



ECA COLLEGE OF  
HEALTH SCIENCES



# Health, Safety and Wellbeing

Student Handbook

# HEALTH AND SAFETY INFORMATION

## Safety at CHS

CHS is committed to providing a safe working environment to protect the health and well-being of students. This obligation extends to its staff, students, contractors, and visitors to ensure: Health and safety within the workplace; and that all stakeholders avoid adversely affecting the health and safety of others.

## What you can do to keep safe

CHS has workplace health and safety (WHS) policies and procedures to reduce the likelihood of students and staff being put at risk. The WHS Policy can be found on the Policies section of the CHS website.

We should all take reasonable and practicable precautions to manage hazards and risks for the health of each one of us. CHS is committed to constantly working towards maintaining a safe College. Achieving these key objectives requires:

- Acceptance of WHS responsibilities by everyone at CHS;
- Consultation with all stakeholders including staff, students, visitors and contractors;
- Continuous improvement based on sound safety management and planning; and
- Provision of resources to further develop, monitor and maintain the effective management of health and safety.

## Evacuation procedures

There are maps displayed throughout CHS showing the nearest assembly point. If the evacuation warning sounds, leave your classroom in an orderly fashion and pay attention to CHS staff and/or the fire warden coordinating the evacuation.

Remember the following important points:

- Try to remain calm and avoid
  - (1) shouting or screaming and
  - (2) pushing and shoving;
- Do not use the lifts under any circumstances; leave the upper levels of the building by the fire stairs only;
- Leave by the nearest safe exit to your room;
- Regroup with your class members and your emergency warden / CHS staff member at the designated assembly point as soon as you are clear of the building;
- Do not wander off from your group until your emergency warden / CHS staff member marks you off the roll and/or gives you clearance to leave; and
- Do not re-enter the building under any circumstances until the “All Clear” signal has been given by the Fire Brigade or the Emergency Warden.

## Life-threatening conditions

If a situation is life threatening, follow these procedures:

- Call the Emergency Service on 000 and remember to clearly state your location street address and the nature of the emergency. Be prepared to answer other questions. Do not hang up unless advised to do so;
- Alternatively, if your Overseas Student Healthcare Cover (OSHC) policy is with Allianz Global Assistance, contact the 24-hour emergency hotline available to you through your policy. The contact phone number for this service is 1800 814 781.

**Please note: Student Services should not be the first point of call in cases of severe injury and/or acute illness. Contact the Emergency Service first on 000.**

## Preventing theft

Thieves are opportunistic. To reduce the chance of being robbed:

- Make property difficult to steal by using locks to secure computer notebooks and similar equipment;
- If working in the library or an open area, do not leave bags, phones, wallets or computers unattended;
- Be alert to suspicious people in your work area. If you see anyone that looks suspicious, contact Student Services immediately.

To improve the likelihood that your property is recovered mark your property using a permanent marker and record details of products (e.g., serial numbers, makes, models, colour, value etc). This will help in the identification of your property.

## Personal safety

Late at night, always try to travel with others or let a friend know where you are using messaging apps. Let your friends know you have arrived safely at your destination.

## Sexual Assault & Harassment

CHS has zero tolerance for sexual assault and harassment. We are committed to supporting staff and students affected by sexual assault or harassment, regardless of where and when it takes place.

A sexual offence is any unwanted sexual behaviour or activity, which can make you feel uncomfortable, frightened or threatened.

To know more about sexual assault and harassment, including how to report complaints, please see the Australian Human Rights Commission website at

**<https://www.humanrights.gov.au/our-work/sex-discrimination/publications/knowyour-rights-sex-discrimination-and-sexual-harassment>**

## Immediate Assistance & Reporting:

### Sydney Campus

Student Welfare and Engagement Officer,  
1-3 Fitzwilliam St, Parramatta, NSW 2150  
engagements@chs.edu.au

### Brisbane Campus

Student Welfare and Engagement Officer,  
126 Margaret Street, Brisbane, QLD 4000  
engagements@chs.edu.au

Report an Incident to by submitting Incident Form [online](#)

## Tips on responding to a disclosure from Safe Place Services:

**<https://sps.org.au/people-support/responding-to-a-disclosure>**

If you or someone you know experiences a sexual offence you should seek professional support.

## Beach safety

Both Sydney and Brisbane are close to stretches of beautiful coastline. Whilst most of the beaches are safe to swim at, they are also a potential hazard. Some of the surf conditions can be very rough at times and at all beaches you must be aware of rips. They can cause drowning if you are not an experienced swimmer. You should only swim on patrolled beaches and between the flags. Never venture into the ocean at night or if you are alone.

## Online safety

Your course will require you to use online resources and platforms, so it is important that you protect yourself and your devices to stay safe in the digital world.

- Ensure all your software is up-to-date and you have anti-virus software installed. Update your virus protection software regularly.
- If you don't recognise the sender of a document or file, delete it without opening it to avoid getting a virus on your device.
- Protect yourself from losing important data and files by backing up your files. You can choose to back up to a cloud provider or to a hard drive you keep online.
- Check your privacy settings on your devices and online accounts (including your social media accounts) and update them if necessary, to limit the exposure of your personal information online.
- When out with your devices keep them secure. Don't leave your devices where someone else might pick them up. Turn your laptop or tablet off when not using it.
- Secure your accounts and devices with strong passwords and authentication. Safeguard your passwords and change them often.
- Don't respond to inappropriate requests and report them if necessary.

More information about online can be found at <https://www.staysmartonline.gov.au/>

## Emergency Services and Contacts

In an emergency, dial 000. This number should be used to contact Police, Fire or Ambulance services in life-threatening or emergency situations only.

### Police

In a non-emergency situation, contact your local police station by telephone.

### State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a flood or storm dial 132 500.

### Emergency Translation

The Translation and Interpreting Service can provide an interpreter for you.

Phone: 131 450 or 1300 655 010 (in an emergency).

## Incident Report

All incidents, near misses and any first aid given in the classroom or on the campus must be reported to your Lecturer or to Student Services. The incident must be recorded, regardless of the severity of the outcome, and staff will complete an [Incident Report Form](#) about the event.

# Mental Health and Wellbeing

## CHS Student Counselling Service

CHS offers a free counselling service to students. It is available on campus for Sydney students and by telephone and email for Brisbane students. Brisbane students can also be referred to an independent counsellor. The counsellor has expertise in working with international students. The counselling service provides support for students who are experiencing difficulties and is completely confidential. The counsellor is there to listen and provide support which could include referral or appropriate information.

To make an appointment, please email [counselling@chscollege.edu.au](mailto:counselling@chscollege.edu.au)

For immediate support anywhere in Australia you can also contact beyond Blue (phone, chat online and email services available). In an emergency, Lifeline provides 24-hour telephone and online chat crisis support.

## Beyond Blue

Beyond Blue is an independent, not-for-profit organisation working to increase awareness of depression, anxiety and related disorders throughout Australia. Beyond Blue works with health services, colleges, schools, workplaces, universities, media and community organisations, as well as people living with these disorders, to bring together their expertise. For students dealing with depression, anxiety and related disorders the Beyond Blue website has excellent resources.

## LifeLine

Lifeline has a 24/7 telephone counselling service and can be contacted on 13 11 14. Lifeline telephone counsellors are ready to talk and listen, no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

## Health Direct

Health Direct Australia is a free 24-hour telephone health triage, information and advice service for residents of the ACT, NSW, the NT, Tasmania, SA and WA.

Telephone: 1800 022 222 or visit [www.healthdirect.org.au](http://www.healthdirect.org.au)

## 13SICK National Home Doctor Service

13SICK National Home Doctor Service is an after-hours home doctor service for when your local GP is closed. Overseas students who have Overseas Student Healthcare Cover (OSHC) with Allianz, NIB, Medibank Private or BUPA will not be charged a fee for the home doctor visit. For other types of membership, payment is required to be made upon booking.

The service can provide a receipt for your home doctor visit, which you can log with your insurer for a refund.

# Working in Australia

## Work restrictions

Students on student visas are permitted to work no more than 40 hours per fortnight during the semester. During semester breaks, which officially starts after the exam period ends, students can legally work full-time and do not need to apply for a work permit.

Note: You do not require a letter for your employer from the College stating your work rights during the semester, holidays, or otherwise. Your employer can check your work entitlements online using the Visa Entitlement Verification Online (VEVO) system. For information on how to access VEVO go to <https://www.homeaffairs.gov.au/vevo> Dependent family members of international students studying at undergraduate level can work up to 40 hours per fortnight also, however they have unlimited work rights if the primary visa holder has commenced a course towards a masters or doctorate degree.

If you would like further information on work entitlements for you and your dependent family members, please visit the DHA website at <https://www.homeaffairs.gov.au/>

Please be advised that your student visa will be cancelled if you are found to be working more than your permitted hours. Your part-time job must not stop you from finishing your course within the expected duration as stated on your CoE.

## Tax File Number

Before you start working in Australia, you should obtain a Tax File Number (TFN) from the Australian Taxation Office. While it is not compulsory to quote a TFN to your employer, without a TFN you may pay more tax than necessary and/or not be able to get government benefits you are entitled to receive. You can apply for a TFN online at Workplace Rights.

All people working in Australia have basic rights and protections in the workplace.

The Workplace Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace relations laws. If you would like to learn more about your workplace rights or contact the Workplace Ombudsman, please visit the following website [www.fairwork.gov.au](http://www.fairwork.gov.au)

## Tenancy advice

Free tenancy advice is available from Tenants NSW, <https://www.tenants.org.au/> , and the Tenants Union of NSW, <https://www.tenants.org.au/tu/>

## Studying and Living in Australia

To know more about living in Sydney & Brisbane, including information on accommodation, working rights & health please visit:

<https://www.studyinaustralia.gov.au/>

## Legal Matters

Legal Aid provides free and confidential consultation to students at:

### Sydney Central Legal Aid Office

323 Castlereagh Street, Haymarket 2000

P: 02 9219 5000

### Brisbane Legal Aid Office

44 Herschel Street, Brisbane QLD 4000

P: 1300 651 188

## Contacting CHS

For further queries, suggestions and feedback, please contact our student services:

### Sydney Campus

E: [studentservices.sydney@chs.edu.au](mailto:studentservices.sydney@chs.edu.au)

P: 02 8265 3200

### Brisbane Campus

E: [studentservices.brisbane@chs.edu.au](mailto:studentservices.brisbane@chs.edu.au)

P: 07 3210 7474