

# Know Your Rights



**A guide to the UMSU Education Department**

**U**<sub>MSU</sub> | EDUCATION

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# 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 and Boon Wurrung peoples of the Kulin Nations. We pay our respect to the Elders past, present and emerging of the land where the University of Melbourne now is 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 (UMSU). This land was stolen and sovereignty was never ceded.

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

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**Welcome**

**Get Involved**

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# Building 168

## Level 2

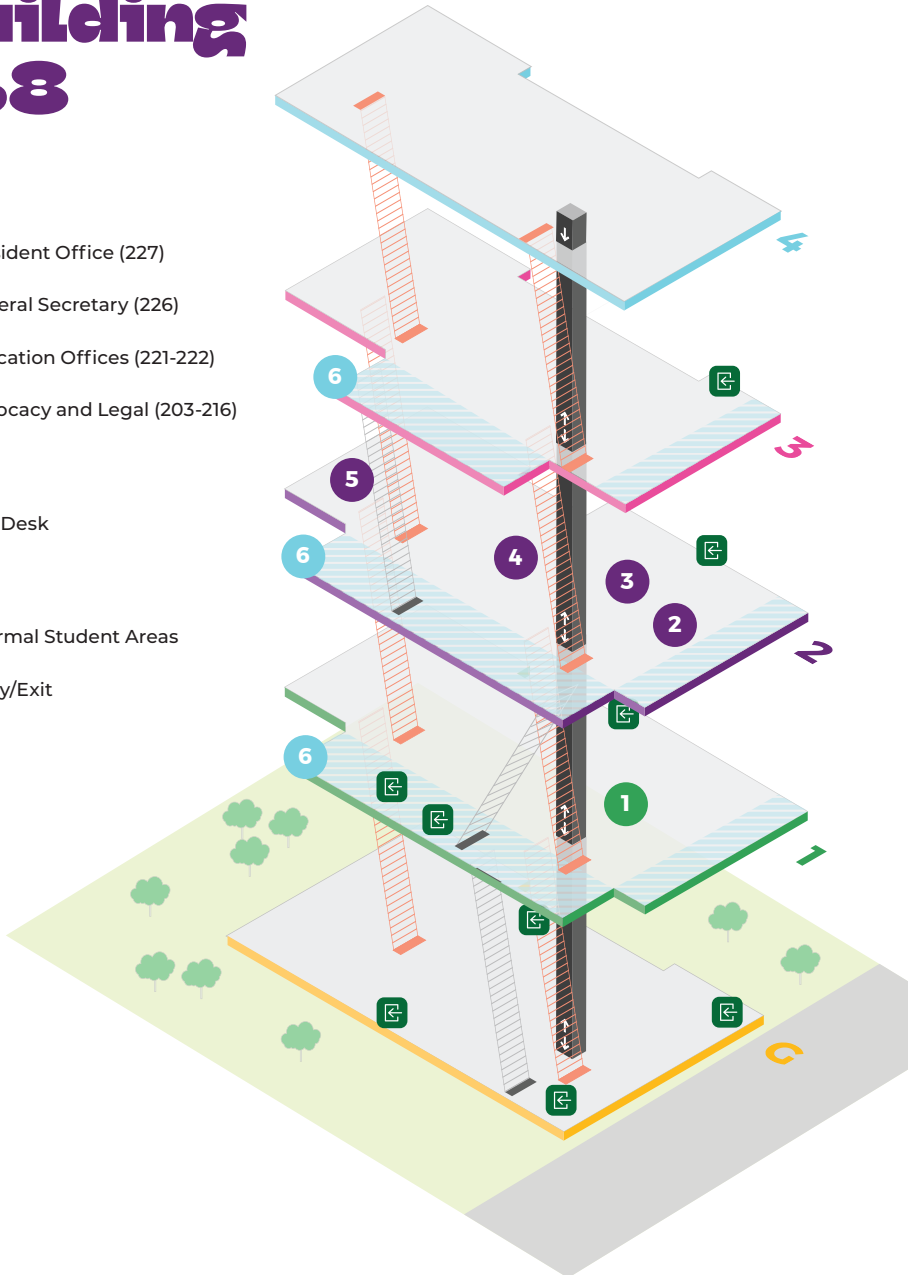
- 2 President Office (227)
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# Welcome to the Education Department



# What is the Education Department?

The Education Department is your main advocate for student rights at UMSU. Comprising of the 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 considerations within the University. The issues we deal with can be in the classroom itself, such as ensuring all lectures are recorded, to overarching policy matters like equal access to classes, supporting the rights of our teaching staff and fighting against federal cuts to higher education.

Each office is run by two student representatives called Office Bearers, or "OBs". We work on Level 2, Building 168 in the Student Precinct and welcome all students to drop by and chat about any concerns related to their education. Come and visit us!


The Education Department is governed by the Education Committee, who oversee the activities of the Office Bearers. You'll see committee members during Education Department events – don't be afraid to say hello!


The department is ultimately accountable to the Students' Council, a board of students who make executive decisions regarding the direction of UMSU. All of these positions are elected annually by students at UniMelb.

Essentially, the Education Department advocates for you and fights for your right to a free and accessible education at the University of Melbourne.

Welcome to the Education Department!

Want to get involved in the department? Come along to our events throughout the year, check out our website and make sure to follow us on socials!

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

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

 EdAc: [umsu.unimelb.edu.au/eduacademic](https://umsu.unimelb.edu.au/eduacademic)  
EdPub: [umsu.unimelb.edu.au/edupublic/](https://umsu.unimelb.edu.au/edupublic/)



# Education Academic Affairs (EdAc)

## WHAT IS EDAC?

Education Academic (Ed Ac) fights for the rights of students at UniMelb, and ensures their voices are heard in the academic and policy processes of the University.

We coordinate the Student Representative Network (SRN), a group of students who sit on key academic committees that make critical decisions about how the University is run, and ensure that students' wishes are respected in university governance.

We work closely with UMSU's Advocacy Service to understand students' concerns, and advocate for their rights on issues like Special Consideration. Ed Ac pressures the university to make sure they respond to issues appropriately by ensuring equitable outcomes for all students. Ed Ac has coordinated campaigns like 'WAMnesty', making sure lectures are recorded, and lowering the WAM requirement for going on exchange.

The EdAc Office also works closely with students by creating and strengthening avenues for engagement across all levels of the University. We elevate student's input to the University so they can make choices that benefit students.

## WHERE CAN YOU FIND US?

We like to hang out in our office with the EdPub OBs on Level 2, Building 168 (Union House)!

## SOCIAL MEDIA

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

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

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

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

# Education Public Affairs (EdPub)

## WHAT IS EDPUB?

Education (Public Affairs) one of the activism-focused departments at UMSU. EdPub focuses on the effects of external education issues and government policies on students on and off 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.

EdPub runs a weekly Education Action Collective during semester. The collective is a space where students talk about the effects that external issues have on their education experience and where we get students involved in activist campaigns. It also a space to chat about activism and to plan, canvas and eventually get involved in our campaigns. It also a social space to make friends. We also do banner paintings, poster making, movie screenings, picnics, coffee hangouts, "EdPub in the Pub", and other fun activities.

In previous years, the EdPub Department has run student-centred campaigns like 'Extend the Free Tram Zone', 'Save the Burnley Campus Library', 'No Cuts'. Our campaigns aim to increase awareness of the issues impacting YOUR education and fight for better learning conditions for students and staff at the University.

The Education Collectives are also involved with organising on campus, contributing contingents to education protests, climate strikes and other climate protests throughout Melbourne. They lobbied 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.

EdPub is a department focused on your education issues and the 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 EdAc OBs on Level 2, Building 168 (Union House)!


You can also find us at:


**Education Action Collective**  
Thursdays 1-2pm on campus.

## SOCIAL MEDIA

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

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

 [@umsueducation](https://@umsueducation)

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



## Education Department OBs

Every year, 4 students are elected to run the Education Department – two for EdAc and two for EdPub. OBs are responsible for carrying out the Education Department's objectives as set out in the UMSU Constitution. These include:

- ✔ Initiating and coordinating education campaigns particularly with regard to access and equity for all Students;
- ✔ Raising awareness of educational issues among staff and Students
- ✔ Campaign and advocate on issues related to the quality of education, Student rights, and the needs of specific groups of Students at all campuses
- ✔ Monitor the implementation of education policy and teaching arrangements within the University

Get to know YOUR Education OBs by visiting our office on Level 2, Building 168 or contacting us via email: [education@union.unimelb.edu.au](mailto:education@union.unimelb.edu.au).

## The Education Committee

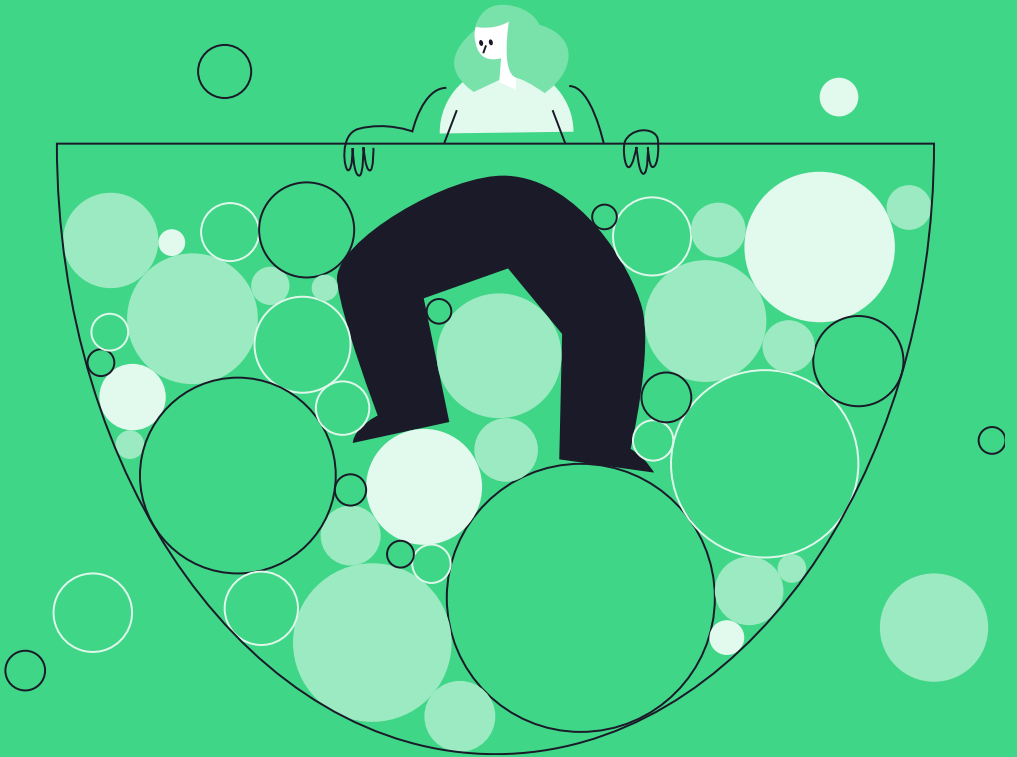
Our department is also overseen by 7 Education Committee members who are also elected annually. They are responsible for keeping OBs accountable and ensuring that they follow the Education Department's objectives. Their other responsibilities include:

- ✔ Setting the direction of the Department
- ✔ Developing Department Policy
- ✔ Developing and administering the Committee's budget and finances
- ✔ Encouraging Student discussion of, and participation in, activities relating to the Department

Get to know YOUR Education Committee members by attending the Education Action Collective!



# Get Involved



## Student Representative Network (SRN)

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 or how long the exam period is? Have you ever had issues with any of these things and wondered if there was 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. SRN members sit as voting representatives on a number of university committees, and have a say in all decisions made.

Students are supported by Student Governance Training provided by the UMSU Advocacy and Legal Division 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.



# Collectives


## EDUCATION ACTION COLLECTIVE

The Education Action Collective is one of the weekly events run out of the Education Department. The 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!

Collectives are a great place to discuss political issues facing students and organise to instigate positive change. For example, an Education Action Collective campaign around the Free Tram Zone prompted an inquiry in the Victorian Upper House on free public transport for students and the extension of the Free Tram Zone.

The collective has also organised around climate strikes, workers' rights, accessible education and so much more! Come along on Thursdays and like the UMSU Education page on Facebook for updates!

-  **Education Action Collective:**  
Thursdays 1-2pm on campus.

## 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, in moving or commuting to Melbourne, as well as COVID-related issues.

So if you're a rural, regional or interstate student, come along to our collective every Tuesday 2-3pm via Zoom, and keep your eye out for social events the collective will be running throughout the semester!

# Education Action Groups and Student Advisory Groups

## EDUCATION ACTION GROUPS

Education Action Groups, 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) to coordinate the organising efforts of multiple students on campus. EAGs are linked to the National Student Union (NUS).

Education Action Groups organise poster runs, flyer-ing, speakers for events, and create Facebook events for University of Melbourne students. EAGs play an important role in supporting the activism of students on and off campus, and are essential in 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., departments of UMSU staffed by professionals who aren't elected but are employees of UMSU).

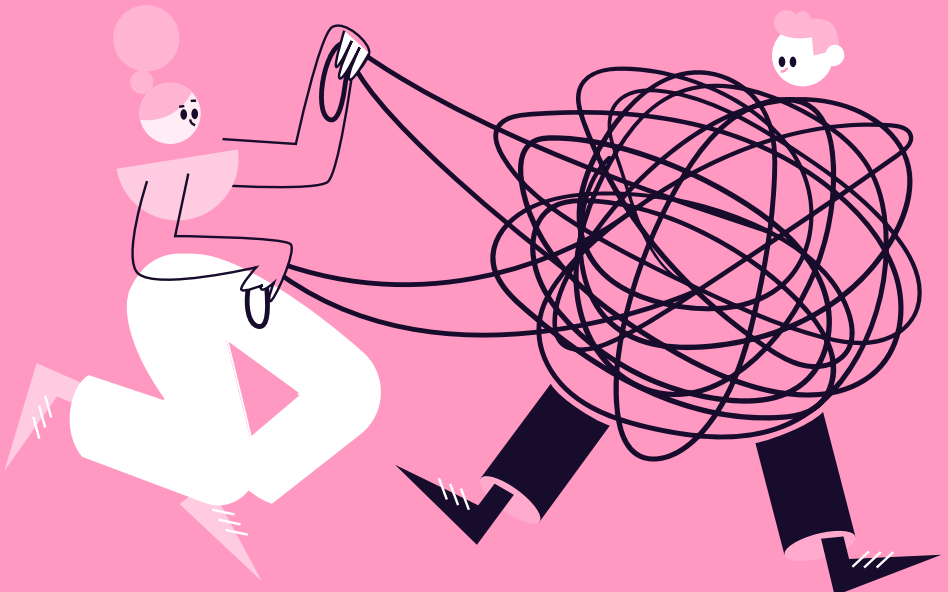
There are SAGs for the following three departments:

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

SAGs communicate student feedback to improve staff services, connect staff and student representatives and facilitate collaboration on events, programs and campaigns. 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



## Know Your Rights at Uni!

Remember you **have the right** to:

- ☺ Have all your lectures recorded
- ☺ Apply for Special Consideration
- ☺ Dispute a result you think is unfair
- ☺ Have a trained student represent you in Academic Misconduct hearings
- ☺ Feel safe on campus (and anywhere else!)
- ☺ Make a complaint or grievance against the University, a staff member or another student
- ☺ Appeal decisions that affect you to the Academic Board
- ☺ Make an appeal if you believe you were incorrectly denied an offer to a course
- ☺ A safe learning environment, free from discrimination and harassment
- ☺ Access academic assistance
- ☺ Access counselling and psychological services on campus
- ☺ Not have any assessments due during the SWOTVAC period
- ☺ Confidentiality in any personal matters you bring to the University or UMSU
- ☺ Feedback on your completed assessments if requested
- ☺ Access the free University medical service
- ☺ Affordable and accessible education

## Know Your Rights at Work!

Remember you **have the right** to:

- ☺ Be paid, at the very least, the legal minimum wage
- ☺ Be paid fairly and correctly for the work you do
- ☺ A payslip as proof of wages
- ☺ Be a member of a union
- ☺ Have a union representative with you at meetings with your boss
- ☺ Dispute an unfair dismissal
- ☺ Transition from a casual position to a permanent position
- ☺ A safe workplace
- ☺ A workplace which is free from harassment, bullying and discrimination
- ☺ Provide your availability and to have flexible hours as a casual
- ☺ Paid sick leave and annual leave if you are part or full time
- ☺ Access your timesheets
- ☺ Refuse to work in a space where you are unsafe or uncomfortable
- ☺ Tell your boss if they're breaking OH&S



## UMSU Advocacy Service

The UMSU Advocacy Service offers information, support and referrals across a range of academic and administrative issues.

We can help with most issues relating to your enrolment, with a few exceptions (like giving course advice or counselling support, or other specialist areas).

We can assist with things like:

- ☹ 'Show Cause' or academic progress issues
- ☹ Misconduct allegations
- ☹ Making complaints
- ☹ Special Consideration
- ☹ Disputes about assessment
- ☹ Supervision issues
- ☹ And more!

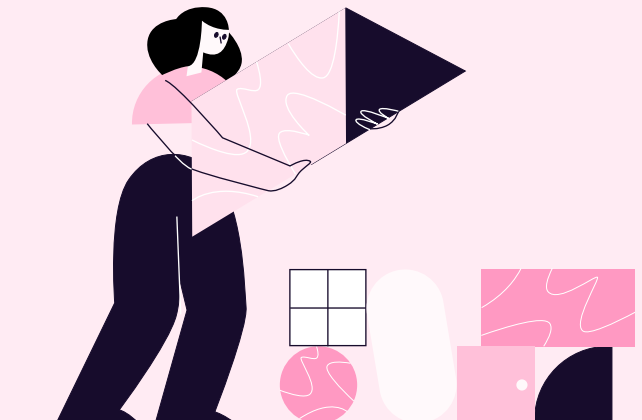
The Service is primarily delivered by five full-time professional advocates. We are available to over 60 000 enrolled students, so the demand on us can be extremely high at times.

We have heaps of resources on our website to help with some of the main problems students face.

### CONTACT

To get individual advice or assistance, please complete the form on our website. We can provide heaps of support via email, but also offer appointments (phone, Zoom, or in person) when needed:

🌐 [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 / personal 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 Desk

Whether you're lost, need a short-term emergency loan, a Justice of the Peace or just looking for some lost property, Umsu Information Centre and Info Desk are your first points 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 discount?
- ☺ Pick up some free excess stationary when available?

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

### CONTACT

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

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

☎ (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**

 [weareunion.org.au/about](https://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 focused, smaller unions!

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

## 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)


## HOSPO VOICE


*Getting support and advice for Hospitality workers.*

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

## 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)

## 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@aeuvc.asn.au](mailto:melbourne@aeuvc.asn.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)

**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)

**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)

**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)

**MEDIA, ENTERTAINMENT AND ARTS ALLIANCE (MEAA)**

*People in the 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)

**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 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.*

☎ (03) 9230 5700

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

### CONSTRUCTION, FORESTRY, MARITIME, MINING, ENERGY UNION (CFMEU)

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

☎ (03) 9341 3444

✉ vicqueries@cfmeu.org

### ELECTRICAL TRADES UNION (ETU)

Electricians, electrical engineers, and electrical workers.

☎ (03) 8329 0000

🌐 etuvic.com.au

### RAIL, TRAM AND BUS UNION (RTBU)

Rail and public transport industry workers.

☎ (03) 8630 9100

✉ rtbu@rtbuvic.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

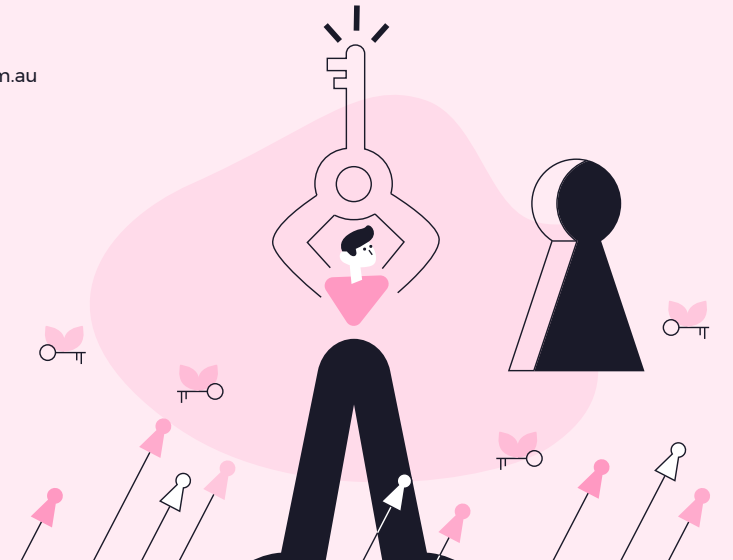
✉ victoria@awu.net.au

### TRANSPORT WORKERS UNION (TWU)

Transport workers, including road and aviation transport.

☎ (02) 8114 6500

✉ 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 or 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 resources
- ☺ 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 degree-specific, visit the Academic Skills Website. To receive support that's specific to you, head over and make an individual appointment.

There are an abundance of resources available to you — be proactive and diligent, even if you're coasting by, for 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!



# Step 1

Step 1 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 Step 1 is home to includes:

- ☺ Course planning
- ☺ Elite athletes
- ☺ Administration and information services
- ☺ Fees
- ☺ Transcripts and academic statements
- ☺ Scholarships and graduations
- ☺ Enrolment assistance
- ☺ Special consideration
- ☺ Student equity
- ☺ Elite athlete support
- ☺ 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

### For all students:

Parkville  
757 Swanston St, Parkville

### Faculty of Fine Arts, Music students only:

Southbank  
Elisabeth Murdoch Building,  
234 St Kilda Rd, Southbank

☎ 13 MELB (13 6352)

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

📍 uomstop1

🐦 @uomstop1

# Counselling and Psychological Services (CAPS)

CAPS offers free, professional and confidential counselling services to all students. While it's a 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

Monday-Friday: 9am-5pm

Tuesday, Wednesday and Thursday: 9am-6pm during semester.

## SOUTHBANK

Room 111, Building 863 (The Hub)  
234 St Kilda Road, Southbank

### Opening hours

Monday, Tuesday and Wednesday during semester

☎️ (03) 8344 6927 to book an appointment.

## 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

🌐 <https://www.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)

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

## EDUCATION (ACADEMIC AFFAIRS)

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

## EDUCATION (PUBLIC AFFAIRS)

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

## LOCATION

Level 2, Building 168  
The University of Melbourne

## SOCIAL MEDIA

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

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

Don't forget to sign up to our mailing list!

🌐 [eepurl.com/cwSLjb](http://eepurl.com/cwSLjb)

If you need assistance with an issue that requires escalation (either within the University or within UMSU), please contact us and copy in the below emails:

✉ [president@union.unimelb.edu.au](mailto:president@union.unimelb.edu.au)  
✉ [secretary@union.unimelb.edu.au](mailto:secretary@union.unimelb.edu.au)