



School of Social Sciences and International Studies

SOCW3006 Socio-Legal Practice in Social Work Settings

Semester 2, 2011

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Course Outline – Session 2, 2011

Socio-Legal Practice in Social Work Settings

(SOCW3006) – 6 Units of Credit

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Course Description

Socio-Legal Practice in Social Work Settings (SOCW3006) is a third year social work practice course in the Bachelor of Social Work program at UNSW. This course is a core component of the Social Work program and should be satisfactorily completed prior to the Fourth Year Practicum. SOCW3006 is also open to other UNSW undergraduate students as an elective.

Course Aim

This course explores the legal, professional, and ethical opportunities and constraints of social work practice. It includes consideration of the tensions and dilemmas of socio-legal practice through an examination of social work interventions in selected settings. Attention is paid to legal systems, legal concepts, lawmaking processes, sources of legal assistance and interactions between social workers and lawyers. SOCW3006 Socio-Legal Practice in Social Work Settings builds on earlier Social Work Practice courses and when taken alongside Social Policy 1 provides complementary knowledge of policy processes in socio-legal contexts.

Learning Outcomes

Upon completion of the course students will have:

- A broad understanding of the range of interactions between social work practice and the law;
- Identified and explored the differences and convergences between methods of conflict resolution in legal and welfare settings; and,

- Examined the respective roles of values and ethics in socio-legal practice in social work settings.
- Developed the ability to utilise basic legal knowledge and social justice principles in socio-legal contexts.

Teaching Philosophy

In accordance with UNSW Learning and Teaching Guidelines this course intends to engage students in learning by providing opportunities to directly observe legal processes via a visit to a court/tribunal and the examination of actual socio-legal practice examples in lectures and tutorials. In particular, methods of conflict resolution, such as advocacy, negotiation and mediation, and their associated skills will be contextualised in both legal and welfare settings. Students are encouraged to discuss their experiences of Practicum/Volunteer and employed positions in relation to social work/welfare interventions in legal settings.

This course addresses the following *graduate attributes*:

- The skills involved in scholarly inquiry
- An in-depth engagement with the relevant disciplinary knowledge in its interdisciplinary context
- The capacity for analytical and critical thinking and for creative problem solving
- The ability to engage in independent and reflective learning
- Information literacy - the skills to locate, evaluate and use relevant information
- An appreciation of, and respect for, diversity
- The skills required for collaborative and multi-disciplinary work
- A respect for ethical practice and social responsibility

Teaching Staff

Sue Green is the Course Coordinator and tutor and is available to see students at nominated times (Wednesday 3-4pm) or by appointment. Please send e-mail messages s.green@unsw.edu.au. The course tutors are Sue Green and Mim Fox m.fox@unsw.edu.au

There are a number of lecturers in this course including: Jan Brackenridge (Social Work, UNSW), Richard Hugman (Social Work, UNSW), Charlotte Steer (Law, UNSW), Mim Fox (Social Work, UNSW), Jean Bourke (Social Work, ANU) and Joan Bratel (Cerebral Palsy Alliance).

Teaching and Learning Strategies

This course is comprised of an hour tutorial and a two-hour lecture per week. Lectures take place on Wednesdays between 12-2 pm in Central Lecture Block, (CLB5). Some expert guest speakers in the Lecture Program will provide practice-informed information regarding fundamental legal knowledge as well as exploring the role of social work in various legal settings. Where possible, tutorial discussions will be related to the material presented in lectures as well as practicum/work/volunteer experiences. Students are encouraged to continually consider the application of the AASW Code of Ethics to the situations discussed. Feedback on learning is provided after the weekly tutorial discussions and in relation to the course assessment task.

Course Schedule**Lecture Program****Week One**

- Lecture 1 -** *Introduction to Course and the Socio-legal Relationship*
Lecture 2 - *Understanding the Role and Function of the Law*

Week Two

- Lectures -** *Ethics and the Law*

Week Three

- Lecture 1 -** *Indigenous Australians and the Law*
Lecture 2 - *Culturally appropriate legal remedies*

Week Four

- Lecture 1 -** *The Australian Court System*
Lecture 2 - *Alternative Forms of Justice – Tribunals and Commissions*

Week Five

- Lecture 1 -** *Criminal Law*
Lecture 2 - *Criminal Law and the Role of the Social Worker*

Week Six

- Lecture 1-** *Civil (Tort) Law*
Lecture 2- *Duty of Care in Social Work Settings - Disability as a Case Study*

Week Seven

- Lecture 1 -** *Participatory Democracy and Grassroots Social Change*
Lecture 2 - *Parliamentary Law and the Role of Legislation*

Week Eight

- Lecture 1 -** *Conflict Resolution/Alternative Dispute Resolution Strategies*
Lecture 2 - *Anti-discrimination and Anti-Vilification Legislation*

Week Nine

- Lecture 1-** *Legal and Social Work Concepts of Advocacy and Mediation*
Lecture 2 - *Family Law and the Social Work Role*

Week Ten

- Lecture 1 -** *Socio-legal Practice in Health Settings*
Lecture 2 - *The Socio-legal Role in Mental Health*

Week Eleven

- Lecture 1 -** *Confidentiality, Record keeping and Information Sharing between Service Providers*
Lecture 2 - *HIV/AIDS as a Case Study*

Week Twelve

- Lecture 1 -** *Refugees, Asylum Seekers and the law*
Lecture 2 - *Evaluation and Exam Preparation*

Tutorial Program

Tutorials:	Monday 4- - 5pm	Webster 250
	Wednesday 2 - 3pm	Morven Brown LG2
	Wednesday 4 - 5pm	Morven Brown G4
	Wednesday 5 - 6pm	Morven Brown G4

Week 2: Introduction and Administration

Week 3: Introduction to course. 'The Socio-Legal Relationship' Ethics and the law

Braye, S and Preston-Shoot, (1998) "Social work and the law" in Adams, R, Dominelli, L and Payne, M (1998) *Social Work: Themes, Issues and Critical Debates* (Palgrave: New York) pp56-66

Barry (2004) About the Legal System in Barry (ed) *The Law Handbook – Your Practical Guide to the Law in New South Wales* (Redfern Legal Centre Publishing: NSW) pp2-34

Swain, P (2009) The ethics of social work practice in Swain, P. and Rice, S. (eds.) (2009) *In the Shadow of the Law – The Legal Context of Social Work Practice* Third Edition, The Federation Press: pp36-63

Week 4: 'What is Law?'

Marchetti, E and Daly, K (Australian Institute of Criminology) (2004) "No. 277 : Indigenous Courts and Justice Practices in Australia" *Trends & Issues in Crime and Criminal Justice*

Briskman, L and Libesman, T. (2009) Social work practice and Indigenous Australians in Swain, P. and Rice, S. (eds.) (2009) *In the Shadow of the Law – The Legal Context of Social Work Practice* Third Edition, The Federation Press: Annandale pp 3-19

Jamrozik, W (1994) "White Law, Black Lore" *The Independent Monthly, May 1994*, pp37-38

Week 5: The Australian Legal System – Courts and Tribunals

Rice, S (2009) Courts and Tribunals in Swain, P. and Rice, S. (eds.) (2009) *In the Shadow of the Law – The Legal Context of Social Work Practice* Third Edition (The Federation Press: Sydney) pp98-117

Connellan, G (1999) "The Rule of Law – Access to Justice is not Optional" in *A Just Society? What Access to Justice Means to Twelve Australians* (Victoria Law Foundation Publishing: Melbourne) pp61-74

Kennedy, R (2008) The Australian Legal System in Kennedy, R (ed) *Allied Health Professionals and the Law* (The Federation Press: Sydney) pp9-23

* Students are also encouraged to access the websites of the various Tribunals such as the Guardianship Tribunal, Mental Health Review Tribunal and Human Rights and Equal Opportunity Commission.

Week 6: Criminal Law

A quiz will be conducted during this tutorial.

Kennedy, R with Richards, J (2007) "Crimes and Victims" *Integrating Human Service Law and Practice* (Oxford University Press: Victoria) pp 149-173.

Cossins, A (1998) Tipping the Scales in Her Favour: The need to protect counselling records in sexual assault trials in Easteal, P (ed) (1998) *Balancing the Scales : Rape Law Reform and Australian Culture* (The Federation Press: Sydney) pp94-106

Tutors will be available by appointment to discuss the assignment.

Week 7: Civil (Tort) Law

Freeman, S (2000) Ethics and the Law in Freeman, S (ed) *Ethics – An Introduction to Philosophy and Practice* (Wadsworth: United States) pp145-162

Braye, S and Preston-Shoot, M (2001) "Social Work Practice and Accountability" in Cull, L and Roche, J (eds) *The Law and Social Work: Contemporary Issues for Practice* (Palgrave: UK) pp43-53

Swanton, J, McDonald, B, Anderson, R and Yeo, S (2002) "Negligence, Duty of Care" *Cases on Torts Third Edition* (The Federation Press: NSW) pp102-112

Week 8: Parliamentary Law and the Role of Legislation

Schneider, R. & Lester, L. (2001) Legislative Advocacy in *Social Work Advocacy* Wadsworth: USA

Hunter, R and Johnstone, R (1995) "Explaining Law Reform" in Hunter, R, Ingleby, R and Johnstone, R *Thinking About Law: Perspectives on the History, Philosophy and Sociology of Law* (Allen and Unwin: NSW) pp 135-156

Week 9: Legal and Welfare Perspectives of Conflict Resolution - Advocacy

Barsky, A. (2000) *Conflict Resolution for the Helping Professions* Brooks/Cole: Canada pp 219-255.

Macquarie Legal Centre (2000) Youth Justice Conferences in *Youth Justice... Your Guide to Cops and Court* (Macquarie Legal Centre Inc: Sydney) pp 113-133.

Week 10: Socio-legal Practice in Health Setting

Brophy, L. and Healy, B. (2009) Law, Psychiatry and Social Work in Swain, P. and Rice, S. (eds.) (2009) *In the Shadow of the Law – The Legal Context of Social Work Practice* Third Edition (The Federation Press: Sydney) pp 406-423

Barry (2004) Health Law In Barry (ed) *The Law Handbook: Your practical guide to the law in New South Wales* (Redfern Legal Centre Publishing: Sydney) pp 692-720

Week 11: Duty of Care in Social Work Settings: Disability

Congress, E (1999) *Social Work Values and Ethics* (Nelson-Hall Publishers: Chicago) pp121-125

Swain, P. (2009) Recording and social work practice in Swain, P. and Rice, S. (eds.) (2009) *In the Shadow of the Law – The Legal Context of Social Work Practice* Third Edition, (The Federation Press: Sydney) pp67-84

Students interested in this topic might also like to peruse the following websites:

NSW Ombudsman at www.nswombudsman.nsw.gov.au

Health and Community Service Complaints at www.hccc.nsw.gov.au

Week 12: Violence in the Home

Hunter, R. (1999) Having her day in court? Violence, legal remedies and consent in Breckenridge, J and Laing, L *Challenging Silence – Innovative Responses to Sexual and Domestic Violence* Allen and Unwin: North Sydney pp 59-68.

Sharland, E (1999) "Justice for Children: Child protection and the crimino-legal process" *Child and Family Social Work*, 1999, 4 pp303-313

Aldunate, R. (2009) Domestic violence intervention, the law and social work in Swain, P. and Rice, S. (eds.) (2009) *In the Shadow of the Law – The Legal Context of Social Work Practice* Third Edition, The Federation Press: pp 139-157

Students interested in this topic might also like to peruse the following websites: Australian Domestic and Family Violence Clearinghouse (Centre for Gender Related Violence Studies) - www.austdvclearinghouse.unsw.edu.au

National Child Protection Clearinghouse (Institute Of Family Studies) – www.aifs.org.au/

Partners and Allies of Sexual Assault Survivors Resources List –

<http://twhj.com/allies.shtml>

Australian Centre for the Study of Sexual Assault – www. www.aifs.org.au/acssa

National Children's and Youth Law Centre - <http://www.lawstuff.org.au>.

Week 13: Examination practice

Tutorials this week will include an examination practice activity and will also allow for evaluation and any questions regarding the exam.

Texts and Readings

You will require the following resources to complete this course:

- The recommended text for this course is Swain, P and Rice S. (eds) (2009) *In the Shadow of the Law – The Legal Context of Social Work Practice* Third Edition, The Federation Press: Annandale. The text is available at the UNSW Bookshop. The Library also holds several copies of the text.
- Course Readings are available on-line via *library webpage* and in Open Reserve. Type socw 3006 in the search box for readings on-line and for call numbers of readings in Open Reserve.

In addition to these readings there are a number of other sources that students may wish to consider for more detailed information and their assessments:

- *The Law Handbook* Version 9 (2004) published by Redfern Legal Publishing (now part of UNSW Publishing) provides an excellent lay guide to the law in NSW. Once purchased regular updates are provided. Students are recommended to purchase this text if at all possible as it will provide an excellent adjunct to the recommended readings.
- The Australian Law Reform Commission and the NSW (and other State's) Law Reform Commission produce many interesting reports on legal matters.
- The Law Society of NSW produces a regular journal, *The Law Society Journal*.
- The *Alternative Law Journal*, is published regularly by the Legal Service Bulletin

Internet Sites

- The State Library has a Legal Information Access Centre, which is an extremely useful source of legal and socio-legal information. (<http://www.slsw.gov.au/liac>)
- Lawsearch ONLINE (www.lawsearch.gov.au) provides access to Commonwealth legislation and related materials.
- Australasian Legal Information Institute (AustLII) is an excellent source of current legal information (<http://www.austlii.edu.au>)
- Law Society Online (Assistance with common legal problems) – (<http://www.lawsonsw.au/legalhelp>)
- SCALEplus (Federal Attorney General's database of legal data on the internet) – (<http://www.law.aps.gov.au>)
- Indigenous Law Centre publishes *Australian Indigenous Law* and the *Indigenous Law Bulletin* – (<http://www.unsw.edu.au>)

Assessment

Assessment One: Court Report: (worth 40% Due: 31/08/11 by 11.30am)

Assessment Two: Tutorial Presentation and Discussion (worth 20%)

Assessment Three: Final Examination (worth 40% and held in the Examination Period)

This course is assessed out of 100 marks. In order to complete the course successfully you will need to:

1. Make a reasonable attempt to undertake **all** set pieces of assessment in order to receive a final grade in this course
2. Submit written work with a completed (signed and dated) cover sheet
3. Adhere to School and University policies on attendance (outlined in detail later in this handout)

Assessment One: Report of a Court Visit (worth 40%)

This assessment is designed to provide students with the experience of directly observing the processes of a court or tribunal. In particular students are expected to demonstrate the ability to identify at their visit, the use of socio-legal interventions and/or points at which such interventions may have been useful. For this assessment students are required to submit a 1500 word report of a self-directed court visit. Each student is required to attend a half-day sitting at any court of your choice. From this experience you are expected to:

- Describe the court and the relevant jurisdiction (excluding Children's Court, which is almost always a closed court)
- Present the nature of the matter(s) being dealt with and the positions/roles of those involved with the presentation of evidence during the proceedings
- Provide a concise analysis of all proceedings in relation to possible socio-legal interventions

In addition to using your reading and relevant lecture material as a guide it may be necessary to seek clarification by asking questions of a court officer or other personnel at the court. Remember, it is important to reference all your sources. The word limit for your assignment in this course is 1,500 words. Please stay within the word limit. One of the skills you are expected to demonstrate is the ability to select material, as well as the ability to express yourself concisely. Failure to do this will result in a low mark. If an assignment is seriously over length, it will not be accepted and will have to be re-submitted in a shorter form attracting a pass grade only.

Due Date: to be placed in a marked box in the foyer of the Morven Brown Building (Level G) no later than 4pm on Wednesday 31st August, week 7 of Session 2.

Criteria for Assessment Marking

1. Evidence of research - depth and breadth of sources
2. Ability to organise the information and address all of the main issues within the given word length.
3. Written expression - the essay needs to be well written, exhibiting appropriate use of language (not colloquial or jargonistic), and providing examples where relevant
4. Evidence of analysis – each piece of work needs to critically examine rather than simply describe the legal processes and socio-legal interventions observed.

Assessment Two: Tutorial Presentation and Discussion (worth 20%)

Every student is expected to read at least one of the set readings per week, that is the first listed, for each tutorial discussion. In addition, each student will participate in a group presentation and take responsibility for leading discussion. This assessment is designed to facilitate students' ability to advocate a particular point of view on relevant socio-legal issues and situations. Students may choose to link this either with the placement they have completed or on an issue of interest. Students will be marked on their ability to select, analyse and present the relevant issues and approaches in their chosen field/setting to the class. Topics will be chosen during the first tutorial and presentations will be weeks 3 to 12. Further details will be provided in a separate handout.

Assessment Three: Examination (Worth 40%)

Students will be required to undertake a final examination demonstrating their ability to apply legal and social work knowledge to actual case studies. Students will be given two detailed topic areas (but not the exact exam questions) in the Week 9 lecture to facilitate research for the examination, which will be held in the examination period. Students will be expected to answer two questions in essay format each worth 20%. Further details will be provided in the Handout distributed in the Week 9 lecture.

School of Social Sciences & International Studies Policies

Attendance

The School and University have policies on attendance, submission of assignments and extension, special consideration, student academic misconduct, grievance procedures, and review of results. All students are expected to know these policies – ignorance is no excuse.

Students are expected to attend all tutorials. A satisfactory attendance record of at least 80% of scheduled classes is expected. Tutors will keep attendance records for their classes. Students are expected to be punctual; lateness of more than 15 minutes will be considered absence, and students must attend the whole duration of the tutorial to be considered present.

If you miss more than two tutorials during the semester without a documented reason you will need to register for special consideration. However, if illness or misadventure causes you to miss an occasional workshop, you should try to attend an alternative group during that week. It is your responsibility to inform your regular tutor of this by completing the Alternative Tutorial Attendance Form, available on the door of the Social Science Office. The form must be signed by your tutor. No more than two such forms will be accepted per semester, and the tutor is free to refuse such permission.

If illness or misadventure will cause you to miss an excessive number of tutorials (usually 3 or more), you MAY apply for Discontinuation Without Failure from the course by filling out the appropriate form available at the Faculty of Arts and Social Sciences Office. For more details about the University's policy on attendance, please consult: <https://my.unsw.edu.au/student/atoz/AttendanceAbsence.html>

Students are expected to organise their affairs to take account of examination and other assessment dates where these are known. Be aware that your final examination may fall at any time during the session's examination period, The scheduling of examinations is controlled by the University's administration. No early examinations are possible.

For the UNSW student code of conduct please read:

<https://my.unsw.edu.au/student/academiclife/assessment/StudentConductPolicy.html>

Submission of assignments and extensions

Assignments are to be submitted to the School Office, located on the Ground Floor of the Morven Brown Building, usually by being placed in the appropriate box. These will be stamped by the School Office with the receipt date in case of late submission only. Students are also required to submit an electronic copy of the assignment on the following email SOCW3006@unsw.edu.au

BOTH HARD COPY AND ELECTRONIC COPY OF YOUR ASSIGNMENT MUST BE SUBMITTED BY 4PM ON THE DUE DATE TO AVOID A LATE PENALTY.

It is the student's responsibility to keep a copy of their work in case of loss of an assignment. All assignments must be submitted with an Assignment Declaration form signed by the student (required for all assignments) and an Assignment Cover Sheet (if blind marking is done). These are available from outside the School Office, above the assignment submission boxes. Students must read the rules on Student Academic Misconduct relevant to assignment submission (further information given below).

Normally assignments are returned in tutorials. For assignments with due dates from Week 10 onwards please fill out an envelope with your address if you want your assignment returned and attach it to your assignment before placing in the box. Students can only receive their own assignments.

The penalty for late submission without permission is 3% (of the perfect mark, that is /100) per day late, including weekends. This means if an assignment is allocated a mark of 70% and is 1 day late the mark given will be 67%. Late work will not be accepted once the marked assignments have been returned or after two weeks past the due date, whichever is earliest, whether an extension has been granted or not.

Special Consideration

The University's policy on Special Consideration – Illness and Misadventure is as follows: the purpose of Special Consideration is to enable the University to assess and address the impact on students of short term events, beyond the control of the student, that affect performance in a specific assessment task or tasks. Sickness, misadventure, or other circumstance beyond your control may prevent you from completing a course requirement or attending assessable work for a course requirement or may significantly affect your performance in assessable work, e.g. formal end of session examination, class test, laboratory test, seminar presentation, etc. You can apply for consideration for the affected assessments. Details of the

university policy and procedures on Special Consideration can be found at: <http://www.gs.unsw.edu.au/policy/documents/specialconsiderationpolicy.pdf> Students with a disability, and those with ongoing medical conditions, who require consideration of their circumstances and support, are advised to register with the Equity and Diversity Unit. Registration is advisable but not obligatory.

Note: Depending on the circumstances, the University may take action to allow you to overcome the disadvantage, e.g. give you additional assessment or extend a deadline. Merely submitting a request for Special Consideration does not automatically mean that you will be granted additional assessment, nor that you will be awarded an amended result. For example, if you have a poor record of attendance or performance throughout a session/year in a course you may be failed regardless of illness or other reason affecting a final examination in that course.

It sometimes happens that a student may encounter a situation that is so significant or personal they do not want to use the Special Consideration procedures. In a case like this you may prefer to contact the University Health Service, the Counselling Service, an academic adviser in your program office or the Manager, Student Administration and Records. Remember that it is always important to let the University know if there is anything that may affect your ability to continue your studies.

Work or family commitments, religious holidays, or work due in other courses are not acceptable reasons since the possibility of such events are supposed to be taken into account when managing your time, nor are short illnesses suffered within a week of the due date since your assignment is assumed to be almost finished by that point. Evidence of significant progress in the assessment task will have to be demonstrated when asking for extension due to an emergency or illness close to the submission date.

You must lodge the application for SC, or notify or have a friend/family member notify UNSW Student Central, within 3 days of the event for which you are seeking SC. If SC is granted, this may take the form of a removal of part or all of a late penalty, or an adjustment to the raw grade, or an alternative form of assessment, at the discretion of the Course Coordinator.

Academic honesty and plagiarism

Plagiarism is the presentation of the thoughts or work of another as one's own.*

Examples include:

- direct duplication of the thoughts or work of another, including by copying work, or knowingly permitting it to be copied. This includes copying material, ideas or concepts from a book, article, report or other written document (whether published or unpublished), composition, artwork, design, drawing, circuitry, computer program or software, web site, Internet, other electronic resource, or another person's assignment without appropriate acknowledgement
- paraphrasing another person's work with very minor changes keeping the meaning, form and/or progression of ideas of the original;
- piecing together sections of the work of others into a new whole;
- presenting an assessment item as independent work when it has been produced in whole or part in collusion with other people, for example, another student or a tutor; and,
- claiming credit for a proportion a work contributed to a group assessment item that is greater than that actually contributed.†
- Submitting an assessment item that has already been submitted for academic credit elsewhere may also be considered plagiarism.

The inclusion of the thoughts or work of another with attribution appropriate to the academic discipline does not amount to plagiarism.

Students are reminded of their Rights and Responsibilities in respect of plagiarism, as set out in the University Undergraduate and Postgraduate Handbooks, and are encouraged to seek advice from academic staff whenever necessary to ensure they avoid plagiarism in all its forms.

The Learning Centre website is the central University online resource for staff and student information on plagiarism and academic honesty. It can be located at:

www.lc.unsw.edu.au/plagiarism The Learning Centre also provides substantial educational written materials, workshops, and tutorials to aid students, for example, in:

- correct referencing practices;
- paraphrasing, summarising, essay writing, and time management;

- appropriate use of, and attribution for, a range of materials including text, images, formulae and concepts.

Individual assistance is available on request from The Learning Centre.

Students are also reminded that careful time management is an important part of study and one of the identified causes of plagiarism is poor time management. Students should allow sufficient time for research, drafting, and the proper referencing of sources in preparing all assessment items.

** Based on that proposed to the University of Newcastle by the St James Ethics Centre. Used with kind permission from the University of Newcastle.*

† Adapted with kind permission from the University of Melbourne.

Review of results

Where a student believes the mark awarded for an assignment or any assessable task does not adequately reflect the quality of the assignment, the student may request a review of the mark. Please read the University policy on Review of Results for additional information:

<https://my.unsw.edu.au/student/academiclife/assessment/ReviewofResults.pdf>

Occupational Health and Safety

UNSW has an Occupational Health and Safety Policy that staff and students must COMPLY WITH. Please refer for details to:

<https://my.unsw.edu.au/student/atoz/OccupationalHealth.html>

The basic principles are working safely and responsibly, avoiding personal injury and protecting the safety of others, reporting hazards or incidents and any injuries or illnesses, knowing the location of emergency exits, fire-fighting equipments, first-aid cabinets and telephones, knowing what to do in the event of accidents or emergency, and cooperating fully in the conduct of any building evacuation (actual or drill). THE TELEPHONE NUMBER TO CALL IN CASE OF AN EMERGENCY IS 9385 6666.

Student Support Services

The Learning Centre is available for individual consultation and workshops on academic skills – see <http://www.lc.unsw.edu.au/>

Student equity and diversity issues are addressed via the Student Equity officers (Disability) in the Student Equity and Diversity Unit (93854734). Further information for students with disabilities is available at:

www.studentequity.unsw.edu.au/disabil.html

Continual Improvement

Student evaluative feedback is gathered periodically using, among other means, UNSW's Course and Teaching Evaluation and Improvement (CATEI) process. Informal feedback and class-generated feedback are also important. Student feedback is taken seriously, and continual improvements are made to the course based in part on such feedback. Significant changes to the course will be communicated to subsequent cohorts of students taking the course. As a result of past student feedback a course reader was introduced to complement the set text to facilitate students' reading across a wide range of topics. These readings are now available on My Course. The course changed its set text in 2009, and it is now a recommended text. The course has been condensed from a 14-week to a 12-week course.