



Pre-enrolment Participant Handbook

**Association of Wall & Ceiling Industries RTO
ABN 54585698702**

451 Warrigal Road, Moorabbin Vic 3189

Tel: +61 3 9553 6363

Email: adminvic@awci.org.au

Website: www.awci.org.au

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Welcome

Welcome to the Association of Wall and Ceiling Industries of Australia and New Zealand Inc. (AWCI ANZ Inc.) Training Services. Our primary purpose is to provide high quality training for our AWCI Association members and others working in building and construction industries.

AWCI ANZ Inc operates a Registered Training Organisation (RTO) for the purpose of delivering Australian nationally recognised qualifications and accredited short courses.

We have provided this handbook for persons considering enrolling with us, and as an ongoing reference for our course participants. It is important that you make yourself aware of the information in this handbook prior to finalising your enrolment into our courses.

When you enrol with AWCI ANZ Inc. Training Services, you can be assured that you are engaging with a quality vocational education provider. Our management team and administration staff are available to assist you with your enquiries and enrolment. Our trainers provide advice and assistance throughout your training and can be contacted via mobile, telephone or e-mail.

Naturally, much of the outcome of your training rests with you and your commitment to achieve. We are committed to giving you the best opportunity to successfully complete your training and to gain the qualifications and desired outcomes.

Thank you for choosing AWCI ANZ Inc. Training Services for your learning and professional development. We wish you every success in your endeavours.

Regards
The AWCI ANZ Inc. Training Services Team

Code of Ethics and Standards

AWCI ANZ Inc. RTO is regulated by the Australian Government's national regulator for vocational education and training (VET) sector. This is the Australian Skills Quality Authority (ASQA). We are required to meet the requirements of the Vocational Education and Training (VET) Quality Framework, which includes the Standards for Registered Training Organisations (RTOs) 2015.

To ensure we maintain compliance, AWCI ANZ Inc. conducts regular internal audits, and is audited by Commonwealth and State Government regulatory authorities.

AWCI ANZ Inc. is an approved member of ACPET (Australian Council for Private Education and Training). As such, our organisation is proud to comply with the conditions of membership, agreeing to abide by the ACPET Code of Ethics. A complete copy of the Code of Ethics can be viewed on our website. Only training organisations who are members of ACPET can display the ACPET logo on their websites and marketing materials.



Our Trainers and Assessors

All of our trainers and assessors hold appropriate qualifications in training and assessment as well as qualifications in the vocational subjects they deliver, and they are highly experienced in the areas in which they train and assess.

Through their continuous professional development, they have a wealth of knowledge of current industry trends, techniques, materials, and practical skills.

Our trainers and assessors will assist you with your training to ensure you reach your full potential.

Health and Safety

AWCI ANZ Inc. is committed to providing a safe and healthy work environment for its employees and course participants. When we are delivering training and assessment in the workplace or another location, the management of that location is primarily responsible for safety. However, our staff will check all training locations and make recommendations if needed. First aid kits and fire extinguishers are to be available at all of our training sites. Participants should be aware of the location of fire extinguishers, first aid kits, and evacuation procedures for the location in which they are training.

Access and equity

AWCI ANZ Inc. will endeavour to provide its training services for all persons without discrimination or bias. We make every effort to make our courses:

- accessible
- inclusive
- supportive of individual learning needs, and
- designed to meet industry and community needs.

If a situation arises where a course applicant experiences barriers which may challenge them in their training or assessment (eg non-English speaking, physical disability, poor reading or writing skills), AWCI ANZ Inc. will make every effort to support the applicant. Where possible we will acquire or recommend external assistance or resources to enable the applicant achieve a satisfactory outcome. Where for safety or health reasons a person is unable to undertake the required training or assessment, we may be able to adjust the training and assessment for that individual. This may mean the training and assessment cannot be accredited and there may be additional costs incurred.

Non-accredited short courses

Some of the information in this handbook will not be relevant to persons enrolling in non-accredited short courses. However, it is important that you familiarise yourself with most of the information herein, so we encourage you to please keep reading.

Non-accredited short courses are designed to upgrade knowledge and skills, assist participants to be more efficient on-the-job, advance your career and/or perform tasks more skilfully. Our courses provide up-to-date industry information. Persons attending our non-accredited short courses will receive a statement of attendance.

Short courses are promoted on our website along with course dates, times and fees. Our staff are available to assist with enrolment and answer questions you may have about the courses.

Accredited Training Programs

Our accredited training programs lead to the award of nationally recognised qualifications and statements of attainment. The content is developed through industry consultation with employees, employers, industry bodies, product suppliers, regulatory authorities and our trainers. This ensures the training we provide maintains relevance to the workplace and meets individual needs. It

also must meet Australian Government national guidelines and guidelines set by the Construction & Property Services Industry Skills Council.

Accredited training programs are based on Units of Competence, which are government and industry approved, and these guide how and what assessments we conduct to determine an individual's level of competence. The Nationally Recognised Training (NRT) Logo can only be used to promote nationally accredited courses.



Learning resources including handouts and workbooks are made available to course participants. Our training delivery methods include workshops, on-the-job hands-on training, guidance from workplace mentor/trainer/supervisors, industry fact sheets, reference websites, links to legislation, product knowledge, with assessments conducted both on and off-the-job,

Assessments

Accredited courses will always have some form of assessment activities. These enable the trainer to make a judgement as to whether the participant has demonstrated required levels of competency. We use a variety of assessments e.g. quizzes, practical skills tasks sometimes using equipment or tools, analysis and problem solving, presentations, portfolio of workplace evidence.

Assessments are formulated on the requirements laid out in the Unit/s of Competence and are designed in accordance with the Principles of Assessment. This means they need to be Fair, Flexible, Valid and Reliable. When assessment evidence is gathered from the participant, it is required to meet the Rules of Evidence, meaning it must be Authentic, Current, Sufficient and Valid. More detailed information on the Principles of Assessment and Rules of Evidence can be located in the Standards for RTOs 2015 Table 1.8.1 and 1.8.2. available on the ASQA website <http://www.asqa.gov.au/>.

Prior to any assessment being undertaken, our trainer will explain the specific assessment requirements, including when and how the assessment is to be completed or undertaken, and what is required (e.g. a pass mark) for a satisfactory outcome. Participants must undertake all assessments on the scheduled day and time, or if submitting assessments separately, must do so by the required date.

For any workbooks, written work, photos, and portfolios of evidence being submitted for assessment, the participant should keep copies of their work as AWCI ANZ Inc. is required to keep the original work for a period of time ranging from 6 months up to two years.

In the event that assessments are not fully completed or completed satisfactorily the first time, in most cases AWCI ANZ Inc. provides participants with the opportunity for additional evidence to be provided, a resubmit of revised evidence, or a second/repeat practical assessment to take place.

The trainer will determine when all assessments have been satisfactorily completed, and will provide feedback to each participant. Assessment results are submitted together with the outcome sign-off to our office so we can update your records. After the final assessment for the course is completed, then we can create and issue the relevant certification.

Qualifications and Statements of Attainment

Your trainer/assessor will measure your skills and knowledge against the competencies stated in your training plan. Once you are assessed, you will be provided feedback on your progress and assessment result. In some instances, there will be opportunity for participants to re-sit an assessment which was not satisfactory in the first assessment.

Participants in ongoing courses will receive an interim statement of results each twelve months from date of commencement.

When you have achieved all required Units of Competence in your training program, your training will be complete and you will be issued the relevant qualification (eg Certificate III in Wall and Ceiling Lining) or a statement of attainment (eg CPCCOHS1001A Work safely in the construction industry). These are formal certifications that indicate you have achieved all of the requirements for your course.

AWCI ANZ Inc. will issue certification within 30 calendar days of the participant being assessed as meeting the requirements of the training, and providing all agreed fees owed to the RTO have been paid.

Definitions and Terminology

AAC

Australian Apprenticeship Centres provide information and advice to employers and Apprentices, conduct sign up of the Training Contract for Apprentices and administer financial incentives to employers

AQF

The Australian Qualifications Framework is a national system of qualifications encompassing all post-compulsory education. AQF Levels range from Certificate I through to Doctoral Degrees. AQF Levels relate to a level of

knowledge and skill and the application of that knowledge and skill in a work environment.

Assessment

Assessments are used to demonstrate competence. Various forms of assessment can be used, including practical workplace tasks, quizzes, interviews, written assignments, simulated workplace tasks, scenarios, and portfolios of evidence taken from current or prior learning and work.

Competent (C)

A person is deemed competent when they demonstrate they have the skill and knowledge to perform the tasks which are required in the workplace to the required performance level and in the appropriate context.

Evidence

Evidence provided for assessment may be in the form of work samples, completed workbooks, questions and discussions, observations, written confirmation from a supervisor or colleague or other methods of assessment determined by the RTO. Where it is not feasible for a trainer to be present on a worksite observing practical competence, video and photos together with supervisor or colleague confirmations may be acceptable. Assessment options should be discussed with the trainer.

LLN

Language, Literacy and Numeracy skills are required to undertake training and assessment. LLN levels establish the skill a person needs to adequately perform the workplace role or undertake the training and assessment for that role. LLN pre-course assessments identify any skill gaps for which the applicant may need to undertake pre-course learning, or where they may need additional support throughout their course. New terminology being introduced includes ACSF (Australian Core Skills Framework) and CSfW (Core Skills for Work).

Not Yet Competent (NYC)

If assessment results show “Not Yet Competent”, this means that the candidate either needs further training in order to achieve competency, or there is not enough evidence provided to support demonstrated competence. Opportunities for reassessment and/or further training is usually provided.

Qualification

A qualification is a certificate issued to a person who completes all of the required Units of Competency required for achievement of an Australian Qualification under the AQF (e.g. Certificate III in Wall and Ceiling Lining).

Resources

Learning resources come in many forms which may include textbooks, hardware, software, equipment or supplies needed to carry out training and assessment.

RTO

Registered Training Organisations are authorised to deliver training, conduct assessments and issue qualifications under the Australian Qualifications Framework (AQF).

Statement of Attainment

A statement of attainment is issued to a person who is satisfactorily assessed against one or more units of competency. This is the certification issued to participants who complete our accredited short courses.

Unit of Competence

The documented unit of competence outlines the elements and performance criteria, including skills and knowledge, a person needs to demonstrate to prove their competence in relation to workplace needs and expectations.

USI (Unique Student Identifier)

From 1 January 2015, all enrollees with a Registered Training Organisation will be asked for their USI number. This is an individual number which will link all of a person's accredited training results from 2015 into one central register. This enables lifetime access to training and certification records. Details as to how you obtain your USI are provided on our website and on our enrolment forms.

Workbooks

Workbooks are designed to provide information and learning activities to assist participants gain knowledge and skills to meet the learning outcomes.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process which acknowledges competencies gained through prior work experience, employment, prior learning whether formal or informal, and other life experiences.

If you think you might be eligible for RPL, you need to discuss this with one of our trainers, and lodge the RPL application form with your trainer or at our head office. You will then be required to complete the RPL Application Kit and return it to your trainer or our head office.

Credit Transfer

AWCI ANZ Inc. recognises and accepts verified nationally accredited qualifications and statements of attainment that are issued by other RTOs. Credit will be given for modules or units of competency for which an original or certified copy of the certification is produced.

It is preferable that applications for credit transfer be lodged prior to course commencement. If you think you might be eligible for Credit Transfer, please discuss this with one of our trainers. You will need to lodge a Credit Transfer application from our website or our head office.

Monitoring Progress

Participants in ongoing courses will have their progress closely monitored, with early intervention strategies implemented to encourage, support, and manage training progress. Our trainers will make regular contact with participants and/or their employers to check if training is continuing according to schedule, to arrange assessments, to conduct on-site training and assessment, and to collect direct and third party evidence.

Complaints and Appeals

The full version of our Complaints and Appeals Policy and Procedures can be downloaded from our website or obtained on request from our head office.

If for any reason you are unhappy with any aspect of the information we have provided about our courses, in relation to your training, assessment or the services we are providing, in first instance, please discuss your concern(s) with your trainer, our admin staff or our CEO. If the matter is unable to be resolved in discussion, then please follow the processes outlined in our policy and procedures for making a formal written complaint.

We aim to deal with all complaints in an efficient, effective and helpful manner, achieving the best possible outcomes for all parties.

In the event you are still not satisfied after AWCI ANZ Inc. has reviewed and responded to your complaint or assessment appeal, you can refer the matter to the ASQA (Australian Skills Quality Authority), whose role it is to regulate Registered Training Organisations. ASQA Complaints Hotline <http://www.asqa.gov.au/> Phone: 1300 701801

Assessment Appeals

If you are unhappy with the outcome of an assessment you should discuss this with your trainer/assessor within 30 days of receiving the assessment result. If you are still not happy and wish to appeal the assessment decision, the procedure for you to follow is outlined in the full Complaints and Appeals Policy and Procedures available on our website.

Privacy

Please refer to our full Privacy Policy which is located on our website, or can be obtained by request from our head office.

AWCI ANZ Inc. complies with the Commonwealth Privacy Act 1988 as amended and is bound by the thirteen Australian Privacy Principles contained in the Privacy Act.

To be a Registered Training Organisation, AWCI ANZ Inc. is required to collect and provide statistical information to Australian and State Governments. This information includes the personal information collected on the enrolment form, course start, progress and completion details, and identification information for government funding eligibility, USI validation, and concession rebates.

AWCI ANZ Inc. only collects personal information:

- as required by the State/Territory and Commonwealth government regulators
 - with the knowledge and consent of individuals via our enrolment form
 - as is necessary to provide our training and assessment services
- and
- will make it clear if a third party is involved in collecting or handling individual's personal details
 - does not disclose any information it collects to overseas recipients
 - may use the contact details of individuals to provide them with information about AWCI ANZ Inc. training programs and services
 - may share limited information with the AWCI State/Territory Associations in relation to training being conducted in their State/Territory
 - has implemented technology and security systems, policies and measures to protect the personal information we collect from any unauthorised access, modification or disclosure
 - will not use or disclose an individual's USI except for the purpose of validating the individual for issue of certification
 - will take all reasonable steps to ensure that personal information collected and used is accurate, up-to-date and complete
 - will securely dispose of any personal information about an individual when we no longer need the information or it no longer needs to be kept under Australian law or regulations

Individuals can gain access to their own personal information held by AWCI ANZ Inc. within 30 days of the request being made to the AWCI ANZ Inc. CEO.

Questions or complaints about the information we collect, hold or use can be made to the AWCI ANZ Inc. CEO.

Legislation and Regulations

AWCI ANZ Inc. complies with relevant Commonwealth, State and Territory laws including:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Copyright Act 1968
- Racial Discrimination Act 1975
- Equal Opportunity Act 2010
- Sex Discrimination Act 1975
- Disability Discrimination Act 1992
- Privacy Act 1988
- Work Health and Safety (including OHS) Acts and Regulations
- Working with Children Act 2005 and Amendment Act 2012
- Consumer protection
- Victorian Charter of Human Rights and Responsibilities 2006
- Industry and workplace specific regulations related to our training
- Relevant States' VET Legislation and other State and Territory Legislation applicable when operating within their jurisdiction

Staff are provided with legislative information which affects their duties.

Course participants are provided with information about legislation that relates to their training and that which affects their participation in their training and their industry environment.

Training Environment

AWCI ANZ Inc. encourages a training and assessing environment that will provide quality results for our participants by

- creating a training environment that is conducive to learning
- creating a safe and comfortable learning environment
- encouraging diversity of participants and input into the learning experience
- offering flexibility in training and assessment
- encouraging participants to feel included and
- seeking feedback for continuous improvement.

Participant Responsibilities

Course participants have a responsibility to

- complete any task or workbooks relating to the training program by the due date
- attend all workshops, field trips, and assessments (as applicable)
- submit all completed assessments as well as any other information that may assist in providing evidence of competence

- inform their trainer/assessor if they are having difficulties with the work, or feel they need extra time, help or support
- Inform AWCI ANZ Inc. of any of the following:
 - changes to personal details including, name, work location, residential or postal address, telephone or mobile number, email address.
 - required changes to units of competence or course
 - need to temporarily suspend or withdraw from a course
 - any concerns, issues or complaints about anything related AWCI ANZ Inc. training services.

Each person has an equal right to the opportunity to learn in a supportive environment.

Participant responsibilities

Participants are requested to

- confirm attendance at training by signing the attendance sheet (check and if necessary, correct the spelling of names and other details on the sheet)
- treat all persons with courtesy and respect
- abide by equal rights and non-discrimination of all persons
- be punctual and attend regularly as required
- only use mobile phones or electronic devices if approved by the trainer to do so
- restrict food or drink in the main training area according to trainer instructions
- respect each other's property and protect property from damage or misuse
- respond to any reasonable instruction from members of staff
- provide timely notification of your inability to attend or return to training
- restrict smoking to allocated areas only
- wear neat, casual and appropriate clothing that does not cause offense and meets safety requirements. No thongs or singlets are to be worn to training.
- keep training and work areas neat, tidy and safe, and dispose of any rubbish

Any participant engaging in any inappropriate behaviour may be asked to leave the training session, or may be reported to police or regulatory authorities

Academic misconduct

Academic misconduct is unacceptable and includes ***plagiarism, collusion and cheating.***

- Plagiarism involves the use of another person's work without full and clear referencing and acknowledgement that it is taken from or extracted from another person's work
- Cheating involves presenting another student's work as your own or gaining unauthorised access to assessment results or marking guides
- Collusion is a specific type of cheating, that occurs when two or more students fail to abide by directions regarding the permitted level of collaboration on an assessment.

Any misconduct that is considered serious will result in the course participant being cancelled from the course.

Bullying or harassment

AWCI ANZ Inc. considers that bullying or harassment by or toward any person are an unacceptable form of behaviour which will not be tolerated under any circumstance.

Feedback and Evaluation

To enable our continuous quality assurance, we seek feedback and undertake evaluation of our training, assessment and general services with employers, associations, relevant industry bodies, together with course participants. As well as requesting participants and employers to participate in the Commonwealth Government AQTF (Australian Quality Training Framework) Learner Engagement and Employer Satisfaction Surveys, we also conduct other forms of surveys and evaluations. Feedback received is analysed and used to further improve our processes and resources.

Students are advised that they may receive an NCVET (National Centre for Vocational Education Research) survey and/or an invitation to participate in a Victoria Government Department endorsed survey project and/or be contacted by the Department (or persons authorised by the Department) for audit or review of the training provided by AWCIANZ.

Fees and Financial Obligations

Our management policies and strategies ensure sound financial and administrative practices, and guarantee the safeguard of student fees until the participant has completed the training they have paid for.

Our current fees and charges schedule, is also published on our website, subject to individual circumstances.

Our Fees, Charges and Refund Policy is located on our website or can be obtained from our head office.

Fees will vary depending upon the course, whether government subsidy is applicable, participant personal eligibility or concession allowance.

All participants (or their employers) are invoiced, with full details of all fees and charges, prior to course commencement.

Cancellation and Refunds

AWCI ANZ Inc. reserves the right to cancel courses should insufficient enrolments be received. Course schedules or dates can be subject to change. All fees and charges will be fully refunded in the event that AWCI ANZ Inc. cancels a course, or where a re-scheduled course date/time does not suit the applicant.

Where an applicant finds it necessary to cancel their enrolment prior to course commencement, notification must be in writing (e.g. email) and the following conditions apply:

- a) where more than ten (10) business days' notice prior to course commencement date is given to AWCI ANZ Inc., all course fees paid, less a non-refundable administration component of no more than \$200, will be refunded;
- b) where less than ten (10) business days' notice prior to course commencement date is given to AWCI ANZ Inc., no refund applies, except where a medical certificate or other formally documented reason for the cancellation may be considered and accepted by AWCI ANZ RTO.

Refer to the AWCI ANZ Inc. website or ask at our head office for the latest information on how we manage cancellations and apply refunds.

Non-payment of Fees

Late or non-payment of fees may result in a participant's enrolment being suspended or cancelled. If a final notice to pay is issued by AWCI ANZ Inc, failure to pay the fees within 14 days of the final notice may result in suspension from training, termination of enrolment, report of breach of training contract (Apprentices), inability to access or obtain certification and/or academic transcripts.

Government funding

Participants (or their employers) engaged in training which is State or Commonwealth funded will be made aware of the funding that is provided by the Government.

Marketing and Advertising

All of our marketing is undertaken with integrity, accuracy and professionalism, avoiding false, vague or ambiguous statements. We may market direct to the public or through industry publications, expos, or direct to our Association members.

On occasions we may wish to use photos taken at our training courses, use feedback provided on our evaluation forms, or gather testimonials, for the purpose of promotion and advertising. We do not use photos or release a participant's name or personal information without first asking permission to do so via our Marketing Release Form.

Safety and Protective Equipment

Please be aware and comply with the safety requirements for your course. Where you are required to provide safety items, these must meet the Australian Safety Standards or exceed this standard. You must supply tools and protective equipment by the start of your training if required to do so.

At course induction, all participants are briefed on the facilities, safety matters, protective equipment to be used, emergency and evacuation procedures for the area where the course is being held.

Safety is everyone's responsibility. Course participants need to take extra care.

Tools & Equipment Lists

Course participants who are required to provide tools and equipment items for their work and/or training will be provided with a full list prior to enrolment being finalised.

Failure to provide the correct equipment or tools if required to do so, could result in the participant's training being cancelled or suspended (and additional costs may then apply).

Apprentice Allowances

Apprentices should ensure they are aware of the various allowances and benefits that may apply to them, including the Trade Support Loans, Living Away from Home Allowance, and funded training. Check out full details on the Australian Government Apprenticeships webpage

<http://australianapprenticeships.gov.au/australian-apprentices>

Also the Fair Work Ombudsman website provides information on apprentice workplace rights and conditions.

Clothing for work and training

All participants are required to wear suitable clean clothing and approved safe footwear whilst on the job and in training. Safety glasses and ear protection to be used as required.

Workcover and Insurance

Accidents or injuries that occur during working hours may be claimed against 'Workcover' through your employer. In the event of an accident or injury occurring during training or assessment, no matter how minor, please inform your trainer and/or AWCI ANZ Inc. as quickly as possible, and if relevant your employer also. You will be required to complete an Accident/Injury Incident Report.

AWCI ANZ Inc. has appropriate Public Liability insurance to cover its liabilities in relation to its training and assessment.

Support and Counselling

Mrs Tanya Chudasko,
Chief Executive Officer
AWCI ANZ Inc.,
451 Warrigal Road, Moorabbin Vic 3189
Tel: (03) 9553 6363

Telephone counselling services –

- Life Line – Phone: 13 11 14
www.lifeline.org.au
- Suicide Help Line - Phone: 13 11 14 or 1300 651 251
www.suicidehelpline.org.au
- Kids Help Line – Phone: 1800 55 1800
www.kidshelp.com.au
- Victorian Community Health – Phone: 03 9096 6131
www.health.vic.gov.au/communityhealth/counselling.htm
- Gay and Lesbian Counselling and Community Services of Australia
Phone: 03 9827 8544
www.glccs.org.au

- Problem Gambling – Phone: 1800 156 789
www.problemgambling.vic.gov.au
- Drug and Alcohol Centre – Turning Point Alcohol and Drug Centre,
54-62 Gertrude Street, Fitzroy Vic 3065
Phone: 1800 888 236
www.counsellingonline.org.au/en
- Melbourne Homeless Services – Phone: 1800 627 727
www.melbourne.homeless.org.au

If you have any suggestions for further information we could include in this handbook, please let us know. We would very much appreciate your input.