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CAMPUS EMERGENCY INFORMATION GUIDE

This guide is designed to inform staff, students & visitors at Albright Institute of Business and Language how to report and respond to emergencies.

EMERGENCIES

Call 000	For Fire/Police/Ambulance
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Call 1300 189 154	For All Other Emergencies
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INTRODUCTION

Welcome to the Campus Emergency Information Guide for Albright Institute of Business and Language!

You have just embarked on your trip, therefore we have prepared this helpful guide for you. You can find all the information you require right here to make your transition as easy as possible. The purpose of this guide is to serve as a resource for both new and enrolled students on campus. It offers details on the resources, services, and emergency information available on campus. It's crucial to have access to this knowledge as a student.

This information guide is especially important for the students at Albright Institute as it provides information on how to handle emergencies and other campus related information. It also provides students with a comprehensive overview of the resources available to them on campus such as safety and security, mental health and wellbeing, health services, and other student services.

Furthermore, this guide is designed to provide students with an easy-to-understand guide on how to navigate the campus and its services. Additionally, this guide can be used as a resource to help students understand some of the important policies and procedures of the Albright Institute.

It's important to familiarize yourself with the contents of this guide. We hope that this guide will be helpful in providing you with the resources you need for a positive student journey experience.





EMERGENCY PHONE NUMBERS

Police, Fire Brigade, Ambulance -	000
Albright Institute Central number -	1300 189 154

BRISBANE

Police Beat (67, Adelaide Street, Qld, 4000) -	3258 2666
Royal Brisbane and Women's Hospital -	3846 8111
Princess Alexander (PA) Hospital -	3176 2111

MELBOURNE

Melbourne West Police Station -	03 8690 4444
The Royal Melbourne Hospital -	03 9342 7000
St. Vincent's Hospital of Melbourne -	03 9231 2211

SYDNEY

Day St Police Station -	02 9265 6499
Royal Prince Alfred Hospital -	02 9515 6111
St. Vincent's Private Hospital -	02 8382 7111

ADELAIDE

SA Police Station -	(08) 7322 4800
Royal Adelaide Hospital -	(08) 7074 0000
Calvary Adelaide Hospital -	(08) 8227 7000

CAMPUS SECURITY: **WORKPLACE HEALTH, SAFETY AND EMERGENCIES**

Workplace Health and Safety legislation applies to everyone at the Albright Institute of Business & Language. All staff, students and visitors have a responsibility to ensure training and assessment venues are safe and that their own actions do not put the health and safety of others at risk.

Albright Institute has a duty of care to provide students, staff, and others with a safe learning and working environment. Our commitment is to provide and maintain an environment for you that minimises any risks to health or safety.

We promote a positive culture focusing on the physical, mental and emotional safety of our staff and students.

As a student, it is your obligation to participate in the Work Health and Safety process by:

- Managing your own physical and mental health, being responsible for your own actions, and maintaining a healthy work, study, and life balance;
- Not undertaking activities that might cause injury to yourself or others;
- Reporting any potential hazards, accidents or near misses to your trainer or any staff member;
- Familiarise yourself with details of emergency and evacuation plans;
- Keeping the training area neat and tidy at all times to reduce the likelihood of accidents;
- Observing hygiene standards;
- Not smoking or drinking alcohol on campus or during training or assessment;
- Seeking help and advice from your trainer/assessor or any staff member; and
- Reporting issues or behaviours that may impact on health and safety.





You are responsible for adhering to the [Albright Policies and Procedures](#), following instructions on safe work methods, promptly reporting hazards or accidents and ensuring that your conduct does not endanger others.

If you come across any campus security issues, it is important to take appropriate action to ensure your safety and the safety of others on campus. Here are some steps you can take:

- 1. Report the Issue:** If you witness any suspicious or concerning behaviour, or if you become the victim of a crime or emergency, report the issue to campus security personnel or local law enforcement as soon as possible. This can help to prevent further incidents and ensure a swift response.
- 2. Seek Assistance:** If you feel threatened or unsafe, seek assistance from campus security personnel, or your Campus Manager. They can provide guidance and support in addressing the situation.
- 3. Follow Emergency Procedures:** If there is an emergency situation, follow the emergency response plan and any instructions provided by campus security personnel or local law enforcement. This may include evacuating the area or sheltering in place.
- 4. Be a Responsible Community Member:** Help to maintain a safe and secure campus environment by being aware of your surroundings, following campus security policies and regulations, and reporting any concerns or suspicious behaviour to campus security personnel or local law enforcement.

Note:

Remember that campus security is a shared responsibility and that everyone has a role to play in ensuring a safe and secure campus environment.

By taking appropriate action and reporting any campus security issues, you can help to create a safer campus community for yourself and others.

The Campus security Personnel and Campus Manager details are displayed on Notice Boards across each campus.

The Evacuation Plan is displayed at every EXIT sign - door and lift/elevators.



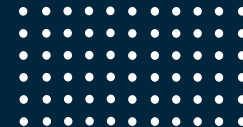
EVACUATION

People are moved during an evacuation away from danger. If there is a fire alarm, a real fire, or some internal threat, you might be requested to leave a building or location. Wardens', Albright Campus Management's, or Emergency Services' directions must be followed.

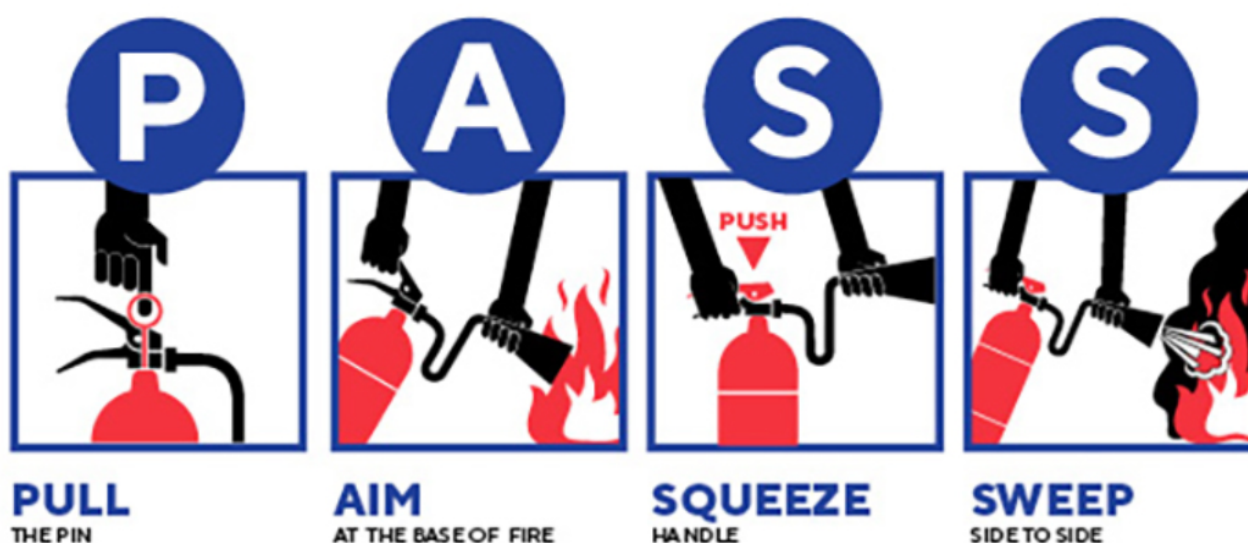
- Pay attention to announcements made by the Wardens or over the PA system for instructions.
- Start shutting down your work by saving any computer files you are working on, turn off the electricity, and otherwise make the place safe to depart as you get ready to leave the facility (if safe to do so).
- Start your evacuation as soon as you hear the evacuation tone, when the wardens or other campus management staff tell you to, or when there is an immediate danger to your life.
- Remove headphones, put your phone away, and use the indicated exits and steps to leave the building.
AVOID using the escalators or lifts (unless advised to do so by the Emergency Services).
- Comply with instructions given through the public address system, or by the Wardens, staff members of the Albright Campus, Security Services, or those present at Emergency Services.

ACTION ON DISCOVERY OF A FIRE/SMOKE

- **Remove:** Move people from danger to safety-if safe to do so
- **Alarm:**
 - Alert nearby occupants of the danger
 - Call Fire Brigade (000)
 - Inform Albright Campus Management personnel
 - Activate the "BREAK GLASS" alarm (if available)
- **Contain:**
 - Contain FIRE & SMOKE by closing doors and windows-if safe to do so
 - Only attempt to extinguish the fire by using the appropriate firefighting equipment, if trained and safe to do so.
- **Evacuate:**
 - Evacuate to the Building Assembly Area-refer to the Evacuation Diagrams within your building
 - Follow the Exit signs
 - DO NOT use LIFTS or ESCALATORS (unless directed to do so by Wardens).
 - DO NOT re-enter the building until directed by the attending Emergency Services, Albright Campus Personnel or by a member of the Building Facilities Management personnel.

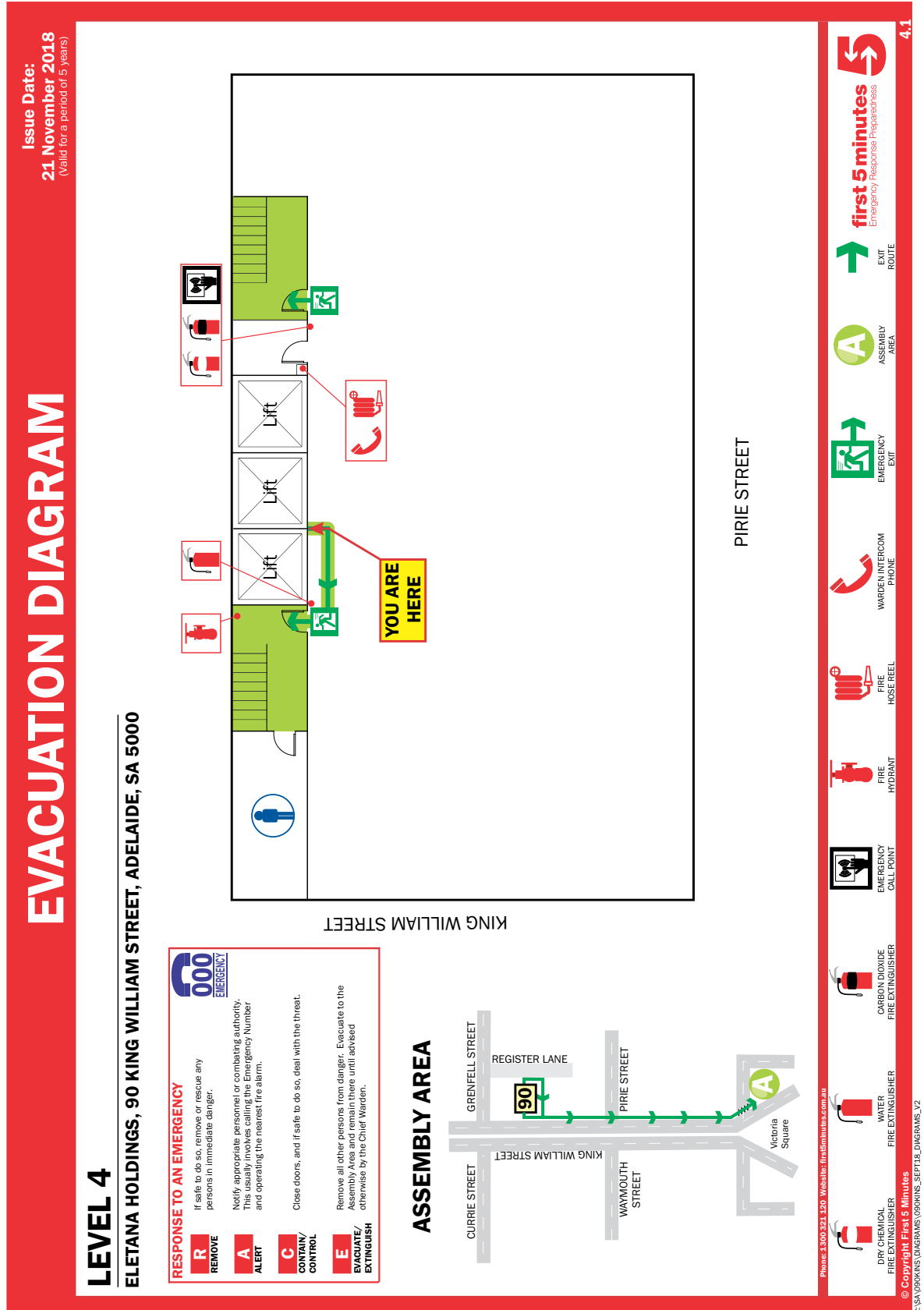


EXTINGUISH FIRE - only when safe to do so

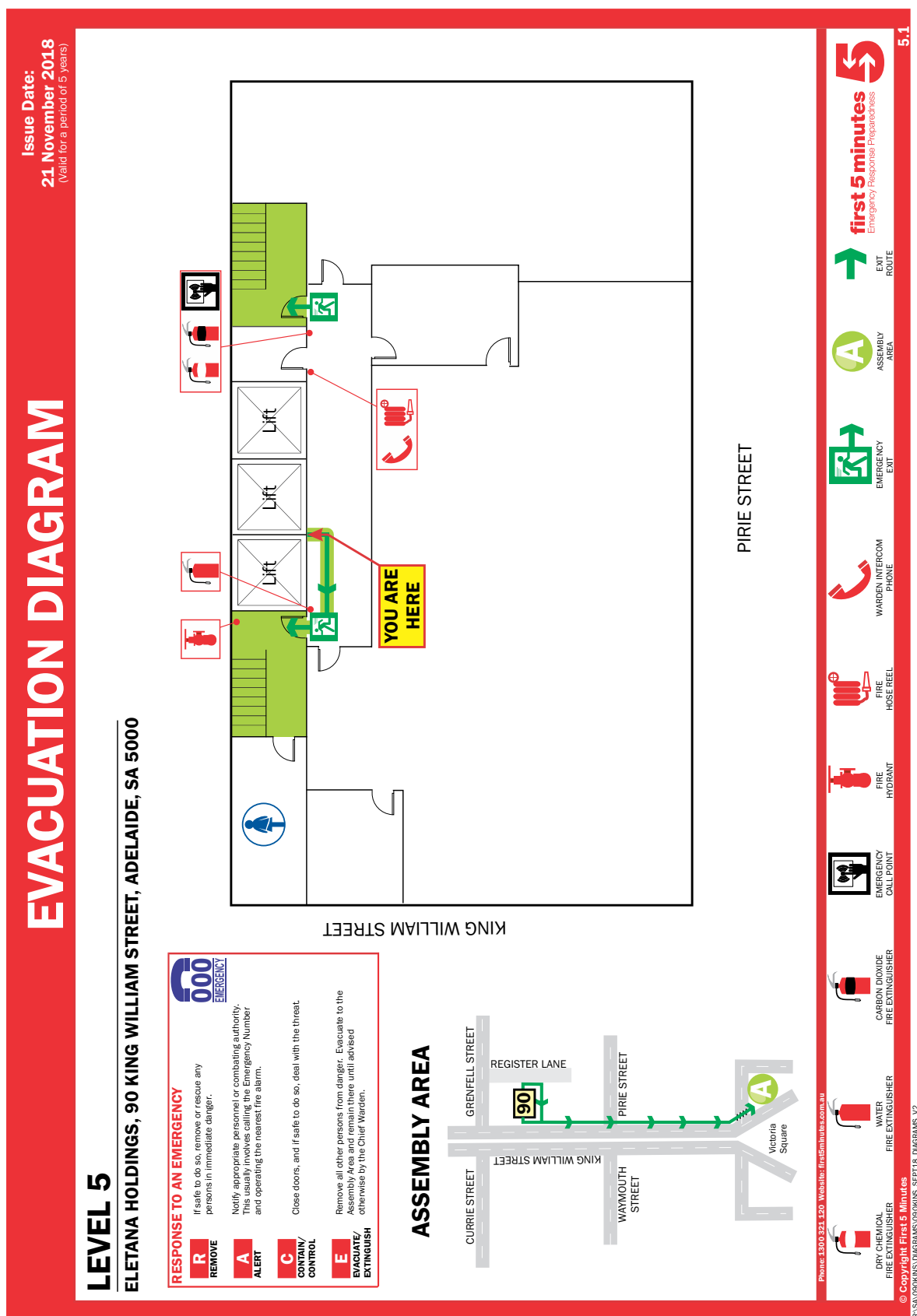


EMERGENCY EVACUATION DIAGRAMS

ADELAIDE - LEVEL 4



ADELAIDE - LEVEL 5



ADELAIDE - LEVEL 14

EVACUATION DIAGRAM

Issue Date:
21 November 2018
(Valid for a period of 5 years)

LEVEL 14

ELETANA HOLDINGS, 90 KING WILLIAM STREET, ADELAIDE, SA 5000

000 EMERGENCY

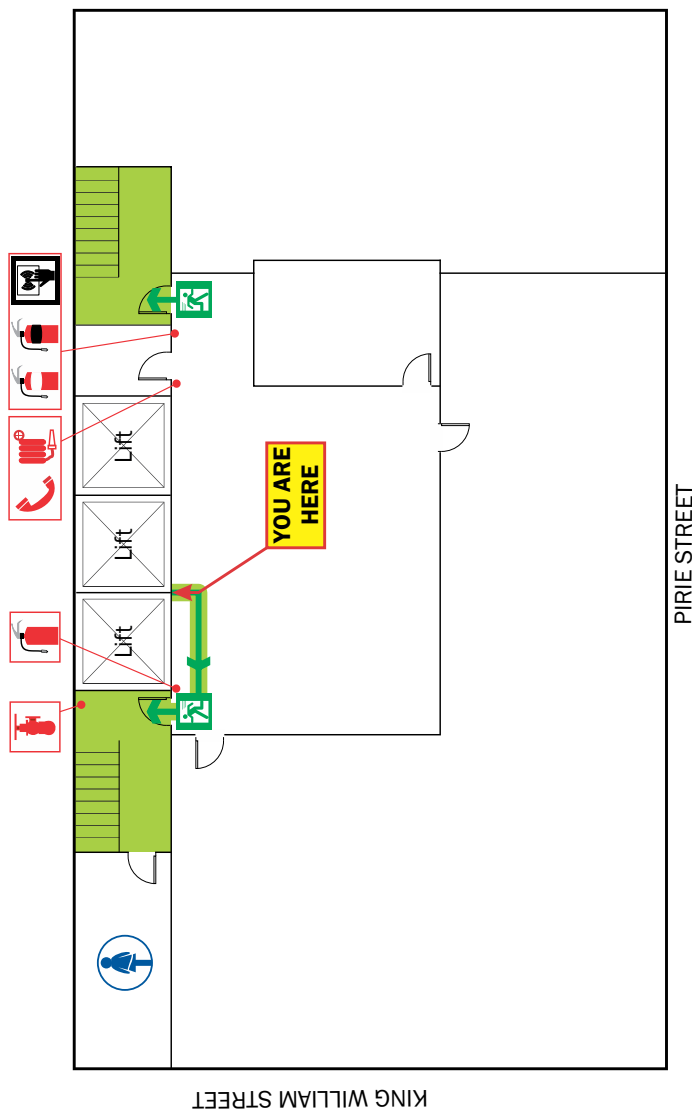
R REMOVE
If safe to do so, remove or rescue any persons in immediate danger.

A ALERT
Notify appropriate personnel or combating authority. This usually involves calling the Emergency Number and operating the nearest fire alarm.

C CONTAIN/CONTROL
Close doors, and if safe to do so, deal with the threat.

E EVACUATE/EXTINGUISH
Remove all other persons from danger. Evacuate to the Assembly Area and remain there until advised otherwise by the Chief Warden.

ASSEMBLY AREA



WATER FIRE EXTINGUISHER
 DRY CHEMICAL FIRE EXTINGUISHER
 CARBON DIOXIDE FIRE EXTINGUISHER

EMERGENCY CALL POINT
 FIRE HYDRANT
 FIRE HOSE REEL
 WARDEN INTERCOM PHONE

EMERGENCY EXIT
 ASSEMBLY AREA
 EXIT ROUTE

first 5 minutes
Emergency Response Preparedness

14.1

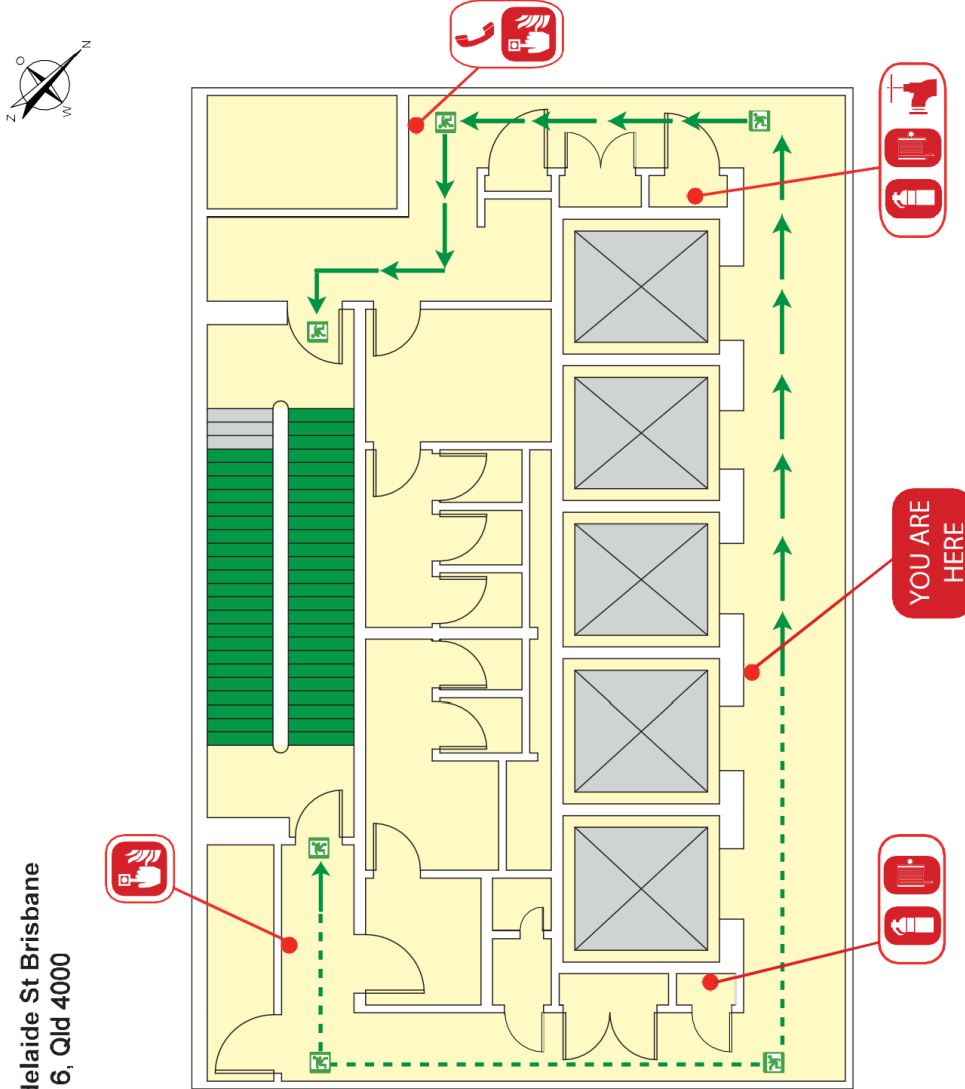
Phone: 1300 321 120 Website: First5Minutes.com.au
© Copyright First 5 Minutes
R:\SA\WORKING DIAGRAMS\WORKING DIAGRAMS_V2



BRISBANE - LEVEL 6

EMERGENCY EVACUATION DIAGRAM

15 Adelaide St Brisbane
Level 6, Qld 4000



SAFETY CONSIDERATIONS

- R**emove persons from immediate danger
- A**lert staff and members of the public and activate manual call point if applicable
- C**lose windows and doors (if applicable); Keep low, under the smoke
- E**vacuate

During a Personal Threat

SITE PLAN



AT THE ASSEMBLY AREA

- Account for people missing from the building
- Report any person missing to the Fire Brigade/ Responding Authorities
- DO NOT re-enter the building until the "All Clear" is given by the responding Emergency Service

LEGEND

- Emergency phone (WP)
- Dry chemical powder extinguisher
- Fire hose reel
- Manual call point
- Fire hydrant
- Emergency exit
- Assembly Area
- Exit Path
- Alternate Exit Path

www.evacservices.com.au

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BRISBANE - LEVEL 7

EVACUATION SIGN

15 ADELAIDE STREET, BRISBANE
Level Seven

Tenanted Area:
Outside Scope
(Refer to Secondary Occupier's Evacuation Signs for detail)

EVACUATION PROCEDURES

UPON THE SOUNDING OF THE ALERT TONE
Beep...Beep...Beep...

Check surroundings for immediate danger

Prepare for an evacuation

If in danger evacuate immediately

Otherwise standby for further instructions

UPON THE SOUNDING OF THE EVAC TONE
Whoop...Whoop...Whoop...

Evacuate using nearest safe exit

DO NOT USE LIFTS

Proceed safely to the Assembly Area

Ensure you are accounted for

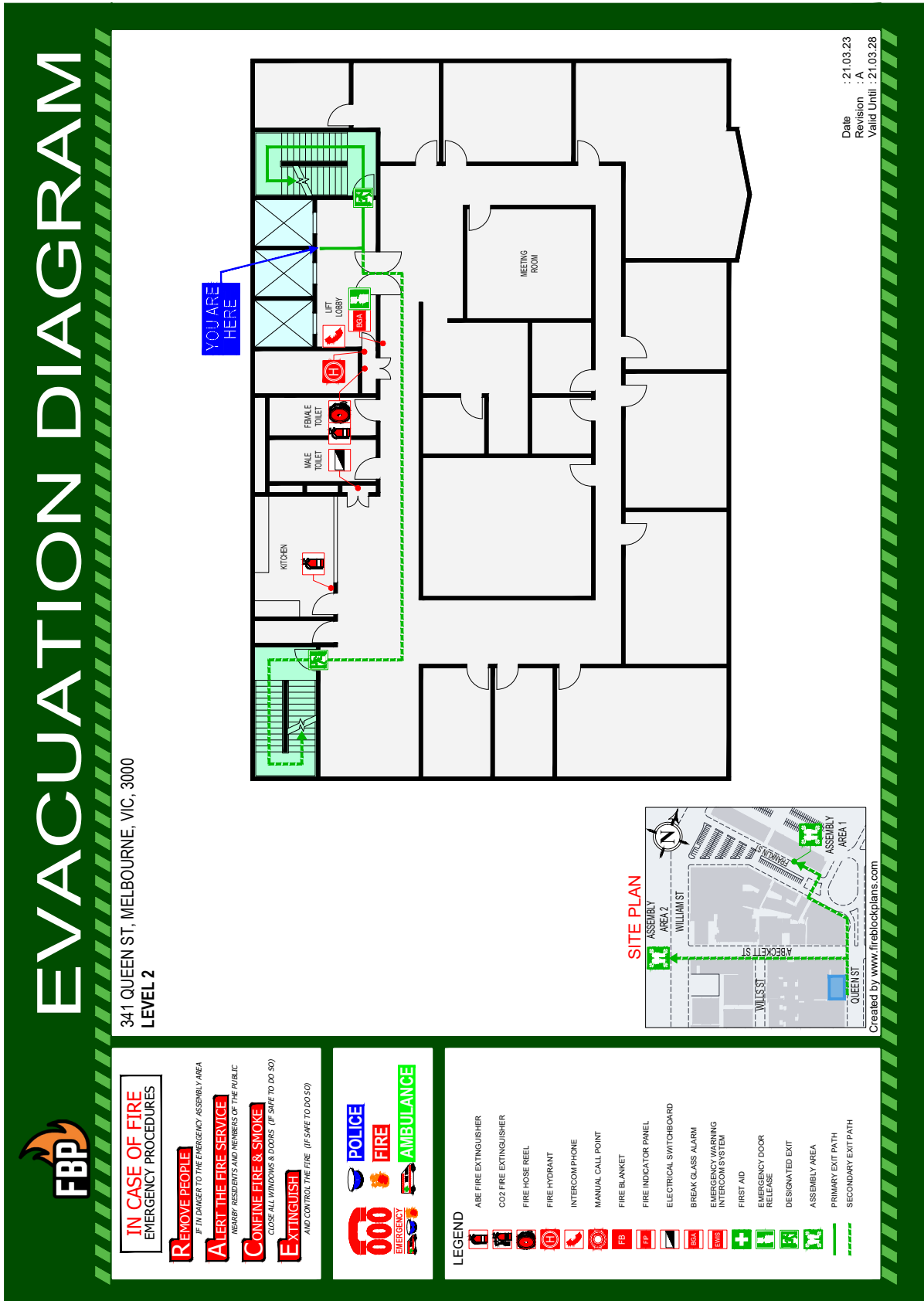
LEGEND

Dry Chemical Extinguisher	Warden Intercom Phone
Fire Hose Reel	Fire Hydrant
Manual Call Point	Emergency Door Release
Emergency Exit	Primary Egress Path
Assembly Area	Secondary Egress Path

SITE PLAN



MELBOURNE- LEVEL 2



MELBOURNE- LEVEL 4

EVACUATION DIAGRAM

341 QUEEN ST, MELBOURNE, VIC. 3000
LEVEL 4

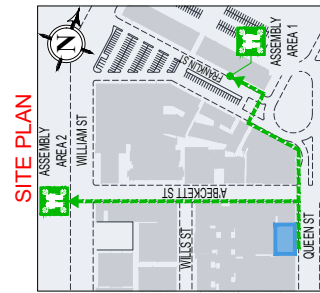
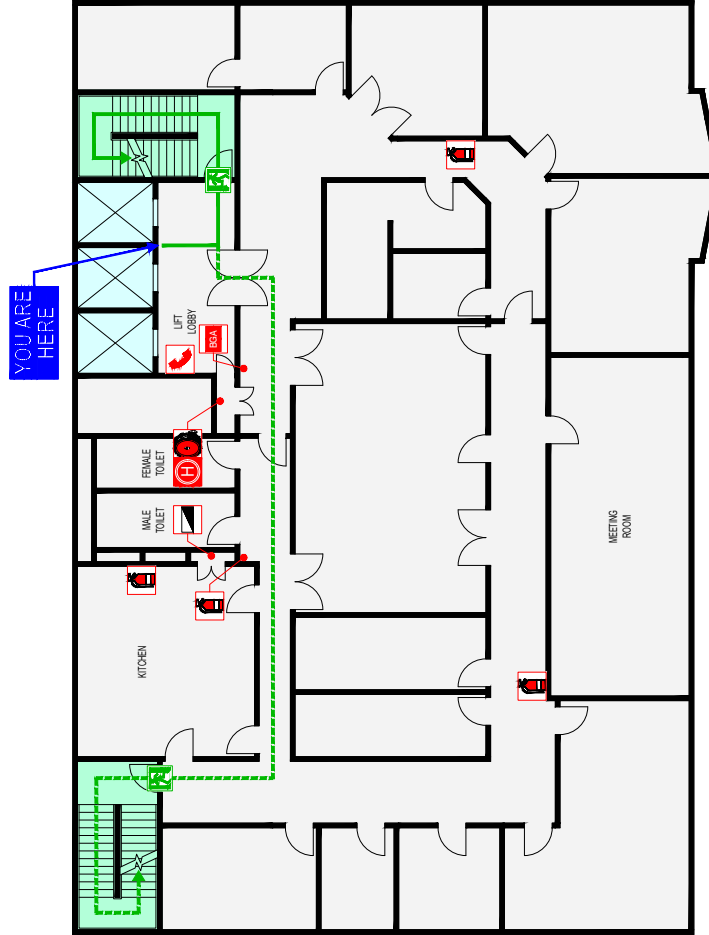
IN CASE OF FIRE EMERGENCY PROCEDURES

- REMOVE PEOPLE**
IF IN DANGER TO THE EMERGENCY ASSEMBLY AREA
- ALERT THE FIRE SERVICE**
NEARBY RESIDENTS AND MEMBERS OF THE PUBLIC
- CONFINE FIRE & SMOKE**
CLOSE ALL WINDOWS & DOORS (IF SAFE TO DO SO)
- EXTINGUISH**
AND CONTROL THE FIRE (IF SAFE TO DO SO)



LEGEND

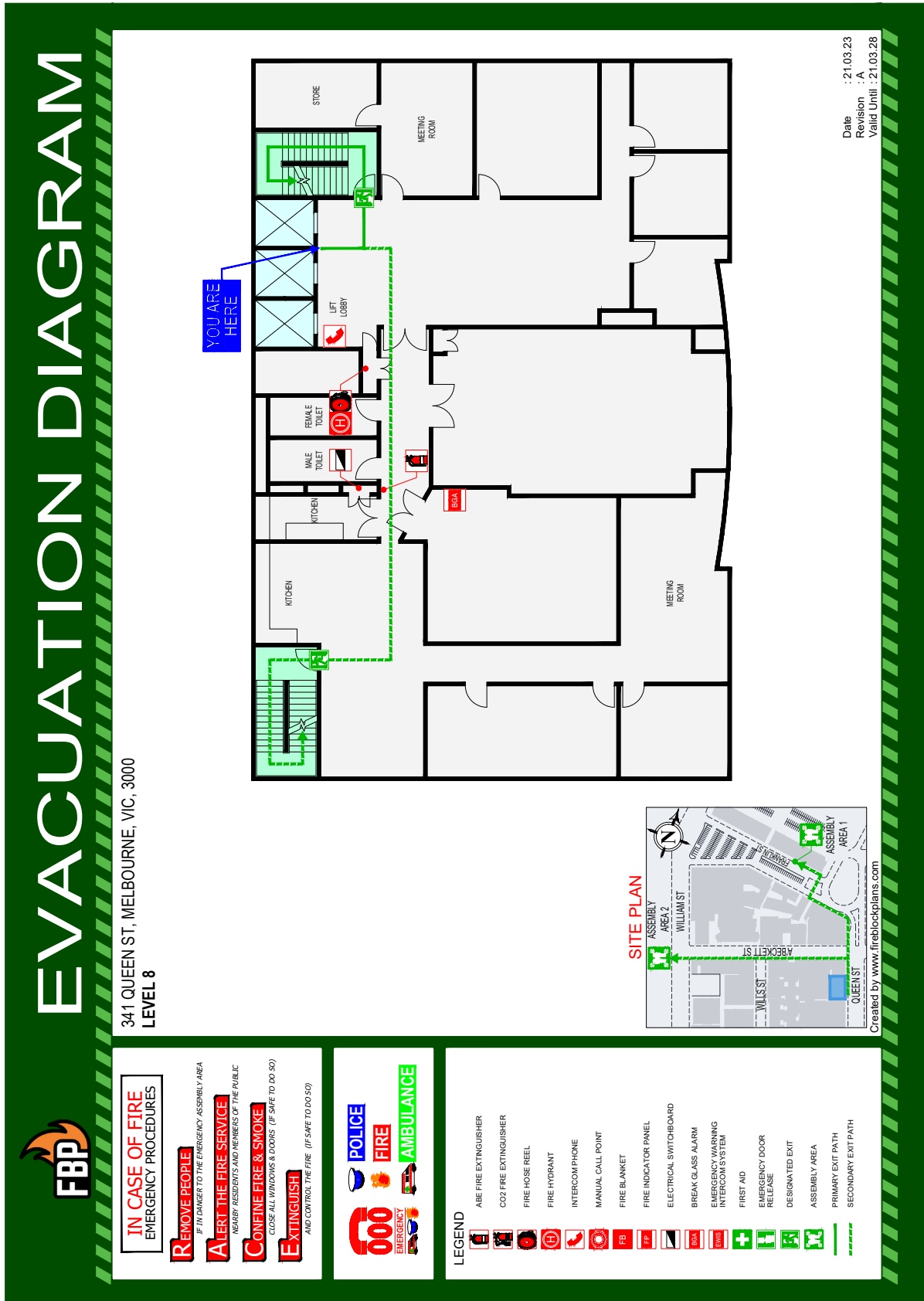
- ABC FIRE EXTINGUISHER
- CO2 FIRE EXTINGUISHER
- FIRE HOSE REEL
- FIRE HYDRANT
- INTERCOM PHONE
- MANUAL CALL POINT
- FIRE BLANKET
- FIRE INDICATOR PANEL
- ELECTRICAL SWITCHBOARD
- BREAK GLASS ALARM
- EMERGENCY WARNING INTERCOM SYSTEM
- FIRST AID
- EMERGENCY DOOR RELEASE
- DESIGNATED EXIT
- ASSEMBLY AREA
- PRIMARY EXIT PATH
- SECONDARY EXIT PATH



Date : 21.03.23
Revision : A
Valid Until : 21.03.28

Created by www.fireblockplans.com

MELBOURNE- LEVEL 8



EVACUATION DIAGRAM

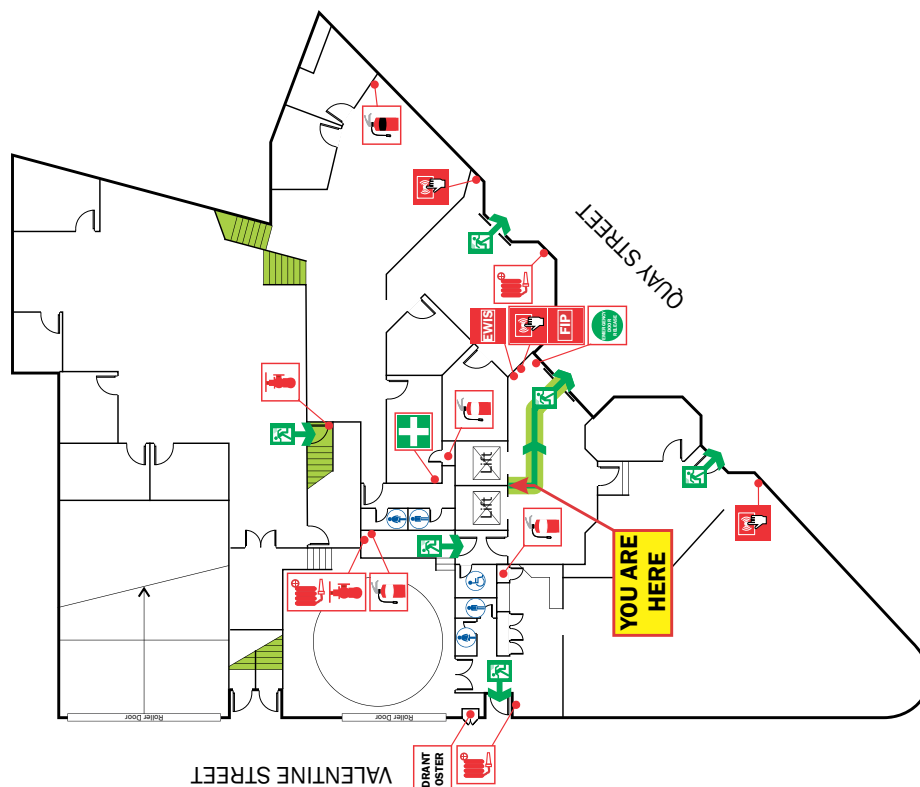
Issue Date:
5 March 2019
(Valid for a period of 5 years)

10 QUAY STREET, HAYMARKET, NSW 2001




Remove all other persons from danger. Evacuate to the Assembly Area and remain there until advised otherwise by the Chief Warden.

A map showing a route from a yellow building labeled '10' to a green circle labeled 'A'. The route is marked with a green line and arrows, passing through a grey area labeled 'VALENTINE STREET' and a grey area labeled 'THOMAS STREET'.



- Phone: 1300 321 120 Website: first5minutes.com
- | | | | |
|---|-------------------------------------|-----------------------------------|---|
|  | CARBON DIOXIDE
FIRE EXTINGUISHER | DRY CHEMICAL
FIRE EXTINGUISHER |  |
|---|-------------------------------------|-----------------------------------|---|
- © Copyright First 5 Minutes
SW/0100/01/01A DIAGRAMS/0100/01A AUG18 DIAGRAMS

- 
- FIRE REEL
FIRE BLANKET

- | | | |
|---|---|---|
|  |  |  |
| FIRE INDICATOR
PANEL | EMERGENCY WARNING
INTERCOM SYSTEM | MANUAL CALL
POINT |

- 
- EMERGENCY DOOR RELEASE

- 

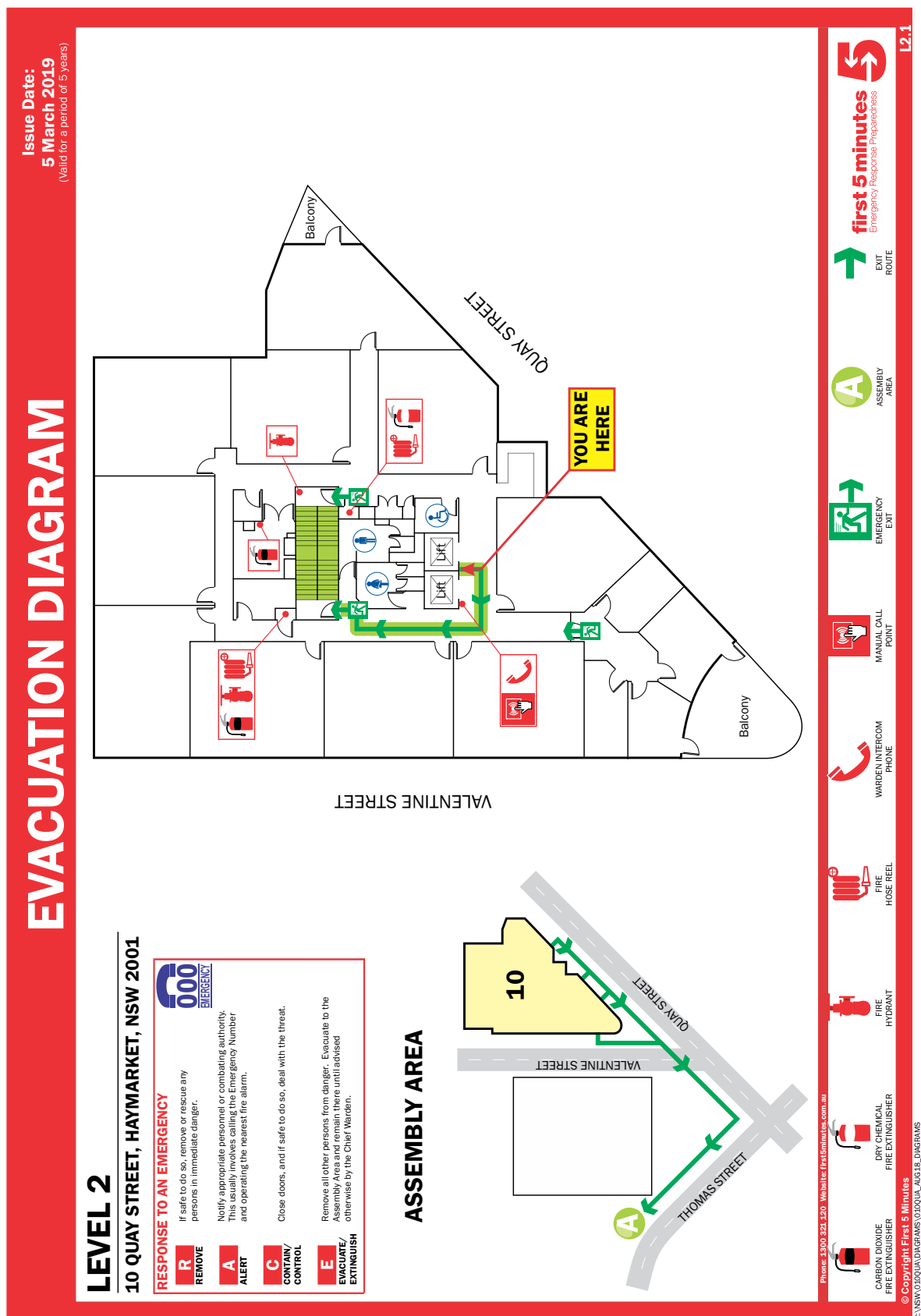
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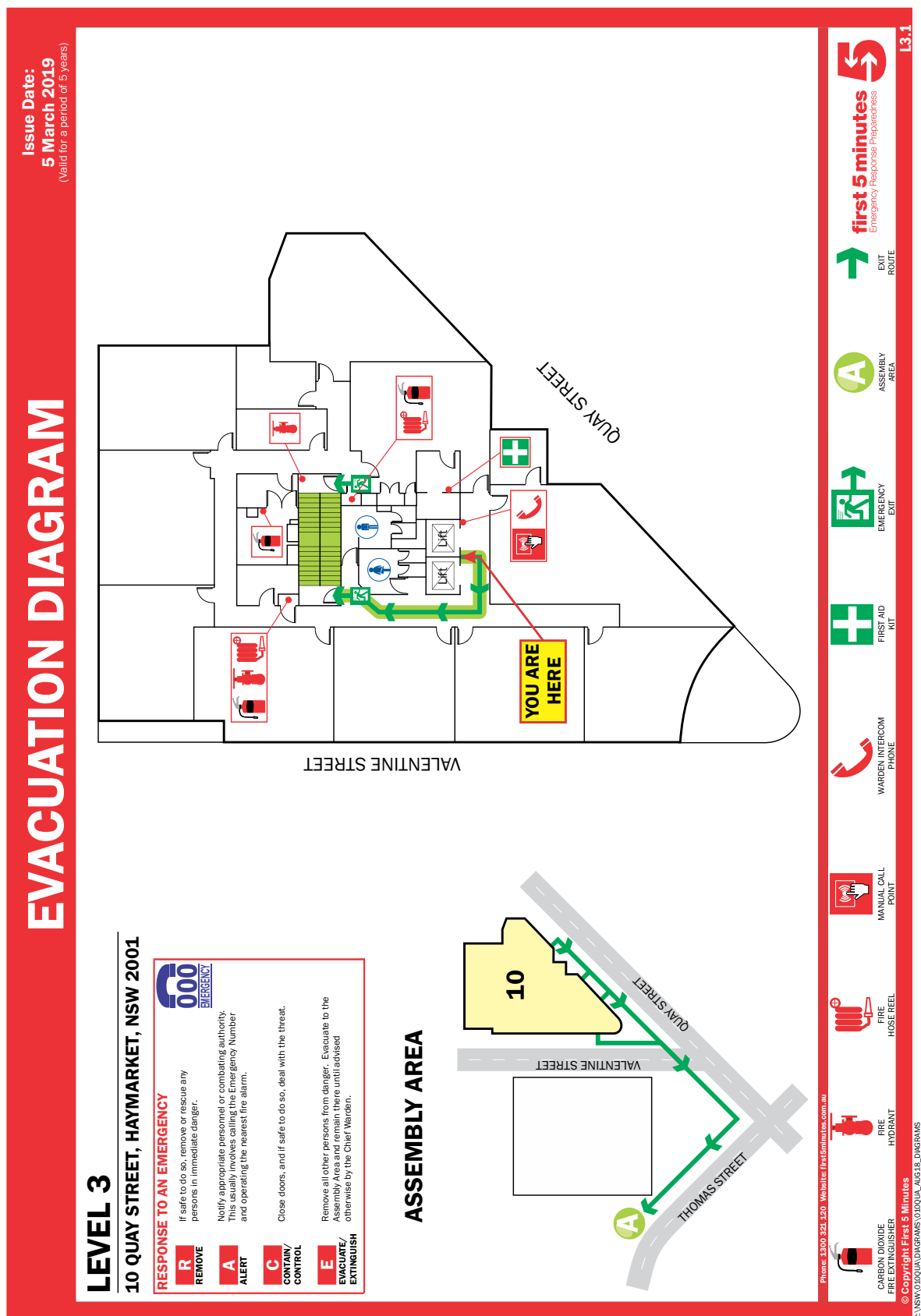
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- first 5 minutes**
Emergency Response Preparedness

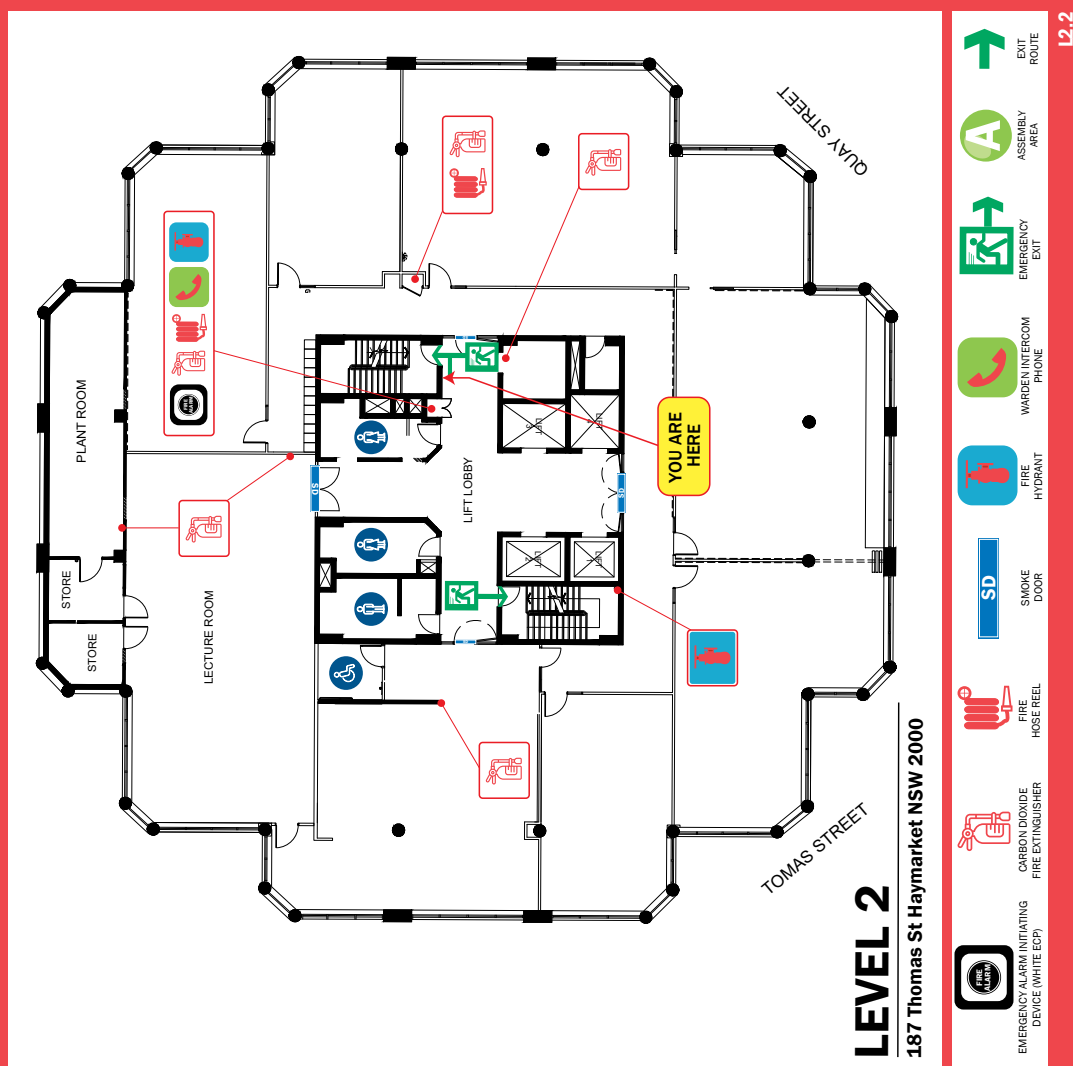
SYDNEY: LEVEL 2 (MAIN BUILDING)



SYDNEY: LEVEL 3 (MAIN BUILDING)



EVACUATION DIAGRAM



(Vakid for a period of 5 years)



Phone: 13000 321 120
Website: first5minutes.com.au

RACE procedures are offered by the RACE procedure officer as a set of immediate, generic responses that are easily remembered and appropriate in most circumstances. They are:

- R** If safe to do so, remove or resuscitate any persons in immediate danger.
- A** Notify appropriate personnel or contacting authority. This usually involves calling the Emergency Number and operating the nearest fire alarm.



STAGE 1 - REMOVAL OF PERSONS FROM THE IMMEDIATE DANGER AREA
Occupants are removed from the affected compartment into the next compartment, eg from a room into a corridor. Doors should be closed to confine smoke and fire in the affected compartment.

if the severity of smoke or heat warrants further evacuation, occupants and visitors should be moved to safe areas on the same level.

Should the emergency necessitate evacuation of the affected floor, Wardens are to direct occupants to the assembly area via the emergency exits.

A map of the Goods Line area in Melbourne, Australia. The map shows the Goods Line tram route, which runs from the intersection of Quay Street and Thomas Street, through the city center, and ends at the intersection of The Goods Line and the Statue on The Goods Line. The route is marked with a green line and arrows. Key streets shown include George Street, Valentine Street, Quay Street, Thomas Street, Thomas Lane, Bidou Lane, and The Goods Line. Landmarks include the Novotel Melbourne Centre and the Statue on The Goods Line. A yellow shield with the number 187 is located near the intersection of Quay Street and Thomas Street.

© Copyright First 5 Minutes



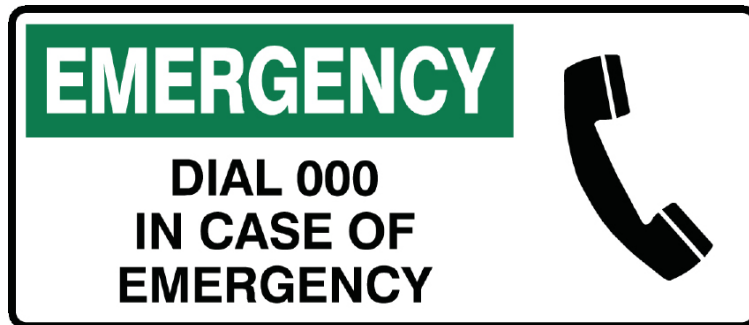
IF A PERSON'S BEHAVIOUR IS THREATENING (VERBAL OR PHYSICAL):

- If you or someone else is in danger, immediately call Police (000).
- If you are concerned about threatening behaviour, call or inform Albright Campus (1300 189 154).
- **Remember: (to scale down the situation)**
 - Do not place yourself at risk.
 - Do not argue or provoke the person.
 - If possible, leave the area and alert bystanders to move away.
 - Talk slowly, quietly, firmly and simply.
 - Do not make any quick or sudden movements.
 - Try to keep a safe distance between yourself and the person.
 - Identify any nearby exits or escape routes.
 - Try to get as close as possible to those exits.
 - Make it easy for the person to leave the building / area.
- **After the threat has passed:**
 - Report violent / threatening persons to Albright Campus Reception Desk on 1300 189 154, when safe to do so.
 - Record a description of offender, what was said, where they were, what they were doing etc. as soon as possible and handover to the give to the Campus personnel.
 - Contact the police if a weapon is involved, or where intervention is required.
 - If you or someone else is in danger, immediately call Police (000).
 - If you are concerned about threatening behaviour, call or inform Albright Campus (1300 189 154).



DURING MEDICAL EMERGENCIES

For general First Aid, call/inform Albright Campus Reception Number. For any incident which may be a threat to life, call the Ambulance **000**.



DANGER: Ensure the area is safe for yourself, bystanders and the patient.

RESPONSE:

- Check for response, ask name, squeeze shoulders
- No response-send for help
- If there is a response, make them comfortable, check for injuries and monitor their response

SEND FOR HELP:

- Call Ambulance (000) or ask another person to make the call
- Call/inform Albright Reception 07 2139 8409

AIRWAY:

- Open mouth-if foreign material is present, place in recovery position and clear airway with fingers
- Open airway-by tilting head with chin lift

BREATHING:

- Look, listen and feel for breathing
- Not normal breathing-start CPR
- Normal breathing-place in recovery position, monitor breathing, manage injuries and treat for shock

CPR:

- Perform 30 compressions followed by 2 breaths
- Continue CPR until help arrives or patient recovers

DEFIBRILLATION (If available):

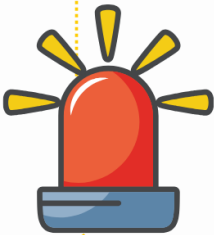
- Apply Defibrillator – if automatic external Defibrillator (AED) is available, attach AED and follow the prompts



DRSABCD action plan



Danger



Assess danger.
Ensure that your surroundings are safe to assist the patient.

Reponse



Check for patient's responses.
Ask for names, squeeze shoulders.
Yes: Make comfortable, check injuries
No: Send for help

Send

Call triple zero (000) for ambulance.
Seek help from people around.
Provide details about the situation and location



Airway



Open patient's mouth and check for foreign material

Yes: Place patient in recovery position. Clear airway with fingers
No: Leave on back. Tilting head with chin lift to open airway

Breathing

Check for breathing. Look, listen and feel for breathing for about 10 seconds.

Yes: Place in recovery position, monitor breathing and responsiveness
No: Place on back and perform CPR



CPR

Press down 1/3 of depth of chest
Give the patient 30 chest compressions followed by 2 breaths.
Repeat until:
• Ambulance arrives
• Casualty recovers



Defibrillation

Apply AED as soon as possible and follow the prompts. Attach it to the victim's chest.



FIRST AID AND | CRITICAL INCIDENT | PERSONAL SAFETY

Albright complies with all relevant Workplace Health and Safety legislation and assures its duty of care towards students, staff, and visitors. All Albright staff will actively take steps to identify hazards that could cause harm to participants in the learning environment and where possible, take action to remove, control or report them to the appropriate on-site personnel. Please report to the reception if you identify any hazard on our premises that was not noticed on our daily check-ups.

FIRST AID

If you or someone else are injured and require assistance, report to your teacher immediately or approach a Student Support Officer/ Reception Desk. Albright has staff trained in First Aid and can assist as required.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures, and the instructions of Albright staff.



CRITICAL INCIDENT

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury.

Examples of events which may be critical incidents include:

- Any fatality, near fatality, or incident likely to seriously affect you
- Serious traffic accidents
- Threats of violence and/or sexual assault to staff/students
- Murder, suicide, or attempted suicide involving students, staff, or family members
- Fire, explosion, bomb threat or similar
- Storms/natural disasters causing major damage.

Students may contact any staff of Albright staff to inform of a Critical Incident.
For further information please refer to the Critical Incident [Policy and Procedure](#)



PERSONAL SAFETY

Australia is generally a safe place to live and study, yet it is still important to be careful and take precautions. Below are some important things to consider when going out with friends or by yourself:

- Always plan your trip home, especially at night;
- Try to travel with a friend or in a group;
- Keep your bag and belongings close to your body and where you can always see them;
- Leave valuables at home if you do not need to take them with you;
- Do not carry copious amounts of money with you;
- Call **000** in the event of any emergency. It is free of charge.

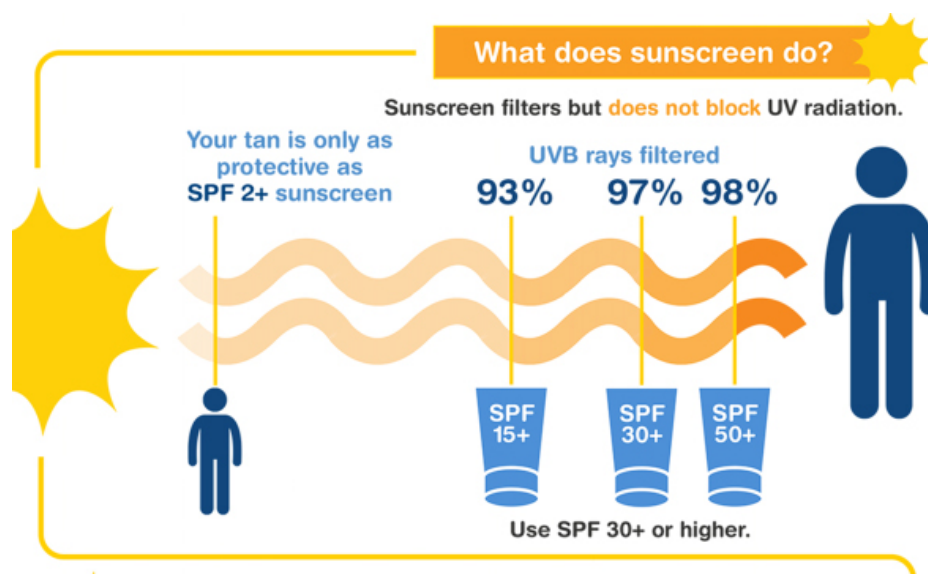
SUN AND WATER

The Australian sun can be extremely hot and may be stronger than what you are used to. There are some steps you can take to protect your skin:

- Wear sunscreen protection before you go outside;
- Wear a hat and UV protective sunglasses;
- Avoid spending extended periods of time in the sun between 10 am and 3 pm, as this is when the sun is strongest;
- Australia has many beautiful beaches and waterways but again, you need to take care;
- Never dive into water if you are not sure how deep it is;
- Only swim at beaches where there are lifeguards on duty and swim between the red and yellow flags.

For more information on water safety, visit the Surf Lifesaving website.

<https://www.surflifesaving.com.au>



MENTAL HEALTH AND WELLBEING

Every day of the year, we want to support you in putting mental health first. It has never been more crucial to prioritise our mental health and wellbeing. International students confront numerous difficulties, including a lack of social networks, language barriers, and pressures from home. These difficulties can all have a significant negative influence on students' mental health, causing them to feel uneasy and nervous.

The good news is that we may noticeably alter our mood and mental health by making small, doable, and simple modifications to our daily routine. Talk with a student services officer for assistance.

We want to help you to focus on mental health every day of the year. Taking the time to prioritise our mental health and well-being has never been more important. With very few support networks, language barriers and pressures from home, international students face many challenges and these challenges can all greatly impact on their mental health leaving them to feel unsettled and anxious.

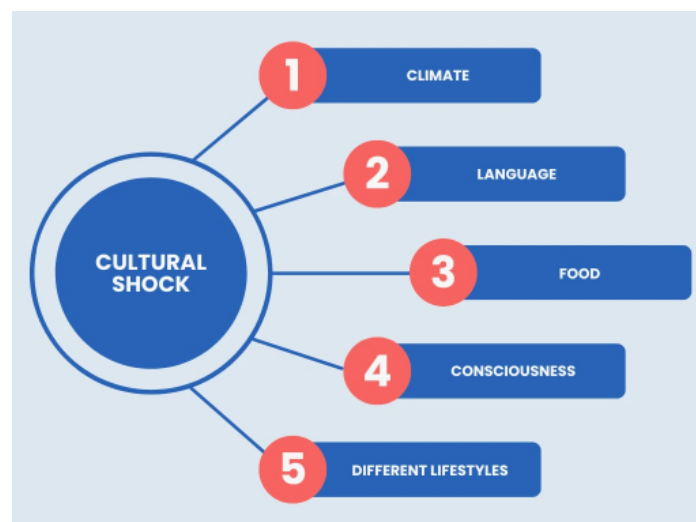
The good news is that making small, practical and straightforward changes in our day can make a noticeable difference to our mood and mental health. Speak to one of our Student Services Officer to help you.

Our Mental Health and Wellbeing based around our six pillars:

1. Emotional;
2. Health;
3. Relationships;
4. Work;
5. Home and family, and;
6. Financial.

CULTURE SHOCK

Students who are a long way from home may experience cultural shock resulting from being immersed in a culture very different to their own. You may be dealing with an unfamiliar place, a different climate, and new accommodation. Also, cultural norms, values and beliefs may be different and sometimes some people may feel socially, culturally, or racially excluded in the unfamiliar environment.





Here are things you can do to help manage feelings related to culture shock:

- Stay connected with friends and family back home – by calling, emailing, or messaging.
- Make your room in Australia feel like home, for example, you may like to decorate your room and have some photographs of friends and family on display.
- Try to keep yourself busy, but also give yourself time to relax.
- Remind and reassure yourself, experiencing culture shock (and feeling homesick) is normal. It is likely the intensity and frequency of these feelings will pass and you can find ways to overcome them.
- Exercise, eat well and sleep well.
- Try new things and get involved with Albright community. It is a great chance to meet new people.
- Remind yourself of the positives – independence, growth, travel, life experience!
- Make friends – say yes to social invitations.
- Talk with the Albright Campus Staff at the Reception Desk and seek information and support from them
- Your wellbeing is important to us – it's part of our commitment to you. As an International student, you can access specialist input on a wide range of personal, academic, social and physiological issues that may impact your life.
- We have an Assure Programs psychologist (external specialist) that might be able to counsel you over the phone. Please let them know that you are a student of Albright Institute. You can reach them on phone- 1800 808 374.
- In a life-threatening danger, please contact Australian Emergency Services on 000 (triple zero). In a crisis, call Lifeline Crisis Hotline on 13 11 14.

Lifeline Crisis Hotline will be able to help with a range of problems you may be facing, such as:

- Feeling anxious in certain situations;
- Depression;
- Grief;
- Stress due to balancing the demands of family, study and employment;
- Traumatic events (recent or older);
- Pre-existing mental health concerns;
- Adjusting to a different culture and language;
- Loneliness;
- Or anything else that may be distressing or bothering you;
- Call Lifeline Crisis Hotline on **13 11 14**.



Know your Rights!

It is important that you are aware of your rights as an international student in Australia. It can feel a bit overwhelming and be confusing, but we hope to point you in the right direction of who you can talk to about your rights, if you feel you are not being treated fairly.

Here are some useful websites to have a look at:

- Council of International Students Australia:
<http://www.cisa.edu.au/student-rights/>

Work Related Issues:

- Fair Work:
<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/factsheets/rights-and-obligations/international-students>
- Study in Australia 'Work Rights':
<https://www.studyinaustralia.gov.au/english/live-in-australia/working>

Accommodation Issues:

- Tenancy Check
<https://www.tenancycheck.com.au/tenants-association/tenants-union-australiawide>

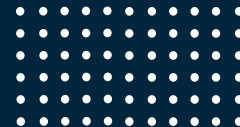
Domestic and relational violence:

- 1800 Respect: <https://www.1800respect.org.au/>

Arranged marriage and forced marriage:

- My Blue Sky: <https://www.mybluesky.org.au/>
- Youth Law Aus: <https://yla.org.au/vic/topics/health-love-and-sex/forced-child-marriage/>
- Discrimination: <https://yla.org.au/vic/topics/violence-and-harm/discrimination/>





Access to health (and mental health) support at a glance:

24/7 Mental Health Services

Beyond Blue <i>Anyone feeling anxious or depressed</i>	Kids Helpline <i>Counselling for young people aged 5 to 25</i>
beyondblue.org.au 1300 22 4636	kidshelpline.com.au 1800 55 1800
MensLine Australia <i>Men with emotional or relationship concerns</i>	Open Arms <i>Veterans and families counselling</i>
mensline.org.au 1300 78 99 78	openarms.gov.au 1800 011 046
Lifeline <i>Anyone having a personal crisis</i>	Suicide Call Back Service <i>Anyone thinking about suicide</i>
lifeline.org.au 13 11 14	suicidecallbackservice.org.au 1300 659 467

Is it an emergency?

If you or someone you know is at immediate risk of harm, call **triple zero (000)**

healthdirect

OTHER CRISIS SUPPORT SERVICES AND ONLINE SUPPORTS

Do you need urgent help? If you, or someone you are with, are hurt or need immediate support:

- Call **000** (Ambulance, Police, Fire Brigade).

If you think you might act on any thoughts or plans to harm yourself contact:

- Lifeline: 13 11 14
- Lifeline Text – 6pm-midnight, 7 days a week: 0477 13 11 14
- Suicide Call Back Service: 1300 659 467



Want to talk to someone?

- Youth Beyond Blue: www.youthbeyondblue.org.au 1300 224 636 Information, online chat, email & 24/7 phone support.
- QLife: [www.qlife.org.au](http://www qlife.org.au) 1800 184 527 | Online chat & phone counselling for lesbian, gay, bisexual, transsexual and intersex (LGBTI) young people
- MensLine Australia www.mensline.org.au 1300 78 99 78 | Phone and online support, information and referral service for men with family and relationship concerns.

Helpful resources

- ReachOut www.reachout.com | Great website with information, tools, forums, and apps to help cope with tough times and improve wellbeing.

There are many services in the Australian community that may be useful to you. One of the most appropriate is to access a Mental Health Care Plan through your Doctor. If you would like to book an appointment with a General Practitioner or any other doctor, kindly contact your Overseas Student Health Cover (OSHC) provider.

Please remember, you are NOT ALONE!



Discrimination & Bullying

Albright Institute of Business and Language ensures to provide safe and healthy learning environment free from bullying and harassment. Bullying is totally unacceptable at Albright Institute. All students, staff members and other members of Albright Institute are expected to treat each other with respect.

Albright Institute is an equal opportunity employer and education provider. All employees, potential employees and students are treated as fundamentally equal, without regard to race, sex, marital status or any other factor not applicable to their situation.

Albright Institute does not tolerate any form of discrimination or bullying. We believe all employees and students have the right to work and study in an environment free of discrimination and bullying.

Accordingly, Albright Institute students will not:

- Participates in harassing, discriminatory or bullying behaviour; or
- Victimises or retaliates against a student or an employee who has lodged a complaint about harassment, discrimination or workplace bullying.

Examples of behaviour that could constitute bullying for both staff and students include:

- Physical or verbal abuse;
- Yelling, screaming or offensive language;
- Excluding or isolating a staff member or student;
- Spreading rumours or innuendo about someone;
- Psychological harassment;
- Unjustified criticism or complaints;
- Intimidation;
- Interfering with someone's personal property or equipment.

Discrimination may also involve:

- Offensive jokes or comments about another person's racial or ethnic background, sex, sexual preference, disability or physical appearance;
- Display of pictures, computer graphics or posters which are offensive or derogatory;
- Expressing negative stereotypes of groups;
- Judging someone on their political or religious beliefs rather than their work or study performance;
- Using stereotypes or assumptions to guide decision-making about a person's career or study;
- Undermining a person's authority, work performance or ability to study because you dislike one of their personal characteristics.



BULLYING AND DISCRIMINATION COMPLAINT PROCEDURE

Informal Process (Self-Management)

In many cases, simply telling the person concerned that their behaviour is causing distress, explaining why it is unwelcome and asking for it to stop will be sufficient. Often, the person is not aware that their behaviour is causing distress, and they will stop immediately once told.

a) You may decide to:

- Personally, approach the person or people involved to resolve your concerns by notifying them that their behaviour is unwelcome or unacceptable and that it should stop immediately and not occur again;
- Speak to your Coordinator or Campus Manager to discuss your concerns; or
- Write a letter to the alleged offender, telling them that their behaviour is unwelcome or unacceptable and that it should be stopped immediately and not occur again.

Formal Process

If a complaint cannot be resolved by direct discussion, or the person does not feel comfortable addressing the issue face to face, a formal complaint must be made in writing to Albright Senior Management team.

False Accusations, Vexatious Complaints and Defamation

1. If a person intentionally makes false allegations that another person has engaged in discrimination, harassment, sexual harassment, bullying or victimisation, then that person may be defaming the other person. It is therefore very important that all complaints of unacceptable conduct are based on truth and fact.

2. Intentionally false accusations, or allegations that are found to be unsubstantiated because they are of a frivolous or vexatious nature will be viewed seriously and, where found to be intentional or malicious, may result in us taking disciplinary action.

For further details please refer to Anti- Discrimination & Anti Bullying Policy and Procedure:

<https://albrightinstitute.edu.au/>



Plagiarism, Collusion and Academic Misconduct

Plagiarism: Plagiarism occurs when a student tries to pass off another person's work or ideas as their own. Plagiarism includes copying of work from internet, books, other student's work or any other published or unpublished source without appropriate citation and acknowledgement. Students plagiarise if they do not acknowledge the source of a direct quote, or a specific piece of writing that they have paraphrased, or even if they describe an idea or concept that they have heard or read somewhere without a reference or acknowledgement.

Collusion: Collusion is the unauthorized collaboration between a group of students in the preparation and production of work which is ultimately submitted by each in an identical or similar form as to be the product of his or her individual efforts. (Note: Collaboration in learning is encouraged for all students; however, they need to submit assignments based on their own work and creation.)

Misconduct: Misconduct is an act or omission committed by a student on Institute's property or involves the use of college resources including computer resources, or otherwise involves the student's relationship with Albright Institute's community. Misconduct includes administrative misconduct and academic misconduct.

Academic Misconduct: The following conduct may be treated as Academic Misconduct;

- Any act or omission by a student which attempts to circumvent or pervert the Albright Institute's assessment process;
- Plagiarism;
- Collusion in the preparation of a response to a piece of assessment;
- Tampering with examination or assessment materials.

Your responsibilities as a Student:

- Maintaining academic integrity and produce your own work which is appropriately referenced;
- Maintain an ethical behaviour;
- Protecting your own work and not allowing another student to copy;
- Understanding the implications of plagiarism and misconduct and its impact on your academic performance;
- Asking the academic staff for help if you are not sure about appropriate use and referencing requirements of information from other sources.

For further information please refer to the Plagiarism, Collusion and Academic Misconduct Policy and Procedure <https://albrightinstitute.edu.au/forms-and-policies/>

IT Help!

When you enrol, you will be provided with an Albright student email account, and it is important that you log in to check your emails regularly. While on campus you will also have access to Wi-Fi and computers.

IT at the Campus

You can find information on your welcome email from Albright IT Support before your first day at campus which contains your profile and guidance. (For VET Student Only)

Getting Started with ICT

Starting at the Albright Institute of Business and Language can be daunting. Our teams are here and ready to help you with this milestone. Here is the step-by-step guide to get you IT ready.

1. Your Student Username

When you accept your offer to Albright Institute of Business and Language you receive a login name and password. You will use it for all your access to our systems.

2. MFA and cyber security

MFA stands for Multi-Factor Authentication – this means you use more than one factor to log in. One is your password, the other is an app. This keeps your information secure and safe. This can help to protect yourself from Cyber Attack and unauthorised access to your data. It is important to get this set up as soon as possible as it will be needed to log into our systems.

Quick video about MFA:

<https://www.microsoft.com/en-us/vidoplayer/embed/RE4KVJA?postJsIIMsg=true>

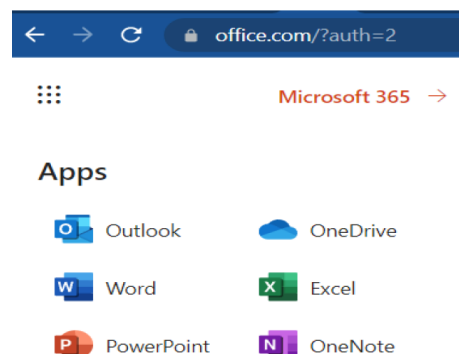
After you login with Albright Email, make sure you enable the MFA. Here is the link that can help you with the setup if you have not done this <https://aka.ms/mfasetup>

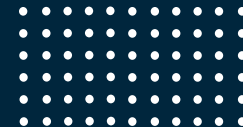
3. Email

It is very important to check your email regularly as all Albright correspondence will go to this account.

How to login to Albright Email:

- Open the browser and enter the link in the following <https://login.microsoft.com/>
- Select Outlook to open your email.





4. Wi-Fi

Albright offers free Wi-Fi on all campuses through our network. Please contact our Student Service / Reception team for the SSID and password for each campus.

Campus	SSID	Password
Adelaide Campus	ADE_Student_Wifi	AIBLStudent90
Brisbane Campus	BRE_Student_Wifi	Student15
Melbourne Campus	Melb_Student_Wifi	Student@345
Sydney Campus	AIBL_Student	Albright7412

5. Need extra help?

You are not alone on this journey. Albright has staff both in person and available via phone to help. All our contact details are available on our [website](#) and we are always happy to help.

