



2021

# KNOW YOUR RIGHTS

A guide to the UMSU Education Department

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# Have an ISSUE at uni?

UMSU Advocacy are back in the office on a limited basis and you can now make appointments to see us in person!

To make an appointment with UMSU Advocacy you can:

- Complete the contact form on our website or call us and leave a voicemail: (03) 8344 6546
- In-person consults are by appointment only, but we're available to assist via email, phone or Zoom every day, so please get in touch!

[umsu.unimelb.edu.au/support/advocacy/contact-us](https://umsu.unimelb.edu.au/support/advocacy/contact-us)



## Acknowledgment of Country

The Education Department would like to acknowledge the Traditional Owners of the land upon which this booklet was written, distributed and where we work, the Wurundjeri People of the Kulin Nations. We pay our respect to the Elders past, present and emerging of the land where the University of Melbourne is now located. We also extend this respect to all Indigenous

peoples, especially those who study and work at the University of Melbourne and the University of Melbourne Student Union. This land was stolen and sovereignty was never ceded.

We must all remember this when we are at home, work, university or anywhere else in this country — that this always was and always will be Aboriginal land.

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# WELCOME TO THE EDUCATION DEPARTMENT

## What is the Education Department?

The Education Department is your main advocate for student rights at UMSU. Comprising of Education (Academic Affairs) and Education (Public Affairs) offices, the department is responsible for being your voice both inside the university and in government education policy issues. We run campaigns for student rights and greater consideration within the university. Issues we deal with can be in the classroom itself, such as ensuring lectures are recorded, to more general issues, like having equal access to a variety of classes, supporting the rights of our teaching staff, and joining students around the country to fight against issues like federal cuts to higher education.

Each office is run by two student representatives called Office Bearers, or "OBs", and our work is centred around the Education Office, where students can come with any concerns related to their education during the semester. It's us, the OBs, who put this booklet together!

The Education Department is governed by the Education Committee, whose job is to scrutinise the activities of the Office Bearers. The department is ultimately accountable to the Students' Council of UMSU, which is a board of students whose job is to make executive decisions about the direction of UMSU. All of these positions are elected annually by students at UniMelb.

Essentially, the Education Department fights for you and advocates for your rights as a student at the University of Melbourne. We fight for all students and for their right to free and accessible education. Welcome!

## Education (Academic Affairs) aka "Ed Ac"

Ed Ac is the way students' voices are heard in the academic and policy processes of the university. We fight for the academic rights of students at UniMelb. We sit on key academic committees that make critical decisions about how the university is run, and otherwise do our best to make sure students' rights and wishes are respected in University governance. We organise the Student Representative Network (SRN), which is a group of students who sit on many academic and policy committees in order to represent students to the university.

We work closely with the Advocacy Service to understand what the key concerns are for students and to advocate for the rights of students on issues such as special consideration. Together we fight to pressure the university to respond to these issues properly. We also work with Ed Pub to run campaigns. In the past, Ed Ac has successfully fought for things such as compulsory lecture recordings, lowering the WAM for going on exchange and fighting against the restricting of special consideration.

This year, we will be focusing on greater transparency and better communication between University of Melbourne and students. We will be fighting for the University to allow for greater input from students in the co-design of subjects and we will also ensure Stop 1 is run more competently. Students should not have to face anxiety and stress as they wait for long periods of time before receiving a reply from Stop 1. Finally, we will be fighting to reverse the unfortunate changes made to the Special Consideration Policy last year.

## Where can you find us?

We like to hang out in our office with the Ed Pub OBs on Level 1 of Union House!

### You can also find us at:

Education Action Collective  
on Thursdays from 1 – 2pm  
Held on campus  
and via Zoom

### Social Media

[umsu.unimelb.edu.au/  
support/eduacademic](https://umsu.unimelb.edu.au/support/eduacademic)

 [umsueducation](https://www.facebook.com/umsueducation)

 [umsueducation](https://www.instagram.com/umsueducation)

[educationacademic@union.  
unimelb.edu.au](mailto:educationacademic@union.unimelb.edu.au)

## Education (Public Affairs) aka “Ed Pub”

Education (Public Affairs), often shortened to Ed Pub, is one of the rad activism focused departments in UMSU. Ed Pub focuses on the effects of external education issues and government policies on students at this campus; think stuff like the cost of textbooks, workers’ rights, the cost of education (we believe staunchly in free education), HECS, public transport concessions and so much more.

We also run events, with our main ones being our weekly collectives (see page 12). Our collectives are a space where students can talk about activism and get involved in our campaigns, as well as a social space to make friends.

We also do the occasional rally and banner painting, as well as movie screenings and when campus opens, “Ed Pub in the Pub”, Ed Pub picnics and other fun activities.

In previous years, the Ed Pub Department has run student-centred campaigns like Extend the Free Tram Zone and Save the Burnley Campus Library. Last year, Ed Pub’s biggest campaign was the No Cuts campaign, where students campaigned against subject cuts and job cuts orchestrated by the University, and fee hikes from the Federal Government.

The Education Collectives have also been involved with organising on campus, such as contingents to education protests, climate strikes and other climate protests throughout Melbourne. They have also called to lobby crossbench politicians to defeat the damaging Higher Education bill, for the protection of the Djab Wurrung Sacred Trees and against the union-busting Ensuring Integrity Bill.

Ed Pub is a department focused on your education issues and broader socioeconomic issues that affect students.

## Where can you find us?

When we’re not at a rally or a meeting, we like to hang out in our office with the Ed Ac OB’s on Level 1 of Union House!

### You can also find us at:

Education Action Collective  
on Thursdays from 1 – 2pm  
Held on campus  
and via Zoom

and at the  
Rural, Regional and  
Interstate Students  
Collective on Tuesdays  
3 – 4pm  
Held on campus  
and via Zoom

### Social Media

[umsu.unimelb.edu.au/  
support/edupublic](https://umsu.unimelb.edu.au/support/edupublic)

 [umsueducation](https://www.facebook.com/umsueducation)

 [umsueducation](https://www.instagram.com/umsueducation)

[educationpublic@union.  
unimelb.edu.au](mailto:educationpublic@union.unimelb.edu.au)

## So who are we?

Hey — We're your Ed OBs for 2021! We're super excited to meet you and help you fight for your rights as students and workers!

## Meet the EdPub Officers



### Hannah

Hannah (she/her) is a second year Arts student majoring in History and Geography. When not at uni, Hannah loves to read (fiction and non-fiction) and review craft beers.



### Tejas

Tejas is a third year student majoring in Politics and Media. When not at uni, he likes to go to rallies, art exhibitions and catch a wave at the beach. He appreciates a good game of cricket. Also, a huge animal lover, Tejas plans to adopt a cat soon.

## Meet the EdAc Officers



### Planning

Planning (he/him) recently graduated from Bachelor of Biomedicine (Immunology) and is currently doing his Honours at the Department of General Practice focused on bringing Indigenous culture into mainstream health care for Indigenous young people. In his free time, Planning enjoys getting immersed in his Spotify playlists and strumming the guitar.



### Jennisha

Jennisha (she/her) is currently undertaking her degree in Bachelor of Commerce (Finance and Management). In her free time, she will make sure she has none (i.e she can't stand doing nothing) and will fill up her calendars with new challenges and activities to conquer.

## The Committee

The Education Committee meet every two weeks. They decide what money can be passed from the Education budget and help decide the activities, activism and initiatives of the department. The members of our committee are all undergraduate or postgraduate students at UniMelb across a range of courses!

**Jess Blain**

**Ezra Burnett**

**Whitney Chen**

**Nishank Ji-sung Jain**

**Sunny Lu**

**Luka Michalczak**

**Sami Zehir**

The committee is open to all students to come along, watch and have a say even if they are not a voting member!

# GET INVOLVED

## Student Representative Network (SRN) & Student Engagement Forums

Have you ever wondered who makes the decisions that dictate what you study in your course, who teaches you, how many students there are in your class and how long the exam period is? Have you ever had issues with any of these things and wondered if there's a way to change them? Then the Student Representative Network (SRN) is the place for you.

The SRN is a group of students that care about their education and want a say in the decision-making process. Students sit as voting representatives on a University Committee and have a say in all the decisions made.

Students are supported by Student Governance Training provided by the UMSU Advocacy and Legal Department to understand and contribute to committees. The SRN holds regular meetings throughout the semester, during which Student Representatives report back on the issues discussed in their committee meetings and seek advice and input from other student representatives, to work towards positive change for all students.

The SRN provides a great opportunity for students to get more involved in their University experience, have a say and enact change.

## Education Action Collective

Education Action Collective is one of the weekly events run out of the Education Department. Collective has both a social and political component.

Collectives in and of themselves are political bodies, as collective action challenges the notion that people are only in it for themselves. We can achieve more if we work together versus working alone. It is this notion of collectivism that guides our activism and centres our movement on the needs of as many people as possible rather than a select few. But we also want to provide a space for people to get to know other activists on campus and complain about your classes over lunch too.

Education Action Collective is a great place to meet new people, discuss political issues facing students such as the cost of education, and also functions as an organising space for members of the collective. For example, a campaign for extending the free tram zone came from the Education collective and has prompted an inquiry in the Victorian Upper House to investigate free public transport for students and the extension of the free tram zone. Last year, the Education Action Collective was central to building the No Cuts campaign - speaking out against the University's job and subject cuts, as well as fee hikes and funding cuts from the Federal Government.

The collective has also organised around Climate Strikes, workers rights, accessible education and so many other things. so many other things. We're running our collective over Zoom this semester for accessibility reasons, so Zoom in with us every Thursday 1-2pm!

**Education Action Collective:  
Thursdays, 1 – 2pm.**

**Like the UMSU Education page on  
[Facebook](#) for updates**

## Rural, Regional and Interstate Students Collective

The Rural, Regional and Interstate (RRI) Students Collective is the other collective the Education Public Department runs every week during semester. This collective is a predominantly social space, aiming to connect students from rural, regional and interstate backgrounds at Unimelb. Students can also discuss issues that they have faced at university or in moving or commuting to Melbourne, as well as COVID-related issues.

We are planning to run some in-person events if possible (so stay tuned!!) and other events such as movie screenings and game nights.

If you're a rural, regional or interstate student, come along to our collective every Tuesday 3 – 4pm via Zoom!!

**Rural, Regional and Interstate  
Students Collective:  
Tuesdays 3 – 4pm**

## Education Action Groups

Education Action Group, shortened to EAGs, are one of the Education Department's main organising bodies for campaigns and rallies that occur throughout the academic year. We usually run them in the lead up to a major event, such as a National Day of Action (NDA) to coordinate the organising efforts of multiple students on campus. EAGs are linked to the National Student Union (NUS).

Education Action Group organises poster runs, flyering, speakers for events, and creating Facebook events for University of Melbourne students etc. EAGs play an important role in supporting the activism of students on and off campus, and are essential organising the resources of UMSU to support student activism.

We'll keep you updated throughout the semester through our mailing lists and social media when these are happening so let us know if you're keen to be involved!

## Student Advisory Groups

Student Advisory Groups (SAGs) are bodies of students that advise, and provide feedback to, some of UMSU's professional departments (i.e., divisions of UMSU staffed by professionals who aren't elected, but are employees of UMSU).

There are SAGs for the following three departments:

- Advocacy and Legal
- Arts and Entertainment
- Communications and Marketing

The function of SAGs are to provide feedback from students on what these staff are doing, link staff and student representatives, help collaboration on events, programs and campaigns, and simply to encourage student representatives to use these services. They don't bind or direct staff, only provide a way for students to engage and give feedback. Their meetings are open to all students.

To find out more, shoot off an email to the department associated with the group in question!

GET HELP,  
SUPPORT  
AND ADVICE

# KNOW YOUR RIGHTS AT UNI!

Remember you have the right to:

Have your lectures recorded

Access counselling and psychological services on campus

Apply for special consideration

Make an appeal if you believe you were incorrectly denied an offer to a course

Feedback on your completed assessments if requested

Appeal decisions that affect you to the Academic Board

A safe learning environment, free from discrimination and harassment

Not have any assessments due during the SWOTVAC period

Dispute a result you think is unfair

Make a complaint or grievance against the University, a staff member or another student

Feel safe on campus (and anywhere else!)

Have a trained student represent you in academic misconduct hearings

Access the free university medical service

Confidentiality in any personal matters you bring to the University or UMSU

Affordable and accessible education

Access academic assistance

# KNOW YOUR RIGHTS AT WORK!

Remember you have the right to:

Have a union representative with you at meetings with your boss

A workplace which is free from harassment, bullying and discrimination

Be paid fairly and correctly for the work you do

A payslip as proof of wages

Transition from a casual position to a permanent position

Be paid the minimum wage at the very least

Access your timesheets

Paid sick leave and annual leave if you are part or full time

Provide your availability and to have flexible hours as a casual

Be a member of a union

Tell your boss if they're breaking OH&S

Refuse to work in a space where you are unsafe or uncomfortable

A safe workplace

Dispute an unfair dismissal

Take parental leave

To check that your workplace is keeping you safe regarding COVID-19, you can head to [youngworkers.org.au/covid\\_19\\_your\\_rights\\_at\\_work](https://youngworkers.org.au/covid_19_your_rights_at_work)



## UMSU Advocacy Service

Want to find out more about your rights as a student at the University of Melbourne? Look no further than the UMSU Advocacy Service!

If you have a serious problem in dealing with the university, UMSU has an Advocacy service that may be able to help.

Advocacy helps students deal with many education-related problems, such as:

- Unsatisfactory progress (e.g. failing subjects)
- Alleged academic and general misconduct
- Making complaints
- Problems with special consideration
- Disputes about grades, penalties or assessments
- Refunds on your subject fees
- Discrimination against you

And more!

The Service is primarily delivered by four full time professional advocates, and a Student Services Officer. The Service is available to over 60 000 enrolled students, so the demand on our Service can be extremely high at times.

Advocacy also has heaps of resources available on their website to guide you through dealing with the uni's policies and processes.

## Make an Appointment

To make an appointment with UMSU Advocacy you can:

Complete the contact form on our website or call us and leave a voicemail:  
**(03) 8344 6546**

In-person consults are by appointment only, but we're available to assist via email, phone or Zoom every day, so please get in touch!

**[umsu.unimelb.edu.au/advocacy/contact-us](https://umsu.unimelb.edu.au/advocacy/contact-us)**



## UMSU Legal Service

The UMSU Legal Service is a specialist community legal centre that provides free and confidential legal assistance and financial counselling services to all currently enrolled students of the University of Melbourne.

The UMSU Legal Service provides assistance on various legal issues, including:

- Tenancy
- Infringements / fines
- Minor criminal law
- Motor vehicle accidents
- Employment law including bullying
- Consumer law
- Family violence/personal safety intervention orders
- Discrimination
- Sexual harassment
- Powers of attorney

## Contact

To contact the UMSU Legal Service, please submit the contact form on our website:

[umsu.unimelb.edu.au/  
support/legal](https://umsu.unimelb.edu.au/support/legal)

## UMSU Info Counter

Whether you're lost, need a short-term emergency loan, a Justice of the Peace or just looking for some lost property, UMSU Info Centre is your first point of contact for UMSU and its services.

You can find them online or at these two places:

- Union House, Ground Floor
- FBE Building, Ground Floor.

A couple of fun facts about the Info Desk; did you know you can:

- Purchase tickets to Hoyts, Village Cinemas and Greater Union/ eVent at a discounted price?
- Pick up some free excess stationery when available?

Swing by or visit their website to find out more about this gem that's 'hiding' in plain sight!

## Contact

### Locations & Opening Hours:

Union House Ground Floor:  
8:30am – 5pm  
Monday – Friday

FBE Pod, FBE Ground Floor:  
9:30am – 4:30pm  
Monday – Friday

(03) 8344 666

[umsu.unimelb.edu.au/info](https://umsu.unimelb.edu.au/info)

## Know Your Union

Unions exist in every industry in Australia to defend and uphold the rights of the workers they represent. Your union can help you with all sorts of issues including wage theft, issues with underpayment and payslips, unsafe working conditions, workplace bullying, unfair dismissal and more.

If you're having issues at work or feel like you're being treated unfairly we urge you to reach out to your relevant union. If you're unsure of who represents you either contact us or visit the Victorian Trades Hall Council website: [weareunion.org.au/about](http://weareunion.org.au/about).

On the following pages are some of the big unions that operate in Australia that may be your current or future relevant union! (Please note this is not an exhaustive list — check out the Victorian Trades Hall website for more specific industry focussed, smaller unions!)

Additionally, you can also reach out to the Young Workers Centre at [youngworkers.org.au](http://youngworkers.org.au) or the Migrant Workers Centre at [migrantworkers.org.au](http://migrantworkers.org.au) (if you are a migrant worker).

## Union Listings

### Australian Education Union (AEU)

Public education union representing teachers and support staff in government schools, early education, TAFE, disability and adult education.

**03 9417 2822**

[melbourne@aeuvic.asn.au](mailto:melbourne@aeuvic.asn.au)

### Australian Manufacturing Workers Union (AMWU)

Workers in all areas of manufacturing including food and confectionary, metal and engineering, printing, design and packaging, technical, laboratory, supervisory and administrative, vehicle building, service and repair.

### Australian Nursing and Midwifery Federation (ANMF)

Registered and enrolled nurses, midwives, and nursing assistants.

**(03) 9275 9333**

[records@anmfvic.asn.au](mailto:records@anmfvic.asn.au)

**(03) 9230 5700**

[amwu.org.au/vic](http://amwu.org.au/vic)

### Australian Services Union (ASU)

Local government, social and community services, water and statutory authorities.

**1300 855 570**

[info@asuvictas.com.au](mailto:info@asuvictas.com.au)

### Australian Workers Union (AWU)

Manufacturing, steel, aluminium, glass, oil & gas, aviation, agriculture, construction, state public services, local government, health, plastics, hospitality, food, paper, resources, aquaculture, the beauty industry, events, and racing industries.

**(03) 8327 0888**  
[victoria@awu.net.au](mailto:victoria@awu.net.au)

### Community and Public Services Union (CPSU)

Government employees, associated Government agencies, and community sector organisations.

**(03) 9639 1822**  
[enquiry@cpsuvic.org](mailto:enquiry@cpsuvic.org)

### Construction, Forestry, Maritime, Mining, Energy Union (CFMMEU)

Any workers whose industries are listed in the name of the union.

**(03) 9341 3444**  
[vicqueries@cfmmeu.org](mailto:vicqueries@cfmmeu.org)

### Electrical Trades Union (ETU)

Electricians, electrical engineers, and electrical workers.

**03 8329 0000**  
[etuvic.com.au](http://etuvic.com.au)

### Hospo Voice

Hospitality workers.

[hospovoice.org.au](http://hospovoice.org.au)

### Independent Education Union (IEU)

Teacher and staff in non-government schools and education institutions.

**(03) 9254 1860**  
[info@ieuvictas.org.au](mailto:info@ieuvictas.org.au)

### Media, Entertainment and Arts Alliance (MEAA)

Creative arts industries such as actors, film and theatre technicians and workers, musicians and ushers; journalists and media, sport entertainment industry workers, some professional sport players.

**1300 656 513**  
[meaa.org/contact](http://meaa.org/contact)

### National Tertiary Education Union (NTEU)

University tutors and staff, academics, students (solidarity membership).

**03 9254 1930**  
[vic@nteu.org.au](mailto:vic@nteu.org.au)

### Rail, Tram and Bus Union (RTBU)

Rail and public transport industry workers.

**(03) 8630 9100**  
[rtbu@rtbuvic.com.au](mailto:rtbu@rtbuvic.com.au)

### Retail and Fast Food Workers Union (RAFFWU)

Workers in shops, supermarkets, fast food restaurants, or any other retail or fast food companies.

**1300RAFFWU**  
**(1300 723 398)**  
[contact@raffwu.com](mailto:contact@raffwu.com)

### United Workers Union (UWU)

Hospitality, Market Research and Call Centres, Aged Care and Disability Support, Health Workers, Paramedics, Logistics and Supermarket Supply Chain, Early Education and Childcare, Teachers Aides, Cleaners, Security Officers, Agriculture, Food and Beverage Manufacturing, Casino Workers.

**(03) 9235 7777**  
[vic@unitedworkers.org.au](mailto:vic@unitedworkers.org.au)

### Transport Workers Union (TWU)

The union that covers transport workers in Australia, including road and aviation transport.

**02 8114 6500**  
[twu@twu.com.au](mailto:twu@twu.com.au)

## Academic Skills

While we're not always the biggest advocates for all uni services — there are some you might find really helpful!

Do you ever feel like you are too unskilled, unprepared and unable to handle the demand of uni life? Whether it's your first semester or your last, the University of Melbourne Academic Skills has a collection of extensive tools, guides and services that are dedicated to helping you not only manage, but excel in your studies.

Here are just some of the resources made available to you:

- Referencing guides
- English as a second language resource
- Academic language, writing and presentation advice
- Time management skills
- Online guides and tutorials
- Group academic skills workshops and classes

For more information and for resources that are general and degree specific, visit the Academic Skills website.

To receive support that's specific to you, head over and make an individual appointment.

There is an abundance of resources available to you — be proactive and diligent, even if you're coasting by. The earlier you develop these skills, the easier and more enjoyable uni work will be. Even if you're halfway through your degree, or in the last semester, these resources are for you too!

# STOP

## Stop 1

Stop1 is the University's first point of contact for student services, both on the phone and in person.

They can help on things from admissions and planning your course to getting your student card, developing skills and support services, administration to enrolment.

The range of services Stop1 is home to includes:

- Support services
- Elite athletes
- Administration and information services
- Fees
- Transcripts and academic statements
- Scholarships and graduations
- Course planning
- Enrolment assistance
- Special consideration
- Student equity
- Skills and development services
- Careers support
- Academic and professional skills
- Student Connect
- Studying abroad and exchange
- Health and wellbeing
- Housing
- Financial aid
- Personal safety
- Counselling

## Contact

Parkville (for all students):  
757 Swanston St, Parkville

Southbank (Faculty of Fine  
Arts, Music students only):  
Elisabeth Murdoch Building,  
234 St Kilda Rd, Southbank

13 MELB (13 6352)

[students.unimelb.edu.au/  
stop1](https://students.unimelb.edu.au/stop1)

 [uomstop1](https://www.facebook.com/uomstop1)

 [@uomstop1](https://twitter.com/uomstop1)

## Counselling and Psychological Services (CAPS)

CAPS offers free, professional and confidential counselling services to all students. While it's short-term service, only offering 6 individual sessions per year, it can still be effective and helpful service and can be a good place to start if you're unsure of your counselling needs.

Aside from individual appointments, CAPS offers:

- Weekly and monthly workshops
- Webinars
- Extensive collection of tip-sheets and resources even for parents

Visit their website for more information and to book an individual appointment. Please note that there may be longer than usual waiting times and an increased demand at the moment, due to COVID-19 and related issues.

## Contact

03 8344 6927

[services.unimelb.edu.au/  
counsel](https://services.unimelb.edu.au/counsel)

### Parkville

Counselling and  
Psychological Services

Level 5, 757 Swanston  
Street, Parkville VIC 3052

Opening hours:

9am–5pm  
Monday–Friday

9am–6pm during semester  
Tuesday, Wednesday and  
Thursday

### Southbank

Room 111, Building 863  
(The Hub)

234 St Kilda Road,  
Southbank

Opening hours:

Monday, Tuesday and  
Wednesday during semester

Please call 8344 6927  
to book an appointment.

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## Emergencies

If you or anyone you know  
is in immediate danger,  
please call: **000**

For crisis support and suicide  
prevention available 24/7 call  
Lifeline on: **13 11 14** or visit  
their website: [lifeline.org.au](https://lifeline.org.au)

Other helpful crisis helplines  
that are available 24/7 are:

Suicide Call Back Service  
**1300 659 467**

MensLine Australia  
**1300 78 99 78**

Family Drug Support  
**1300 368 186**

# CONTACT

Feel free to contact us with any questions or to get involved and to stay updated!

## Education (General)

Email:

[education@union.unimelb.edu.au](mailto:education@union.unimelb.edu.au)

## Education (Academic Affairs)

Email:

[educationacademic@union.unimelb.edu.au](mailto:educationacademic@union.unimelb.edu.au)

## Education (Public Affairs)

Email:

[educationpublic@union.unimelb.edu.au](mailto:educationpublic@union.unimelb.edu.au)

## Location

Level 1, Union House  
The University of Melbourne

## Social Media

Facebook:

[umsueducation](https://www.facebook.com/umsueducation)

Instagram:

[umsueducation](https://www.instagram.com/umsueducation)

Don't forget to sign up to our mailing list!  
Head to: [eepurl.com/cwSLjb](http://eepurl.com/cwSLjb)

