

# International Student Guide

Nan Tien Institute | 2023



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## WELCOME

Welcome to Nan Tien Institute (NTI)! NTI is a private, non-profit, government accredited, Australian higher education provider, offering courses in the areas of Buddhist studies, health and wellbeing. NTI is one of a relatively small number of institutions in the world offering postgraduate studies grounded in Buddhist wisdom and values.

NTI is proud to welcome students from all over the world. Our students are empowered with an education that is mobile, crosses geographic precincts and cultural, digital, and educational borders, and has numerous transferable and adaptable applications.

NTI prides itself on being a truly international organisation that provides all students with a safe, nurturing, and culturally understanding environment that encourages excellence. We look forward to welcoming you to NTI in 2023!



## KEY DATES 2023

	START DATE	END DATE
Orientation Session (Semester 1)	23-Jan-2023	-
Semester 1 2023	30-Jan-2023	02-Jul-2023
Semester Break	03-Jul-2023	16-Jul-2023
Orientation Session (Semester 2)	10-Jul-2023	-
Semester 2 2023	17-Jul-2023	17-Dec-2023
Census Date	<p>Census date is the final date for a student to withdraw from a subject without academic or financial penalty (<a href="#">Fees, Charges and Refunds Policy</a>).</p> <p>NTI determines a different census date for each subject. Students can view the census date for each subject on the <a href="#">online timetable</a>.</p>	

# ORIENTATION

All international students commencing their studies with NTI are invited to attend a compulsory orientation session held in the week before their first semester starts.

In this orientation session, you will have the opportunity to:

- meet faculty members and support staff,
- take a tour of the campus,
- learn more about NTI's services and facilities,
- receive your student ID card,
- connect with fellow students,
- ask questions, and
- receive important information about studying with NTI.

Orientation sessions are held via Zoom and you will be emailed further details about the orientation session (including a Zoom link) closer to the date of the orientation session. Orientation sessions are held from **11.00am - 12.30pm** (AEDT in Semester 1, 2023 and AEST in Semester 2, 2023). The date of your orientation session is stated in your **Letter of Offer**. As orientation is an essential first step in the student experience, all students are required to attend their orientation session before commencing their studies with NTI.

Please contact the Student Services Office if you have any questions or concerns about attending your orientation session.

You can receive further support and have your questions answered by attending monthly online drop-in sessions conducted by Student Services and NTI Library. These sessions are not mandatory, and are available and suitable for both commencing and continuing students.

## STUDENT INFORMATION DROP-IN SESSIONS

Students are welcome to drop in at any time during the scheduled session to ask questions about their studies, systems, processes or their enrolment. Student Services staff will also be available to guide students in practical demonstrations.

The student information drop-in sessions are held on the first Wednesday of each month at 10.30am-11.30am (AEST/AEDT) via Zoom – the Zoom links to join the sessions are made available to students via NTiLearn.

## LIBRARY SUPPORT DROP-IN SESSIONS

Students are welcome to drop in at any time during the scheduled session to ask questions about library services, research and referencing support, an online databases.

The library support drop-in sessions are held on the second Wednesday of each month at 1.30pm-2.30pm (AEST/AEDT) via Zoom – the Zoom links to join the sessions are made available to students via NTiLearn.

# YOUR STUDENT RIGHTS AND RESPONSIBILITIES

## ESOS LEGISLATIVE FRAMEWORK

The [Education Services for Overseas Students Act 2000](#) (ESOS Act), establishes legislative requirements and standards to assure the quality of Australian education and training institutions offering courses to international students studying on a student visa.

Education institutions (such as NTI) can only deliver education services to international students on a student visa in Australia if they are registered on the [Commonwealth Register of Institutions and Courses for Overseas Students](#) (CRICOS).

In order to be registered with CRICOS providers must have met, and continue to meet, the requirements of the ESOS Act and [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (the National Code). NTI is a registered provider with CRICOS (provider code 03233C).

International students studying with NTI have the following rights under the ESOS Act:

- ❑ The right to receive current and accurate information about NTI's courses, fees, modes of study, and other important information from NTI and your agent.
- ❑ The right to have access to support services, complaints processes, and information about changes to your enrolment with NTI.
- ❑ The right to sign a written agreement with NTI before paying your fees. A Letter of Offer and Acceptance Form issued by NTI form this written agreement. You are not required to pay any fees to NTI until you read your Letter of Offer, sign, and submit the Acceptance Form attached.
- ❑ The right to receive assistance under the [Tuition Protection Service](#) (TPS). The TPS is a placement and refund service for international students, which protects students if an institution is unable to teach their course.

Institutions have the following responsibilities to international students under the ESOS Act:

- ❑ To offer orientation and support services to help you live and study in Australia.
- ❑ To provide contact details for support staff available to help you.
- ❑ To let you know if you can apply for course credit
- ❑ To let you know when your enrolment with NTI can be deferred, suspended, or cancelled.
- ❑ To let you know NTI's requirements for satisfactory progress in the course you are studying, and the support services available to you if you are not progressing well.
- ❑ To let you know if attendance will be monitored for your course
- ❑ To let you know about NTI's complaints and appeals processes

Students can find more information about the student rights and institutional responsibilities legislated by the ESOS Act by visiting the [Department of Education, Skills and Employment](#) website, or by visiting the [Study in Australia](#) website. Further information about your student rights and responsibilities are provided within this guide.

## RECOGNISED PRIOR LEARNING

International students may apply to receive recognition of prior learning (RPL) to receive credit for previous formal or informal learning. The RPL process involves the assessment of relevant prior learning to determine the outcome of a student's application for credit (as outlined in the [Recognition of Prior Learning Policy](#)).

To apply for RPL, you must submit an **Application for Recognition of Prior Learning Form** and all necessary supporting documentation to the Student Services Office at the time of your application to NTI. RPL applications are assessed by the relevant Head of Program. You will receive written notification from the Student Services Office regarding the outcome of your RPL application.

The duration of your course may be shortened if you receive recognition of prior learning. Further information about RPL is detailed in the [Recognition of Prior Learning Policy](#).

## DEFERRAL

International students who receive a Letter of Offer to study with NTI, but who wish to postpone (delay) starting their studies with NTI, can apply to defer their course. Students can defer the start of their course for a period of up to twelve (12) months.

To defer the start of your course, you can complete a Deferment Application Form and submit this to the Student Services Office. You can only request to defer your course once you have received a Letter of Offer for the course.

Once a deferral request has been reviewed and processed, you will be issued with a new Letter of Offer. Further information about course deferral can be found in the [Selection and Admissions Policy](#). Students with any questions about deferring their studies with NTI can contact the Student Services Office for assistance.

## LEAVE OF ABSENCE

As outlined in the [Student Enrolment Policy](#), students enrolled in a course may apply to take a leave of absence from their studies. Leave of absence allows a student to take a break from their studies for a period of up to twelve (12) months, while maintaining their enrolment in their course.

Students should contact Student Services or their Head of Program to seek academic advice before applying to take a leave of absence. Students should also be aware that a period of absence may impact their ability to complete their course.

To apply for a leave of absence, you must complete a **Leave of Absence Form** and submit the completed form (and any relevant supporting documentation) to the Student Services Office for processing.

Students who withdraw from all subjects in a study period without obtaining an approved leave of absence may have their enrolment lapse. Once their enrolment has lapsed, a student will be required to re-apply for admission to the course.

Students who take a leave of absence from their course for more than one (1) year should note that the course rules and conditions under which they originally enrolled may change during their period on leave, and that they may be subject to the rules and conditions as they apply at the time that they return to their course.

## ENROLMENT SUSPENSION OR CANCELLATION

A student's enrolment in a NTI course may be suspended or cancelled for reasons including, but not limited to:

- ❑ failing to comply with NTI policies
- ❑ gaining admission to an NTI course by submitting incomplete, inaccurate, fraudulent, or misleading documentation (as per the [Selection and Admissions Policy](#))
- ❑ failing to meet course progress requirements (as per the [Student Enrolment Policy](#))
- ❑ committing academic or non-academic misconduct (as explained in the [Academic Integrity Policy](#) and [Student Misconduct Policy](#))
- ❑ failing to pay part or all of tuition fees by the due date ([Fees, Charges and Refunds Policy](#))

Suspension is a temporary cancellation of a student's enrolment at NTI (for a period of no more than 12 months). Following the period of suspension, a student has the automatic right to resume their studies in their course (or equivalent course) with NTI.

Exclusion is the cancellation of a student's enrolment (for a period of no more than 24 months). Unlike a suspension, a student does not have the automatic right of re-admission to their course following their exclusion from NTI. If a student wishes to resume their studies after a period of exclusion, they must re-apply for admission to NTI following the procedures outlined in the [Selection and Admissions Policy](#). A student's previous enrolment with NTI will not guarantee their re-admission to NTI.

Further information about enrolment suspension and cancellation can be found in the [Student Enrolment Policy](#).

## COMPLAINTS AND GRIEVANCES

NTI is committed to providing a safe, harmonious, supportive, and productive environment for all its students. NTI's student policies outline the complaint and appeal procedures related to various specific aspects of the student life cycle.

All students have the right to lodge a complaint or grievance with NTI if they have a concern or complaint about unfair treatment, discrimination, harassment, vilification and/or bullying. If a student has a concern or complaint that is not addressed within a specific NTI policy, they can report their grievance as per the process outlined in the [Student Grievance Policy](#).

There are three (3) stages to addressing a student grievance:

- ❑ an informal discussion: where a student will try to address the concern or complaint with the person responsible for the decision, action or behaviour that has caused the grievance.
- ❑ a formal review: where a student has attempted an informal discussion, but the grievance is not resolved, the student can lodge a formal written complaint with the President of NTI.
- ❑ an external review: where a student is unsatisfied with the formal review, they can refer the grievance to an external body for review.

For further information about complaints and grievances, students can read the [Student Grievance Policy](#).

## ACADEMIC INTEGRITY

All students should familiarise themselves with Nan Tien Institute's [Academic Integrity Policy](#). This policy outlines NTI's commitment to academic integrity, the roles and responsibilities of students and staff in promoting academic integrity, and NTI's response to academic misconduct.

Academic integrity involves upholding ethical standards in all aspects of academic work, including learning, teaching, and research. It involves acting with the principles of honesty, fairness, trust, and responsibility, and requires respect for knowledge and its development.



Academic misconduct means any action or attempted action that may result in an unfair academic advantage to one or more students. Academic misconduct covers a wide range of behaviour and activities, including:

- Plagiarism
- Self-Plagiarism
- Collusion
- Cheating
- Any act or omission that can be regarded as academically dishonest

NTI has systems and processes in place to detect academic misconduct. If academic misconduct is detected, the matter will be investigated, and a student may be penalised depending on the severity of the academic misconduct. A student may appeal the outcome of an academic misconduct investigation.

Further details about behaviours and activities considered academic misconduct, the detection of academic misconduct, investigation and outcomes of academic misconduct reviews, and the appeals process are provided in the [Academic Integrity Policy](#).

## NAN TIEN INSTITUTE'S VALUES

NTI's values, which we seek to nurture in our students, and express in both our academic life and the administration of NTI, are:

### Compassion

Openness to and awareness of our interdependence with others; being present to others; empathy with and kindness to others, especially those who are suffering.

### Wisdom

Inquiry, understanding and appreciation of the history and insights of traditions and disciplines of knowledge, not least Buddhism, and the social and health sciences; contemplation and deep reflection; the prudent application of what we learn.

### Committed Service

A sense of vocation in the service of all living beings, and an ordering of our priorities and energy towards the needs of and opportunities for our community, our country, and our world

### Practice

Time for reflection and development of ourselves; mindfulness and concentration, moment to moment, day to day, to bring compassion and wisdom to each interaction with others; communicating truthfully, working harmoniously, doing no harm, and acting ethically in our professional roles

# COURSE ADMISSION REQUIREMENTS

## ACADEMIC REQUIREMENTS

The [Selection and Admissions Policy](#) outlines NTI's academic requirements:

APPLIED BUDDHIST STUDIES ACADEMIC REQUIREMENTS	
<b>Graduate Certificate in Applied Buddhist Studies</b>  Six (6) months full-time study	Bachelor degree with a major in humanities or social sciences, <b>OR</b> relevant work experience and professional training of at least three (3) years (for example, in Buddhist ministry or counselling)
<b>Graduate Diploma in Applied Buddhist Studies</b>  Twelve (12) months full-time study	Bachelor degree with a major in humanities or social sciences, <b>OR</b> a Graduate Certificate with a focus on Buddhist Studies.
<b>Master of Arts (Applied Buddhist Studies)</b>  Eighteen (18) months full-time study	Bachelor degree with a major in humanities or social sciences, <b>OR</b> a Graduate Diploma with a focus on Buddhist Studies, <b>OR</b> a Graduate Certificate with a focus on Buddhist Studies and three (3) years of relevant work experience (for example, in Buddhist ministry or counselling).  Note: Applicants who are not eligible for direct entry to this course, but are eligible for entry to the Graduate Certificate, or Graduate Diploma can transition to the Master degree, upon successful completion of the Graduate Certificate and Graduate Diploma requirements.

HEALTH AND SOCIAL WELLBEING ACADEMIC REQUIREMENTS	
<b>Graduate Certificate in Health and Social Wellbeing</b>  Six (6) months full-time study	Bachelor degree with a major in a relevant field, such as health sciences, social sciences, liberal arts, or education, <b>OR</b> relevant working experience and professional training over at least three (3) years (for example, in the health sector or social services or education).
<b>Graduate Diploma in Health and Social Wellbeing</b>  Twelve (12) months full-time study	Bachelor degree with a major in a relevant field, such as health sciences, social sciences, liberal arts, or education, <b>OR</b> relevant working experience and professional training over at least three (3) years (for example, in the health sector or social services or education) <b>OR</b> a Graduate Certificate with a focus on health.

<p><b>Master of Arts (Health and Social Wellbeing)</b></p> <p>Eighteen (18) months full-time study</p>	<p>Bachelor degree with a major in a relevant field, such as health sciences, social sciences, liberal arts, or education, <b>OR</b> an appropriate combination of a Bachelor degree in education, health sciences, liberal arts, social work, social services, community welfare, counselling or psychology and relevant work experience and professional training in an area related to the proposed degree, <b>OR</b> a Graduate Certificate with a focus on health and with credit average performance, <b>OR</b> a Graduate Diploma with a focus on health.</p> <p>Note: Applicants who are not eligible for direct entry to this course but are eligible for entry to the Graduate Certificate or Graduate Diploma, can transition to the Master’s degree, upon successful completion of the Graduate Certificate and Graduate Diploma requirements.</p>
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#### MENTAL HEALTH ACADEMIC REQUIREMENTS

<p><b>Graduate Certificate in Mental Health</b></p> <p>Six (6) months full-time study</p>	<p>Bachelor degree with a major in a relevant field, such as health sciences, social sciences, liberal arts, or education, <b>OR</b> relevant working experience and professional training over at least three (3) years, for example, in the health sector or social services or education.</p>
<p><b>Graduate Diploma in Mental Health</b></p> <p>Twelve (12) months full-time study</p>	<p>Bachelor degree with a major in a relevant field, such as health sciences, social sciences, liberal arts, or education, <b>OR</b> a Graduate Certificate with a focus on health.</p>
<p><b>Master of Mental Health</b></p> <p>Eighteen (18) months full-time study</p>	<p>Bachelor degree with a major in a relevant field, such as health sciences, social sciences, liberal arts, or education, <b>OR</b> a Graduate Diploma with a focus on health, <b>OR</b> a Graduate Certificate with a focus on health and credit average performance.</p> <p>Note: Applicants who are not eligible for direct entry to this course but are eligible for entry to the Graduate Certificate or Graduate Diploma, can transition to the Master’s degree, upon successful completion of the Graduate Certificate and Graduate Diploma requirements.</p>

## HUMANISTIC BUDDHISM ACADEMIC REQUIREMENTS

### Graduate Certificate in Humanistic Buddhism

Six (6) months full-time study

Bachelor degree, or equivalent qualification, **OR** relevant work experience in a Buddhist profession or workplace for at least three (3) years full-time or six (6) years part-time.

## ENGLISH LANGUAGE REQUIREMENTS

All NTI classes are taught in English. In addition to the academic requirements for course admission, all students are required to demonstrate a minimum level of English language proficiency, either through a recognised English language test, previous studies, or citizenship. The [Selection and Admissions Policy](#) details NTI's English language requirements.

### English language test

The minimum English language test scores required for direct entry are provided below. English language test results must be no more than two (2) years old at the time of application:

Recognised English Language Test	Minimum Scores Required for Direct Entry
International English Language Testing System (IELTS) Academic Test	Overall score from 6.5, with no sub-band score less than 6.0.
C1 Advanced (formerly known as Cambridge English: Advanced)	Overall score from 176, with no score less than 169 in any paper.
Person Test of English (PTE) Academic	Overall score from 62, with no band score less than 54.
Test of English as a Foreign Language internet-based test (TOEFL iBT)	Overall score from 79, with no score lower than 13 for reading, 12 for listening, 18 for speaking, and 21 for writing.



## ALTERNATIVE ENGLISH LANGUAGE TESTS DURING COVID-19

Due to COVID-19, many English language testing centres around the world have temporarily closed to protect the health and safety of test-takers and staff.

Due to this, NTI is currently accepting results from the following alternative English language tests:

**IELTS Indicator**

**TOEFL iBT® Special Home Edition**  
**TOEFL ITP® Plus for China Solution**

For direct entry to NTI, students require an overall score from 548, with no score lower than 47 for reading, 47 for listening, and 59 for structure and written expression.

Students who complete the TOEFL ITP Plus for China Solution test must send their test results to NTI via the Vericant School Portal. Students can contact Student Services with any questions about taking alternative English language tests during COVID-19.

### Previous study in English

Students who can demonstrate that they have successfully completed a substantial component (at least one-year full-time study) of an Australia higher education degree (at [AQF Level 7](#) or higher), within the past two (2) years (and while studying on a student visa), may meet NTI's English language requirements. Students can demonstrate this by providing their academic transcripts from an accredited Australian higher education institution.

Students may also meet NTI's English language requirements if they have successfully completed two (2) years of higher education study with a recognised institution (within the last two years) where:

- the language of instruction was English, **OR**
- the institution is in a country where the official language is English

Exemptions based on a student's previous study in English are granted on a case-by-case basis. A student's previous study in English does not guarantee course admission.

### Citizenship

Students who are a citizen of one (1) of the following countries may be exempt from providing evidence of English language proficiency:

- United Kingdom
- United States of America
- New Zealand
- Canada
- Republic of Ireland

Exemptions based on a student's citizenship are granted on a case-by-case basis. Citizenship does not guarantee course admission.

Students who have any questions about the English language requirements for studying with NTI can contact Student Services for further information.

## FEES, CHARGES AND REFUNDS

NTI's tuition fees, non-tuition fees, and refunds are governed by the [Fees, Charges and Refunds Policy](#). All fees referred to or quoted are in Australian dollars (AUD).

### TUITION FEES 2023

Tuition fees for international students studying in 2023 are stated below. The tuition fees stated below are quoted for the 2023 academic year only. NTI's tuition fees are subject to increase annually.

The **subject cost** stated below is the standard cost of one six (6) credit point subject for each course.

The **indicative total course tuition fee** stated for each course is an estimate based on the standard course duration, standard course progression, and the current tuition fee. The indicative total course tuition fee may increase if a student is required to repeat a subject, if additional electives are taken, or if electives are selected outside of the award course.

International students who experience unexpected difficulty in paying their tuition fees by the due date may request to pay their fees by instalments. Students must contact the Student Services and Academic Support Manager to request to pay their fees by instalments.

Tuition fees do not include:

- Non-tuition fees
- Cost of living in Australia
- The cost of books, study materials, travel, library charges, field trips or other incidentals
- Health cover

COURSE	SUBJECT COST	INDICATIVE TOTAL COURSE TUITION FEE
Master of Arts (Applied Buddhist Studies)	\$2,900.00	\$34,800.00
Graduate Diploma in Applied Buddhist Studies	\$2,900.00	\$23,200.00
Graduate Certificate in Applied Buddhist Studies	\$2,900.00	\$11,600.00

COURSE	SUBJECT COST	INDICATIVE TOTAL COURSE TUITION FEE
Master of Arts (Health and Social Wellbeing)	\$3,250.00	\$39,000.00
Graduate Diploma in Health and Social Wellbeing	\$3,250.00	\$26,000.00
Graduate Certificate in Health and Social Wellbeing	\$3,250.00	\$13,000.00

COURSE	SUBJECT COST	INDICATIVE TOTAL COURSE TUITION FEE
Master of Mental Health	\$3,250.00	\$39,000.00
Graduate Diploma in Health and Social Wellbeing	\$3,250.00	\$26,000.00
Graduate Certificate in Health and Social Wellbeing	\$3,250.00	\$13,000.00

COURSE	SUBJECT COST	INDICATIVE TOTAL COURSE TUITION FEE
Graduate Certificate in Humanistic Buddhism	\$2,900.00	\$11,600.00

## PAYMENT OF TUITION FEES

Tuition fees are charged per subject. Where a student remains enrolled in a subject after the subject census date, they will be invoiced for the subject. Students will be issued with an invoice in **Week 1-2** of each enrolled subject, to the email address they provide upon enrolment.

International students are required to pay the non-refundable \$100.00 enrolment fee (as stated under the Non-Tuition Fees section below), before starting their course with NTI.

If you are being sponsored by an employer, organisation, and/or government agency, you must complete and submit an **International Sponsorship Agreement Form** and a **Letter of Guarantee** to the Student Services Office prior to commencing their studies with NTI.

Penalties may be imposed on students who have an overdue debt with NTI, or who fail to pay all or part of their tuition fee by the due date. Penalties for late payment are outlined in the [Fees, Charges and Refunds Policy](#).

Please contact Student Services if you have any questions or concerns about paying your tuition fees. Please quote the **invoice number** (at top-right hand corner of the invoice) when contacting Student Services about your tuition fees.

## NON-TUITION FEES

Non-tuition fees and charges associated with study at NTI are outlined in the Fees and Charges Register attached to the [Fees, Charges and Refunds Policy](#). Non-tuition fees relevant to international students are summarised below:

ENROLMENT FEES	
International award enrolment fee	\$100.00 per award
Reinstatement fee	\$100.00*
Repeating subject tuition fee	Current full tuition fee applicable
LATE PAYMENT FEES	
Late payment of tuition fees	\$50.00
INSTALMENT PLANS	
Tuition fee instalment plans	\$0.00
GRADUATION FEES	
Graduation ceremony attendance	\$50.00 per student per ceremony
SUNDRY FEES	
Student identification card replacement	\$10.00
Replacement Testamur/Certificate of Attendance	\$50.00 each
Additional transcripts	\$10.00 each

*\*charged if enrolment has been cancelled by NTI or after two instances of student initiated withdrawal*

## REFUNDS

The [Fees, Charges and Refunds Policy](#) outlines the refund entitlements for international students. As outline in the policy, NTI will refund prepaid tuition fees to international students under the following circumstances:

TIMING & CIRCUMSTANCES OF WITHDRAWAL	REFUND ENTITLEMENT
Where a student submits a Refund Request Form (refund application) prior to the commencement date of their first study period, as per their Letter of Offer, including students who fail to enrol in any subjects.	Partial refund entitlement - tuition fee, net of bank transfer fees, less \$500 retained by NTI
Withdrawal or deferral before Census Date (after the commencement of the student's first study period)	Full tuition refund
Withdrawal or deferral after Census Date	No refund entitlement
Enrolment cancellation due to non-payment of tuition fees	No refund entitlement



Special circumstances (student remains enrolled in the subject after Census Date but does not successfully complete the subject, including a fail grade). Students who defer/withdraw from the enrolment after the census date and meet special circumstances criteria in section 6	On approval
Where fraudulent, forged, incorrect or misleading documentation has been presented, and NTI withdraws the offer of admission	No refund entitlement
The course/subject is cancelled by NTI	Full tuition refund
The course/subject fails to start on the scheduled timetable starting date	Full tuition refund
The course/subject ceases before the completion of teaching	Full tuition refund
Students are not permitted to re-enrol due to suspension or exclusion	Full tuition refund
An offer of a place is withdrawn by NTI	Full tuition refund
Student visa is denied	Partial refund entitlement - tuition fee, net of bank transfer fees, less \$500 retained by NTI
Conditions in the Letter of Offer cannot be met	Full tuition refund

To apply for a refund, students must complete a **Refund Request Form** and submit the completed form to the Student Services Office. For approved refunds, NTI will process the refund via the original payment method. A student is not eligible to apply for a refund of tuition fees if they have already successfully completed the related subject. Where NTI is not able to refund the credit to a student, and the student makes no contact with NTI, the credit is forfeited.

An explanation of 'special circumstances' is outlined in the [Fees, Charges and Refunds Policy](#). Students applying for a refund on the basis of special circumstances must submit documentation (original or certified copy) with their Refund Request Form to support their application. Supporting documentation must be in English or be a certified and signed translation.

If a student is sponsored by an employer, organisation, and/or government agency any fees paid by the sponsor will be refunded to the sponsor as per the details provided within the International Sponsorship Agreement Form.

If a student wishes for fees to be refunded to a third party (such as a family member), then the student must indicate this in the **Refund Request Form**, by ticking the "third-party" box. This means that the amount to be refunded will be refunded to the person indicated on the form (the "account holder"), and not to the student directly.

If a refund request is rejected, a student may appeal a refund decision. For an appeal to be considered, the student must:

1. Submit a written statement to the Student Services Office fully outlining the reason for the appeal within 28 days from the notice of the decision, and
2. Provide new and substantial evidence that has not previously been considered, and
3. Include documentary evidence to support the appeal.

Further information about tuition fees, non-tuition fees, and refunds is detailed in the [Fees, Charges and Refunds Policy](#). Students with any questions or concerns should contact the Student Services Office as soon as possible.

### TUITION PROTECTION SERVICE (TPS)

In the unlikely event that NTI is unable to deliver your course, you are eligible to receive a full tuition fee refund, as stated in the [Fees, Charges and Refunds Policy](#)

Under the ESOS Act, all international students are also protected by the Tuition Protection Service (TPS). The TPS is an initiative of the Australian government which provides protections for international students whose education providers are unable to deliver their course of study.

The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider **OR**
- receive a refund of their unspent tuition fees.

If your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees, the TPS will assist you in finding an alternative course, or in receiving a refund if a suitable alternative is not found.

Further information about the TPS is detailed on the [TPS website](#). Students can also contact the Student Services Office for further information about the TPS.



# CLASS STRUCTURE, ASSESSMENTS & ENROLMENT

All NTI subjects have a duration of **ten (10) weeks**. In 2023 all subjects will be delivered online through NTI's online learning platform **NTiLearn** (accessible via the Student Portal).

## SUBJECTS WITH A FACE-TO-FACE (VIA ZOOM) COMPONENT

These subjects are typically\*structured in the following way:

**Weeks 1 – 2** Pre-readings and/or assessments

**Weeks 3 – 4** Five days of face-to-face lectures and other learning activities, delivered via Zoom (9am - 5pm) – our online classrooms aim to recreate the physical classroom experience

**Weeks 5 – 10** Self-study and completion of assessments, supported by the lecturer and online resources

\*Some subjects may have lectures scheduled differently. Students should always check the online timetable or their subject Learning and Assessment Guide for more information.

Further information about each subject is outlined in each subject Learning and Assessment Guide.

Subjects from the Applied Buddhist Studies, Humanistic Buddhism and Health and Social Wellbeing programs typically have a face-to-face (via Zoom) component.

## SUBJECTS WITH NO FACE-TO-FACE COMPONENT

These subjects have readings, assessments, lectures, and learning activities taking place throughout the whole duration of the subject. Students have the option of attending weekly Zoom sessions to interact with the lecturer and other students in the subject.

Further information about each subject is outlined in each subject Learning and Assessment Guide.

While online students may not have the opportunity to visit NTI's physical campus, this International Student Guide (and the online **Student Support Guide** available through NTiLearn) outlines the ways in which students can connect with support staff.

Students can contact the Student Services Office for further information about studying online.

If you are in Australia and you would like to arrange a visit to campus, you are welcome to contact the Student Services Office directly to organise an appointment.

## ASSESSMENT METHODS

Student learning is assessed through a variety of formats, depending on the learning outcomes of a subject/course, the purpose of an assessment, and the skills/knowledge a student is required to demonstrate. Assessment details are available in each subject Learning and Assessment Guide, made accessible to each enrolled student via NTI's online learning platform **NTiLearn**. More information about NTiLearn is available below under the **Student Portal** section of this guide.

Assessment formats utilised by NTI include (but are not limited to): essays, quizzes, reports, literature reviews, peer-reviews, research projects, reflective journals, annotated bibliographies, case studies, debates, presentations, interviews, and self-assessments. Students may be required to complete assessments individually, or they may be required to work with fellow classmates to complete and submit work as a group.

Depending on the advice outlined in the Learning and Assessment Guide, students may be required to submit work in-class or upload them to NTiLearn. The due date, weighting, length, details, and marking criteria for each assessment is provided in the Learning and Assessment Guide.

If a student has any questions about their assessments, they can contact their subject lecturer or Head of Program for further clarification. Students can also receive assistance with their assessments from Academic Support Officers and peer-mentors (further information provided under the **Services and Facilities** section of this guide).

## SUBJECT ENROLMENT

Students may choose to enrol in either full-time or part-time study to complete their course with NTI. The standard full-time study load is eight (8) subjects per year, and four (4) subjects per semester ([Student Enrolment Policy](#)).

Students can view their course structure (the list of eligible core and elective subjects required to complete their course) in their Letter of Offer, and by visiting the [NTI website](#) and following the relevant links to view their course structure.

Students enrolled in either the Health and Social Wellbeing, Applied Buddhist Studies, or Humanistic Buddhism programs can submit a **Subject Enrolment Form** via the Student Portal, to enrol in subjects for an upcoming semester.

Students enrolled in the Mental Health program can submit a **Mental Health Subject Enrolment Form** via the Student Portal, to enrol in subjects for an upcoming semester.

Students will receive an email confirmation from Student Services once their subject enrolment has been processed. All students are encouraged to contact Student Services if they would like any advice on subject selection and enrolment.

## SUBJECT WITHDRAWAL

Students can apply to withdraw from a subject/subjects by submitting a **Subject Withdrawal Form** via the Student Portal. Students will receive an automated email confirming the submission of their Subject Withdrawal Form, and a confirmation email from Student Services once their withdrawal has been processed.

A student may withdraw from a subject without academic or financial penalty if they submit a Subject Withdrawal Form by the subject census date (as per the [Fees, Charges and Refunds Policy](#)).

In exceptional circumstances, the Dean of Studies may approve a student's late withdrawal from a subject/subjects without academic or financial penalty. Students should read the [Fees, Charges and Refunds Policy](#) and the [Student Enrolment Policy](#) for further information.

# SERVICES AND FACILITIES

## STUDENT SERVICES OFFICE

Students can contact the Student Services Office for assistance with course enrolments, subject enrolments and withdrawals, subject selection advice, payment of tuition fees, disability and wellness support, and more.

International students can contact the Student Services Office with any questions they have about studying with NTI. Student Services provides assistance and helps to connect students with relevant support services.

The Student Services Office is open from 9.00am – 4.30pm (AEST/AEDT) Monday through Friday.

**Student Services and Academic Support Manager** Veronika Penberthy-Groves

**Student Services Officer** Gabi Harding

**Phone** (02) 4258 0740

**Email** [enquiry@nantien.edu.au](mailto:enquiry@nantien.edu.au)

## DISABILITY AND WELLNESS SUPPORT

Students with a health condition or wellness concern are encouraged to contact the Student Services and Academic Support Manager to discuss any assistance or support services that could be put in place to alleviate the impact on their studies.

Students can make an appointment with the Student Services and Academic Support Manager to discuss any wellness concerns, for assistance with applying for a reasonable adjustment plan or academic consideration, or for advice on available support services.

**Student Services and Academic Support Manager** Veronika Penberthy-Groves

**Phone** (02) 4258 0741

**Email** [enquiry@nantien.edu.au](mailto:enquiry@nantien.edu.au)

## LIBRARY

The Nan Tien Institute Library provides an extensive Buddhist-based collection (accessible to all students and members) and a quiet, contemplative space for students to study. For students who would like to visit the library in person on campus, the library is open from 10am – 4 pm (AEST/AEDT), Tuesday to Wednesday, and is located on the Ground Level.

Library support is available to students from 9am – 5pm (AEST/AEDT), Monday to Thursday.

**Library Technician** Jamila Choubassi

**Phone** (02) 4258 0744

**Email** [library@nantien.edu.au](mailto:library@nantien.edu.au)

## IT SUPPORT

Support is available to all students who require assistance with matters related to IT Services.

**IT Support**

**Email** [itsupport@nantien.edu.au](mailto:itsupport@nantien.edu.au)

## ACADEMIC SUPPORT

Academic support is a free service for students enrolled in subjects at Nan Tien Institute.

Academic Support Officers are available to assist students with academic writing, referencing, understanding assessments and more. Students can contact the Academic Support Officers directly or can contact Student Services Office for advice.

**Academic Support Officer** Dr Camille Rouliere

**Academic Support Officer** Helen Kennett

**Email** [academicsupport@nantien.edu.au](mailto:academicsupport@nantien.edu.au)



# STUDENT PORTAL

The Student Portal is where students can access their NTI email account, NTiLearn, library resources, online forms, online databases and more.

Each student is provided with their unique student account details upon enrolment. Your NTI account email address is created using your student ID number, for example:

[123456789@nantien.edu.au](mailto:123456789@nantien.edu.au)

When you receive your NTI email account details, you will also receive a temporary password. You **must reset your temporary password** the first time you log into the Student Portal. To have your password reset, please contact Student Services.

Students can read the **Accessing the Student Portal** support guide for further guidance on logging into the Student Portal for the first time and navigating the resources available via the portal.

## MYMAIL

MyMail is where students can access their NTI student email. Students should check their MyMail regularly, as this is how NTI academic and support staff will communicate important information regarding their studies at Nan Tien Institute.

## NTiLEARN

NTiLearn is NTI's online learning platform, where students can access course content, upload assessments, find readings and view their grades.

Please see the accompanying support guides (**Navigating NTiLearn**) for more information on using NTiLearn.

## ONLINE FORMS

Students can access the following online forms via the Student Portal:

**Subject Enrolment form** is the subject enrolment form for students enrolled in Health and Social Wellbeing, Applied Buddhist Studies, Humanistic Buddhism, Cross-Intuition or Non-Award programs.

**Mental Health Subject Enrolment form** is the subject enrolment form for students enrolled in the Mental Health program.

**Subject Withdrawal form** is the subject withdrawal form for all students enrolled in any program.

**Academic Consideration form** for students enrolled in any program who wish to apply for Academic Consideration, please see the [Academic Consideration Policy](#) for more information.

## STUDENT POLICY LIBRARY

Students should refer to the [Student Policy Library](#) to access all student policies, and to understand the rights and responsibilities of all NTI students and staff.

## LEARNING AND ASSESSMENT GUIDE

Learning and Assessment Guides are made available for each subject. The Learning and Assessment Guide provides detailed information about each subject, including:

- ❑ contact details for the relevant academic and support staff,
- ❑ subject learning outcomes,
- ❑ learning resources,
- ❑ reading lists,
- ❑ assessment task requirements and due dates.

Students can access each Learning and Assessment Guide via NTiLearn. Learning and Assessment Guides are available to download approximately four (4) weeks before the commencement of each subject.

## STUDENT HANDBOOK

Students can consult the [Student Handbook](#) for more further information on NTI, including course structures, entry requirements, fees, subject details, services and facilities. Students can access the latest copy of the Student Handbook via the NTI website.

## NTI FREE WI-FI

Free wi-fi is available to all students, staff and visitors on campus. To connect to NTI free wi-fi use this password: **Nti1234567**

Please contact IT Support if you have any technical issues connecting to the wi-fi.  
([itsupport@nantien.edu.au](mailto:itsupport@nantien.edu.au))





# NAN TIEN INSTITUTE CAMPUS

NTI's campus is located at **231 Nolan Street, Unanderra NSW 2526, Australia.**

## GETTING TO CAMPUS

### Driving

NTI's campus has extensive free parking on-campus, accessible via Nolan Street. You can use [Google Maps](#) to get driving directions.

### Bus

Bus Route 34 travels from Wollongong, through Unanderra, Berkeley and Lake Heights, to Warrawong (and back). Route 34 stops on Nolan Street, outside the entrance to NTI's campus.

Please visit the [Premier Illawarra website](#) for bus timetables and route maps.

### Train

The closest train station to NTI's campus is Unanderra Station. It is a comfortable 20-minute walk to campus, or a short bus ride (on Route 34). Please see the [Transport NSW website](#) for more information.

## NAN TIEN TEMPLE

Nan Tien Temple is open to visitors from Tuesday to Sunday (closed to the public on Mondays). Please visit the [Nan Tien Temple website](#) for more information.

**Phone** (02) 4272 0600

**Address** 180 Berkeley Road, Berkeley NSW 2506

**Website** <http://www.nantien.org.au/>

## PILGRIM LODGE ACCOMMODATION

The Pilgrim Lodge's unique 3.5 star accommodation is located on the grounds of Nan Tien Temple – the largest Buddhist Temple in the Southern Hemisphere. The Lodge overlooks the peaceful Temple, beautiful lotus pond, award-winning gardens and out to the magnificent Illawarra Escarpment.

NTI is just a five-minute walk away, across the pedestrian bridge which connects Nan Tien Temple and NTI's campus.

NTI students are eligible to receive a 20 per cent discount on accommodation at the Pilgrim Lodge. Students can contact the Pilgrim Lodge directly for prices and availability. Please visit the [Nan Tien Temple website](#) for more information.

**Phone** (02) 4272 0600

**Address** 180 Berkeley Road, Berkeley NSW 2506

**Email** [pilgrimlodge@nantien.org.au](mailto:pilgrimlodge@nantien.org.au)

## OFF-CAMPUS ACCOMMODATION

Students moving to the area can use the links below to find off-campus accommodation. The companies listed below are all independent, private businesses and are not owned or operated by NTI.

It is your responsibility to make sure your private accommodation suits your needs. Any rental agreement or arrangement you enter into is strictly between you and the private accommodation provider. Each provider will have their own application process. You'll need to contact them to find out how to apply.

### Renting private accommodation

To find out more about your tenancy rights in NSW, please visit the [NSW Fair Trading website](#). You should ensure you know your tenancy rights before signing a rental agreement.

- ❑ [Domain.com.au](#)
- ❑ [Flatmates.com.au](#)
- ❑ [Realestate.com.au](#)
- ❑ [Property.com.au](#)
- ❑ [Rent.com.au](#)

### Hotels and other temporary accommodation

Students who are looking for temporary accommodation near NTI's campus can use the following links to find accommodation in the local area:

- ❑ [Booking.com.au](#)
- ❑ [AirBNB.com.au](#)
- ❑ [VisitWollongong.com](#)

## STUDENT SAFETY AND WELLBEING

### EMERGENCY

In an emergency, you can **call 000** for police, fire, or ambulance anywhere in Australia. **000** is the emergency number in Australia, and it is free to call (even from your mobile phone).

### ON-CAMPUS SECURITY

#### NTI Reception

If you have a safety or security concern on-campus during business hours, please contact reception for assistance. In an emergency, call 000 first and then notify reception if possible.

**Phone** (02) 4258 0700

#### Insight Security

For after-hours (4.30pm to 4.30am) assistance on campus, please contact Insight Security directly.

**Phone** 0402 776 712

#### Insight Security Patrol Car (24/7)

For 24/7 assistance on-campus, please call the Insight Security Patrol Car.

**Phone** 0416 276 313

### GENERAL SAFETY TIPS

Australia is generally a safe place to live and study, but students should still take some practical steps to ensure their health and safety, such as:

- ❑ Not carrying large amounts of cash
- ❑ Not walking alone at night in strange areas, or along dark streets
- ❑ Not leaving valuable items unattended
- ❑ Always standing or sitting in well-lit areas if waiting for a bus or train at night
- ❑ Being careful when crossing the road - remember that driving is on the **left-hand side** in Australia.

Please visit the [Study in Australia website](#) for more information about how to stay safe whilst living and studying in Australia.

## BEACH/WATER SAFETY

Australia has many beautiful beaches to enjoy, but it is very important to take care and stay safe when swimming:

- ❑ It is a good idea to swim with someone else
- ❑ Always swim between the **red and yellow flags** – these flags indicate a safe swimming area
- ❑ If you need help in the water, stay calm, raise your arm in the air and wave it from side to side to attract the attention of a lifeguard
- ❑ Be sure to obey the water safety signs and lifeguard instructions
- ❑ Stop and check for rips (strong water currents), before entering the water (visit the [BeachSafe website](#) to learn how to spot a rip).
- ❑ Learn how to escape a rip - remember to stay calm and do not try to swim against a rip.

Before you visit the beach download the [BeachSafe app](#).

## CRITICAL INCIDENTS

Critical incidents are considered traumatic events, or threats of traumatic events, that may cause extreme stress, fear, or injury NTI students (for example, serious injury/illness, hospitalisation, critical mental health episodes, missing person and other serious concerns of student welfare).

Students can read the [Critical Incidents Policy](#) for more information about what critical incidents are, what they can do if they experience an incident, and how to report and incident.

Any student who is experiencing a life-threatening critical incident, or who is in fear for their health and safety, are encouraged to call **000** for emergency services (police, fire, ambulance).

If a student is impacted by a critical incident, they can report this to the [Student Services Office](#), NTI's President, or campus security. Students can report an incident at anytime, however, students are encouraged to report incidents within the first 24 hours so NTI can provide timely assistance.

NTI's President and the Student Services and Academic Support Manager will take all reasonable steps to secure the immediate safety and welfare of a student/s impacted by a critical incident. NTI staff aim to manage and resolve all critical incidents quickly, professionally and compassionately.

Students who report a critical incident will receive assistance from the Student Services and Academic Support Manager to arrange any necessary medical treatment and/or access to counselling services.

Students can contact LifeWorks counselling service, for six (6) free, confidential counselling sessions (contact details provided below under **Counselling and Support Services**) at any time.



## PREVENTION OF SEXUAL ASSAULT AND SEXUAL HARASSMENT

NTI is committed to ensuring that all members of our community feel safe and respected. NTI has a zero-tolerance policy regarding sexual assault and sexual harassment within or associated with the NTI community.

Any breach of NTI's [Prevention of Sexual Assault and Sexual Harassment Policy](#) by:

- Students: will lead to disciplinary action that may include cancellation of enrolment,
- Staff: will lead to disciplinary action that may include termination of employment, and
- Member of the public: will lead to disciplinary action that may include the involvement of local police.

If a sexual assault or sexual harassment incident occurs, NTI will provide assistance to all individuals who seek support or lodge complaints.

### What is Sexual Assault?

In the state of New South Wales (NSW), **sexual assault** is considered a crime that occurs “when a person is forced, coerced or tricked into sexual acts against their will or without their consent, or if a child or young person under 18 is exposed to sexual activities” ([NSW Department of Justice](#))

### What is Sexual Harassment?

“**Sexual harassment** is an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated, where a reasonable person would anticipate that reaction in the circumstances” ([Australian Human Rights Commission](#)).

### What is Consent?

Consent occurs when a person freely and voluntarily agrees to sexual intercourse ([NSW Department of Justice](#)).

A person cannot give consent when they:

- are asleep or unconscious,
- are significantly intoxicated or affected by drugs,
- are unable to understand what they are consenting to due to their age or intellectual capacity,
- are intimidated, coerced, or threatened,
- are unlawfully detained or held against their will,
- submit due to the person being in a position of trust.

You can watch this clip [Consent: It's Simple as Tea](#) (©2015 Emmeline May and Blue Seat Studios) for a simple explanation of consent.



## Where can students go for help?

NTI encourages all students to reach out for help and supports any student who wishes to seek assistance, report an incident, lodge a formal complaint, and/or report a crime to NSW Police.

If you have experienced or witnessed sexual assault and/or sexual harassment we encourage you to report the incident immediately to the [Student Services Office](#).

However, please note that you can choose to report incidents at any time, and you are under no obligation to initiate a formal complaint if you do not wish to. You are also able to report incidents anonymously if you prefer.

You may choose to disclose an incident of sexual assault or sexual harassment to any member of NTI staff, however, please see the table below for who can help you if you require specific support or help:

WHO CAN HELP	WHEN...	CONTACT DETAILS
Australian Emergency Services	You are in danger, a crime is taking place, or you are in a critical situation. You can also go directly to an emergency department of a hospital for emergency medical and counselling support.	<b>Phone</b> 000 (for police, fire, ambulance)
NSW Police Department	You wish to report a sexual assault crime or discuss your options. Please see the <a href="#">NSW Police website</a> for further information and contact details.	<b>Phone</b> 000 (in an emergency) Use the <a href="#">Police Station Search</a> to find the contact details for your local police station.
Student Services Office	You would like to seek help, report an incident, lodge a complaint, and/or receive assistance in accessing support/emergency services (such as police, ambulance, counselling, etc.).	<b>Phone</b> (02) 4258 740 <b>Email</b> <a href="mailto:enquiry@nantien.edu.au">enquiry@nantien.edu.au</a>
Insight Security	You would like to seek help, report an incident, and/or receive assistance in accessing emergency services (such as police or ambulance)	<b>Phone (24/7)</b> 0416 276 313

You can find a list of available counselling/support services below, in addition to legal services that may assist you.

All NTI students have access to six (6) free and confidential counselling sessions from LifeWorks. LifeWorks offers short-term counselling sessions with counsellors who are all trained in trauma counselling. If students require any assistance in contacting support services, they can contact the Student Services Office.

If students require any assistance in contacting LifeWorks or alternative support services, they may contact the Student Services Office.

# COUNSELLING/SUPPORT SERVICES

## LIFEWORKS

All NTI students have access to six (6) free and confidential counselling sessions from LifeWorks. LifeWorks can support students with everyday challenges and other issues, including depression, anxiety and stress, sexual assault and sexual harassment, substance abuse, problems or conflicts at work, parenting, family issues, and more.

Students can contact LifeWorks directly, or they can receive support and assistance from the Student Services and Academic Support Manager.

**Phone** 1300 361 008

## LIFELINE

Lifeline offers confidential, 24-hour crisis support and suicide prevention services.

**Phone** 131 114

**Lifeline text** 0477 131 114

**Online chat** <https://www.lifeline.org.au/crisis-chat/>

## NATIONAL SEXUAL ASSAULT, DOMESTIC AND FAMILY VIOLENCE COUNSELLING SERVICE (1800 RESPECT)

24-hour support for anyone impacted by sexual assault, domestic or family violence and abuse. 1800 Respect offers confidential information, counselling, and support services.

**Phone** 1800 RESPECT (1800 737 732)

**Website** <https://www.1800respect.org.au/>

## QLIFE (LGBTI)

QLife provides anonymous and free LGBTI peer support and referral for people wanting to talk about sexuality, identity, gender, bodies, feelings, or relationships.

**Phone** 1800 184 527

**Website** <https://qlife.org.au/>

## BEYOND BLUE

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

**Phone** 1300 224 636

**Website** <https://www.beyondblue.org.au/>

## TRANSLATING AND INTERPRETING SERVICE (TIS)

The Translating and Interpreting Service (TIS National) provides phone and on-site interpreting services in over 150 languages.

**Phone** 1800 131 450

**Website** <https://www.tisnational.gov.au/>

## LEGAL SERVICES

### INTERNATIONAL STUDENT LEGAL SERVICE NSW

The International Student Legal Service NSW gives free, confidential legal advice to international students living in New South Wales. They can give you advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities.

**Phone** 02 9698 7645

**Website** <https://rlc.org.au/our-services/international-students>

**Address** Redfern Town Hall, 73 Pitt Street, Redfern NSW 2016

### NSW FAIR TRADING

NSW Fair Trading is responsible for the administration of consumer protection laws in NSW. NSW Fair Trading provides information and assistance in consumer issues, motor vehicles, credit, property and tenancy issues, cooperative and business name registration.

**Phone** 13 32 20

**Website** <http://www.fairtrading.nsw.gov.au/default.html>

### COMMONWEALTH OMBUDSMAN

The Commonwealth Ombudsman investigates complaints that international students have with private education providers. The resolve the complaint with your education provider

**Phone** 13 13 94

**Website** <https://www.fairwork.gov.au/>

### WOMEN'S LEGAL SERVICES NSW

Free confidential legal information, advice and referrals for women in NSW with a focus on family law, domestic violence, parenting issues and sexual assault.

**Phone** (02) 8745 6988 or 1800 801 501

**Website** <http://www.womenslegalnsw.asn.au/wlsnsw/>

### LEGAL AID NSW – CENTRAL SYDNEY (HEAD OFFICE)

Legal Aid NSW is a state-wide organisation providing legal services to socially and economically disadvantaged people across NSW in most areas of criminal, family and civil law.

**Phone** (02) 9219 5000

**Website** <http://www.legalaid.nsw.gov.au/>

**Address** 323 Castlereagh Street, Haymarket NSW 2000

**DX** 5 Haymarket

**TTY** (02) 9219 5126

### LEGAL AID NSW – WOLLONGONG OFFICE

**Phone** (02) 4228 8299

**Fax** 02 42294027

**Website** <http://www.legalaid.nsw.gov.au/>

**Address** 73 Church Street, Wollongong NSW 2500

**DX** 27819 Wollongong