



**Your Health  
& SAFETY**



# Student Rights & Responsibilities

La Trobe is committed to providing a **safe, inclusive** and **respectful** environment for all students and staff.

Your Rights and Responsibilities include **Learning, Academic, Behaviour, and Wellbeing**

[www.latrobe.edu.au/students/admin/rights-and-responsibilities](http://www.latrobe.edu.au/students/admin/rights-and-responsibilities)

## CHARTER OF STUDENT RIGHTS & RESPONSIBILITIES

### Preamble

La Trobe University aspires to provide an outstanding student experience that is conducive to scholarly activity and supportive of individual learning goals. Underpinning this experience is a safe, inclusive and respectful environment.

This Student Charter embodies the core values and principles that we hold as a community and the partnership that exists between our students and the University. La Trobe students and the University acknowledge and respect the reciprocity of their respective rights and obligations.

### Learning

You have a right to:

- An educational environment that actively develops and enriches your learning
- Programs that are academically rigorous and up-to-date with high quality teaching and supervision
- Prompt and helpful feedback on your academic performance
- Effective and accessible learning environments that facilitate your interactions with your lecturers, your subject content and other students
- Reasonable access to services and amenities that are responsive to your needs
- Access to review and appeal processes in line with University policies and procedures
- Access to student support services including independent advice and advocacy

You are responsible for:

- Engaging in your academic studies with honesty and integrity
- Taking an active role in your learning by participating in class activities, placement rounds, completing assignments on time and acting on feedback from lecturers
- Meeting your commitments to other students including contributions to group work
- Pursuing your career goals through enquiry and action
- Making the most of the opportunities and services provided by the University
- Contributing positively to La Trobe's culture by being connected, innovative, accountable and caring
- Complying with all University policies

# Stay SAFE

- Be aware of walking alone at night – travel with a friend if you can and stay in lit areas
- Don't flaunt your money or expensive possessions in public – ipod, laptop, new phone etc
- Take driving lessons to drive on Australian roads – **be careful!**
- Always wear a **seatbelt** in a car, **helmet** on a bicycle
- Be careful at **train crossings** – look and listen for the trains approaching
- Be aware of **scams targeting students** – if it seems too good to be true it probably is

## After Hours Help Line

- Speak to a staff member after hours if you need advice or have a problem

 **1800 758 360**

## Road Safety

- Be aware of our specific road rules
- Be careful driving at night in the countryside
- Always wear a seatbelt!
- Be careful of trams

## Personal Safety

- Don't carry around large amounts of cash
- Be careful on public transport at night
- Don't flaunt your personal possessions – phones, music devices ...



# Stay SAFE

## Important Phone Numbers


- **Campus Security:** 9479 2222
- **Free call external:** 1800 800 613
- **Security Escort:** 9479 2012
- **After Hours Help Line for International Students:**  
1800 758 360



**In an Emergency = Police,  
Fire or Ambulance  
Dial 000 = Triple Zero**


If it's late and you need help,  
call 1800 758 360.

This is a special after-hours telephone hotline  
for international students on our campus.

La Trobe Students Staff Alumni Library Contacts 


ourses International students Industry and Community Research About

## Transport Central




**Public transport**  
Find out about what public transport options serve your campus.

**VIEW OPTIONS** >




**Car parking**  
Car parking at all campuses is limited so get your permit early.

**PARKING ON CAMPUS** >



**Carpooling and car share schemes**  
Carpooling and car share schemes are a simple, cheap and convenient way of getting to uni.

**MORE INFO** >



**Cycling**  
Get fit without trying, help the environment and save money.

**FIND OUT MORE** >

# Getting Around Campus

## Campus Courtesy Bus (The Glider)

- Mon to Fri: 8.30am-9.30pm, every 20 mins
- Glider Real information Time Service (GRiTS)



## Lost on Campus App

<http://lostoncampus.com.au/la-trobe/melbourne>

## UNI-Safe Chaperone

- Security staff can escort you after hours to your car, on campus accommodation or tram stop
- Call **9479 2012** (10pm-5am)



**TEXT a question to + 61 (0) 429 274 139**



# Report

# concerning

# BEHAVIOUR

La Trobe does not tolerate unacceptable behaviour.

Report your concerns via the **Speak Up** service





# AUSTRALIAN

# Health

# CARE

# explained

## General Practitioner (GP) or local medical/ health centre

- First point of contact for general health issues
- Many services including general medicine, assessment and treatment of health problems and injuries, referrals to specialist services

## Specialist service

- If you require more specialised care or treatment after your initial consultation with your doctor, they may refer you to a specialist e.g. radiologist (X-Ray) or physiotherapist

## Accident and Emergency Treatment

- Every public hospital has a 24-hour Emergency and Casualty department where you may seek help after hours and during weekends.
- Patients with the most urgent and serious problems are seen and treated first.
- **You should only use a hospital emergency room in an emergency**



# Overseas

# STUDENT

# Health Cover

## Website

[www.oshcallianzassistance.com.au](http://www.oshcallianzassistance.com.au)

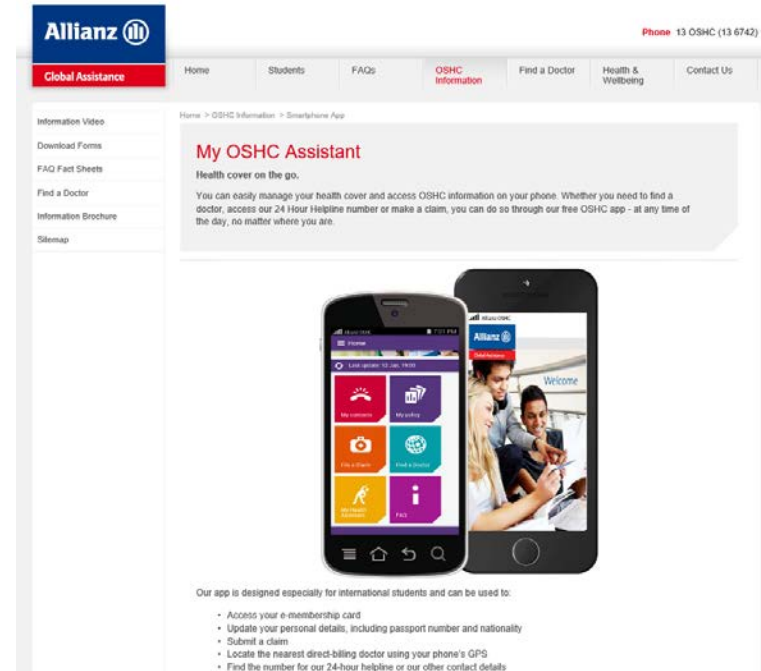
## Smartphone app

Download **“My OSHC Assistant”**  
from the App Store or Google Play

**OSHC Representative on campus**  
every Monday to Thursday 10am to 4pm  
@ LTI Office (Sylvia Walton Building)

**Your OSHC policy number will look like this:**

**StudentIDLTM e.g. 18001112LTM**



The screenshot shows the Allianz Global Assistance website. The main heading is "My OSHC Assistant" with the subtext "Health cover on the go." Below this, it states: "You can easily manage your health cover and access OSHC information on your phone. Whether you need to find a doctor, access our 24 Hour Helpline number or make a claim, you can do so through our free OSHC app - at any time of the day, no matter where you are." Two smartphones are displayed: one showing the app's home screen with icons for "My membership", "My policy", "Find a doctor", and "24-hour helpline"; the other showing a "Welcome" screen with a photo of people. Below the phones, it says: "Our app is designed especially for international students and can be used to:" followed by a list of features:

- Access your e-membership card
- Update your personal details, including passport number and nationality
- Submit a claim
- Locate the nearest direct-billing doctor using your phone's GPS
- Find the number for our 24-hour helpline or our other contact details

# Doctor

# Bulk BILLING

- International students on OSHC are covered for what the Australian public are covered for under **medicare**
- A standard medical consultation has a “bulk billed” fee of \$36.30; anything extra is charged at the discretion of the medical practice and is called the **gap fee**
- e.g: a GP that you visit charges \$50 a consultation. Your OSHC covers the medicare bulk billed fee of \$36.30 = you have to pay the difference \$13.70

✓ **Look for doctors that bulk bill & you won't be charged anything**

- OSHC Allianz website and app have a function for you to find a doctor who bulk bills international students.

The screenshot shows the Allianz OSHC website interface. At the top, there is a navigation bar with the Allianz logo and a phone number (13 OSHC (13 6742)). Below the navigation bar, there are several menu items: Home, Students, About Us, OSHC Information, Find a Doctor, Health & Wellbeing, and Contact Us. The 'Find a Doctor' section is highlighted in red. The main content area features a search form titled 'Find a Doctor' with the following fields: Address, Suburb, Postcode, State\* (set to Queensland), and Show doctors within (set to 5km). A red 'Find' button is located at the bottom of the form. To the right of the form, there are two informational boxes: 'What is Direct Billing?' and 'Important information'. The footer contains a grid of links for Home, Partners, Medical Providers, Students, OSHC Information, About Us, Contact Us, and Postal Address.

# Home Visiting DOCTOR

If you need to see a doctor on weeknights, weekends or public holidays (and do not need to visit the emergency department)

## National Home Doctor Service

- Doctor visits you at your house
- Direct billing doctor – no payment required
- Call 13SICK / 📞 **13 7425**)

## Phone Support

- Speak to a doctor via phone or video call without leaving home
- Direct billing – no payment required
- Call Allianz Assistance Student Health Line  
📞 **1800 854 344**





# Look after

# YOURSELF

- ✓ **EXERCISE** – cycle to Uni, go for a walk, use La Trobe Sports Centre
- ✓ **EAT WELL** – make healthy choices. Visit Preston market for cheap, fresh fruit, vegetables, and produce
- ✓ **MEDITATION & MINDFULNESS** – free resources online via the counselling service
- ✓ **COUNSELLING SERVICE** – free confidential counselling for students. Assistance with stress, anxiety, depression
- ✓ **GROUP WORKSHOPS** – stress management, sleep, time management, anxiety and depression

[www.latrobe.edu.au/students/support/wellbeing](http://www.latrobe.edu.au/students/support/wellbeing)