbourne provides several accommodation options according to your needs and preferences. To fully enjoy the international experience, you can choose to stay at a homestay family or at a student residence. All our accommodation services are the result of a long partnership with our main providers, so rest assured that we regularly check that the quality and safety standards are constantly met.

HOMESTAY

Living the Aussie life with a homestay family is one of those memories that you will never forget. Staying with a homestay family encourages a cultural and linguistic exchange. You will have the chance to speak English at all times and learn more about Australia and its multiculturalism while enjoying the food, lifestyle and habits of an Australian family.

STUDENT ACCOMMODATION

If you want to be more independent, we recommend staying at Together Co-Living and Student.com. Their quality campus-style accommodation offers modern facilities and an international environment where you will easily make friends while sharing fun activities and quality study time together.

The common areas at Together Co-Living and Student.com also include a student bar, billiards, a restaurant, a table tennis table, a resort-style swimming pool, and a barbecue area. The rooms are equipped with a microwave, however, a common kitchen area is also available in the lodge. Socialising has never been so easy. In fact, free and cheap social activities like movie nights and barbecues are organised to make sure our students enjoy a great social life at a very low cost.

AIRPORT PICKUP

SMART English Melbourne can arrange an airport pickup service upon request to transfer you from the airport to your homestay or student accommodation.



STUDENT VISA REQUIREMENTS

Before visiting Australia, make sure you have a valid Australian visa. Students mostly come to Australia on a Student Visa or on a Working Holiday visa, however you may also study for a limited time on a Visitor visa.

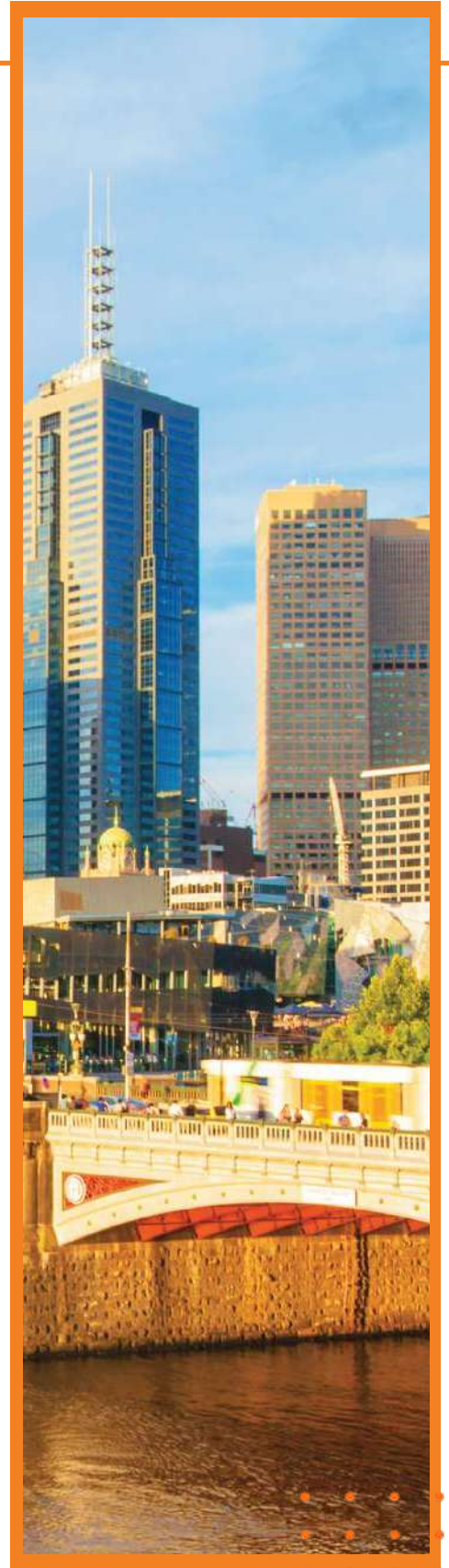
Please visit the Home Affairs department website www.homeaffairs.gov.au to find more information about visa eligibility and conditions on your visa. If you are not sure about how to proceed, we have a range of educational agent partners that will be happy to assist you with the process of your visa application.

ESOS FRAMEWORK

The Australian Department of Education and Training has set requirements so that international students coming to Australia can experience quality education and make the most of their time as students in Australia. The Education Services for Overseas Students (ESOS) Act 2000 also ensures that international students have their tuition fees protected. SMART English Melbourne thoroughly adheres to the ESOS Framework and follows its requirements.

The Australian Government has issued the 2018 National Code of Practice for Providers of Education and Training to Overseas Students. Please find more information about the ESOS Framework [ondrive](http://www.education.gov.au/esos-framework)

<https://www.education.gov.au/esos-framework>



CLASS RULES

On your first week, you, your new classmates and your teacher will set your class rules. These rules will make your stay more enjoyable for students and teachers. Some of the rules that we encourage students to follow at SMART English Melbourne are:

- Punctuality
- Regular attendance
- English only policy in class
- Communication with teachers and students
No phone calls in class (please respect your teacher and classmates. Leave the room if you have an emergency phone call)
- No mobile phone, tablet or laptop usage in class that isn't related to the class content
- No food in class
- Be aware that your fellow students come from many different cultures with different customs and beliefs
- Leave the classroom tidy after each lesson
- Do your homework regularly

COURSE ASSESSMENTS

Every week teachers will assess your academic progress through tests, homework, class work, attendance and class participation. This is important because we want to make sure that you study in a comfortable environment and, above all, that you are studying in the class that best matches your level.

Your scores on your graduation certificate will be a combination of formal and informal assessments conducted through the whole course.



PERSONALISED STUDY PLAN

After your first week at SMART English Melbourne, you will receive a Personalised Study Plan made by your teacher with important tips that you should follow to speed up your learning process. One week is enough for experienced teachers to understand their students. Your teacher will clearly identify your weaknesses and will focus on those to give you the most useful and appropriate suggestions for you to improve in your weaker areas.

STUDENT REPORTS

You will receive an end-of-course report on your last day. On the report, you will find the scores you have achieved in each skill and the attendance percentage. On the back a reading key will be given to understand the marks.

CLASS TIMETABLE

MORNING CLASS (Tuesday - Friday)

08:00 - 11:00

1st Session

11:00 - 11:15

Break Time

11:15 - 13:15

2nd Session

AFTERNOON CLASS (Monday - Friday)

13:30 - 17:30

Class Time

EVENING CLASS (Monday - Friday)

17:45 - 21:45

Class Time

SHORT COURSES

As part of the academic activities, SMART English Melbourne offers you the opportunity to develop some specific skills during your course with us. After the standard 20 hours a week, we regularly present a range of short courses focused on language for specific purposes. These specific topics range from business to Exam Prep.

These courses are free of charge for our students. However, these classes are small because we really want to personalise your study and help you improve quickly. If you want to achieve your goals quickly, go to reception and sign up now for any of our short courses!



English @ Work - 2 weeks

(Learning outcomes: speaking, writing)



PTE Pro - 3 weeks

(Learning outcomes: speaking, writing, reading, listening)



Speaking Bootcamp - 3

weeks (Learning outcomes: speaking, writing)



English News - 1 week

(Learning outcomes: reading, vocabulary, speaking,

OTHER FEES & COSTS

- Replacing student ID - \$20 / eCOE
- eCOE changing fee - \$50 / Payment
- Schedule changing fee - \$50
- Enrolment cancellation fee -25% of any remaining tuition fees

STUDENT REQUESTS

Please complete the online form at reception if you want to request: https://form.jotform.com/windsor2022/sem_request-form

- Holidays
- A course extension
- A change of class
- A change of address
- A deferral / suspension / cancellation
- A refund





WHO WE ARE

On your first day (Monday), we will invite you to attend our Student Orientation. Orientation starts at 9 o'clock, so please come to reception at 8.30 am to give our lovely reception staff some time to organise your papers before the orientation. During this session, we will give you all the relevant information about your course, our school and some tips about your life in Melbourne that will be important for you to remember throughout your stay in Australia. Orientation will include information about (but not only):

- Courses Staff
- Life in Melbourne
- Services (e.g. Bank account and TFN/ABN)
- Emergency contacts
- Policies
-
-

ORIENTATION TIMETABLE

9:00 am	Arrival at SMART English Melbourne Campus
9:30 am	Placement test
11:30 am	Orientation starts
12:00 am	Academic orientation
12:15 pm	School tour

*sample only

ACTIVITIES & EXCURSIONS

If you want to join any of our social excursions or any of our academic activities like short courses or academic support classes, come to the reception to book a seat.

STUDENT BOARD

The student board is located near the classroom. Check it everyday to make sure that you always know what goes on at SMART English Melbourne and in Melbourne. This is where we put social activities, monthly calendar, academic activities, and any other relevant information for our students.

SCHOOL SOCIAL ACTIVITIES

Every month SMART English Melbourne will prepare a Social Activity Calendar full of activities and events to attend in Melbourne. Students can use this calendar to see what goes on in our vibrant city and every week we will arrange for a staff member to organise a school excursion to exhibitions, art galleries, museums, dance classes, coffee tours, etc.



STUDENT SUPPORT

Our Student Support Officer is available on campus every day. At SMART English Melbourne, we encourage you to come and talk to us at any time, especially at the beginning of your stay in Melbourne, when everything is new and you probably have a lot of questions. We will be your overseas family and we want you to feel comfortable in your new life in Melbourne. That's why we will regularly come and talk to you and we will be happy to know what we can do to improve our services for students.

SMART English Melbourne provides relevant information or provide referrals as appropriate to students who request assistance in relation to the student support services and programs at no additional cost to the students.



POLICIES

1 CLASS TRANSFER

In the case of changing from one course to another, please be aware that if the new course that you would like to enrol in has a higher fee, you will need to pay for the difference before attending the new class.

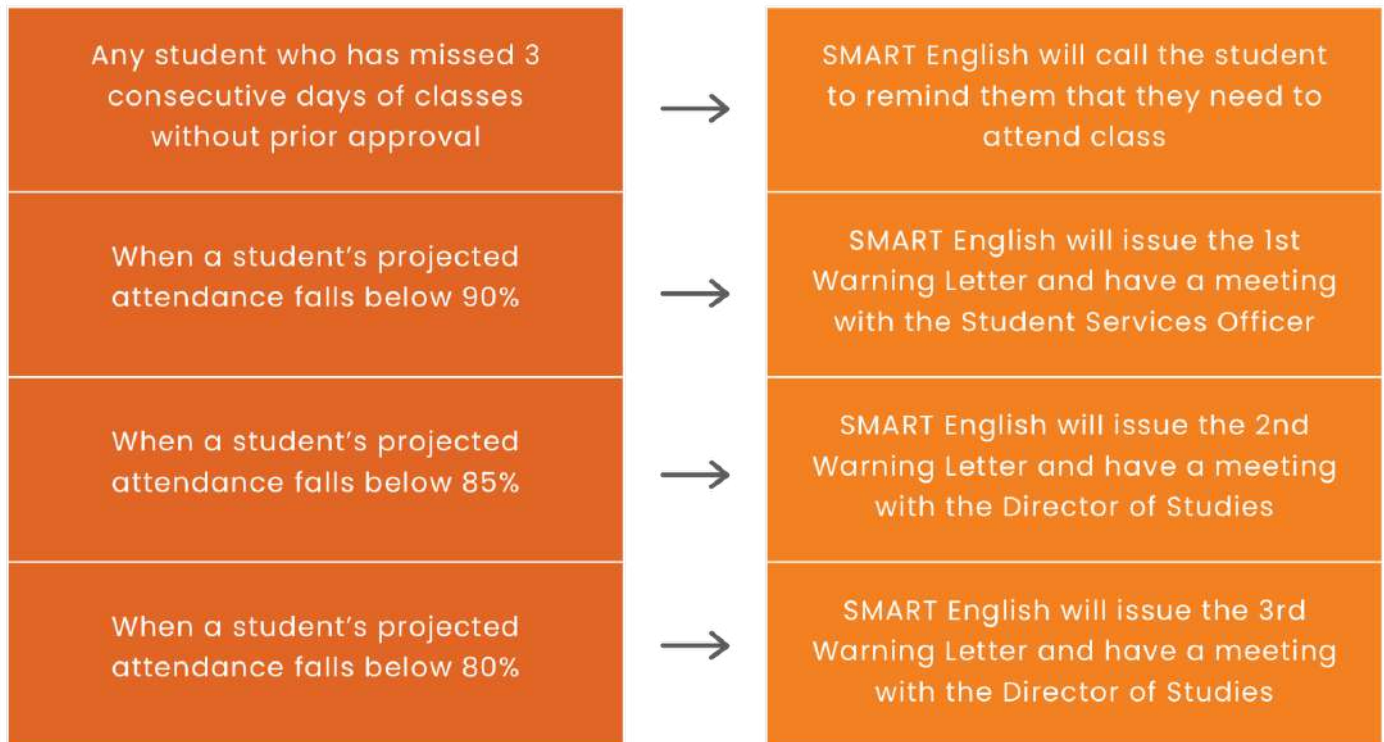
2 DEFERRAL/SUSPENSION/CANCELLATION

If you want to change, defer, suspend, or cancel your case with SMART English Melbourne, complete a student request form online at https://form.jotform.com/windsor2022/sem_request-form

We will notify you with the outcome of the decision, whether your request is approved or refused, within 10 business days of submission. In the case of deferral, SMART English Melbourne will keep a seat for you for 12 weeks if you are an international student (student visa) and up to 6 months if you are a Working Holiday Visa Holder.

3 ATTENDANCE MONITORING

Once a week, the Academic team checks the attendance percentage of all students and monitors the individual attendance of each student. Where an individual student attendance falls into any of the following categories, actions will be taken as follows:



4 COURSE MONITORING

The following procedures will ensure that all students' course progress is monitored and students are given every opportunity to achieve the required progress for each course they are enrolled in. The overall pass score in each skill is set at 80% to be attained by the end of their 10th week in each General English level/each course.

However, students who achieve less than 70% in each assessment by week 5 of the same General English level/each course are defined as "at risk" and intervention strategies are implemented at this stage. Students who are in breach of the course monitoring policy will be called for a meeting with the Academic Manager to put in place an intervention strategy. Students are made aware of the satisfactory course progress requirements through enrolment processes and throughout the program.

More information here: www.sem.edu.au



POLICIES

5 COURSE TRANSFER

If a student wishes to transfer to or from another institute, SMART English Melbourne will follow the guidelines provided by the National Code 2018. Based on this, SMART English Melbourne will not approve students' transfer requests to other institutions prior to the international student completing six months of their principal course. If a student wishes to transfer before completing six months of their principal course, the student must obtain a release from their registered provider or meet the following conditions:

- The releasing registered provider, or the course in which the overseas student is enrolled, had ceased to be registered;
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas students from continuing their course with that registered provider;
- Any sponsors of the overseas student considers that change to be in the overseas student's best interests and has provided written support for the change. This usually applies where the overseas student's study in Australia is sponsored by the government of another country.

LATE PAYMENT

A 10% penalty will be applied on overdue fees when students make late payments. If the overdue amount is still not paid, an additional late fee penalty of \$50.00 will be added to the outstanding amount each week until the overdue balance is paid in full.

REFUNDS

SMART English Melbourne's Refund policy is compliant with the principles defined in the ESOS (Education Services for Overseas Students) Act 2000. These guidelines apply equally to all new and re-enrolling students unless otherwise stated. SMART English Melbourne reserves the right to cancel or postpone any course prior to their scheduled start date, should it be necessary. SMART English Melbourne does not commence a course on the starting date outlined in the Letter of Offer or discontinues the delivery of a course before it is completed, and if the student is unable to enrol in a similar course at SMART English Melbourne, fees will be refunded. Refund of fees will be granted in accordance with the attached refund policy.

FULL REFUND OF COURSE FEES

SMART English Melbourne will approve a full refund of course fees paid in advance if:

- a) The application for a student visa is unsuccessful (SMART English Melbourne reserves the right to retain the Administration Fee of \$250.00). Fees paid in advance will be refunded within 14 days.
- b) SMART English Melbourne does not commence a course on the starting date outlined in the Letter of Offer or discontinues the delivery of a course before it is completed. Full refund will be made within 14 days of the specified date or from the date the course is discontinued in accordance with the refund guidelines of ESOS Act.

PARTIAL REFUND

SMART English Melbourne will provide a partial refund of course fees paid in advance if:

- a) The application for a student visa is unsuccessful (SMART English Melbourne reserves the right to retain the Administration Fee of \$250.00). Fees paid in advance will be refunded within 14 days.
- b) The student formally withdraws (in writing) from a course between two (2) and six (6) weeks before the course commencement date. 70% of course fees will be refunded, less \$250.00 Administration Fee.
- c) The student formally withdraws (in writing) from a course less than two (2) weeks before the course commencement date. 25% of tuition fees will be refunded, less \$250.00 Administration Fee.
- d) Partial refund after commencement at SMART English Melbourne MAY be given upon discussion of extenuating circumstance with the CEO or approved representative.

NO FEE REFUND

SMART English Melbourne will not refund any fees if:

- a) The student withdraws from the course during a study period or after the course commencement date.
- b) The student is not granted the extension of the student visa and the course has commenced. Students are recommended not to enroll if they believe their visa may not be extended.
- c) The student applies and is granted approval by SMART English Melbourne to transfer to another registered provider before completing six (6) months study of the principal course. SMART English Melbourne terminates the student's enrolment as a result of misbehavior, failure to comply with SMART English Melbourne policies, breach of student visa conditions or unsatisfactory course progress or attendance.

PAYMENT OF REFUND

Eligibility for a refund will be assessed and if approved they will be sent to the person who originally made the payment, unless the student is transferring to another registered provider in Australia (subject to Visa conditions), in which case any refund may be transferred to that registered provider. SMART English Melbourne will provide the student with a statement detailing the calculation of the refund.

PAYMENT PLAN REFUND ARRANGEMENT

If a student wishes to withdraw after course commencements, 25% of any remaining tuition fees must be paid, unless otherwise arranged with the management team.

CANCELLATION

For any cancellation following a deferment, SMART English Melbourne will consider the original course start date to apply the refund policy.

APPROVALS

All refunds must be assessed and approved by the Finance Team. Special circumstances to the above-mentioned cases may only occur at the discretion of SMART English Melbourne CEO or approved representative or when there is ground for any other extenuating or compassionate circumstances.

BANK DETAILS

Account Name: Smart English Melbourne

Bank Name & Address: Commonwealth Bank of Australia Swift

Code: CTBAAU2S

BSB Number: 063920

Tenancy 114 Narre Warren Cranbourne Rd, Narre Warren, VIC, 3805, Australia Account Number: 10083685

Please use FULL STUDENT NAME as the *REFERENCE.

In case of International transactions, please add International Transfer Charges to the total due amount to avoid any short payments.

6 STUDENT GUIDELINES

SMART English Melbourne will:

- ensure that students can access SMART English Melbourne's Complaints and Appeals Process.
- pay refunds in Australian dollars only and refund onshore or offshore by telegraphic transfer.
- pay refunds within 14 days from the receipt of the Refund Form and any additional documentation requested by SMART English Melbourne. This agreement, and the availability of complaints and appeals processes, does not circumscribe the student's rights to pursue any further action under Australia's consumer protection laws.

7 COURSE DELIVERY CONTINUANCE

In case of unforeseen circumstances where SMART English Melbourne is unable to deliver an agreed course, arrangements will be made to enrol the student in a similar course at SMART English Melbourne at no additional cost to the student. In the event of unavailable alternative courses within the institute, SMART English Melbourne will seek to place the student at another CRICOS registered training provider. Where SMART English Melbourne is unable to place the student in a suitable course with another registered provider, the student is then entitled to a refund as calculated by the TPS Director.

8 PROVIDER DEFAULT

In the unlikely event that SMART English Melbourne is unable to deliver an agreed course, the student will be offered a refund of course fee paid to date for the part of course yet to be delivered.

The refund will be paid within 14 days after ceasing the course. Alternatively, SMART may offer enrolment in a similar course within the school at no additional cost to the student. The student has the right to choose whether to accept this offer. If the student agrees to this arrangement, SMART English Melbourne will arrange a new Letter of Offer to be signed for acceptance by the student.

If SMART English Melbourne is unable to provide a refund or place the student in a suitable alternative course, the Tuition Protection Service (TPS) (operated by the Commonwealth Government of Australia) will place the student in a suitable alternative course at no additional cost. In the case that TPS cannot place the student in any suitable alternative course, the student will then be eligible for a refund as calculated by the TPS director.

Please find more information about TPS at www.tps.gov.au

9 NOTIFYING & CHANGING CONTACT DETAILS & ADDRESS

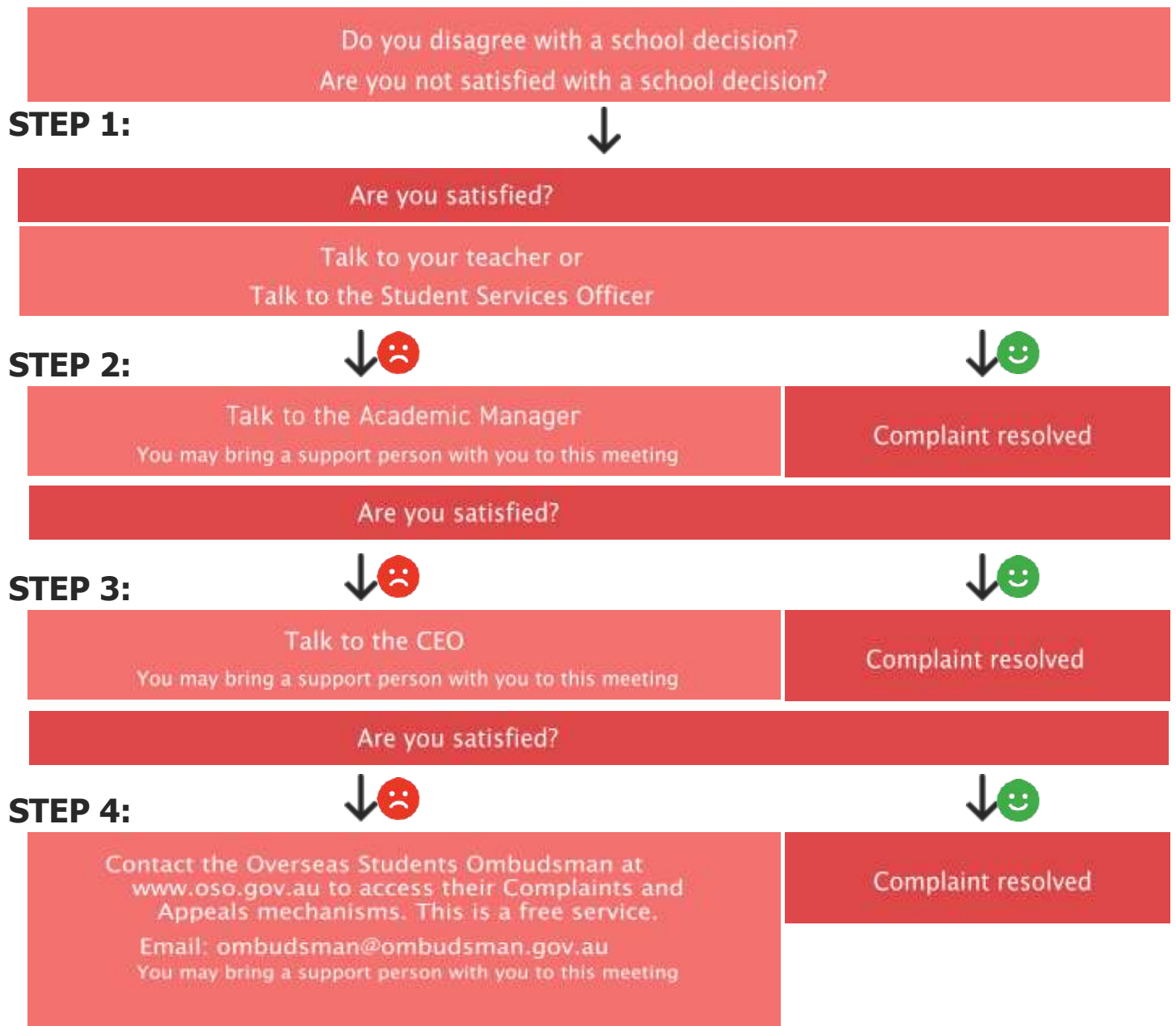
Students must notify SMART English Melbourne of the students' contact details including:

- a. the students' current residential address, mobile number, and email address
- b. who to contact in emergency situations
- c. any changes to those details, within 7 days of the change.

10 COMPLAINTS & APPEALS

During their enrolment students will have access to SMART English Melbourne's Complaints and Appeals Policy and Procedure. The Complaints and Appeals Policy and Procedure is to provide students with a fair and equitable process for resolving any disputes or complaints they may have.

COMPLAINTS & APPEALS FLOWCHART



If a complaint cannot be resolved as per our informal procedure or if a student wishes to appeal against SMART English Melbourne decision, the student may lodge a formal complaint or appeal. All complaints or appeals should be submitted in writing through SMART English Melbourne online student request form at https://form.jotform.com/windsor2022/sem_request-form

The student enrolment will be maintained throughout the complaint and appeal process until the matter is resolved. If the student is not satisfied with the result or the conduct of the procedure, they can seek external arbitration by contacting Overseas Student Ombudsman. SMART English Melbourne complaint and appeal policy and procedure can be downloaded at www.sem.edu.au

11 ACCESS & EQUITY

SMART English Melbourne will treat everybody fairly and equitably and promotes an environment free from harassment and discrimination. We will apply access and equity principles to all our policies and procedures to encourage full and equal participation of all people.

12 PRIVACY & PERSONAL INFORMATION

Information is collected during enrolment in order to meet our training obligations under the ESOS Act 2000 and the National Code 2018 to comply with the conditions of students' visas and their obligations under Australian immigration laws. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Information collected on this document and throughout the enrolment may be provided, in certain circumstances, to other Registered Providers, the Australian Government and designated authorities and, if relevant, the TPS Administrator. This includes personal and contact details, course enrolment details and charges. In other cases, information collected during the enrolment may be disclosed without students' consent where authorised or required by law or in the event of any suspected breach of a student visa condition.

13 MORE INFORMATION ON POLICIES & PROCEDURES

For more information about policies and procedures that affect you, please visit our website: www.sem.edu.au

OUR LOCATION



(03) 7002 1544

Level 2, 310 King St,
Melbourne VIC 3000
Australia



info@sem.edu.au

PUBLIC HOLIDAYS

- New Year's Day
- Australia Day
- Labour Day
- Good Friday
- Easter Monday
- ANZAC Day
- Queen's birthday
- Melbourne Cup Day
- Christmas Day
- Boxing Day

EMERGENCY LIST

Police, Fire, Ambulance - 000
Department of Home Affairs
Visa and Citizenship Melbourne Office - 2 Lonsdale Street Melbourne VIC 3000
SMART English 24/7 Helpline - 0406 337 326
Direct line drug and alcohol - (03) 94161818 Disability
Rights Victoria - 1800 462 480
FairWork Australia - <https://www.fairwork.gov.au/contact-us> G-Line
(Gambling problems) - (03) 9696 6108
Grief Line - (03) 9596 7799
Lifeline 24/7 Crisis support - 13 11 14
Sexual Assault - (03) 9344 2210
Victoria Legal Aid - (03) 9269 0234
Victoria Poisons - (03) 8413 6800
The Victorian Equal Opportunity and
Human Rights Commission - (03) 9281 7100
Womens' Domestic Violence Crisis Service of Victoria - (03) 9329 8483

MEDICAL SERVICES

Public Emergency Department -The Royal Melbourne Hospital The Alfred
Hospital - (03) 9060 2000
-9342 7666/9342 7006
Melbourne Central Medical Centre (located in Swanston st.) - (03) 9654 5544 Medical One
(located in QV) - (03) 8663 7000
QV Medical centre - (03) 962 2256
St. Vincent's Hospital - (03) 9417 1055

