

Deakin University English Language Institute (DUELI)

Handbook 2024-2025



deakin.edu.au

Deakin University CRICOS Provider Code: 00113B

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Welcome to DUELI



I would like to extend my warmest welcome to all new students at Deakin University English Language Institute. The Deakin University English Language Institute (DUELI) is a great place to learn English. Recognised as one of the best English language centres in Australia, DUELI will help with more than just your English, it will give you the chance to improve your study skills and become familiar with studying at an Australian university. You will also have the opportunity to meet new people and make life long friendships with people from all over the world.

Whether you want to improve your English for personal or professional purposes – or as a pathway into a Deakin University degree – DUELI is here to help you reach your dream.

I look forward to meeting you and welcoming you to campus!

Angela Moran
General Manager
Deakin University English Language Institute

Deakin University English Language Institute

DUELI

Deakin University English Language Institute (DUELI) offers a wide range of English language courses from elementary to advanced level.

DUELI Melbourne is located at Deakin University's Melbourne Burwood Campus, Building LA, Entrance 3, 70 Elgar Road, Burwood VIC 3125. You can ring DUELI Melbourne Reception on 03 9244 5110.

DUELI courses

Courses are integrated and involve the development of reading, writing, listening, and speaking skills using texts and materials from a wide range of media. A strong emphasis is placed on helping students become independent learners. We encourage you to develop your own learning style, set your own goals and draw up your own study plans.

Classes

- Class times are between 8.30 and 5.00 from Monday to Friday. Your class will be four hours per day plus one hour Independent Learning Centre (ILC).
- Courses run in five-week blocks.
- There is an average of 15 students per class (the maximum class size is 18).

Teaching staff

Teachers at the Deakin University English Language Institute are highly qualified and experienced professionals who have:

- postgraduate qualifications in TESOL
- extensive teaching experience in Australia and overseas
- specialist skills in curriculum, materials, and study program design
- IELTS preparation and examining experience.

Student services

Deakin student advisers are here to help, advise, and guide you. You can access:

- medical and health services on campus
- personal, confidential, and free counselling on campus and online
- award-winning careers centre where you can obtain information about a range of local and international careers
- assistance with finding accommodation.

Facilities

- An Australian university campus environment.
- Modern, well-equipped classrooms with the latest smartboard technology.
- University cafés with halal dishes.
- 24-hour computer labs.
- Independent Learning Centre (ILC).
- Access to all of Deakin's library facilities.
- Multifaith spiritual centre.
- Sporting facilities including a gym and sports hall.

Living in Melbourne

Melbourne

The city of Melbourne has a population of around four million. It is exciting, safe, cosmopolitan and culturally rich. One in four people in Melbourne was born overseas. There are more than one hundred ethnic groups, making Melbourne a very multicultural city to live in. We have great public transport, a large number of parks, beaches, public spaces, a thriving arts culture, and a unique blend of historical and modern architecture.

Weather and clothing

The weather in Melbourne is pleasant and mild with four distinct seasons: summer, autumn, winter and spring. Melbourne generally does not experience severe extremes of heat, humidity or cold; however, the weather can be very changeable and hard to predict. It is a good idea to wear layers of clothing and to carry a small umbrella or a waterproof jacket.

Water restrictions

Due to ongoing dry weather, water restrictions are sometimes introduced in Melbourne to help save our diminishing water resources.

Travelling to DUELI

Melbourne is a large city, with few people living in its centre. Many Melburnians travel up to sixty minutes to go to work or school. DUELI is located on the Melbourne Burwood Campus. For maps, please visit deakin.edu.au/locations. For information about travelling in Melbourne, please visit www.ptv.vic.gov.au.

Myki card

Tickets for public transport are called 'myki'. You can buy a myki card from www.ptv.vic.gov.au, train stations, some news agencies and the Deakin Burwood bookshop. You must touch on with your myki when you travel. If you do not have a valid myki while travelling, you may be fined up to \$500. Ticket inspectors often check tickets while you are on public transport, in validated ticket areas of train stations, and at tram stops. Always have a valid myki.

Tourist information

For tourist information on Melbourne and Victoria go to the Victoria Visitor Information at Federation Square, near the Flinders Street Station and see www.visitvictoria.com.

For information about DUELI's location, maps and travelling, visit deakin.edu.au/locations/melbourneburwood-campus



DUELI student expectations and Code of Conduct

Studying at Deakin University is a co-operative relationship between students and staff. Both students and staff work together to support the teaching and learning journey of each and every Deakin student.

Standards of behaviour

To maintain and uphold positive relationships, this Code of Conduct sets out standards of behaviour based on cooperation, mutual responsibility, respect, self-discipline, and tolerance of others by which everyone is accepted as an individual and where all cultures are highly valued.

Standards expectations

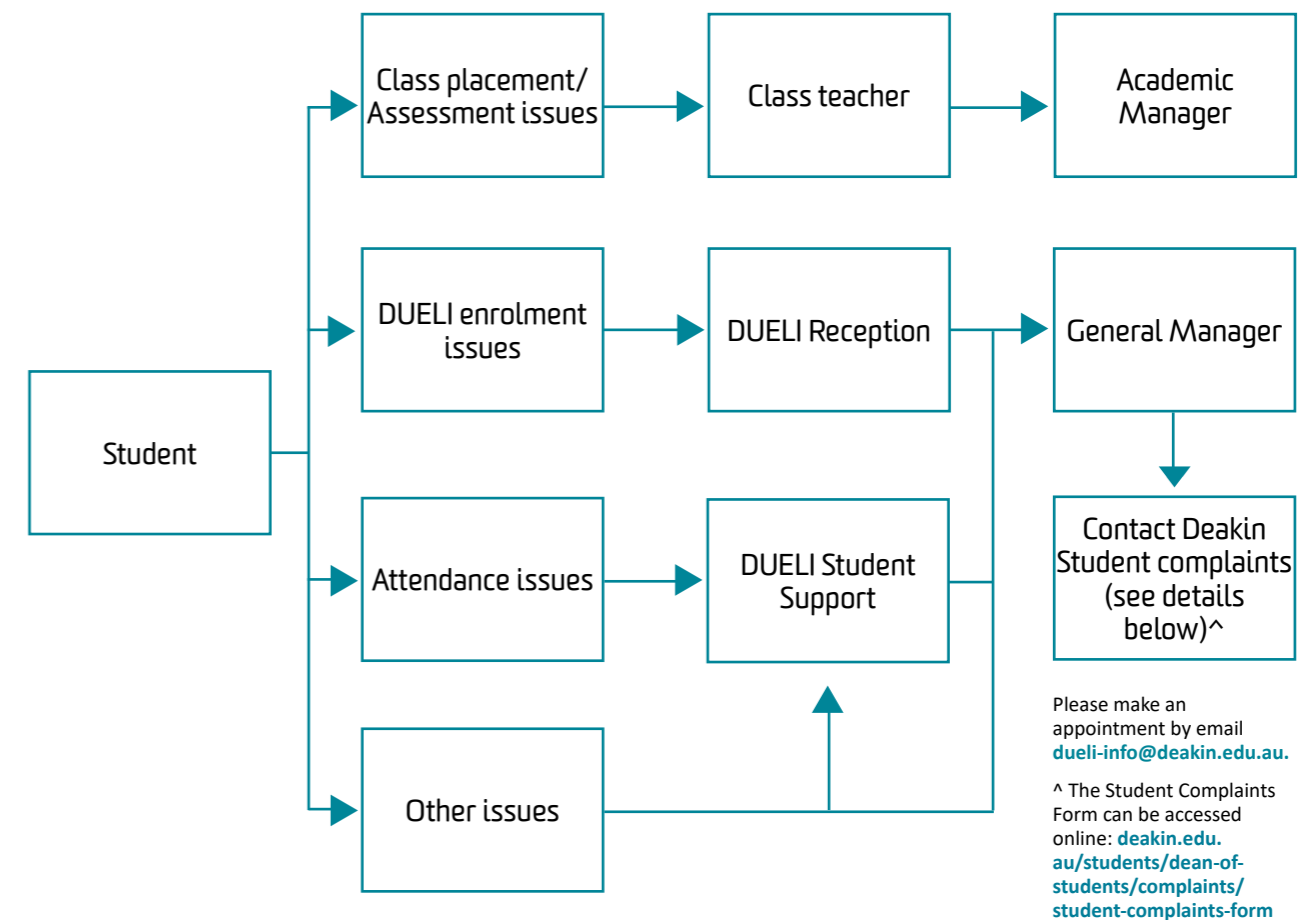
Deakin University recognises that students are entitled to have the following expectations during their time at DUELI:

- to study in a safe, secure and supportive environment
- to be treated with respect and courtesy in an environment free from harassment and discrimination
- to have personal privacy respected
- to have access to clear, appropriate procedures for dealing with complaints and grievances.

Value	Behaviours
<p>Responsibility</p> <p>Being accountable for your own actions and learning own actions and learning.</p>	<ul style="list-style-type: none"> • Co-operate with teachers and students. • Be punctual and fully prepared for class. • Complete class work as assigned by your teachers. • Practice behaviours that keep everybody safe.
<p>Respect</p> <p>Caring about yourself, others and the environment around you.</p>	<ul style="list-style-type: none"> • Listen carefully to others. • Be understanding and tolerant. • Treat everybody with respect. • Behave in a manner that is non-discriminatory. • Practice behaviours that are not disruptive to others. • Care for University and personal property.
<p>Integrity</p> <p>Being honest and fair.</p>	<ul style="list-style-type: none"> • Treat others fairly. • Allow others to study in a positive environment. • Submit work that is your own.

Grievance procedure

We hope you find your time at Deakin to be enjoyable and rewarding. If you're unhappy about something at DUELI, you can make an enquiry to the right person following the flowchart below.



More information

To learn more about student procedures visit the following webpages:

- Deakin International Student Compliance and Visas: deakin.edu.au/students/studying/international-students/compliance-and-visas
- Student General Misconduct: <https://policy.deakin.edu.au/document/view-current.php?id=168>
- Student Academic Integrity: <https://policy.deakin.edu.au/document/view-current.php?id=79>
- Student Appeals Procedure: <https://policy.deakin.edu.au/document/view-current.php?id=219>
- Student Complaints Resolution Procedure: <https://policy.deakin.edu.au/document/view-current.php?id=146>
- **DUELI Policies and Procedures**

Course progress and attendance

The Department of Home Affairs

The Australian Government Department of Home Affairs can give you information and support you with your enquiries about your visa.

Contact the Department of Home Affairs: on 131 881

or visit www.homeaffairs.gov.au.

The Department of Home Affairs is located at:

Casselden Place, 2 Lonsdale Street, Melbourne 3000.

Student visa conditions

- You must remain at the institution that originally recruited you for your principal course for the first six months. If you want to change, you must obtain a Release Letter from Deakin University and get permission from the Department of Home Affairs.
- You must update your current Australian address on StudentConnect within 7 days of starting DUELI or moving house.
- Health insurance (OSHC: BUPA, NIB, Allianz etc.) must be held for the full length of your student visa.

Deakin compliance

For course and visa compliance and related administrative information, please visit deakin.edu.au/students/studying/international-students/compliance-and-visas.

Work rights

International students are only allowed to work a maximum of 40 hours every two weeks when lessons are in session.

Attendance

- You have to attend at least 80% of your scheduled DUELI classes. DUELI will notify you in writing if you are at risk of falling below 80% and of its intention to report you for unsatisfactory attendance.
- DUELI is legally obliged to report student visa holder with unsatisfactory attendance or absent for more than 5 consecutive business days to the Department of Home Affairs, which may result in a cancellation of the student visa; no refund will be given in this situation.
- If you disagree with the decision, appeals can be made using the appeals procedure.
- DUELI teachers mark your attendance every hour of class.
- If you are late by more than 15 minutes for the first class of the day, and more than 5 minutes for any subsequent class, you will be marked absent for that whole one hour class.
- Students must keep all medical certificates as the Department of Home Affairs and DUELI may ask for proof of illness if attendance falls below 80%. It is the student's responsibility then to provide the Department of Home Affairs with any medical certificates if requested.

Extended absence

In the event that a student is hospitalised or absent due to circumstances beyond their control, the General Manager of DUELI will determine whether the student's absence will be excused. Each request is assessed on a case-by-case basis, and must be supported by medical certificates or other relevant documentation and approved by the Department of Home Affairs.

Reporting and disclosure of information

DUELI must, by law, report to the Department of Home Affairs any changes to your enrolment as well as breaches of your student visa conditions relating to your attendance and/or academic progress.

DUELI may be obliged to share the information you provide with Australian government departments, such as the Department of Home Affairs and the Department of Education and Training. For instance, when asked, DUELI must give the Department of Home Affairs information about your current address and contact numbers, your enrolment status and your grades.

Visa extension

It is your responsibility to hold a valid Australian visa at all times. If your visa is due to expire before the end of your course, you need to apply for its extension with the Department of Home Affairs at least two months before the expiry date.

Tax File Number (TFN)

You need to provide your tax file number (TFN) to:

- your bank, when opening a bank account
- your employer, if/when applying for a part-time job.

It is not compulsory to have a tax file number but if you do not have one, any money or interest you earn in Australia will be taxed at a higher rate.

To apply, visit www.ato.gov.au.

You are required to maintain satisfactory course progress throughout your studies at DUELI. Speak to your teacher or a student advisor if you are worried about your studies.

Course progress and assessment

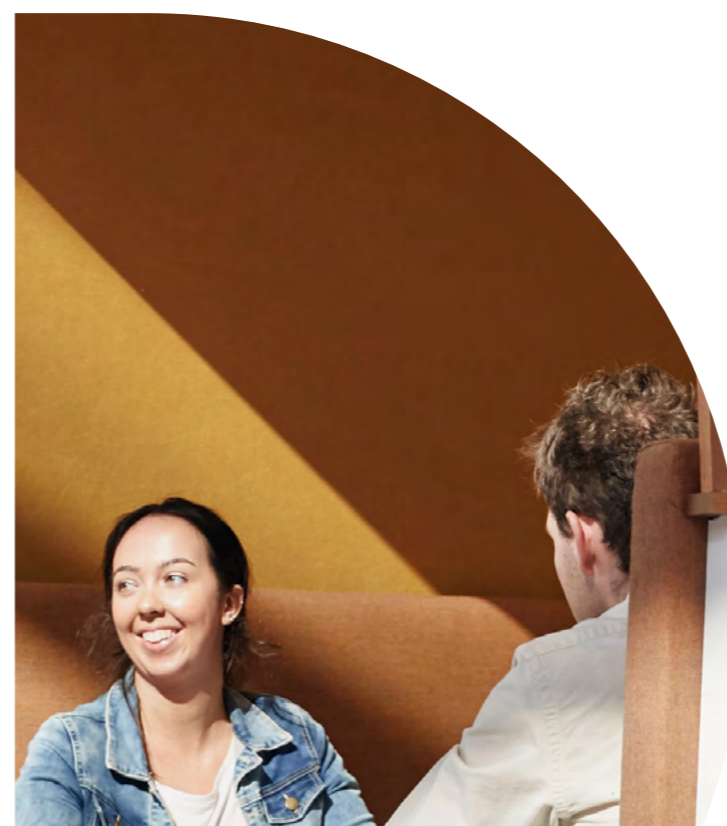
Your language skills are assessed throughout your course. At the beginning of each intake your teacher will show you where to find the assessment tasks for the teaching block. You will receive feedback and a statement with your results at the end of each 5 week teaching block. Re-printing certificates/statements of results will cost \$30 per copy.

You must meet requirements for the course to progress to the next level. Students who have not met course requirements for 3 consecutive teaching blocks may not be able to extend their study.

Marks are final. All borderline marks are second marked by a coordinator. Students requesting a marks review must meet the grounds outlined in the Results Review procedure and complete the Results Review form.

Plagiarism

Plagiarism occurs when a student copies somebody else's work without acknowledging its author. Plagiarism leads to severe penalties in Australia, as it is an example of academic misconduct. Teachers at DUELI will explain how to properly reference your work in order to avoid plagiarism.



Deakin student services and DUSA

Deakin University student ID card (Deakin Card)

Your Deakin card allows you to use a variety of services around the university, including:

- computer labs
- printing
- libraries.

Printing & Photocopying

Standard photocopying services are available throughout Deakin University. Photocopying and printing are free.

Library

For opening hours and more information about the library, go to deakin.edu.au/library, which you can access through the library computers, computer labs or at home.

Library access

In order to borrow books and other material from Deakin University libraries, you must have your current Deakin University student ID card.

Conditions of loan and library use

Library items must not be removed from the library without being issued by library staff. If you are found in possession of damaged library items, you must pay for the replacement costs, and you will be suspended from borrowing for one month. Library users must observe the conditions of loan and library use.

Legal advice

For information about free legal advice go to www.legalaid.vic.gov.au

Deakin career counsellors

Deakin career advisors offer counselling and advice on career planning, course and career direction, developing self-awareness of your skills and interest and deciding on postgraduate study. The service also provides information about how to look for a job, write a resume and prepare for an interview. See deakintalent.deakin.edu.au/career-coaching.

Deakin TALENT

If you are looking for a part-time job or voluntary work, visit deakintalent.deakin.edu.au/jobs-and-internships

Chaplains, prayer room, multi-faith space

Deakin's chaplains offer a multi-faith approach to belief and spirituality. You are welcome to drop in to chat about issues of faith, for information about where to worship, and other personal concerns.

See deakin.edu.au/students/health-and-wellbeing/multifaith-chaplain

Accommodation

On-campus accommodation

Living on campus offers a unique opportunity: you join our resident community and get to know your neighbours from around the world. Deakin Residences offer a range of fully furnished accommodation options with on-site security and 24/7 reception staff.

To find out more about on-campus accommodation see www.accommodation.deakin.edu.au.

Off-campus accommodation

There is off-campus accommodation available near all our campuses, to suit all budgets. Deakin University's Houseme Database offers a range of resources and vital information about your rights and responsibilities when renting. Visit [off-campus accommodation](#) which has a range of online self-help services to support students with finding accommodation, both long and short term. You can also look at real estate websites to find rental accommodation. Before you decide to rent a house or a flat, you should get as much information as possible about renting, bonds, contracts, and other rules for renters. Houses and flats for rent are usually not furnished.

Deakin University Student Association (DUSA)

All currently enrolled DUEL1 students are entitled to a free one-year membership at Deakin University Student Association (DUSA) (subject to change without prior notice). DUSA facilitates the following activities and services:

- provides free legal aid for students
- organises trips and events, such as concerts and dance nights
- runs short courses in the evenings on many different subjects
- has many clubs, including sporting clubs, and societies that you can join
- can provide advocacy if you find yourself in a dispute with the University over academic issues
- provides academic and social support to all female students at Deakin via the Women's Officer

For more information, visit dusa.org.au.

Sport

DeakinACTIVE has a wide range of sporting and fitness facilities and equipment, including a gym, sports hall, and basketball courts. Learn more at deakinactive.com.au.

Terms and conditions of lease

Once you have found a place that you would like to rent, make sure you understand all the terms and conditions of your lease before you sign it.

Deakin IT services

Deakin internet access

Your Deakin internet access depends on the status of your enrolment at DUELI. In order to receive access, you have to be enrolled and have a valid Deakin University student ID number/card. If your enrolment has been delayed for various reasons, for instance, the University has not received your payment on time, please contact a DUELI Student Support for help and information on alternative access options.

Email

Deakin University will communicate important information to you by email, so it is important that you regularly check your Deakin email account. Your Deakin email can be accessed from your home, on your mobile as well as from the computers on campus. From deakin.edu.au choose 'Current students', then 'email', log in and go to your inbox.

Your Deakin email address is your username@deakin.edu.au. Download the OWA mail app to get Deakin email on your phone.

Contact the IT Service Desk

Phone: 03 9244 6888 or 1800 463 888 (7 days)

IT password

For detailed instructions on activating your IT access, please refer to 'How to get your IT password' on the next page.

Your responsibilities

You must:

- follow all Australian laws and regulations relevant to internet use
- NOT access inappropriate or offensive material
- NOT allow others to access your password
- report any unauthorised use of your account to IT Services.

Misuse of services

It is important to be aware of potential misuse of Deakin's services. Some examples are:

- violation of copyright
- using the facilities for commercial reasons
- invading of individual's privacy
- harassing individual through the use of email
- sharing passwords
- tampering with other users' electronic communication
- accessing offensive or inappropriate materials.

Consequences of misuse

You may:

- possibly lose computing access
- have to reimburse the University for additional costs
- face possible disciplinary or criminal action.

Tips to reduce Internet cost

Always log out when you leave the computer

Think about the size of files that you download, e.g. audio and video files should be considered very carefully before downloading.

Do not share your password with anyone else or you will be held accountable for their use as well as your own.

How to get your IT password

- 1 Go to the Activate Password web page (<https://apps.deakin.edu.au/account-activation/welcome>)
- 2 Enter your birthday, student number and course code, eg. X067A (0 = zero).
- 3 Select 'Generate a random password for me', then click 'Continue'.
- 4 Click 'I agree'.
- 5 Take a photo of your username, password, and email address.

Medical services and your OSHC

Deakin Medical Centre

The campus nurses and doctors are able to provide:

- medical attention and referrals
- health check-ups and advice
- flu, travel and course related vaccinations
- information and advice on diet and nutrition, sexual health and stress relief.

The Deakin Burwood Campus Medical Centre is located at Building LC.

To make an appointment, call 03 9244 5577 or 03 9244 6300 and ask for Deakin Medical Centre. A current OSHC card is necessary when seeing a doctor.

Personal counselling

If your studies/life is being affected by personal, family or other circumstances, you could find it helpful to talk with a counsellor. Counselling at Deakin is professional, completely confidential, and free.

Counselling can help with:

- stress, loneliness, or homesickness
- course concerns, including advice on special consideration and referral
- conflict resolution and anger management.

Sexual assault/violence

Deakin University
Health/Counselling Service:
03 9244 6300/03 9244 5577
South Eastern Centre Against Sexual Assault: 1800 806 292
Men's Referral Service: 03 9428 2899

Contact numbers for other medical services

Hospitals (for emergency medical conditions only)

- Box Hill Public Hospital
Nelson Road, Box Hill
Phone: 03 9895 3333 / 1300 342 253
- Alfred Hospital
Commercial Road, Prahran
Phone: 03 9276 2000

Sexual Health Services

Family Planning Victoria
901 Whitehorse Road
Phone: 03 9257 0100

Melbourne Sexual Health Centre

580 Swanston Street, Carlton. Phone: 03 9341 6200

Dentists

East Burwood Dental Group
267 Burwood Highway
Burwood East
Phone: 03 9802 2399

Helplines

Lifeline (personal problems): 13 11 14
or www.lifeline.org.au
Poison Information: 13 11 26
Gambling Helpline: 1800 858 858

If you would like to get medical advice, including information about the closest direct billing doctor in your area, contact BUPA on 1800 888 942. For more information about how your OSHC works, see next page.

Contact National Home Doctor

For after hours visits from 6pm on weekdays, 12 pm on Saturdays and all day on Sundays and public holidays.
Call 13 74 25 or visit homedoctor.com.au

Overseas Student Health Cover (OSHC)

How do I get my membership card?
You can order your BUPA OSHC card online at www.oshc.bupa.com.au.

Notify BUPA OSHC of your contact details

If you change your address or any other personal details, please update this information by sending an email to oshc@bupa.com.au.

How your BUPA OSHC works

Direct/bulk billing

Show your BUPA OSHC card and BUPA will directly pay your bill. Note that in some clinics there may be a co-payment that you will have to pay for seeing a doctor (usually \$15-30) and you pay this directly to the doctor or clinic.

Non-direct/non-bulk billed

You will need to pay for your consultation. Make sure that you get a receipt so that you can make a claim. Claim online at www.oshc.bupa.com.au.

If you go to a hospital

If you become ill during the night or on the weekend, you might go to the emergency area of a hospital. In Australia, there are public and private hospitals. All public hospitals and some private hospitals accept the BUPA OSHC card and will bill BUPA directly - but you will have to pay around \$500 upfront. If you are required to pay, keep the receipt and you will be able to claim back some, or the full amount paid, from BUPA.

Contact BUPA

Helpline: 1800 888 942
(Toll free number available 24 hours a day and 7 days a week)
Email: oshc@bupa.com.au
In person: Melbourne Burwood Campus, Level 2, Building LB, Deakin Reception
Monday to Friday 10 - 5pm
Web: www.oshc.bupa.com.au

DUELI dates

DUELI 2024 dates

Intake	Orientation	Start date	End date	Holidays
1	4 January	8 January	9 February	26 January (Australia Day)
2	8 February	12 February	15 March	11 March (Labour Day)
3	14 March	18 March	19 April	29 March–2 April (Easter)
4	18 April	22 April	24 May	25 April (Anzac Day)
5	23 May	27 May	28 June	10 June (King's Birthday), 1–5 July
6	4 July	8 July	9 August	
7	8 August	12 August	13 September	16 - 20 September
8	19 September	23 September	25 October	28 October–1 November, 27 September (Grand Final Day)
9	31 October	4 November	6 December	5 November (Melbourne Cup Day)

DUELI 2025 dates

Intake	Orientation	Start date	End date	Holidays
1	3 January	6 January	7 February	27 January (Australia Day)
2	6 February	10 February	14 March	10 March (Labour Day)
3	13 March	17 March	17 April	18–25 April, 18 April (Good Friday)
4	24 April	28 April	30 May	
5	29 May	2 June	4 July	9 June (King's Birthday), 7-11 July
6	10 July	14 July	15 August	
7	14 August	18 August	19 September	22-26 September, Grand Final Day (TBC)
8	25 September	29 September	31 October	3-7 November, 4 November (Melbourne Cup Day)
9	6 November	10 November	12 December	

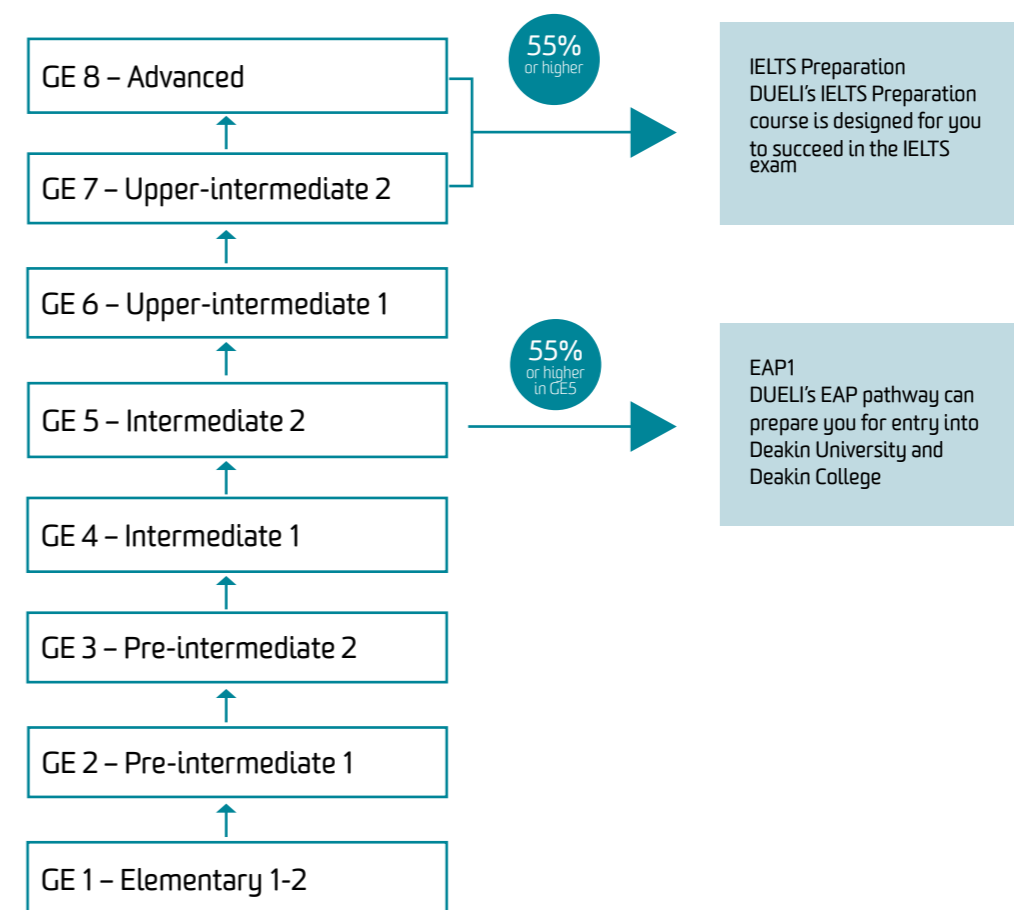
DUELI 2026 dates

Intake	Orientation	Start date	End date	Holidays
1	2 January	5 January	6 February	26 January (Australia Day)
2	5 February	9 February	13 March	9 March (Labour Day)
3	12 March	16 March	17 April	3 April, 6 April, 7 April (Easter)
4	16 April	20 April	22 May	
5	21 May	25 May	26 June	8 June (King's Birthday), 29 June-3 July
6	2 July	6 July	7 August	
7	6 August	10 August	11 September	14-18 September
8	17 September	21 September	23 October	26-30 October, Grand Final Day (TBC)
9	29 October	2 November	4 December	3 November (Melbourne Cup Day)

For updated information visit deakin.edu.au/international-students/dueli/dueli-course-dates. Please note: The Grand Final Holiday is held in September or October; the date varies from year to year. The dates for 2024, 2025 are yet to be determined.

DUELI program information (General English)

Your DUELI level



Please note:

- * Entry level IELTS score based on your overall score.
 - A General English student is eligible to transfer to the EAP pathway if they pass their General English class at the GE 5 level
- This is a GUIDE only, please refer to your letter of offer for specific information.

GE – General English
EAP – English for Academic Purposes

From DUELI to Deakin



Successful completion of DUELI's English for Academic Purposes (EAP) pathway programs can provide you with English entry into Deakin University and Deakin College.

YOUR IELTS SCORE ¹	STUDY DURATION	PATHWAY
5.0	10 weeks	<ul style="list-style-type: none"> Deakin College Foundation and Diploma programs (excluding the Foundation Program when packaged with a Bachelor of Nursing)
	20 weeks	<ul style="list-style-type: none"> Most Deakin University undergraduate programs Deakin Study Abroad and Exchange programs
	30 weeks	<ul style="list-style-type: none"> Most Deakin University postgraduate degree programs Deakin University's undergraduate health programs (except Nursing) Deakin's HDR programs
5.5	10 weeks	<ul style="list-style-type: none"> Most Deakin University undergraduate programs Deakin Study Abroad and Exchange programs
	20 weeks	<ul style="list-style-type: none"> Most Deakin University postgraduate degree programs Deakin University's undergraduate health programs (except Nursing) Deakin's HDR programs
6.0	10 weeks	<ul style="list-style-type: none"> Most Deakin University postgraduate degree programs Deakin University's undergraduate health programs (except Nursing) Deakin's HDR programs (Science, Engineering and Built Environment) Deakin's HDR programs (Arts and Education, Business and Law, and Health) Deakin's Bachelor of Early Childhood Education and Bachelor of Education (Primary) English for Teaching
	15 weeks	<ul style="list-style-type: none"> Entry into Deakin University Master of Teaching programs
6.5	5 weeks	<ul style="list-style-type: none"> Deakin University postgraduate degree programs (Band C1, IELTS 7) Deakin's HDR programs (Arts and Education, Business and Law, and Health) Deakin's Bachelor of Early Childhood Education and Bachelor of Education (Primary) English for Teaching
	10 weeks	<ul style="list-style-type: none"> Entry into Deakin University Master of Teaching programs
7.0	5 weeks	<ul style="list-style-type: none"> Entry into Deakin University Master of Teaching programs

¹ Entry Based on overall IELTS band score except in cases where students do not meet course entry sub band requirements and additional English will be required. Please check offer letter for details.

- The above recommendations are a guide only.
- Students on ELICOS only visas are not impacted by the new visa requirements and can study up to 45 weeks English.



Staying Safe in Melbourne

Personal Safety

Learn more about maintaining personal safety, watching out for your friends, and easy steps to keep yourself, your family, and your community safe while traveling.

For more information, please visit <https://www.police.vic.gov.au/personal-safety>.

Student Scams

Stay vigilant against telephone and online scams.

Learn what to watch out for and how to protect yourself at www.studymelbourne.vic.gov.au/living-here/health-safety-and-wellbeing/student-scams.

Be Safe in The Heat and At The Beach

Discover how to enjoy a day at the beach safely and prevent accidents or injuries. Learn more at www.studymelbourne.vic.gov.au/living-here/health-safety-and-wellbeing/some-tips-for-staying-safe.

Checklist

Still worried about starting study at Deakin English? Use the below checklist to make sure that you are off to a great start. With these important things taken care of, you'll be ready for the challenges and opportunities that being a new DUELI student can bring.









- Do you have your Deakin card? _____
- Do you have IT access? _____
- Do you have your username and password recorded? _____
- Have you checked your Deakin email? _____
- Did you download the recommended apps? _____
- Do you have your OSHC card (maybe BUPA)? _____
- Did you check the DUELI blog lately? _____
- Did you update your correct address details on StudentConnect? _____

Deakin Security

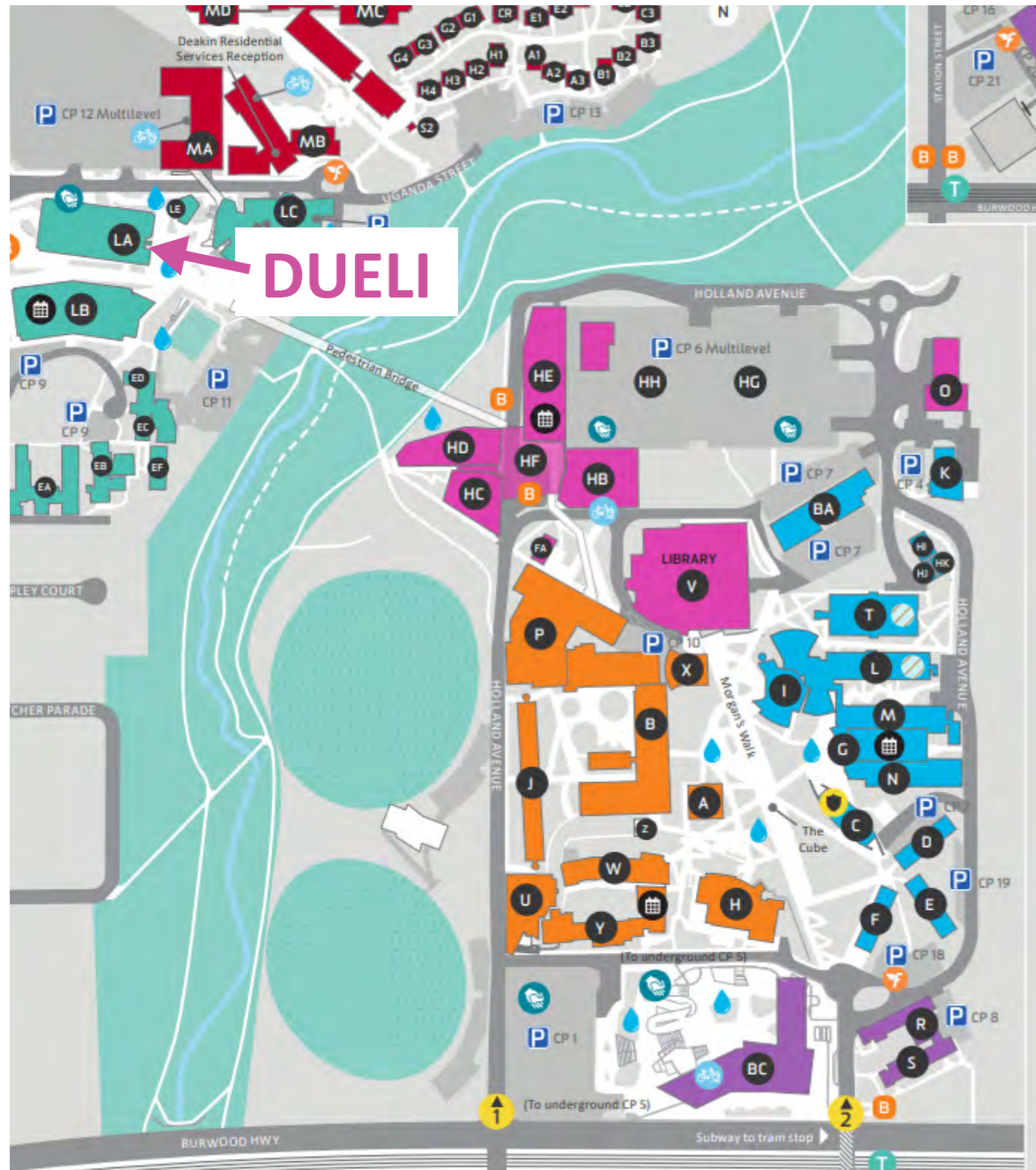
Deakin University Security
Melbourne Burwood Campus:
03 9244 6222
Or 1800 062 579

Emergency phone number

Ambulance: 000
Police: 000
Fire brigade: 000
You can dial 000 for free. Ask the operator for the service you want and wait to be connected. Answer all their questions and do not hang up the phone until they tell you to.

	Outlook Web Access (OWA) Get your Deakin email app on your phone and never miss out on important emails.
	Deakin Wellbeing Deakin offers a range of services to help students and staff stay healthy and safe – physically, mentally and spiritually.
	SafeZone A direct line to campus security, the SafeZone app a great way to stay safe.
	Deakin Moves An app to help you find ways of increasing your health and wellbeing as part of your Deakin experience.
	Public Transport Victoria (PTV) Information about buses, trams, and trains – all in one app.
	Tram Tracker Find out when your tram is coming via your device. Download the Tram Tracker app.
	RentRight Be informed about your rights if you rent a house. RentRight has all the information you need.
	Insider Guides Insider Guides are a great way to learn about Melbourne.

Melbourne Burwood Campus map



Notes



