



**GREENWICH**  
English College



**STUDENT  
HAND BOOK**

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# WELCOME







## **ABOUT SYDNEY**

Sydney, the oldest city in Australia and the capital of New South Wales has a population of approximately 4.5 million people, making it also the largest city in Australia

The city is set on one of the world's most beautiful harbours, with beaches, tourist attractions and national parks all within easy reach of the city. The cosmopolitan, multicultural, and diverse city offers more entertainment, festivals, dining options, shopping, and sightseeing than any other place in Australia.

There are also many great places to explore beyond Sydney either within New South Wales or interstate.

### **According to a Tourism Australia survey the top 10 activities for visitors in Sydney are –**

- Going to the beach (including swimming, surfing and diving)
- Dining out in a restaurant or café
- Shopping
- Going to markets
- Visiting national parks
- Going to pubs, clubs and discos
- Visiting wildlife parks, zoos and aquariums
- Visiting botanical gardens
- Going on water cruises, chartering boats and ferries
- Visiting historic sites, heritage buildings or monuments



## **ABOUT GREENWICH ENGLISH COLLEGE**

Greenwich English College Campus Details and Operating Hours

### **Pitt Street Campus**

**Address:** Level 2, 396 Pitt Street, Sydney NSW 2000 Australia

**Phone:** (+61 2) 9264 2223 Fax: (+61 2) 9264 2224

**Email:** [info@greenwichcollege.com.au](mailto:info@greenwichcollege.com.au)

**Web:** [www.greenwichcollege.com.au](http://www.greenwichcollege.com.au)



### **Mary Street Campus**

**Address:** Level 2, 72 Mary Street, Surry Hills NSW 2010

### **Kelly Street Campus**

**Address:** Level 2, 7 Kelly Street, Sydney NSW 2000 Australia

### **Operating Hours**

Greenwich English College is open weekdays (excluding public holidays and Christmas holiday periods)

Monday to Friday between 8:00am and 9:00pm

However for security reasons, lift access will only be available between 8:00am and 7:00pm.

### **Reception Hours**

Reception is open weekdays (excluding public holidays and Christmas holiday periods)

Monday to Friday between 8:00am and 7:00pm

If you require support outside of these hours, please speak with your teacher

### **About Greenwich English College**

At Greenwich English College, we put you on your pathway to success.

- Whether you are a student who is aiming to study at university
- Whether you want to develop English language skills for general communication
- Whether you want to learn to teach English

Greenwich English College is committed to providing high quality learning experiences for its students and clients through the provision of first rate programs, teaching and related services.

- We focus on the educational needs of our students at all times
- We create a supportive, enjoyable environment for students and staff
- We employ highly capable, motivated teachers and staff
- We provide a wide range of services for our students including: work, accommodation and counseling.
- We promote cultural diversity by embracing the different cultures, views, skills and experiences of our students, staff and clients
- We deliver on our commitments; we deliver value and quality

## **GREENWICH ENGLISH COLLEGE MISSION STATEMENT**

**Greenwich English College** aims to provide a high quality learning experience for its students through the provision of first rate programs, teaching and services.

Key values of Greenwich English College are:

- To focus on the educational needs of our students at all times
- To create a supportive, enjoyable environment for students and staff
- To employ highly capable, motivated teachers and staff
- To provide a wide range of services for our students: including assistance with finding accommodation, and counseling for personal and educational reasons.

## **GREENWICH ENGLISH COLLEGE REGISTRATION AND ACCREDITATIONS**

Greenwich English College is a Registered Training Organisation (RTO) and our courses are accredited and recognised by all relevant government bodies.

The Australian Skills Quality Authority (ASQA)

ASQA is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

English Australia

English Australia is the national peak body for the English language sector of international education in Australia.

English Australia represents member colleges throughout Australia that provide quality English language programs to students and professionals from around the world.

Cambridge Preparation Centre

Authorised Cambridge Test centre

## Greenwich English College Staff

All Management, Administration/Marketing staff at Greenwich English College are available to answer any questions you may have about studying and living in Sydney. We are all here to help you improve your English and ensure that you have an enjoyable time studying at Greenwich English College.



## GREENWICH ENGLISH COLLEGE STAFF

- Gizelle Rezende – General Manager
- Roxana Ene – Dean of Education
- Ben Bagshaw – Global Sales and Marketing Director
- Chaido Kiourkou – Operations and Student Services Manager
- Jane Choi – Admissions and Systems Manager
- Reena Ram – GMC Academic Manager
- GEC Academic Team
- GMC Academic Team
- Student Services Team
- Admissions Team
- Bursars
- Marketing Team

## GREENWICH ENGLISH COLLEGE TEACHERS

Greenwich English College is aware that teachers are the most important part of your learning experience. We have excellent teaching staff (highly qualified, with industry recognised qualifications and experience), fantastic programs and a great atmosphere. The teachers are carefully selected based on their educational background, professional training, experience, and their dedication and commitment to teaching.

Greenwich English College is a fun, friendly place to do some serious study, and we have English courses to suit all levels and interests.



**GREENWICH**  
English College



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English College

## **COLLEGE FACILITIES AND SERVICES**

### Computers and Internet Access

Greenwich English College provides students with free access to computers in the Student area located on Level 2. The computers are equipped with access to the Internet.

To ensure fair computer access for everyone, students should restrict their computer use to 15 minutes when other students are waiting to access the computers.

Greenwich English College also provides wireless internet access for students. To access the wireless internet, please see Reception.

### **Photocopier and Printing Services**

Please see Reception if you would like to Photocopy, Print, Scan and/or Fax (send/receive) a document. The following charges apply.

#### • **Photocopy/Print**

- o A4 - \$0.20 per single sided page
- o A3 - \$0.50 per single sided page

### **Lunch Room (Student Common Area)**

The student lunch rooms on Level 3 and 4 are equipped with a refrigerator, food and drink vending machines, water, hot water kettle, and microwaves. The lunch room on Level 2 is equipped with a refrigerator, and microwave, Please note that the refrigerators are emptied every month.

### **Student Identification Card**

A Greenwich English College Student Card may get you discounts at various tourist attractions, venues, and movie theatres.

**Please note that students cannot get discounts on public transport using the Greenwich English College Student Card** (for discounts on public transport, please refer to the Public Transport/International Student Travel Program section of this handbook).

## **PUBLIC HOLIDAYS AND CHRISTMAS HOLIDAYS**

### **Public Holidays**

Greenwich English College will be closed on all Australia and NSW Public Holidays, Teacher's Day.

### **Christmas School Holidays**

Greenwich English College will be closed over the Christmas and New Year school holiday period. Relevant notifications will be sent out accordingly.

## **GENERAL ENGLISH 1-50 WEEKS (DAY & EVENING)**

Our General English course has two streams. General English ACTIVE and General English PROFESSIONAL. Our General English Courses will develop your core skills (reading, writing, speaking, and listening) so that you can speak English confidently and apply practical skills to communicate in everyday situations and in professional contexts.

**TIMETABLE DAY** 9:00 - 15:00 **EVE** 16:30 - 21:00  
FREE 9 HOURS EXTRA LESSON PRACTICE PER WEEK

### **General English ACTIVE**

- A complete approach focusing on the language skills you need in your daily life
- Helps you to take action in your English speaking lives with a strong focus on functional language
- Suitable for Beginner to Upper Intermediate level

### **General English PROFESSIONAL**

- A targeted approach that assists you to improve your skills for both your personal and professional pathways
- Designed to improve your workplace communication skills and develop soft skills, enabling you to communicate effectively in the global workforce

Suitable for Pre-Intermediate to Upper Intermediate level.

## **PRONUNCIATION IN CONTEXT 4 WEEKS (DAY & EVENING)**

Ensuring people understand you is the most important part of learning any language and, perhaps, the most difficult. Replicating the sounds of English often means learning new ways of using your facial muscles, breathing, and your voice.

**TIMETABLE DAY** 09:00 - 15:00 **EVE** 16:30 - 21:00  
FREE 5 HOURS (DAY) PRESENTATIONS & INDIVIDUAL FEEDBACK ON PRONUNCIATION

### **ENTRY REQUIREMENTS**

Suits Pre Intermediate students (IELTS 4.5) to Intermediate students (IELTS 5.0) or equivalent in the Greenwich English College General English Test (available at the College or online).

## **IELTS PREPARATION 1-28 WEEKS (DAY & EVENING)**

IELTS (International English Language Testing System) is a standard test used for university entry in Australia, New Zealand, Canada, Britain and much of the United States. You can also use your IELTS score for immigration purposes. Greenwich English College offers 2 levels of IELTS Preparation: Foundation and Advanced. Our 2 level approach will help fast track your progress toward reaching your goal.

**TIMETABLE DAY** 09:00 - 15:00 **EVE** 16:30 - 21:00  
FREE 5 HOURS EXTRA TEST PRACTICE PER WEEK, FREE!

### **ENTRY REQUIREMENTS**

Foundation: Suits Intermediate students (IELTS 5.0) or equivalent in the Greenwich English College Placement Test (available at the College or online).

Advanced: Suits Upper Intermediate and Advanced level students (IELTS 6.0 and above) or equivalent in the Greenwich English College Placement Test (available at the College or online).

## **ENGLISH FOR VOCATIONAL STUDIES (EVS) 5 OR 10 WEEKS (DAY AND EVENING)**

Our EVS course offers you intensive English preparation for your future Vocational Studies. EVS has been designed to help you develop the skills needed to live and work in Australia. EVS focuses on improving your critical thinking skills and developing control of the English language so that you can use your skills in a wide range of formal and informal situations. EVS is also a great foundation for other academic programs such as IELTS, Cambridge Preparation and English for Academic Purposes.

**TIMETABLE DAY** 09:00 - 15:00 **EVENING** 16:30 - 21:00  
FREE 5 HOURS (DAY) PRESENTATIONS INDIVIDUAL FEEDBACK  
ON ACADEMIC WRITING PRACTICE IELTS TEST

### **STUDY PATHWAYS**

EVS introduces you to formal and academic English. When you successfully complete the EVS program, you will have all the academic skills that you need to gain direct entry into a Vocational Certificate IV or Diploma level course at Greenwich Management College or other partner institutions.

### **ENTRY REQUIREMENTS**

Suits Intermediate level students (IELTS 5.0 or equivalent) or Greenwich Entry Test (available at the College or online).

## **ENGLISH FOR ACADEMIC PURPOSES (EAP) 12 WEEKS (DAY & EVENING)**

Our EAP course provides you with excellent preparation for university and other higher education institutions where successful students need to understand and communicate effectively. Greenwich English College aims to prepare you not only for university entry but to enjoy your study at an Australian institution. Even if higher education is not your chosen path, EAP is a fantastic course to improve your English in formal report writing and presentations.

**TIMETABLE DAY** 09:00 - 15:00 EVE 16:30 - 21:00  
FREE 5 HOURS (DAY) PRACTICE IELTS TEST

### **STUDY PATHWAYS**

Greenwich English College is highly regarded as a pathway provider for universities and colleges. Studying one of our pathway programs means you may not have to take an official English test to gain entry into a study partner program. Instead, you build your proficiency in one of our pathway classes until you reach the level required.

### **ENTRY REQUIREMENTS**

Suits strong Upper Intermediate students (IELTS 6.0 or equivalent) or Greenwich Entry Test (available at the College or online).

## **ENGLISH FOR BUSINESS 4,8,12 WEEKS (DAY & EVENING)**

The language of modern international business is different from that of academic and conversational English. English for Business is perfect if you are aiming for a career in business within the global international business environment, or seeking to boost your career with the right language skills to succeed.

- Module 1 – Administration and Customer Service
- Module 2 – Sales and Marketing
- Module 3 – Management and Human Resources

**TIMETABLE DAY** 09:00 - 15:00 EVE 16:30 - 21:00  
FREE 5 HOURS (DAY) FORTNIGHTLY TESTS AND PRESENTATIONS ON FRIDAYS  
FREE PROFESSIONAL SPEAKING CLUB (DAY AND EVENING) Wednesdays and Thursdays every week.

## ENTRY REQUIREMENTS

Suits Intermediate students (IELTS 5.0) to Upper Intermediate students (IELTS 6.0) or equivalent in the Greenwich English College Placement Test (Available at the College or online).

## ENGLISH+ CREATIVE TECHNOLOGY 4, 8, 12 WEEKS (DAY & EVENING)



Creative  
Technology  
Educators

CRICOS Code 059969M

As the only course of its type in Australia, English+ Creative Technology is a unique 12-week course to help you to communicate in the field of technology for study or work. You will develop broad technological English skills that will provide you with a platform for technology-related careers.

**TIMETABLE DAY** 09:00 - 15:00 EVE 16:30 - 21:00

FREE 5 HOURS CREATIVE TECHNOLOGY WORKSHOPS

- Module 1 – English for Programming (Coding)
- Module 2 – English for Digital Design
- Module 3 – English for Film Making

## CREATIVE TECHNOLOGY WORKSHOPS

Each English+ Creative Technology module includes an exclusive full-day workshop at the Academy of Information Technology. Workshops will focus on the creation of tangible outcomes such as your own short film, a unique design concept and your own mobile App.

## ENTRY REQUIREMENTS

Suits Intermediate students (IELTS 5.0) to Upper Intermediate students (IELTS 6.0) or equivalent in the Greenwich English College Placement Test (Available at the College or online).

## **ENTRY PLACEMENT TESTS**

All students regardless of course(s) will have/or would have had an Entry Placement Test and Interview with a Senior Teacher. This is to ensure that you are placed in the most appropriate class based on your English proficiency. If you would like to enrol in another course at Greenwich English College, please note the English entry requirements and testing days. Please contact Reception to make a booking.

## **GENERAL ENGLISH TESTS**

Greenwich English College entry placement test every Monday at 10:00am and 4:00pm  
All General English students will sit the test on their first day.

All other course tests

Greenwich English College entry test every Tuesday and Thursday at 9:00am and 4:00pm, and Wednesday at 4:00pm. Please contact Reception to make a booking.

## **STUDENT MEETINGS**

Greenwich English College holds weekly student meetings. The student meetings are a great way to be informed of what's happening and also farewell graduating students who will receive their certificates. During these meeting important information about Greenwich English College and any upcoming events are announced. Student meetings are conducted every Thursday in your class.

## **GREENWICH ENGLISH COLLEGE POLICIES AND PROCEDURES**

All Greenwich College Policies and Procedures are available on our website [www.greenwichcollege.edu.au](http://www.greenwichcollege.edu.au)

### **Attendance**

It is a requirement of your student visa that you remain enrolled in a CRICOS registered course. It is also a requirement of your visa that you maintain an attendance above 80%. Greenwich English College is required to report student visa holders who fail to comply with their attendance and/or academic visa requirements to the To be replaced with the Department of Home Affairs (DHA) [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

Greenwich English College teachers record students' attendance for every lesson. Students who are more than 15 minutes late or leave earlier will also be marked absent for that lesson.

Greenwich English College will issue warning letters that will be sent to your email address and we will offer counselling before your 'overall course' attendance falls below 80%. If your attendance subsequently falls below 80% you will be issued a Notice of Intention to Report and you will be given 20 working days to appeal or you will be reported to the Department of Home Affairs (DHA) [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) If you would like to appeal the College's decision you may access the College "Complaints and Appeals" process. Please understand that a breach of your attendance may result in the cancellation of your visa. We recommend that if you have any concerns about your attendance or this policy you should speak with the Director of Studies or Assistant Director of Studies.

### Absences Due to Illness

If you cannot attend classes due to illness, it is recommended that you obtain a medical certificate. Reception will take a copy for our records however you should keep the originals in a safe place.

If you cannot attend class for an extended period of time due to illness, you should contact Greenwich English College to advise us of your situation. Please note that medical certificates will not increase your actual attendance, however they may be considered by Department of Home Affairs (DHA) [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) should you be reported due to unsatisfactory attendance.

### Address Notification

It is a requirement of your student visa that you notify Greenwich English College in writing of your address within 7 days of arriving in Australia. You must also notify Greenwich English College of any changes to your address within 7 days.

Greenwich English College requires your current contact details including your home address, email and phone number to contact you in the event you do not satisfy the requirements of your course and/or visa. If we cannot contact you, this may result in your visa being cancelled.

### Leave Application

All Leave applications must be submitted a minimum of 5 working days prior to the leave request date. Leave must be in whole week periods and must commence on a Monday (e.g., Monday to Friday).

All leave is at the discretion and subject to the approval of Greenwich English College and may vary depending on your visa type and circumstances. Changes to your course may affect the status and validity of your visa.

Please contact Reception for leave request forms. Leave requests are not confirmed until approved by Greenwich English College. All leave requests are subject to approval by Greenwich English College and will incur a change fee.

### Change to Enrolment Application

All Changes to Enrolment applications must be submitted a minimum of 5 working days prior to the change of enrolment request date. A change fee and or fee difference may apply.

Requests for changes to fixed-entry courses (all courses excluding General English and IELTS Preparation) are at the discretion of Greenwich English College. Cancellation fees may apply in accordance with the terms and conditions of enrolment. All requests are subject to availability at time of approval and will be at the discretion of Greenwich English College. Changes to your enrolment may affect the status and validity of your visa. Those on student visas should contact DIBP for further information.

## OVERSEAS STUDENT HEALTH COVER (OSHC)

It is a student visa requirement that you must have and maintain appropriate health cover for you and your family members for the entire duration of your stay in Australia.

OSHC assists with a payment contribution for any medical and/or hospital care you may need while you are studying in Australia. OSHC will also contribute towards the cost of prescription medicines and an ambulance in the event of an emergency (Dental, optical and physiotherapy are not covered under the basic OSHC)

Greenwich English College arranges OSHC for students through ahm Health Insurance and Medibank Private. Students who have arranged OSHC through the College will be issued with a letter on your first day. This letter will provide instructions on how to register and obtain your OSHC Card.

Further information about member services and what is covered is available at the respective websites –

- ahm Health Insurance – [www.ahmoshc.com.au](http://www.ahmoshc.com.au)
- Medibank Private website – [www.medibank.com.au](http://www.medibank.com.au)

Though it is not a requirement, Greenwich English College recommends that all other visa holders also have some form of OSHC and/or travel insurance in the event of an accident.



## EMERGENCIES / INCIDENTS

### **Accidents/Incidents and First Aid**

All accidents must be reported to your Teacher or nearest Greenwich English College staff member. If a person requires First Aid, a member of the Critical Incident Management team will initiate the Critical Incident Policy which may include administering First Aid and or calling Emergency Services.

Please note that Greenwich English College staff are not permitted to administer any form of medication under any

circumstances.

### **Fire Drills/Evacuation**

In the event of an evacuation, safety signage and exit procedures are located in each classroom. Students should evacuate the building in an orderly manner using the fire stairs and assemble at the corner of Goulburn Street and Castlereagh Street under the supervision and directions of Greenwich English College staff. Please take only your personal belongings. The elevator must not be used in the event of an evacuation.

The Fire Warden (Greenwich English College Management) will be responsible for contacting the relevant Emergency department and accounting for the safe, efficient evacuation process. No one is permitted to return to the building until the Fire Warden advises it is safe to return.

### **Cancellation and Refund Policy**

Please refer to the Greenwich English College application form for details on the Cancellation and Refund policy.

## **GREENWICH ENGLISH COLLEGE GENERAL CODE OF CONDUCT**

All students and staff at Greenwich English College are governed by Australian federal and state laws, however in addition to these laws, the Greenwich English College code of conduct will also apply.

The purpose of the code is to ensure that Greenwich English College maintains its commitment to providing a safe, equitable and orderly environment for all students and staff, and that each student and staff behave responsibly and ethically.



## General Code of Conduct

Student Misconduct (both Academic and Non-academic) includes but is not limited to the following –

- Use and/or possession of unauthorised material or technology during an assessment/examination including obtaining and/or providing assistance with answers during an assessment/examination
- Unauthorised access to files and/or altering or destroying those files
- Plagiarism in whole or in part and/or submitting material as your own that has been produced by another student
- Possessing, using, distributing, or selling unauthorised copies of an examination and/or course materials
- Possessing, consuming, and/or being under the influence of alcoholic beverages (except during authorised Greenwich English College events)
- Knowingly or recklessly acting in a way resulting in serious physical and/or mental harm to another student or staff member
- Intentionally or recklessly damaging, destroying, stealing, tampering and/or unauthorised use of Greenwich English College property and/or the property of another student or staff member
- Disobeying or showing disregard to an order or direction from a Greenwich English College member of staff
- Discriminating against a particular group of people on the grounds of – Sex, Pregnancy, Race, Age, Marital status, Homosexual, Disability, Transgender (Trans sexuality), Carers responsibilities, Association, Harassment, and/or Sexual harassment
- Knowingly or recklessly providing false information to Greenwich English College
- Knowingly or recklessly disrupting, obstructing, or interfering with Greenwich English College staff and/or students, classes, and/or activities
- Smoking within Greenwich English College including the fire stairs, toilets, and/or any covered areas within the building. Smoking is not permitted in public spaces, only in designated areas. Please be aware that littering (including the littering of cigarette butts) is an offence in Australia, On the spot fines of up to \$750.00 may apply
- Possession, distributing, and/or under the influence of any illegal drug (except where prescribed by a licensed physician)
- Knowingly or recklessly causing, and/or making a false emergency warning and/or tampering with emergency safety equipment
- The theft and/or abuse of information technology (IT) including but not limited to using IT to send obscene and/or threatening messages, and/or to interfere with Greenwich English College systems
- Unauthorised trespassing and/or forcible entry into Greenwich English College or any of unauthorised rooms
- Inappropriate dress standards. As a minimum students should dress in neat casual attire with footwear required at all times

## **PENALTIES FOR MISCONDUCT**

Students found to be in violation of the Code of Conduct will be subject to disciplinary action imposed according to the severity of the offence

Each violation may be treated separately or if a student has several violations may be cumulatively applied should the violation(s) call for a more severe penalty.

Failure to comply with any of Greenwich English College Policies and Procedures may result in you being dismissed and/or suspended from your course and/or Greenwich English College.

Where you are dismissed and/or suspended from your course and/or Greenwich English College due to failure to comply with any of the above, no refund of fees paid whatsoever will be made. You may also be required to pay for any damages and/or disruptions caused, and/or reported to the relevant government authorities, which could result in the cancellation of your visa.

**The Greenwich English College Policies and Procedures and the availability of Greenwich English College complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws. All Greenwich Policies and Procedures are available on Greenwich website.**

## **DISCRIMINATION AND HARASSMENT**

Discrimination occurs when someone is treated unfairly because they happen to belong to a particular group of people or have a particular characteristic. In NSW many types of discrimination are against the law if they occur within Employment, State education, Goods and services, Accommodation, and/or Registered club environment.

Harassment is any form of behaviour that is not wanted and/or not asked for that humiliates, offends, and/or intimidates.

The following types of discrimination are against the law in NSW – Sex/Gender, Pregnancy, Race, Age, Marital status, Homosexual, Disability, Transgender (Trans sexuality), Carers' responsibilities, Harassment, Sexual harassment, and or Discrimination because of who you are related to or who you associate with.

If you feel that someone may have discriminated against you, in the first instance please contact the Greenwich English College Director of Studies with your complaint. You can also contact the Anti-Discrimination Board of NSW with your complaint.

To lodge a complaint with the Anti-Discrimination Board of NSW you must submit your complaint in writing and it must be signed by you. You can either send a completed discrimination complaint form, or write a letter to the President of the Anti-Discrimination Board, explaining why you think you have been discriminated against. You can write in any language.

**Anti-Discrimination Board of NSW**  
**Level 4, 175 Castlereagh Street, Sydney NSW 2000**  
**Phone: (02) 9268 5555**

Further information is available at Anti-Discrimination Board of NSW – [www.lawlink.nsw.gov.au/adb](http://www.lawlink.nsw.gov.au/adb)

## **GRIEVANCE POLICY (COMPLAINTS AND APPEALS)**

To Lodge a Complaint or Appeal

If you have a problem, concern, complaint, that can't be solved by your teacher and/or you would like to appeal a decision made by Greenwich English College, we encourage you to advise us so that we may try to assist you to achieve a positive outcome.

**1.** Complete a Complaints and Appeals Form available from Reception. You can also make an appointment to discuss the matter with the Director of Studies. All complaints and appeals will be treated confidentially. If you would prefer to remain anonymous, please place your form in an envelope addressed to the Director of Studies. You have the right to be accompanied or assisted by a support person throughout the Complaints and Appeals process.

**2.** The College will follow up your complaint and/or appeal and respond with a written statement of the outcome, including details of the reasons for the outcome.

The Complaints and Appeals Form and written statement will be kept on file.

**3.** If you are not satisfied with the Greenwich English College internal complaints handling and appeals process, you have the right to access the External Appeals Process.

### **The External Complaints and Appeals Process**

The external appeals process is managed and conducted by an independent and impartial body, the Overseas Student Ombudsman. The Overseas Student Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

**1.** You must lodge your complaint or appeal directly with the Overseas Student Ombudsman

Complaints can be made in four ways – Online – [www.ombudsman.gov.au/How-we-can-help/overseas-students](http://www.ombudsman.gov.au/How-we-can-help/overseas-students)

Phone – 1300 362 072 (or if outside Australia +61 2 6276 0111)

If you want to make a complaint in your language you can. Call the Translating and Interpreting Service in Australia on 131 450 (or if outside Australia +61 3 9203 4027). The Overseas Student Ombudsman will pay for the interpreter.

Facsimile – 02 6276 0123 (or if outside Australia +61 2 6276 0123)

Mail/Post – Overseas Students Ombudsman, GPO Box 442, Canberra ACT 2601, Australia

**2.** Once the Overseas Student Ombudsman has received your complaint, they will carefully consider if they can help you based on the information and subsequent investigations. They will then contact you with their decision and why.

**3.** The time it takes to investigate a complaint by the Overseas Student Ombudsman varies depending on the complexity of the complaint.

**If you would like any further information about the Complaints and Appeals process, please ask to speak with the Director of Studies.**

## **PUBLIC TRANSPORT**

Greenwich English College is conveniently located in the heart of Sydney close to all public transport. The College is a short walk from Town Hall Train Station and all major bus stops (George Street, Castlereagh Street, and Elizabeth Street bus stops)

Purchasing weekly or longer periodical tickets are a cheaper option than daily tickets and are available for most public transport options below. Another option is to purchase a Travel Pass that allows the user to travel on Buses, Trains, and Ferries.

Please note that International students are NOT entitled to concession tickets on these public transport tickets (except those on approved Australian Government exchange or sponsorship programs). On the spot fines may apply for travelling without a valid ticket.

Further information on Buses, Trains, and Ferries is available at the New South Wales Government Transport Infoline – Phone: 131 500 or Website: [www.transportnsw.info](http://www.transportnsw.info) or at the [relevant websites listed below](#).

### **Buses**

The Sydney Buses extensive network of routes and services cover most of Sydney and surrounding suburbs. Buses stop at designated bus stops but the main bus terminals in the city are located at Circular Quay, Wynyard, Town Hall, and Central Station.

### **Trains**

The City Rail network is a convenient way to travel around Sydney and surrounding suburbs. The network covers suburban Sydney but also extends to popular destinations including the Hunter, Central Coast, Blue Mountains, Southern Highlands and South Coast regions. Opal Card can be purchased from any train station, Opal retailers, Opal kiosks or Opal website. Website: [www.transportnsw.info](http://www.transportnsw.info)

### **Light Rail**

Metro Light Rail operates modern trams 24 hours a day to 14 destinations between Central Station, Chinatown, Darling Harbour, Star City Casino, the Sydney Fish Markets, Glebe, and Lilyfield. Tickets can be purchased from the driver. Website: [www.transportnsw.info](http://www.transportnsw.info)

### **Ferries**

Travel on Sydney Ferries and enjoy one of the world's most beautiful harbours. Sydney Ferries network of routes and services covers 39 destinations between Parramatta, Watsons Bay and Manly. Tickets can be purchased from any ferry terminal. Website: [www.transportnsw.info](http://www.transportnsw.info)

## Taxis

Taxis in Sydney can be hailed from the street, or from designated Taxi ranks. All Taxis in Australia are metered and charge a standard fare.

## WORKING IN AUSTRALIA

### Work rights in Australia

International students have basic rights and protections in the workplace, including minimum pay and conditions. For further information please check the Fairwork Australia page <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students> More information is also provided in the fact sheet at the end of this handbook.

### Visa Work Conditions

Students who wish to work in Australia must have the appropriate visa that gives them the authority to work while in Australia. Students who work in Australia without an appropriate visa and/or students who do not comply with the work conditions attached to their visa are breaking the law and may have their visas cancelled and/or fined up to \$10,000.00. It is your responsibility to ensure that you comply with your visa conditions at all times. Further information can be found on your visa label in your passport and on the Department of Home Affairs (DHA) [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

### Student visa holders

Student visa holders are automatically granted Permission to Work as a condition of their visa (Permission to Work is also granted to any dependants)

Students with Permission to Work can work a maximum of 40 hours per fortnight (2 weeks) whilst studying and unlimited hours during scheduled and or approved course breaks. Students cannot commence work until after the start date of your course (Dependents with Permission to Work can work a maximum of 40 hours per fortnight).

### Tourist visa holders

**Tourist visa holders are not permitted to work.**

### Working Holiday visa holders

Working Holiday visa holders are permitted to work while in Australia. There are no restrictions on the type and/or the hours per week, however you can only work with the same employer for a maximum of 6 months.

### Tax File Number (TFN)

If you intend to work in Australia, it is recommended that you obtain a TFN. Applying for a TFN is free and you can apply either online or in person.

### Online

The quickest and easiest way to apply for a TFN is online. If you apply online, your TFN will be sent to the Australian address you provided on your application within 28 days. To apply –

1. Logon to the Australian Taxation Office website: <http://www.ato.gov.au>

2. Click on the following links to start your application (You will need your passport, and address) –

- Individuals
- Apply for a tax file number
- Online individual tax file number (TFN) registration

This application can only be used by permanent migrants and temporary visitors with a work rights visa. NAT4157

- Apply for a tax file number

### **In Person (or by post)**

You can either apply in person at the Australian Taxation Office or complete the application form (available online at <http://www.ato.gov.au>). If you apply in person or by post, your TFN will be sent to the Australian address you provided on your application within 28 days.

Once you have completed your application, you can post your application form and proof of identification to the address on the form, or you can take your application form and proof of identification to an Australian Taxation Office.

Australian Taxation Office

2 Lang Street, Sydney NSW 2000

Phone: 132 861

Operational Hours: Monday to Friday 8:30am to 4:45pm

### **Finding Work**

There are many different types of jobs available to students in Sydney. The ways to start your job search –

1. Prepare a resume and cover letter.
2. Look in the local newspapers in the employment section. Check the Wednesday and Saturday newspapers which usually contain the most listings such as –
  - a. The Sydney Morning Herald
  - b. The Daily Telegraph
3. Check employment websites such as –
  - a. <http://www.seek.com.au>
  - b. <http://www.careerone.com.au>
4. Contact and make an appointment with an employment agency. You can find employment agencies listed in the Yellow Pages telephone directory.
5. [studentjobscentral.com](http://studentjobscentral.com)

## Money/Banks

The legal currency in Australia is the Australian dollar (AUD\$).

It comes in the following denominations –

- Notes (Dollars) - \$100.00, \$50.00, \$20.00, \$10.00, and \$5.00
- Coins (Cents) - \$2.00, \$1.00, \$0.50, \$0.20, \$0.10, and \$0.05

If you are planning on living and working in Australia, it is beneficial to have an Australian bank account. To open a bank account you will require proof of identification and evidence of your current home address.

There are 4 major banks located near Greenwich English College. All of these banks have automatic teller machines (ATM) throughout Sydney and Australia where you can withdraw your money. Bank operating hours are Monday to Thursday from 9:30am to 4:00pm and Friday from 9:30am to 5:00pm

- **ANZ Bank – 640 George Street**
- **Commonwealth Bank – World Square Shopping Centre**
- **National Australia Bank – World Square Shopping Centre**
- **Westpac Bank – 242 Castlereagh Street**



## **IMPORTANT SYDNEY SERVICES CONTACT DETAILS**

### **TRANSLATING AND INTERPRETING SERVICES**

NSW Community Relations Commission (Interpreting and Translation Services)  
Level 8, 175 Castlereagh Street, Sydney NSW 2000 **Phone:** (02) 8255 6767  
Operational Hours: Monday to Friday 8:00am to 5:00pm

Translating and Interpreting Service (TIS) **Phone:** 131 450  
Operational Hours: 24 hours per day, 7 days per week



SERVICE	ADDRESS	PHONE	OPERATIONAL HOURS
Australian Taxation Office	Shop 1, Opposite the MLC Centre, 32-36 Martin PL, Sydney, NSW, 2000	132 861	Monday to Friday 8:30am to 4:30pm
Abortion & Grief Counselling		1300 363 550	
Alcohol and Drug Information		(02) 9361 8000	
Alcoholics Anonymous		(02) 9799 1199	
Anti-Discrimination Board of NSW	Level 4, 175 Castlereagh Street, Sydney NSW 2000	(02) 9268 5555 1800 670 812 (for Regional NSW only)	Monday to Friday 9am to 4pm
Crisis Pregnancy		1800 650 840	
Domestic Violence and Sexual Assault Helpline		1800 633 636	
Lifeline (Free counselling service)		13 11 14	
NSW Office of Fair Trading	2 - 24 Rawson Place, Sydney NSW 2000	13 32 20	Operational Hours: Monday to Friday 8:30am to 5:00pm
Poisons Information Centre		131 126	
Rape Crisis Centre NSW		1800 424 017	
Health Direct (24hr Health Advice line)		1800 022 222	
Department of Immigration and Border Protection (DIBP)	26 Lee Street, Sydney NSW 2000	131 881	Monday, Tuesday, Thursday, Friday 9:00am to 4:00pm, and Wednesday 9:00am to 1:30pm

## **EMERGENCY SERVICES**

<b>SERVICE</b>	<b>ADDRESS</b>	<b>PHONE</b>	<b>OPERATIONAL HOURS</b>
Emergencies Police/Ambulance/Fire		000	
Poisons Information Centre (NSW)	Westmead, Sydney NSW 2145	(02) 9845 3111	
Police (Broadway)	3-9 Regent Street, Chippendale NSW 2008	(02) 9219 2199	
Police (City Central)	192 Day Street, Sydney NSW 2000	(02) 9265 6499	
Police (Town Hall Shopfront)	570 George Street, Sydney NSW 2000	(02) 9265 6595	
Bondi Junction Private Hospital	21 Spring Street, Bondi Junction NSW 2022	(02) 9387 6622	
Manly Hospital	150 Darley Road, Manly NSW 2095	(02) 9976 9611	
Prince of Wales Hospital	201 High Street, Randwick NSW 2031	(02) 9382 2222	
Royal North Shore Hospital	Pacific Highway (Reserve Road), St Leonards NSW 2065	(02) 9926 7111	
St Vincents Hospital	438 Victoria Street, Darlinghurst NSW 2010	(02) 8283 7111	
Sydney Hospital	8 Macquarie Street, Sydney NSW 2000	(02) 9382 7111	
Bondi Junction Medical Centre	32 Spring Street, Bondi Junction NSW 2022	(02) 9387 7022	
Bellevue Hill Medical Centre	Level 1, 183-193 Oxford Street, Bondi Junction NSW 2022	(02) 9212 0228	

## EMERGENCY SERVICES

SERVICE	ADDRESS	PHONE	OPERATIONAL HOURS
Chinatown Medical Centre	Level 1, 768 George Street, Haymarket NSW 2000	(02) 9845 3111	
Haymarket Medical Centre and Dental Clinic	Shop 3, 605 George Street, Sydney NSW 2000	(02) 9283 2744	
* Healthpac Medical Centre (* ahm Health Insurance / Medibank Private)	Lower Ground, 59 Goulburn Street, Sydney NSW 200	(02) 9282 9725	
Holdsworth House Medical Centre Sydney	Suite 1, 32a Oxford Street, Darlinghurst, NSW 2010	(02) 9331 7228	Monday to Friday 8:00am to 7:00pm, and Saturday 9:00am to 1:00pm
* Hyde Park Medical Centre (* ahm Health Insurance / Medibank Private)	Ground Level, 175 Liverpool Street, Sydney NSW 2000	(02) 9283 1234	Monday to Friday 8:00am to 7:00pm, Saturday 10:00am to 5:00pm, and Sunday 10:00am to 2:00pm
Manly Clinic	Suite 2, 48-52 Sydney Road, Manly NSW 2095	(02) 9977 2899	
* Ocean Medical & Dental Centre (* ahm Health Insurance)	194 Bondi Road, Bondi NSW	(02) 9386 9822	
Redmyre Road Family Practice	68 Redmyre Road, Strathfield NSW 2135	(02) 9746 2755	
South Strathfield Family Medical Practice	264 Homebush Road, Strathfield NSW 2135	(02) 9642 3317	
Strathfield Plaza Family Medical Practice	Shop 15, Strathfield Plaza, Strathfield NSW 2135	(02) 9746 9299	
Sussex Day Surgery	Level 5, 401 Sussex Street, Sydney NSW 2000	(02) 9281 3822	

Medical Centres denoted by a \* offer bulk billing for OSHC members. Please check with the Medical Centre at time of booking/visit as this is subject to change. The list of Medical Centres and bulk billing centres below is a sample only. Please check for other Centres in your local area.

## LIBRARIES

SERVICE	ADDRESS	PHONE	OPERATIONAL HOURS
Customs House Library	31 Alfred Street, Circular Quay NSW 2001	(02) 9242 8555	Monday to Friday 10:00am to 7:00pm, and Saturday and Sunday 11:00am to 4:00pm
Haymarket Library	744 George Street, Sydney NSW 2000	(02) 9265 9977	Monday to Friday 8:30am to 6:00pm and Saturday 10:00am to 4:00pm
Kings Cross Library	Level 1, 50-52 Darlinghurst Road, Kings Cross NSW 2011	(02) 9246 4530	Monday and Tuesday 10:00am to 7:00pm, Wednesday to Friday 10:00am to 6:00pm, Saturday 10:00am to 4:00pm, and Sunday 11:00am to 4:00pm
State Library of New South Wales	Macquarie Street, Sydney NSW 2000	(02) 9273 1414	Monday to Thursday 9:00am to 8:00pm, Friday 9:00am to 5:00pm, and Saturday 10:00am to 5:0
Ultimo Library	Level 1, 40 William Henry Street, Ultimo NSW 2007	(02) 9298 3110	Monday and Tuesday 10:00am to 6:00pm, Wednesday 10:00am to 7:00pm, Thursday and Friday 10:00am to 6:00pm, and Saturday and Sunday 12:00pm to 4:00pm
Waterloo Library	770 Elizabeth Street, Waterloo NSW 2017	(02) 9288 5688	Monday to Thursday 10:00am to 6:00pm, Friday 10:00am to 5:00pm, and Saturday 11:00am to 4:00pm Medical Centres

## **REDHILL EDUCATION GROUP**

RedHill Education is proud to be ranked as the fastest growing education company in Australia by the Financial Times. With campuses across Sydney, Melbourne and Brisbane, we offer students a range of English language, Vocational Education and Training (VET) and Higher Education courses. Each year thousands of domestic and international students experience our welcoming community, great student support services, excellent graduate outcomes and connections with industries as part of their studies.

## **GREENWICH ENGLISH COLLEGE**

Greenwich English College is widely regarded as one of the best English colleges in Australia. We welcome more than 1500 students from over 30 different countries, and offer study options across 11 English language programs in both day and evening sessions. We are proud to be an industry leader offering our students the best variety of courses and timetables in the country.

## **GREENWICH MANAGEMENT COLLEGE**

Greenwich Management College has been awarded the prestigious Star Vocational College Award at the global 2018 Study Travel Magazine Star Awards ceremony. We offer 5 disciplines and 11 Management programs at Australia's largest boutique vocational college. We deliver courses with a focus on Business, Leadership and Management, Project Management, Marketing and Communication and Event Management. It's your story, your future. Your success starts here.

## **ACADEMY OF INFORMATION TECHNOLOGY**

Operating since 1999, AIT has educated thousands of students from all over the world who have gone on to build successful careers in the IT & digital industries. AIT's courses are delivered using the latest industry tools and supported by specialist educators, who work in the industry, that are passionate about the industry. AIT are committed to ensuring their students develop the right knowledge, skill and attitude to complete their courses and confidently enter the workforce once they graduate. Courses are created based on industry feedback and students are exposed to the industry throughout their studies.

## **INTERNATION SCHOOL OF COLOUR + DESIGN**

Since opening its doors 35 years ago, The International School of Colour and Design (iscd) has worked with leading industry associations and companies to train the next generation of Interior Designers. iscd is a quality provider of design education as recognised by the Design Institute of Australia (DIA), with our Diploma of Interior Design and Decoration passing their rigorous assessments to be a DIA approved course. With custom designed campuses in Sydney and Melbourne, iscd offers a quality educational experience in a nurturing and creative environment.

## LEFT BANK

The Left Bank is an specialist provider of high-quality courses that teach you how to understand and apply emerging digital technologies in your career and business. The Left Bank is a brand of the Academy of Information Technology. Both The Left Bank and AIT have a strong track record of delivering high-quality learning experiences to students each year across various specialisations.

## CODER ACADEMY

Coder Academy is a technology education provider fostering the next generation of web developers and information security professionals. Coder Academy's mission is to reduce inequality and drive innovation via high quality technology training. Coder Academy offers the only coding and cyber security bootcamps in Australia equipping its students with essential enterprise skills. Coder Academy provides engaging, industrydriven, and empowering education in a collaborative, practical environment.



# Connect With Us On Social Media

Connect with your classmates, your teachers and friends on our social media channels. Receive the latest news, updates and activities here first and share your experience with the Greenwich College family. You can connect with us before you arrive to see a sample of the Greenwich lifestyle in Australia.



GreenwichCollege



/school/greenwich-college



@greenwichcollege

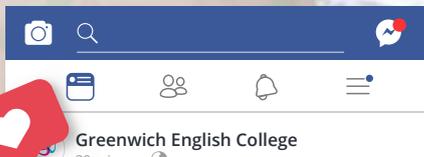


Greenwich English College

#I ❤️ MYGREENWICH



CLICK TO KNOW MORE



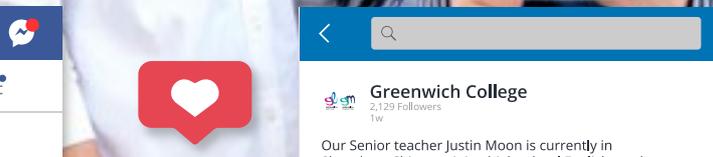
Greenwich English College

Our students have a great time at our Student Part  
Check out our photos.



You and 462 others

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Greenwich College

Our Senior teacher Justin Moon is currently in  
Shenzhen, China, training high school English teachers  
methodology.

greenwichcollege FOLLOW



799 likes

Happy World Teachers' Day to all our educators! Thank you  
for the significant contributions you make in our classrooms.  
#WorldTeachersDay



YouTube



Study English in Australia  
Greenwich English College · 7,808 views

722 0 Share

Australia is one of the most popular international  
education destinations to develop your English skills.  
Greenwich College is here to help students achieve  
their dreams. #ILoveMyGreenwich

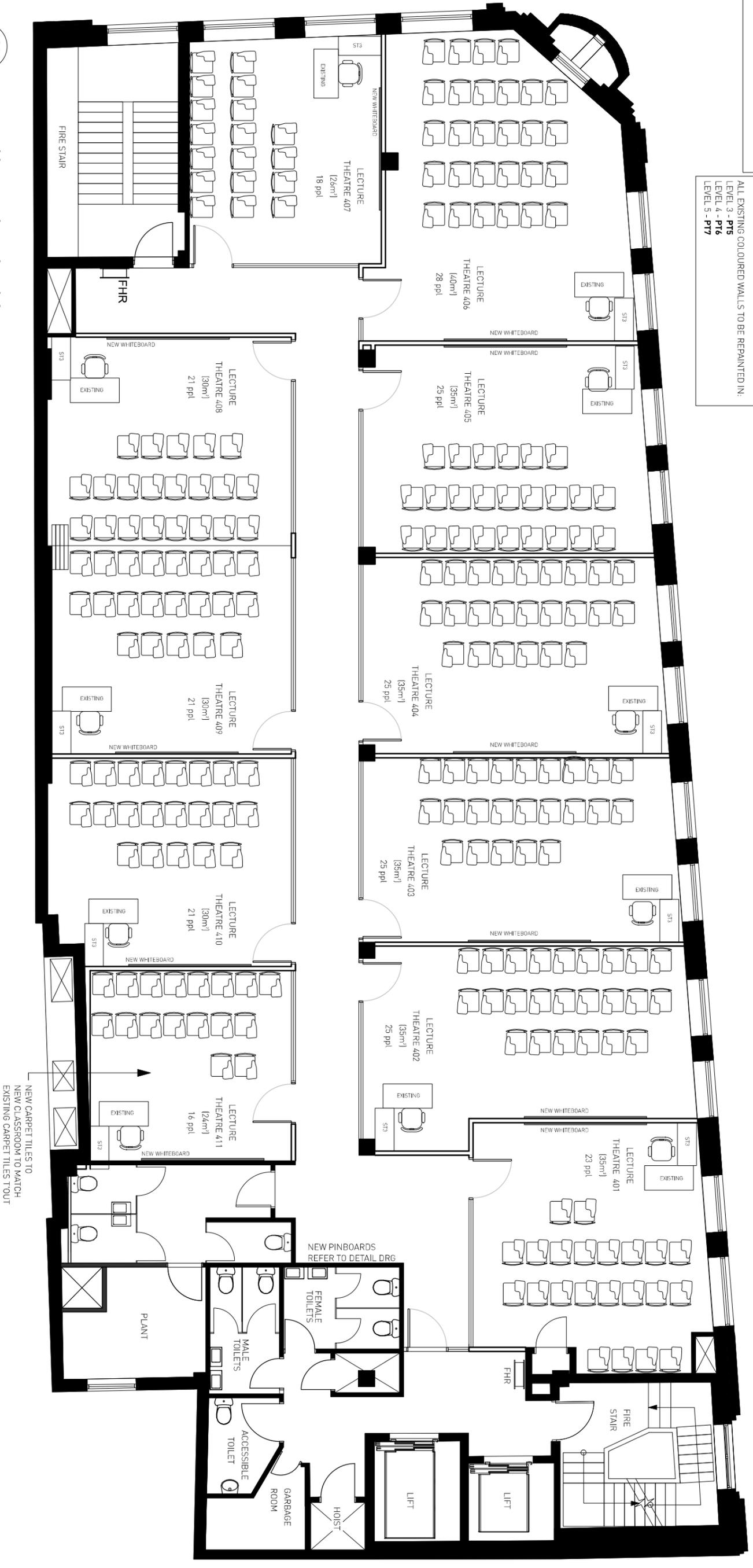






TOTAL OCCUPANTS AT ANY ONE TIME  
INCLUDING STAFF & STUDENTS = 250

**PAINTING NOTE**  
ALL EXISTING WHITE WALLS TO BE REPAINTED IN PT1  
LEVEL 3 - PT5  
LEVEL 4 - PT6  
LEVEL 5 - PT7



01 Proposed layout plan - level 4  
Scale: 1:100

STATUS:

**TENDER**

**MORRISCO**

*design*

Studio 118/40 Yeo Street, Neutral Bay,  
NSW 2089 Australia  
P. 02 9380 2380 E. info@morriscodesign.com.au  
MORRISCODESIGN.COM.AU

**NOTES:**

**DO NOT SCALE THIS DRAWING** All dimensions to be verified on site prior to construction. Any inconsistencies to be reported to morris co design immediately. If any doubt please ask morris co design for clarification. Any variations to these drawings requires approval from morris co design. This drawing has been produced to illustrate design intent. All shop drawings are to be submitted to and sanctioned by morris co design prior to manufacture or construction. Contractor to liaise with third party suppliers to confirm exact requirements

**CLIENT DETAILS:**

**NAME** GREENWICH COLLEGE  
**PROJECT** GREENWICH COLLEGE  
PITT ST SYDNEY  
JOB NO. GRE01

**ISSUE DETAILS:**

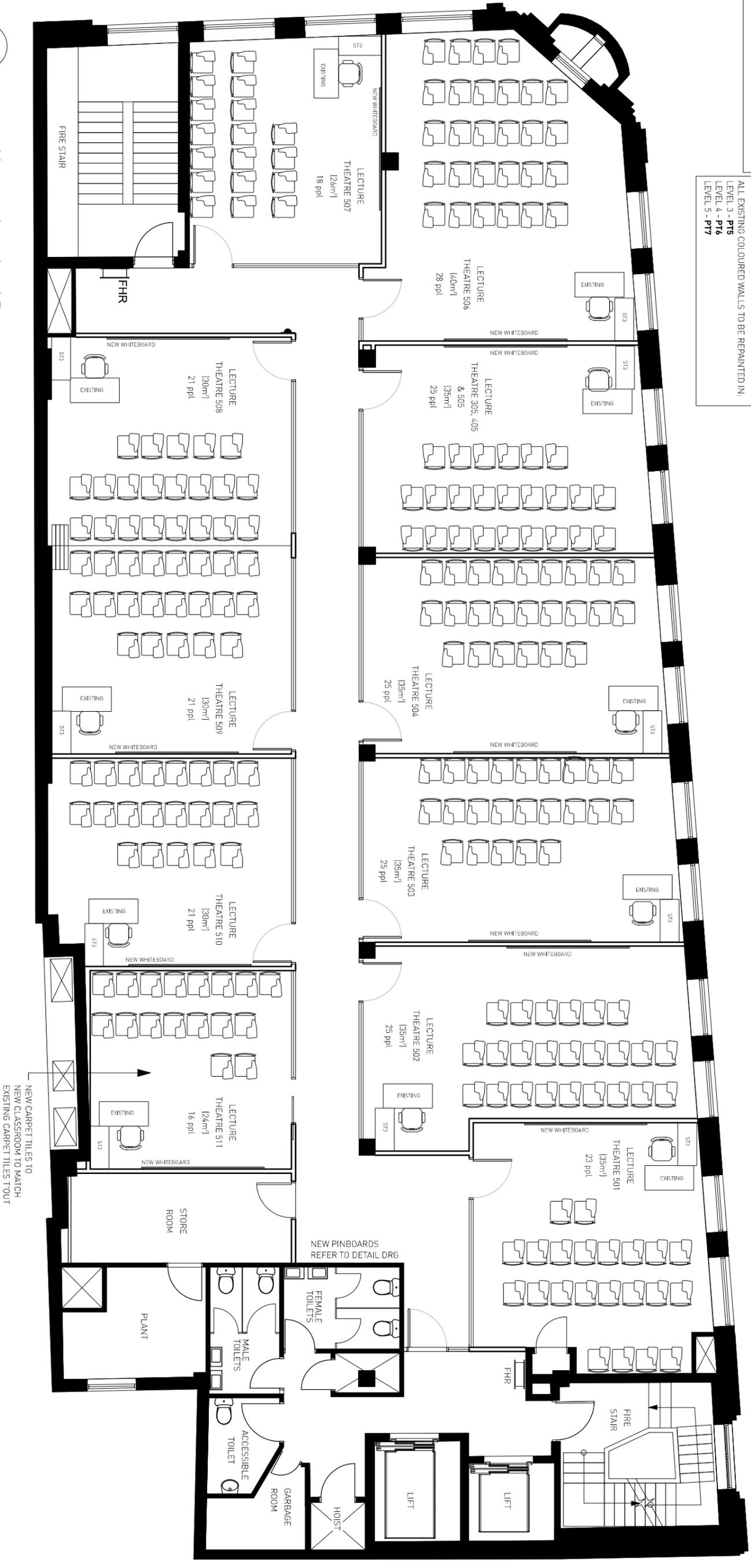
NAME	DATE	DESCRIPTION
A	09.10.17	SKETCH ISSUE
B	24.11.17	NOTES ADDED
C	08.12.17	FOR TENDER
D	22.12.17	PLANS SEPARATED

**DRAWING DETAILS:** PROPOSED LAYOUT PLAN - LEVEL 4

DRAWN BY	SCALE	START DATE
AM	1:100 @ A3	09.10.17
DRAWN BY	DATE	DRAWING NO.
AM	08.12.17	A-06

TOTAL OCCUPANTS AT ANY ONE TIME  
INCLUDING STAFF & STUDENTS = 250

**PAINTING NOTE**  
ALL EXISTING WHITE WALLS TO BE REPAINTED IN PT1  
LEVEL 3 - PT5  
LEVEL 4 - PT6  
LEVEL 5 - PT7



01 Proposed layout plan - level 5  
Scale: 1:100

STATUS:

**TENDER**

**MORRISCO**

*design*

Studio 118/40 Yeo Street, Neutral Bay,  
NSW 2089 Australia  
P. 02 9380 2380 E. info@morriscodesign.com.au  
MORRISCODESIGN.COM.AU

**NOTES:**

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**CLIENT DETAILS:**

**NAME**  
GREENWICH COLLEGE  
**PROJECT**  
GREENWICH COLLEGE  
PITT ST SYDNEY  
**JOB NO.**  
GRE01

**ISSUE DETAILS:**

NAME	DATE	DESCRIPTION
A	09.10.17	SKETCH ISSUE
B	24.11.17	NOTES ADDED
C	08.12.17	FOR TENDER
D	22.12.17	PLANS SEPARATED

**DRAWING DETAILS:** PROPOSED LAYOUT PLAN - LEVEL 5

DRAWN BY	SCALE	START DATE
AM	1:100 @ A3	09.10.17
DRAWN BY	DATE	DRAWING NO.
AM	22.12.17	A-10



# FIRST AID



GREENWICH COLLEGE - SYDNEY CAMPUS (396 PITT STREET)  
FIRST AID & CRITICAL INCIDENT RESPONSE TEAM

## YOUR FIRST AID PERSONNEL ARE:

Lara Heenan  
**0406 868 156**  
available Mon-Fri  
1:00 PM to 9:00 PM

Jana Koristkova  
**0401 080 136**  
available Mon-Fri  
8:00 AM to 4:30 PM

Annemarie Slagen  
**Ext 2417**  
available Mon-Fri  
11:00 AM to 7:00 PM

Tatjana Svircev  
**Ext 2399**  
available Mon-Fri  
8:30 AM to 6:30 PM

Chaido Kiourkou  
**0451 780 371**  
available Mon-Fri  
8:00 AM to 4:30 PM

Angelica Sanchez  
**0426 534 317**  
available Mon-Fri  
10:00 AM to 6:30 PM

## CRITICAL INCIDENT REPORT TEAM:

Gizelle Rezende  
**0292 642 223**

Roxana Ene  
**0420 908 491**

Chaido Kiourkou  
**0451 780 371**

Lara Heenan  
**0406 868 156**

Jana Koristkova  
**0401 080 136**

Reception Level 2  
**0292 642 223**

IN THE EVENT OF AN EMERGENCY,  
**DIAL 000 IMMEDIATELY**  
(FOR POLICE, FIRE OR AMBULANCE).

FOR MINOR CUTS AND ABRASIONS:  
BAND-AIDS, ALCOHOL WIPES & SALINE SOLUTION ARE AVAILABLE AT ALL RECEPTION AREAS.



# FIRST AID



GREENWICH COLLEGE - NORTH SYD CAMPUS (118 WALKER ST)  
FIRST AID & CRITICAL INCIDENT RESPONSE TEAM

---

## YOUR FIRST AID PERSONNEL ARE:

**Grace Wei**  
**Ext 2399**

available Mon-Fri  
8:00 AM to 7:00 PM

**Lenka Nemesova**  
**Ext 2399**

available Mon-Fri  
8:00 AM to 7:00 PM

**Tatjana Svicev**  
**Ext 2399**

available Mon-Fri  
8:30 AM to 6:30 PM

**Marion Roraduri**  
**Ext 2399**

available Mon-Fri  
8:00 AM to 7:00 PM

**Emran Hossain**  
**Ext 2399**

available Mon-Fri  
8:30 AM to 6:30 PM

**Emergency**  
**000**

## CRITICAL INCIDENT REPORT TEAM:

**Gizelle Rezende**  
**0292 642 223**

**Roxana Ene**  
**0420 908 491**

**Chaido Kiourkou**  
**0451 780 371**

**Lara Heenan**  
**0406 868 156**

**Jana Koristkova**  
**0401 080 136**

**Reception Level 2**  
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BAND-AIDS, ALCOHOL WIPES & SALINE SOLUTION ARE AVAILABLE AT ALL RECEPTION AREAS.

## Protections at work

### Overview

All people working in Australia under relevant Commonwealth workplace laws are entitled to general workplace protections.

The Fair Work Act 2009 (FW Act) provides protections of certain rights, including:

- workplace rights
- the right to engage in industrial activities
- the right to be free from unlawful discrimination
- the right to be free from undue influence or pressure in negotiating individual arrangements.

These rights are protected from certain unlawful actions, including (but not limited to):

- adverse action
- coercion
- misrepresentations
- undue influence or pressure in relation to:
  - individual flexibility arrangements under modern awards and enterprise agreements
  - guarantees of annual earnings
  - deductions from wages.

### What rights are protected under General Protections?

#### Workplace Rights

The term 'workplace right' is broadly defined under the FW Act, and exists where a person:

- is entitled to a benefit or has a role or responsibility under a workplace law, workplace instrument (such as an award or agreement) or an order made by an industrial body
- is able to initiate or participate in a process or proceedings under a workplace law or workplace instrument
- has the capacity under a workplace law to make a complaint or inquiry:
  - to a person or body to seek compliance with that workplace law or workplace instrument
  - if the person is an employee, in relation to their employment.

### Industrial activities

All employers, employees and independent contractors are free to become, or not to become, members of an industrial association, such as a trade union or employer association. In addition, all employers, employees and independent contractors are entitled to engage or not engage in what are called 'industrial activities'.

These activities are defined in the FW Act. They include various forms of lawful participation in an industrial association (such as a trade union) and its activities, including organising or promoting lawful activities for or on its behalf, representing its views, and seeking to be represented. Further, it covers a person being victimised for refusing to be involved in unlawful activity organised or promoted by an industrial association or industrial action.

For more information on industrial action, including what is protected industrial action, please see our [Industrial action fact sheet](#).

### Discrimination

Under the FW Act, it is unlawful for an employer to take adverse action against a person who is an employee, former employee or prospective employee because of the person's race, colour, sex, sexual orientation, age, physical or mental disability, marital status, family or carer's responsibilities, pregnancy, religion, political opinion, national extraction or social origin.

For more information on unlawful workplace discrimination, please see our [Unlawful workplace discrimination fact sheet](#).

### What am I protected from?

#### Adverse Action

Adverse action is action that is unlawful if it is taken for particular reasons. The FW Act defines a number of actions as adverse actions.

Adverse action taken by a person includes doing, threatening, or organising any of the following:

- an employer dismissing an employee, injuring them in their

employment, altering their position to their detriment, or discriminating between them and other employees

- an employer refusing to employ a prospective employee or discriminating against them in the terms and conditions the employer offers
- a principal terminating a contract with an independent contractor, injuring them or altering their position to their detriment, refusing to use their services or to supply goods and services to them, or discriminating against them in the terms and conditions the principal offers to engage them on
- an employee or independent contractor taking industrial action against their employer or principal
- an industrial association, or an officer or member of an industrial association, organising or taking industrial action against a person, or taking action that is detrimental to an employee or independent contractor
- an industrial association imposing a penalty of any kind on a member.

The FW Act prohibits a person from taking adverse action against another person because that person:

- has a workplace right
- has or has not used a workplace right
- proposes to, or proposes not to, use a workplace right
- does or does not belong to a trade union
- engages or does not engage in industrial activity (as set out previously).

Adverse action does not include:

- action that is authorised by or under the FW Act or any other Commonwealth law
- an employer standing down an employee who is engaged in protected industrial action
- an employer standing down an employee who is employed under a contract of employment that provides for the employer to stand down the employee in the circumstances.

## Coercion

It is unlawful for a person to organise or take action (or threaten to) with the intent to coerce another person or third party to:

- use or not use a workplace right, or use it in a particular way
- take part in industrial activity
- employ or not employ a particular person

- engage or not engage a particular independent contractor
- allocate or not allocate certain duties or responsibilities to a particular employee or independent contractor
- give a particular employee or independent contractor certain duties and responsibilities.

## Misrepresentations

A person must not knowingly or recklessly make a false or misleading representation about:

- the workplace rights of another person
- the use, or the effect of the use, of a workplace right by another person
- another person's obligation to take part in industrial activity
- another person's obligation to tell anyone whether they, or a third person:
  - is or is not an officer or member of an industrial association
  - is or is not taking part in industrial activity.

## Undue influence or pressure

Undue influence or pressure is when an employer exerts significant or inappropriate pressure on an employee to modify or alter their conditions of employment.

It is unlawful for an employer to force or try to force an employee to:

- make or not make an agreement or arrangement under the National Employment Standards (which commenced operation from 1 January 2010)
- make or not make an agreement or arrangement under a term of a modern award or enterprise agreement that is permitted to be included in the award or agreement
- agree to or terminate an individual flexibility arrangement under an enterprise agreement or modern award
- accept a guarantee of annual earnings
- agree or not agree to a deduction from amounts payable to the employee in relation to the performance of work.

The undue influence or pressure or coercive behaviour can be unlawful even if it does not succeed in making the person take or not take the action.

## How can I seek help for a general protections contravention?

There are a number of avenues a person can pursue if they believe they have been subject to a general protections contravention.

A person who believes they have been subject to a general protections contravention can request assistance from the Fair Work Ombudsman (FWO) by:

- submitting an [online enquiry](#)
- calling us on **13 13 94**.

The FWO can investigate allegations of contraventions of the general protections provisions. Where identified, the FWO can initiate legal action for penalties of up to \$12,600 for an individual, or \$63,000 for a corporation.

The Fair Work Commission (FWC) can also deal with alleged contraventions of the general protections provisions.

There are two main types of applications:

- disputes – if a person has not been dismissed, but alleges that there has been some other contravention of the general protections provisions, they may make an application to the FWC to deal with the dispute
- dismissals – if a person believes they have been dismissed and alleges that their dismissal was in contravention of the general protections provisions, they should make an application to the FWC to deal with the dismissal in the first instance. A general protections dismissal application must be lodged within 21 days of the dismissal taking effect.

## Contact us

Fair Work Online: [www.fairwork.gov.au](http://www.fairwork.gov.au)

Fair Work Infoline: **13 13 94**

### Need language help?

Contact the Translating and Interpreting Service (TIS)  
on **13 14 50**

## Hearing & speech assistance

Call through the National Relay Service (NRS):

For TTY: **13 36 77**. Ask for the Fair Work Infoline **13 13 94**

Speak & Listen: **1300 555 727**. Ask for the Fair Work Infoline **13 13 94**



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