



# **SMEAG ENGLISH**

# **STUDENT HANDBOOK**

Level 5, 310 King Street, Melbourne, VIC, Australia, 3000  
CRICOS Provider Code : 03718D | ABN 84 623 146 092 | ACN 623 146 092

# Welcome to SMEAG English!

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**SMEAG** English is a **S**marter way to learn English within a **M**ulticultural learning experience while **E**mbracing Australian culture, **A**chieving your goals and **G**aining confidence.

Our teaching philosophy comes from a solid language awareness background. We believe that students should take advantage of every single minute spent in class and that is why we encourage punctuality and attendance. Every day you will have a clear plan of the learning outcomes that will be achieved in class. We fully support an interactive and dynamic teaching approach and we will offer you multiple inputs to bring the language alive and recreate real life situations.

## OUR STAFF



**EDWARD CHUNG**

CAMPUS MANAGER



**ELLY BEOLCHI**

DIRECTOR OF STUDIES



**MARTIN LEE**

ENGLISH LANGUAGE  
TEACHER



**MARZENA KRAWCZAK**

ENGLISH LANGUAGE  
TEACHER



**YULY RIOS**

ENGLISH LANGUAGE  
TEACHER



**KAREN WEST**

ENGLISH LANGUAGE  
TEACHER



**RISA OSHIDA**

STUDENT SERVICES &  
ADMISSION OFFICER



**CAROLINA SILVA**

STUDENT SERVICES &  
ACTIVITY COORDINATOR



**DANIELA LOPERA**

REGIONAL MARKETING  
SPECIALIST





## THE SCHOOL

SMEAG English is a branch of SMEAG Global Education, one of the biggest and most popular English centres in the Philippines. After 10 years' experience in teaching English to international students from all over the world, SMEAG Global Education has landed in Melbourne as SMEAG English.

## CAMPUS

SMEAG English is strategically located in the heart of the Melbourne CBD and is surrounded by shops, restaurants and parks that are a common place to study for the students of Melbourne's universities. Some places close to the campus that are definitely worth a visit are the State Library, the Immigration Museum, the Melbourne Zoo, the Royal Botanic Gardens and the Queen Victoria Market. The campus is easily reachable by trams and trains with some of the major train stations within walking distance.

## WHAT WE OFFER

SMEAG English offers a variety of English language courses and services to help you with your further studies in Australia and your career development. We want you to work and live comfortably in an English-speaking country, that's why we will assess your academic progress regularly and most importantly, we will give you feedback so that it will be easier to improve.

## THE COST OF LIVING IN MELBOURNE

Living in Australia is definitely an exciting new adventure for international students, however there are few things to consider before moving. Melbourne is the most liveable city in the world, which means that more and more people are coming here to live. The cost of living in Melbourne can vary deeply depending on your personal habits and needs. It is a good idea to regularly check the exchange rate of the Australian dollar to know exactly how much you are spending as you start your new life in Melbourne.

## PUBLIC TRANSPORT

Public transport in Melbourne includes a network of trains, trams and buses that service the CBD and suburbs. To use any of these types of transport in Melbourne, you need to buy a Myki card and add credit to it (top it up). Myki cards are available at dedicated Myki points of sale in Southern Cross station and Flinders Street station and at many 7/11 stores and news agencies. This is the only ticket system currently used in Melbourne. Please check [www.myki.com.au](http://www.myki.com.au) for fares and the network map. The good news is that if you travel entirely within the Free Tram Zone in the CBD then your trip is for free!



## ACCOMMODATION

SMEAG English provides several accommodation options according to your needs and preferences. To fully enjoy the international experience, you can choose to stay at a homestay family or at a student residence. All our accommodation services are the result of a long partnership with our main providers, so rest assured that we regularly check that the quality and safety standards are constantly met.

### ***Homestay***

Living the Aussie life with a homestay family is one of those memories that you will never forget. Staying with a homestay family encourages a cultural and linguistic exchange. You will have the chance to speak English at all times and learn more about Australia and its multiculturalism while enjoying the food, lifestyle and habits of an Australian family.

### ***Student Accommodation***

If you want to be more independent, we recommend staying at Le Student 8 and OZIHOUSE. Their quality campus-style accommodation offers modern facilities and an international environment where you will easily make friends while sharing fun activities and quality study time together. The common areas at Le Student 8 and OZIHOUSE also include a student bar, billiards, a restaurant, a table tennis table, a resort-style swimming pool and a barbecue area. The rooms are equipped with a microwave, however a common kitchen area is also available in the lodge. Socialising has never been so easy. In fact, free and cheap social activities like movie nights and barbecues are organised to make sure our students enjoy a great social life at a very low cost.

### ***Airport pick up***

SMEAG English can arrange an airport pickup service upon request to transfer you from the airport to your homestay or student accommodation.





## **STUDENT VISA REQUIREMENTS**

Before visiting Australia, make sure you have a valid Australian visa. Students mostly come to Australia on a Student Visa or on a Working Holiday visa, however you may also study for a limited time on a Visitor visa. Please visit the Home Affairs department website [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) to find more information about visa eligibility and conditions on your visa. If you are not sure about how to proceed, we have a range of educational agent partners that will be happy to assist you with the process of your visa application.

## **ESOS FRAMEWORK**

The Australian Department of Education and Training has set requirements so that international students coming to Australia can experience quality education and make the most of their time as students in Australia. The Education Services for Overseas Students (ESOS) Act 2000 also ensures that international students have their tuition fees protected. SMEAG English thoroughly adheres to the ESOS Framework and follows its requirements. The Australian Government has issued the 2018 National Code of Practice for Providers of Education and Training to Overseas Students. Please find more information about the ESOS Framework on drive <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>





## GENERAL ENGLISH

CRICOS Course Code 098274G

- Levels: Elementary to Advanced (5 Levels)
- Class hours: 20 contact hours per week
- Duration: 2-52 weeks (10 weeks per level)
- Class size: Maximum 18 students
- Intake: every Monday
- English entry requirement: No academic requirement is needed. Students will sit an English placement test to determine their entry level.

## EAP1 & EAP2

CRICOS Course Code EAP 1: 098275G, EAP 2: 098276F

- Levels: Intermediate to Advanced
- Class hours: 20 contact hours
- Duration: 10 weeks
- Class size: Maximum 18 students
- Intake: every Monday
- English entry requirement: General English Intermediate level (IELTS 5.0) or above
- Assessments: Weekly revision tests and structured teacher feedback based on academic progress.



## IELTS Preparation

CRICOS Course Code 0100375

- Levels: Intermediate to Advanced
- Class hours: 20 contact hours
- Duration: 10 weeks (recommended duration)
- Class size: Maximum 18 students
- Intake: every Monday
- English entry requirement: tGeneral English Intermediate level (IELTS 5.0) or above
- Assessments: Weekly revision tests and structured teacher feedback based on academic progress.

## Sample Timetable

### Morning Class

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
08:30~10:30	General English S L	General English R W	General English S L	General English R W	General English - Revision
10:30~10:45	Break Time	Break Time	Break Time	Break Time	Break Time
10:45~12:45	General English R W	General English S L	General English R W	General English S L	General English - Assessing & Testing

W Writing S Speaking L Listening R Reading

## COURSE DELIVERY

We deliver 20 contact hours a week + 10 additional hours divided into two slots of 5 hours each, for a total of up to 30 hours face-to-face using a communicative approach. We offer you the opportunity to study in a multicultural environment where you will experience interactive, dynamic and task-based teaching techniques. At SMEAG English you will focus on the four main language skills (reading, writing, speaking and listening), embedded in authentic material used in class on a daily basis. More practical skills will also be developed throughout our course in order for you to feel more comfortable and confident in using the language in real-life situations. Vocabulary, grammar and pronunciation will always be present in our daily learning outcomes, together with spelling challenges, class projects, task-based assessments and a lot more.



## CLASS RULES

On your first week, you, your new classmates and your teacher will set your class rules. These rules will make your stay more enjoyable for students and teachers. Some of the rules that we encourage students to follow at SMEAG English are:

- Punctuality
- Regular attendance
- Speak English as much as you can
- Communication with the teacher
- No phone calls in class (please respect your teacher and classmates, leave the room if you have an emergency phone call)
- No mobile phone, tablet or laptop usage in class that isn't related to the class content
- No food in class
- Be aware that your fellow students come from many different cultures with different customs and beliefs
- Leave the classroom tidy after each lesson
- Do your homework regularly

## COURSE ASSESSMENTS

Every week teachers will assess your academic progress through tests, homework, class work, attendance and class participation. This is important because we want to make sure that you study in a comfortable environment and, above all, that you are studying in the class that best matches your level. Your scores on your graduation certificate will be a combination of formal and informal assessments conducted through the whole course.

## PERSONALISED STUDY PLAN

After your first week at SMEAG English, you will receive a Personalised Study Plan made by your teacher with important tips that you should follow to speed up your learning process. One week is enough for experienced teachers to understand their students. Your teacher will clearly identify your weaknesses and will focus on those to give you the most useful and appropriate suggestions for you to improve in your weaker areas.

## STUDENT REPORTS

You will receive a mid-course report when you are halfway through your course and an end-of-course report on your last day. However, if your course is shorter than 6 weeks, you will only receive an end-of-course report. On the report you will find the scores you have achieved in each skill and the attendance percentage. On the back, a reading key will be given to understand the marks.





## SHORT COURSES

As part of the academic activities, SMEAG English offers you the opportunity to develop some specific skills during your course with us. After the standard 20 hours a week, we regularly present a range of short courses focused on language for specific purposes. These specific topics range from business to Exam Prep. These courses run every day from 1.15pm to 2.15pm and 2.20pm to 3.20pm and are free of charge for our students. However, these classes are small because we really want to personalise your study and help you improve quickly. So, if you want to achieve your goals quickly, go to reception and sign up now for any of our short courses.

Short courses program:

- English @Work – 2 weeks  
(Learning outcomes: speaking, writing)
- Speaking Bootcamp – 3 weeks  
(Learning outcomes: speaking, writing)
- PTE Pro – 3 weeks  
(Learning outcomes: speaking, writing, reading, listening)
- Movie attack – 1 week  
(Learning outcomes: speaking, vocabulary)
- English news - 1 week  
(Learning outcomes: reading, vocabulary, speaking, listening)

## TUTORING

If you cannot get a seat in our short courses or if you feel that you want a bit more academic support instead, we have regular classes where we focus on the language topics that you want to revise. Academic support classes target lower levels, however anyone is welcome, our expert teachers will know how to create study groups and help everyone!



## REPLACEMENT OF ID CARD/CERTIFICATES

If you lose your ID card or Graduation certificate, come to reception and we will issue a replacement copy for a fee of \$20.

## STUDENT REQUESTS

Please complete the form at reception if you want to request:

- Holidays
- A course extension
- A change of class
- A change of address
- A deferral / cancellation
- A refund
- Feedback and complaints

# What you can do @RECEPTION

## BOOK ACTIVITIES

If you want to join any of our social excursions or any of our academic activities like short courses or academic support classes, come to reception to book a seat.

## ORIENTATION

On your first day (Monday), we will invite you to attend our Student Orientation. Orientation starts at 9 o'clock, so please come to reception at 8.30 am to give our lovely reception staff some time to organise your papers before Orientation. During this session, we will give you all the relevant information about your course, our school and some tips about your life in Melbourne that will be important for you to remember throughout your stay in Australia. Orientation will include information about (but not only):

- Courses
- Staff
- Policies
- Life in Melbourne
- Services (e.g. Bank account and TFN/ABN)
- Emergency contacts

## ORIENTATION TIME TABLE

8:30am	Arrival at SMEAG Campus
9:00am	Orientation starts
10:30am	Placement test
11:20am	Academic Orientation
11:45am	School Tour
12:00pm	Regional Marketing Specialists meet students for quick feedback in their native languages
12:15pm	City tour

*\*sample only*

# What you can do @RECEPTION

## SCHOOL SOCIAL ACTIVITIES

Every month SMEAG English will prepare a Social Activity Calendar full of activities and events to attend in Melbourne. Students can use this calendar to see what goes on in our vibrant city and every week we will arrange for a staff member to organise a school excursion to exhibitions, art galleries, museums, dance classes, coffee tours, etc.

## STUDENT SUPPORT

Our Student Support Officer is available on campus every day. At SMEAG English we encourage you to come and talk to us at any time, especially at the beginning of your stay in Melbourne, when everything is new and you probably have a lot questions. We will be your overseas family and we want you to feel comfortable in your new life in Melbourne. That's why we will regularly come and talk to you and we will be happy to know what we can do to improve our services for students.

## STUDENT BOARD

The student board is located between Melbourne and Sydney classroom, to the left of reception. Check it everyday to make sure that you always know what goes on at SMEAG English and in Melbourne. This is where we put social activities monthly calendar, academic activities monthly calendar and any other relevant information for our students.





## ATTENDANCE MONITORING

Once a week, the Academic team checks the attendance percentage of all students and monitors the individual attendance of each student.

Where an individual student attendance falls into any of the following categories, actions will be taken as follows:

Any student who has missed 3 consecutive days of classes without prior approval	SMEAG English will call the student to remind them that they need to attend class
Any student who has missed 5 consecutive days of classes without prior approval	SMEAG English will email the student to remind them that they need to attend class
When a student's projected attendance falls below 90%	SMEAG English will issue the 1st Warning Letter and have a meeting with the Student Services Officer
When a student's projected attendance falls below 85%	SMEAG English will issue the 2nd Warning Letter and have a meeting with the Director of Studies
When a student's projected attendance falls below 80%	SMEAG English will issue the 3rd Warning Letter and have a meeting with the Director of Studies

More information here : [Attendance monitoring](#)

## COURSE MONITORING

The following procedures will ensure that all students' course progress is monitored and students are given every opportunity to achieve the required progress for each course they are enrolled in. Course progress is monitored after every consecutive assessment. The student is required to attain at least 50% in each assessment. A student who does not achieve at least 50% requirement for two consecutive study assessments shall be considered in breach of the satisfactory course progress requirement.

Students who are in breach of the course monitoring policy will be called for a meeting with the Director of Studies to put in place an intervention strategy. Students are made aware of the satisfactory course progress requirements through enrolment processes and throughout the program.

More information here : [Course monitoring](#)

## CLASS TRANSFER

In the case of changing from one course to another, please be aware that if the new course that you would like to enrol in has a higher fee, you will need to pay for the difference before attending the new class.

## DEFERRAL / SUSPENSION / CANCELLATION

If you want to change, defer or cancel your course with SMEAG English, complete a student request form at reception and leave it with the reception staff. We will notify you with the outcome of the decision, whether your request is approved or refused, within 10 business days of submission. In the case of deferral, SMEAG English will keep a seat for you for 12 weeks if you are an international student (student visa) and up to 6 months if you are a Working Holiday Visa Holder.

## **COURSE TRANSFER**

If a student wishes to transfer to or from another institute, SMEAG English will follow the guidelines provided by the National Code of Practice 2018. Based on this, SMEAG English will not approve students' transfer requests to other institutions prior to the international student completing six months of their principal course. If a student wishes to transfer before completing six months of their principal course, the student must obtain a release from their registered provider or meet the following conditions:

- The releasing registered provider, or the course in which the overseas student is enrolled, had ceased to be registered;
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas students from continuing their course with that registered provider;
- Any sponsors of the overseas student considers that change to be in the overseas student's best interests and has provided written support for the change. This usually applies where the overseas student's study in Australia is sponsored by the governments of another country.

### **Late Payment**

A 10% penalty will be applied on overdue fees when students make late payments. If the overdue amount is still not paid, an additional late fee penalty of \$50.00 will be added to the outstanding amount each week until the overdue balance is paid in full.

### **Students under 18**

SMEAG English will enrol students under the age of 18 who are non-COE based. This means that students who do not hold a student visa can complete an application to study at the language centre. All U18 students must have their parent or suitable nominated relative sign an U18 Student Welfare Responsibility Letter.

### **Refunds**

SMEAG English's Refund policy is compliant with the principles defined in the ESOS (Education Services for Overseas Students) Act 2000. These guidelines apply equally to all new and re-enrolling students unless otherwise stated. SMEAG English reserves the right to cancel or postpone any course prior to their scheduled start date, should it be necessary. In such circumstances, if the course is postponed by more than four (4) weeks, and if the student is unable to enrol in a similar course at SMEAG English, fees will be refunded. A refund of fees will be granted in accordance with the refund policy below.

### **Full Refund of Course Fees**

SMEAG English will approve a full refund of course fees paid in advance if:

- a) The application for a student visa is unsuccessful (SMEAG English reserves the right to retain the Administration Fee of \$200.00). Fees paid in advance will be refunded within 14 days.
- b) SMEAG English does not commence a course on the starting date outlined in the Letter of Offer or discontinues the delivery of a course before it is completed. A full refund will be made within 14 days of the specified date or from the date the course is discontinued in accordance with the refund guidelines of the ESOS Act.

### **Partial Refund**

SMEAG English will provide a partial refund of course fees paid in advance if:

- a) The student formally withdraws (in writing) from a course more than six (6) weeks before the course commencement date. Full course fees paid for the term will be refunded to the student, less a \$200.00 Administration Fee.
- b) The student formally withdraws (in writing) from a course between two (2) and six (6) weeks before the course commencement date. 70% of course fees will be refunded, less a \$200.00 Administration Fee.
- c) The student formally withdraws (in writing) from a course less than two (2) weeks before the course commencement date. 25% of tuition fees will be refunded, less a \$200.00 Administration Fee.
- d) A partial refund after commencement at SMEAG English MAY be given upon discussion of extenuating circumstances with the Campus Manager.

### **No Fee Refund**

SMEAG English will not refund any fees if:

- a) The student withdraws from the course during a study period or after the course commencement date.
- b) The student is not granted an extension of their student visa and the course has commenced. Students are recommended not to enroll if they believe their visa may not be extended.
- c) The student applies and is granted approval by SMEAG English to transfer to another registered provider before completing six (6) months' study of the principal course.
- d) SMEAG English terminates the student's enrolment as a result of misbehaviour, failure to comply with SMEAG English's policies, a breach of student visa conditions or unsatisfactory course progress or attendance.

### **Request for Refund**

Students who wish to apply for a Refund of course fees in accordance with the Refund Policy are required to complete the Refund Form available at reception or online.



**Payment of Refund**

Eligibility for a refund will be assessed and if approved, the refund will be sent to the person who originally made the payment, unless the student is transferring to another registered provider in Australia (subject to Visa conditions), in which case any refund may be transferred to that registered provider.

SMEAG English will provide the student with a statement detailing the calculation of the refund.

**Payment Plan Refund Arrangement**

If a student wishes to withdraw after a course commences, all course fees must be paid in full, unless otherwise arranged with the management team.

**Cancellation**

Please note that a 25% cancellation fee will be applied to your remaining tuition fees if you want to cancel your course.

**Approvals**

All refunds must be assessed and approved by the Finance Manager.

Consideration of special circumstances in the above-mentioned cases may only be given at the discretion of SMEAG English's CEO or approved representative or when there are grounds for any other extenuating or compassionate circumstances.

**Bank Details**

Australia and New Zealand Banking (ANZ Bank)

Account Name : SMEAG Trust

BSB Number (Branch) : 013-132

UMD Account No : 3072-86-111

S.W.I.F.T. Code : ANZBAU3M

Branch Bourke St Mall, 309-325 Bourke St, Melbourne VIC 3000

Reference (write your full student name here)

**STUDENT GUIDELINES**

SMEAG English will:

- ensure that students can access SMEAG English's Complaints and Appeals Process.
- pay refunds in Australian dollars only and refund onshore or offshore by telegraphic transfer.
- pay refunds within 14 days from the receipt of the Refund Form and any additional documentation requested by SMEAG English. This agreement, and the availability of complaints and appeals processes, does not circumscribe the student's rights to pursue any further action under Australia's consumer protection laws.

**COURSE DELIVERY CONTINUANCE**

In case of unforeseen circumstances where SMEAG English is unable to deliver an agreed course, arrangements will be made to enrol the student in a similar course at SMEAG English at no additional cost to the student. In the event of unavailable alternative courses within the institute, SMEAG English will seek to place the student at another CRICOS registered training provider. Where SMEAG English is unable to place the student in a suitable course with another registered provider, the student is then entitled to a refund as calculated by the TPS Director.

**PROVIDER DEFAULT**

In the unlikely event that SMEAG English is unable to deliver an agreed course, the student will be offered a refund of course fee paid to date for the part of course yet to be delivered.

The refund will be paid within 14 days after ceasing the course. Alternatively, SMEAG may offer enrolment in a similar course within the school at no additional cost to the student. The student has the right to choose whether to accept this offer. If the student agrees to this arrangement, SMEAG English will arrange a new Letter of Offer to be signed for acceptance by the student.

If SMEAG English is unable to provide a refund or place the student in a suitable alternative course, the Tuition Protection Service (TPS) (operated by the Commonwealth Government of Australia) will place the student in a suitable alternative course at no additional cost. In the case that TPS cannot place the student in any suitable alternative course, the student will then be eligible for a refund as calculated by the TPS director.

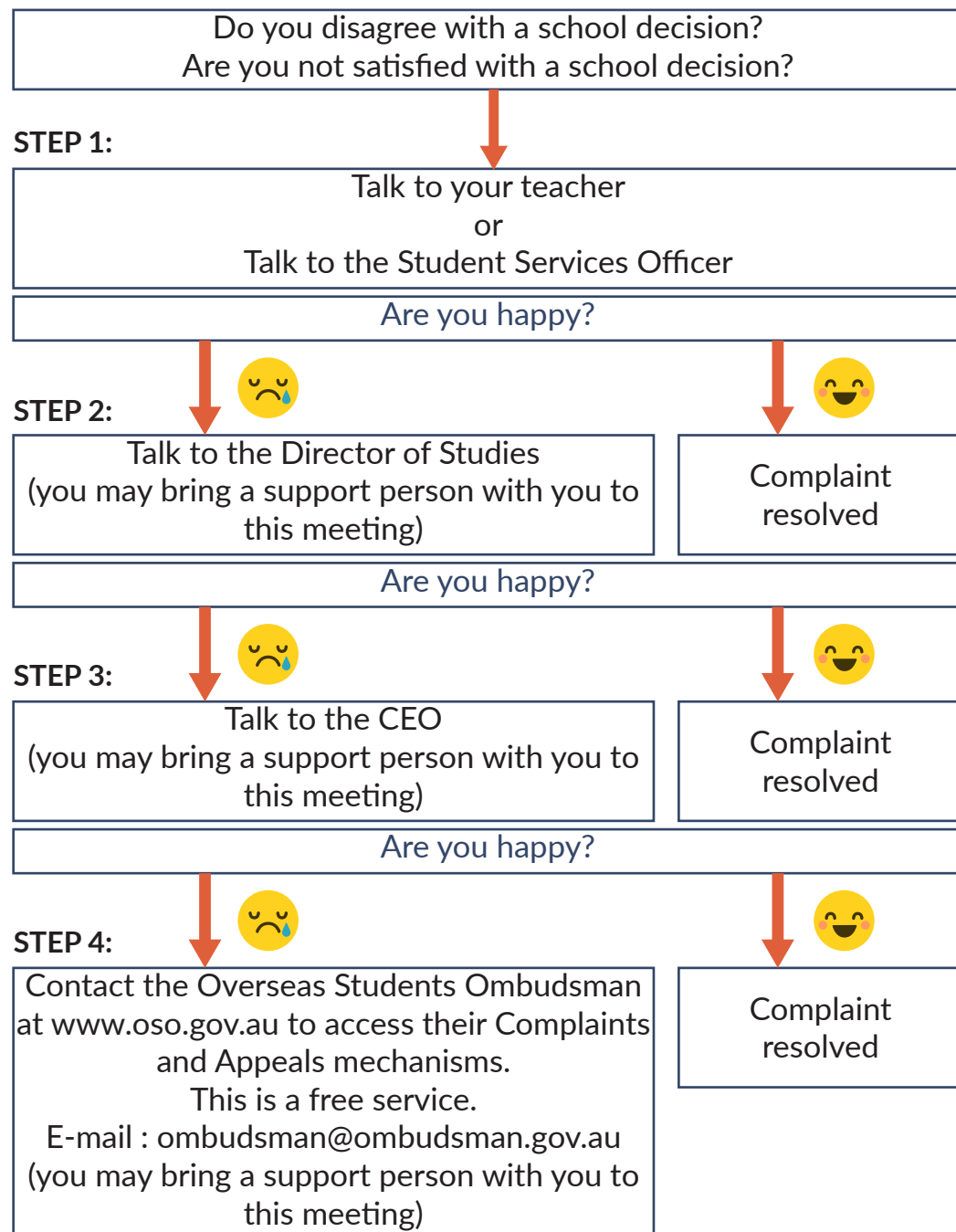
Please find more information about TPS at [www.tps.gov.au](http://www.tps.gov.au)

**CHANGE OF CONTACT AND ADDRESS**

During their enrolment students are obliged to inform SMEAG English of any change of address details, as soon as their accommodation arrangements change.

**COMPLAINTS AND APPEALS**

During their enrolment students will have access to SMEAG English's Complaints and Appeals process should students disagree with decisions made by SMEAG English management regarding refunds. Students should be aware that this agreement, and the availability of complaints and appeals processes does not circumscribe the student's rights to pursue any further action under Australia's consumer protection laws.



## ACCESS & EQUITY

SMEAG English will treat everybody fairly and equitably and promotes an environment free from harassment and discrimination. We will apply access and equity principles to all our policies and procedures to encourage full and equal participation of all people.

## Privacy and Personal Information

Information is collected during enrolment in order to meet our training obligations under the ESOS Act 2000 and the National Code 2018 to comply with the conditions of students' visas and their obligations under Australian immigration laws. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Information collected on this document and throughout the enrolment may be provided, in certain circumstances, to other Registered Providers, the Australian Government and designated authorities and, if relevant, the TPS Administrator. This includes personal and contact details, course enrolment details and charges. In other cases, information collected during the enrolment may be disclosed without students' consent where authorised or required by law or in the event of any suspected breach of a student visa condition.



## EMERGENCY LIST

Police, Fire, Ambulance - 000

Department of Home Affairs  
Visa and Citizenship Melbourne Office - 2 Lonsdale Street Melbourne VIC 3000

**SMEAG 24/7 Helpline - 0406 337 326**

Direct line drug and alcohol - (03) 94161818

Disability Rights Victoria - 1800 462 480

FairWork Australia - <https://www.fairwork.gov.au/contact-us>

G-Line (Gambling problems) - (03) 9696 6108

Grief Line - (03) 9596 7799

Lifeline 24/7 Crisis support - 13 11 14

Sexual Assault - (03) 9344 2210

Victoria Legal Aid - (03) 9269 0234

Victoria Poisons - (03) 8413 6800

The Victorian Equal Opportunity and  
Human Rights Commission - (03) 9281 7100

Womens' Domestic Violence Crisis Service of Victoria - (03) 9329 8483

## Medical Services

Public Emergency Department -The Royal Melbourne Hospital  
- 9342 7666 / 9342 7006

The Alfred Hospital - (03) 9060 2000

Melbourne Central Medical Centre (located in Swanston st.) - (03) 9654 5544

Medical One (located in QV) - (03) 8663 7000

QV Medical centre - (03) 962 2256

St. Vincent's Hospital - (03) 9417 1055

**SMEAG English**  
**Level 5/310 King St, Melbourne, 3000, VIC**  
**Ph. (03) 7002 1544**  
**Info@smeag.com.au**

## Opening hours

Monday to Friday 8.00 am to 5pm

## Public holidays

New year' day

Australia day

Labour day

Good Friday

Easter Monday

ANZAC Day

Queen's birthday

Melbourne Cup Day

Christmas Day

Boxing Day

# SMEAG ENGLISH

A Smarter Way to Learn English – SMEAG English

Tel. +61 3 7002 1544 | [info@smeag.com.au](mailto:info@smeag.com.au) | [www.smeag.com.au](http://www.smeag.com.au)

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