

**AUSTRALIAN CONSULTING & TRAINING SOLUTIONS
PTY LTD (ACATS)
TRADING NAMES**



Zealifi

STUDENT HANDBOOK

FOR ACCREDITED PROGRAMS

VISION, MISSION AND CORE VALUES	4
ACATS	4
Our Mission	4
Our Core Values – Clients	4
CODE OF PRACTICE	5
Legislative Requirements	5
Access And Equity	5
Quality Management Focus	6
Client Service	6
External Review	7
Management And Administration	7
Marketing And Advertising	7
Training And Assessment Standards	7
International Students	7
Sanctions	7
GENERAL ROUTINE	8
Language, Literacy And Numeracy	8
Student Support Services	8
Complaints	8
Stationery, Text And Materials	8
Health & Safety	8
Assessment	8
GENERAL INFORMATION	9
Course Information	9
Social Justice	9
Recognition Of Prior Learning (RPL)	9

Recognition Of Qualifications Issued By Other RTO's	9
Withdrawal	9
Fees	10
Payment Of Fees	10
Results	10
Statement Of Attainments	10
Student Behaviour	10
REFUND POLICY	11
ACCESS & EQUITY POLICY	12
REASONABLE ADJUSTMENT POLICY	13
RECOGNITION OF PRIOR LEARNING (RPL)	14
STUDENT COMPLAINTS & APPEALS POLICY	15
COMPLAINTS RESOLUTION PROCEDURE	17
REGISTER OF STUDENT SUPPORT SERVICES	18

Vision, Mission and Core Values

Australian Consulting & Training Solutions (ACATS)

To be Queensland's most user-friendly, sought-after, and widely used training provider and licensed-venue consultancy.

Our Mission

To contribute to the betterment of our client's businesses through the provision of practical, effective, and profitable licensed venue solutions. To educate, train, and provide management advice and assistance.

All ACATS's employees will contribute to our combined successes by providing friendly, professional, ethical, open and personal service to each and every client, to improve their business performance.

We will achieve this by:

- Making customer delight the sole focus of the business
- Ensuring quality in everything we think, say, provide and do
- Providing passionate and innovative customer service with solutions that work
- Continually improving and keeping an open mind to new ideas and technologies
- Only investing time and money in areas that will result in direct benefits to our current and future clients

Our Core Values – Clients

- We value the close, familiar, and trusted relationship we share with our clients
- We value that our clients contact us first for their training needs
- We value our clients who offer to us repeat business regularly
- We value the clients whose loyalty to our business means that we are their training provider of choice
- We value the opportunity our clients provide for us to learn from them, to assist in the professional development of our trainers and staff

Code of Practice

As a Registered Training Organisation, ACATS – ACATS accepts responsibility for ensuring the organisation complies with the VET Quality Framework and all other applicable conditions of registration. Will ensure the organisation cooperates with Australian Skills Quality Authority (ASQA) in all audit and monitoring activities.

Legislative Requirements

ACATS will meet all legislative requirements of State and Federal Government. In particular, the following Acts have significance to the operations:

- *Vocational Education, Training & Employment Act 2000 (State)*
- *Work Health and Safety Act 2011 (State)*
- *Workers' Compensation and Rehabilitation Act 2003 (State)*
- *Occupational Health and Safety (Commonwealth Employment) Amendment Act 2006 (Cwth)*
- *Equal Opportunity Act 1999 (Cwth)*
- *Disability Discrimination & Other Human Rights Legislation Amendment Act 2009 (Cwth)*
- *Sex and Age Discrimination Legislation Amendment Act 2011 (Cwth)*
- *Racial Hatred Act 1995 (Cwth)*
- *Racial Discrimination Amendment Act 1983 (Cwth)*
- *Workplace Relations Act 2006 (Cwth)*
- *Workplace Gender Equality Act 2012 (Cwth)*

Access and Equity

Everyone will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

ACATS is committed to access and equity by ensuring continued participation of target groups in its VET programs including the following identified groups:

- Women
- Aboriginal and Torres Strait Islanders
- People from Non English Speaking Backgrounds
- People with a disability
- Rural and regionally isolated communities
- People in transition and other special groups (i.e. people re-entering the workforce, sole parents people with literacy issues, the long term unemployed and those who have been institutionalised)

Definitions

ACCESS - The ability, right, or permission to approach, enter, speak with, or use; admittance

EQUITY - Essentially, EQUITY means fairness. At ACATS it means that people are provided with an opportunity to access, participate in and successfully achieve outcomes. ACATS also has an understanding that:

- it is common for people to identify with more than one equity group;
- there are differences within and between equity groups;
- each equity group does not experience the same type of disadvantage; and
- there remain many common barriers for equity groups.

DIVERSITY – recognises that many factors influence the ability of people to participate and succeed in vocational education and training and employment, including:

- prior educational experiences
- language
- goals and expectations
- work and social experiences
- values and beliefs
- income
- geographic location
- cultural identity
- learning styles
- motivation
- gender
- religion
- family
- age

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Quality Management Focus

ACATS has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from trainees, students, staff and employers for incorporation into future programs.

Client Service

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes Recognition for Prior Learning Policy, a fair and equitable Refund Policy, a Complaint and Appeal Policy, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our student information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

External Review

ACATS has agreed to participate in external monitoring and audit processes required by the state training agency. This covers random quality audits, audit following complaint and audit for the purpose of re-registration.

Management and Administration

ACATS has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Student records are managed securely and confidentially and are available for trainee perusal on request. ACATS has adequate insurance policies.

Marketing and Advertising

ACATS markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training Organisation or training product.

Training and Assessment Standards

ACATS has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training product offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of the student.

International Students

ACATS does not offer training or assessment to international students

Sanctions

ACATS will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

General Routine

Language, Literacy and Numeracy

If you are experiencing problems with literacy or numeracy please talk with our training staff.

Student Support Services

ACATS provides a current list of services available to offer students additional learning support. For further information or assistance please feel free to speak with your trainer about any issues you may have. Please see attachment "Register of Student Support Services".

Complaints

Any student who has any concern or grievance in relation to their curriculum, assessment or teaching methods may at any time consult with the trainer and/or assessor or the RTO Manager of ACATS. Any discussions between the student and Manager will be kept strictly confidential. Please refer to our Complaints Resolution Procedure found on page 18 of this handbook.

Stationery, Text and Materials

All students who are completing an apprenticeship/traineeship with ACATS will complete the theory component on our Learning Management Systems either Didasko or Webducate. If they request to receive hard copies of workbooks instead this can be arranged. All students completing stand-alone face to face courses will receive a workbook and assessments by ACATS. ACATS also offers stand-alone online courses, in which the all the learning will be delivered in an online environment. There may be in some cases for some courses special requirements that need to be purchased by the student.

Students are to ensure that they have the necessary books and equipment/stationery for each unit lesson.

Health & Safety

ACATS is committed to providing a safe and healthy working environment for all students. ACATS provides a smoke free workplace for all its employees and students. Smoking is not permitted inside any enclosed building. Drugs are not permitted on the premises. Failure to comply with this regulation will result in termination.

Students should inform ACATS staff of any medical condition that may affect their work or of any medication they are required to take.

Assessment

Students are required to complete all assignments, written examinations and any other assessment requested prior to passing the unit/course and receiving an award.

General Information

ACATS reserves the right to cancel courses/units, change the schedule or alter the fee structure.

Course Information

ACATS runs a selection of accredited qualifications from the Hospitality and General Education & Training vocational training areas, they are:

- SIT30712 Certificate III in Hospitality
- SIT30812 Certificate III in Commercial Cookery
- SIT31012 Certificate III in Catering Operations
- SIT40312 Certificate IV in Hospitality
- SIT50312 Diploma of Hospitality

Social Justice

Principles of social justice will be appropriately addressed in all aspects of each unit. In rare cases workplace health and safety may infringe on social justice considerations.

Recognition of Prior Learning (RPL)

Students who have completed other training in the field of Hospitality, Travel and Tourism and who, through prior learning and/or life or work experience can demonstrate the required ability or skill will be considered for recognition of prior learning (RPL). Application for RPL in any units is to be addressed to the RTO Manager. See attached RPL Policy for more detail and for a list of examples of evidence required to support the process.

Recognition of qualifications issued by other RTO's

Students may be entitled to Credit Transfers who have completed training at another Registered Training Organisation and have Statements of Attainment for competencies that are equivalent to Units of Competency contained within the course you are seeking recognition in. Please be aware that credit transfer will only be given when there has been some determination by a qualified assessor that equivalence exists against the vocational outcomes of the current program you are undertaking.

Cancellations

Whilst every endeavour will be made to conduct all advertised courses, ACATS reserves the right to change or cancel timetables, course locations, course offerings, trainers and other such details or circumstances beyond our control that affects enrolments. Every effort will be made to advise students of any changes. Students can choose to receive a full credit to another program or request a full refund.

Withdrawal

Please refer to Refund Policy for further detailed information.

Fees

Fees for government-funded courses are charged as per the fees and charges set out in the National Vocational Education and Training Regulator ACT 2011. The charge per nominal hour in 2013 is \$1.60.

Payment of Fees

Registration and unit fees can be paid in cash or cheque and should be made payable to 'Australian Consulting & Training Solutions Pty Ltd'. No cash payments should be made through the mail. Receipts will be issued on payment of fees.

Results

ACATS maintains a copy of your results indefinitely. If you require access at any time to your results, please contact ACATS in writing notifying us of your request and supplying details to assist us with your request, which would include:

- full name and address
- name of course
- date of course
- location of course
- trainer and assessors name (if known)
- reason for request

Statements of Attainment

Upon successful completion of each course, the student will receive a Statement of Attainment, indicating areas of competence they have achieved.

Under the current course offering, students receiving a Statement of Attainment for an individual unit of competency will also have achieved partial completion of a broader course.

Qualification Certificates

Upon successful completion of a qualification, the student will receive a Qualification Certificate and Transcript of Academic Record listing all the units of competency attained in the qualification.

Student Behaviour

Students are encouraged to enjoy their learning experience at ACATS to the fullest extent. Having fun while training assists in the learning and retention of information process. However, whilst at the training facilities of ACATS you will be expected to act and conduct yourself in a manner, which reflects the professional nature of the industry you are in, or soon will be.

Misbehaviour only affects you and the students around you who are trying to learn. Gross misconduct will not be tolerated and under certain circumstances, your enrolment may be suspended or even cancelled, at the discretion of the RTO Manager.

Refund Policy

Policy Topic: Refund Policy

Policy:

- Should ACATS cancel any training courses due to unforeseen circumstances participants will be entitled to a full refund or credit towards another program.
- In exceptional circumstances (such as medical emergency, family need, hardship or illness) unused fees can be credited to a future program so not to disadvantage the participant.
- Fees paid in advanced will be maintained in a suspense account and drawn down on participant attendance to the program.
- Enrolment cancellation or requests for refund must be made in writing directly to ACATS.
- Cancellations will be accepted seven (7) days prior to the training course commencement date, after this time an administration fee of 50% will be incurred. No show on the day of the course will incur a fee of 100% forfeit of monies
- Training courses are subject to minimum numbers; payment is required at least 7 days in advance to secure a booking. Bookings may be accepted up to one (1) day prior to the commencement of a training course depending on availability.
- Participants will receive confirmation letter as soon as we receive your booking.

Procedure:

1. All policies will be adhered to.

Access & Equity Policy

Purpose & Scope:

To respond to the needs of individuals and the community and to provide a procedure to meet the needs through the integration of access and equity policies.

Policy:

- ACATS will ensure that through fair allocation of resources, the equity principles will be implemented for all people together with equal opportunity without discrimination.
- ACATS will increase opportunities in the vocational education and training system, and in associated decisions that affect their lives.
- ACATS will implement customer oriented conservation programs and target specific needs of market segments in enhancing the economic development of the organisation.
- ACATS will meet the needs of individuals and the community as a whole through its integration of access and equity guidelines and procedures.

Procedure:

1. ACATS has established a non-discriminatory student selection procedure that encourages fair access for members of under-represented groups. All trainees are recruited in an ethical and responsible manner consistent with the requirements of the curriculum or National Training package. Our Access and Equity Policy ensures that trainee selection decisions comply with equal opportunity legislation.
2. Access and equity issues are considered during curriculum and course development. Assessments are written in a manner appropriate to all groups and delivery options are offered i.e. verbally, written format, observation of a practical situation, demonstrating knowledge and skills in a specific situation or a combination of all four.
3. Access is provided for staff development to assist trainers/teachers who deliver courses to under-represented groups.
4. Numeracy and literacy assessment is conducted on enrolment and upon difficulty being recognised, a referral to the appropriate counsellor or DETE for guidance is issued.

Reasonable Adjustment Policy

Purpose & Scope:

To provide a policy so as a person with a disability has the same access and right to study as any other student.

Policy:

- ACATS embodies the notion of fair and easy access to training for all students, regardless of their situation.
- ACATS will comply with relevant state and territory legislation that includes the *Disabilities Discrimination and Other Human Rights Legislation Amendment Act 2009*
- Particular student needs will be identified at the initial registration process prior to the commencement of training to ensure where possible, reasonable adjustment is provided.
- Students will be encouraged to alert ACATS to their particular needs.
- Where necessary, ACATS may seek additional information from Government agencies and support organisations to fully ascertain the needs of particular students and to provide adequate services.
- In some instances, the RTO Manager may deem reasonable adjustment necessary. Which would be classified as unjustifiable hardship, in this instance, it is up to ACATS to prove unjustifiable hardship.
- At all times, every possible avenue for reasonable adjustment will be pursued to ensure training and assessments are accessible to all students.

Procedure:

1. Upon processing of registrations, or via direct contact, the trainer of the course will contact students indicating a special need to ascertain the full extent of their requirements.
2. Once all the information and possible solutions have been established, the trainer will present this information to the RTO Manager.
3. The RTO Manager will investigate options to allow for reasonable adjustment underpinned by commercial responsibilities.
4. If the RTO Manager deems reasonable adjustment is possible, the student will be notified and registration will continue as normal.
5. If the RTO Manager deems reasonable adjustment will result in unjustified hardship, the RTO Manager will contact the student notifying them of the decision citing clear reasons for the decision.
6. Should the student be unsatisfied with the decision, they are to be referred to the Complaints Resolution Procedure.

Recognition of Prior Learning (RPL)

What is it?

The RPL or the Recognition of Prior Learning assessment process recognises what you have already learned. This may be from previous training/education (formal/informal), from life experience, from work experience and any training provided at work, and measures it against the course you are doing or want to do. If what you have learned at work or elsewhere is relevant to the unit/course, you may not have to do those parts of the unit/course again.

Participants who have completed or partly completed a course at another institution, who have been working for a number of years, or have in some ways gained appropriate skills, may wish to apply for exemptions for one or more performance criteria.

Why apply? What's in it for me?

It is important to apply for RPL if you think you have already got some experience that might be relevant to your unit/course. The advantages of applying for RPL are:

1. You can work out whether your experience is similar to that required of the unit/course.
2. If you have already achieved some of the goals of the unit/course you might not have to do those sections of the unit/course again. This could mean finishing your unit/course much earlier, or not having such a heavy load.
3. It means that you only do subjects that are new and challenging. You do not have to do subjects in which you have already gained competence.
4. It recognizes that you are entering a unit/course with many skills.

How does it work? What happens?

If you decide to apply for RPL you will be asked to record, on an application form, details of your experience that may be relevant. Usually, students who seek recognition for informally acquired skills and knowledge, develop a portfolio of evidence to demonstrate that they have the necessary skills and knowledge. The portfolio can contain any number of items and may include for example:

- course and qualifications completed
- references which detail your responsibilities
- supervisor reports
- examples of work
- letters from customers
- job descriptions/duty statements
- awards and prizes
- organisation charts to show your position

Please note this list is non-exclusive and non-exhaustive – ask if you need more information.

To apply you will need to:

- Gather all documentation and evidence relating to previous courses completed, work experience and life experience.
- Complete the RPL Application Form available from ACATS
- Submit the Documentation and Evidence with the completed application form to the RTO Manager for assessment.
- A Fee for assessment, administration and certification will be payable on completion of the RPL process.

You will then be asked to attend an RPL assessment with course and RPL experts. The interviewer(s) can help you complete the application form. The interviewer's job is to make sure you have answered every question as thoroughly as possible so that a decision can be made on granting you RPL. After the interview, you will be notified of the decision. Sometimes you will be asked to provide extra information, or if there is insufficient evidence then a challenge test may be requested to demonstrate your competencies.

In all assessment situations, whether it is a formal assessment during/after a course or through the RPL pathway, you have the opportunity to appeal against an assessment decision if you believe an incorrect result has been recorded. All trainers and assessors are there to assist you to obtain the correct result and will discuss options available. Please refer to our Complaints & Appeals process outlined below.

Student Complaints & Appeals Policy

Policy Topic:

Student Complaints Process
Student Appeals Process

Purpose & Scope:

To provide a policy and set procedures to address student complaints and to allow for student appeals against assessments.

Policy:

Student Complaints

- ACATS will deal with issues as soon as they emerge, in order to avoid further disruption or the need for formal complaint.
- If participants have a grievance with any aspect of their training, they are encouraged to speak immediately with the Trainer. A meeting should be requested, by the student, at which time the matter in dispute can be raised and a resolution sought.
- If the student does not feel comfortable about approaching the trainer, the student should contact the RTO Manager to organise a meeting to discuss the grievance and resolve the issue. Where practical, this meeting will take place within one (1) week of the grievance being lodged.
- If the student is not satisfied that the issue has been resolved or if the RTO Manager cannot resolve the complaint, the student may wish to write a letter to the Managing Director, setting out in detail the issues of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.
- If the matter is still not resolved, participants are advised they may take their grievance through legal avenues, the Anti-discrimination Board, Consumer Affairs or other bodies as appropriate.
- At all times and regardless of the complaint, the appropriate complaints procedure found below must be followed:

- Step 1 Student raises complaint with either trainer or RTO Manager.
- Step 2 Student and trainer organise mutually convenient meeting time to resolve grievance within one (1) week of complaint being lodged.
- Step 3 If resolved, outcome noted in writing citing reasons for resolution and agreement by parties.
- Step 4 If grievance is not resolved, student writes a letter to the RTO's Managing Director outlining complaint.

- Step 5 At the Managing Director's discretion, an industry-training representative may be called upon to negotiate a satisfactory resolution or the matter is to be referred to an industry panel.
- Step 6 Complaints not resolved after Step 5 are to be taken to the appropriate level at the student's discretion.

For a more detailed procedure please refer to the copy of the *Complaints Resolution Procedure* found on the next page.

Student Appeals

- ACATS will deal with appeals as soon as they emerge, in order to avoid further disruption or the need for formal complaint.
- If participants would like to appeal against their results or any aspect of their training, they are encouraged to speak immediately with the Trainer or RTO Manager to resolve the issue. A meeting should be requested, by the student, at which time the matter in dispute can be raised and a resolution sought through moderation by an independent industry-training representative.
- If the participant is not satisfied that the issue has been resolved, they are encouraged to write a letter to the Managing Director, setting out in detail the issues of concern.
- Should the student still remain unsatisfied as to the outcome of this stage, they may wish to escalate their concern to external or independent parties. If this is the case, an industry representative or an official from the relevant State Training Authority may be invited to act as an objective party in order to negotiate a settlement.
- If the matter is still not resolved, participants are advised they may take their grievance through legal avenues, the Anti-discrimination Board, Consumer Affairs or other bodies as appropriate.
- At each stage, outcomes will be documented in writing with a copy issued to the student and file citing the reasons why the appeal was successful or unsuccessful.
- Participants have a maximum of four (4) weeks in which they can appeal against their result.
- If the student is in possession of the assessment event they wish to appeal against they must keep this record for the appeals process.
- Results of appeals will either be the original result is upheld meaning the student will have an opportunity for re-assessment or re-training or the original result is overturned.

COMPLAINTS RESOLUTION PROCEDURE

The Academy aims to provide quality training and fair assessments for all our students all of the time. This is a key priority for us, as we wish to keep our customers satisfied at all times.

We recognise that sometimes this may not happen. Appreciating the value of your individual needs and expectations from the services we deliver, please follow the below procedures to ensure your issue is dealt with to your, and our satisfaction.

1. All comments and complaints are to be referred to the respective Trainer and/or Assessor. In their absence or regarding a complaint about the trainer and/or assessor, please refer any issue to the RTO Manager.
2. At each stage, outcomes and further avenues available to the student are to be documented in writing, providing the student with a copy.
3. The RTO Manager will contact the student to:
 - i) ensure the exact nature of the complaint is known;
 - ii) arrange a mutually convenient time* to meet and discuss the issue.
4. A decision will be made at the meeting as to whether the complaint can be resolved immediately by the or whether it needs referral to the next stage.
5. If either the student is not happy with the resolution proposed by the RTO Manager or if the complaint cannot be resolved, the student will be advised that they are encouraged to write a letter to the Managing Director, outlining their complaint and any proposed resolution by the student.
6. The Managing Director will advise the student in writing of the outcomes from this process, which may include an industry-training representative, being called to independently review the complaint.
7. If the student is still not satisfied with the outcome, the student will be advised they can take further action which may include legal action.
8. Any solution or further action should be supported by the appropriate policy or procedural statement and/or legislative conditions. This should be advised in writing with a copy provided to the student.

** Meeting, where practical, should be convened within one (1) week of the complaint being lodged.*

Register of Student Support Services

VOCATIONAL EDUCATION AND TRAINING DISABILITY SUPPORT SERVICE

VDSS

Phone: 07 3259 4289 or 07 3259 4090

Email: VDSS.QVDC@dete.qld.gov.au

APPRENTICESHIPS INFO

Apprenticeships Info Hotline: 1800 210 210

Email: apprenticeshipsinfo@qld.gov.au

LANGUAGE, LITERACY & NUMERACY ASSISTANCE

READING WRITING HOTLINE (AUSTRALIA)

Phone: 1300 655 526

QUEENSLAND COUNCIL FOR ADULT LITERACY

PO Box 301, Red Hill QLD 4059

Phone: 07 3878 9944

Email: info@qcal.org.au

DISABILITY

DEPARTMENT OF COMMUNITIES, CHILD SAFETY AND DISABILITY SERVICES

Office of Youth

Phone: 07 3008 8782 (within Brisbane)

Fax: 07 3008 8784

DEPARTMENT OF COMMUNITIES, CHILD SAFETY AND DISABILITY SERVICES

Disability Services

24 Tansey Street, Beenleigh QLD 4207

Phone: 07 3884 7001

Fax: 07 3884 7044

SERVICES FOR PEOPLE WHO HAVE IMPAIRED HEARING

DEAF SERVICES QUEENSLAND

Brisbane Office

915 Ipswich Road, Moorooka QLD 4105

Phone: 07 3892 8500

Fax: 07 3392 8511

TTY: 07 3892 8501

Email: dsq@deafsq.org.au

NATIONAL RELAY SERVICES

21A Elliott St, Balmain NSW 2041

Freecall: 1800 555 660

Freecall Fax: 1800 555 690

Freecall TTY: 1800 555 630

SMS: 0416 001 350

Email: helpdesk@relayservice.com.au

OTHER SUPPORT SERVICES

MIGRANT WORKERS RESOURCE CENTRE

Shop 5, 49 Sherwood Road Toowong QLD 4066

Phone: 07 3871 3141

Fax: 07 3871 1508

DEPARTMENT OF ABORIGINAL & TORRES STRAIT ISLANDER AND MULTICULTURAL AFFAIRS

Level 6a, Neville Bonner Building 75 William Street Brisbane, Qld 4000

Phone: 13 QGOV (13 74 68)

Fax: 07 3224 2070