

# Meerilinga Training College

## Student Handbook



*Promoting professional excellence*



# INTRODUCTION

First let me welcome you to the Meerilinga family. What exciting and challenging times lay ahead of you as you begin or further your career in early childhood education.

There is an increasing demand for trained educators, childcare and community workers in Western Australia. As a Registered Training Organisation (RTO) and non-for-profit (NFP) organisation, our staff are passionate about providing the best quality education for the next generation of early childhood educators at an affordable price for the community.

Continuing a tradition reaching back more than a 100 years, Meerilinga works tirelessly to promote professional excellence in the industry. We also run six Children and Family Centres and early learning programs, which means we live and breathe what we teach.

This course will be an important foundation for you, not only in your professional life but in your home and community endeavours as well. It will change the way you look at many aspects of raising children and building stronger communities. It will also give you a lasting appreciation of the very real skill and talents needed to raise the next generation.

I would like to wish you the best of luck as you begin your studies with us and look forward to meeting you in the weeks to come. Remember, there is no elevator to success... we just have to take the stairs!



**Lesley Moreschi**  
Chief Executive Officer

# CONTENTS

1. ABOUT MEERILINGA TRAINING COLLEGE
  - Support Services
2. CODE OF CONDUCT
  - Meerilinga RTO Responsibilities
  - Student Conduct
3. GETTING STARTED
  - Course Outline
  - Lodging Your Application
  - Language, Literacy and Numeracy
  - Student Selection
  - Unique Student Identifier (USI)
  - VET Data Use Statement
4. FINANCIAL INFORMATION
  - Course Fees
  - Concession Rate
  - Waiver due to Severe Financial Hardship
  - Text books
  - Additional Costs
  - Government Subsidies
  - Payment Options
  - Payment by Instalments
  - Fee Collection and Refund
  - Transfer and Cancellation
5. ASSESSMENT
  - Recognition of Prior Learning
  - Credit Transfer
  - Extensions
  - Plagiarism and Collusion
  - Transition and Teach Out
  - Issuance
6. ASSESSMENT APPEALS, COMPLAINTS, GRIEVANCES AND CONCERNS
  - Continuous Improvement
7. CONFIDENTIALTY AND PRIVACY

## 1. ABOUT MEERILINGA TRAINING COLLEGE

Meerilinga Training College (MTC) supports the vision and mission of Meerilinga Young Children's Foundation Inc. in promoting positive childhoods.

MTC delivers a number of key benefits including a well established and innovative training delivery model, supported by sustainable business systems and structures.

Meerilinga has extensive experience and has earned a solid reputation working within the Early Childhood Education and Care industry. We currently operate Early Learning Programs in five metropolitan Children and Family Centres ensuring our staff have current working knowledge of best practice in the Early Years Learning Framework.

- Qualified professional staff and facilitators with industry experience
- Industry expertise in the areas of early childhood care and education, primary education and recreation care, health and nutrition
- Responsive and flexible in meeting student needs including payments, course structure, delivery and support
- Recognition of Prior Learning processes, which provide evidence of competency in a holistic manner
- Consultancy and professional development available, tailored to individual and/or group needs
- Courses are held at three different locations around Perth. See Meerilinga Training College locations online at: [www.meerilinga.org.au/training/certificate-iii-in-early-childhood-education-and-care/](http://www.meerilinga.org.au/training/certificate-iii-in-early-childhood-education-and-care/)
- Modes of delivery include class based and workplace traineeships

### Support Services

Student Support Services staff can assist you with all study-related matters, and are located at our West Leederville location.

### Opening Hours

Monday to Friday 8:30am – 4:30pm

Call 9489 4022 or email [mtc@meerilinga.org.au](mailto:mtc@meerilinga.org.au)

Our Trainers and Assessors are highly qualified industry specialists who will work closely with you to monitor and support your participation. They can assist with referrals for language, literacy and numeracy needs where identified.

MTC provides appropriate protection for your health, safety and wellbeing. This includes support services for academic counselling. Ongoing support is offered by email, phone and visits.

We will assist you with referral to a range of services from external agencies for interpersonal counselling, wellbeing and guidance services.

The Western Australian Training Accreditation Council (TAC) has registered Meerilinga Training College to deliver, assess and issue the qualification you are undertaking with us and if you would like to know more about our suitability to deliver this qualification to you, all you need to do is search the National Training website at [www.training.gov.au](http://www.training.gov.au) using the RTO number 6000.

## 2. CODE OF CONDUCT

### Meerilinga RTO Responsibilities

In compliance with the Standards for Registered Training Organisations (RTOs) 2015 and the Nationally Recognised Training (NRT) training package(s), Meerilinga Training College is responsible for:

- The quality of the training and assessment
- The issuance of the Australian Qualifications Framework (AQF) certification documentation
- Providing appropriately qualified staff
- Delivering and assessing students' competency
- Orientation of students, course expectations and information distributed to students in an appropriate format
- Developing all learning tools and assessments in accordance with the learning guide.
- Supervising and validating the assessment of all units and practical logbooks set by MTC
- Validating appropriate workplace support and assessing participants on the job through the course of study, and being available to workplace supervisors to assist in any matter as required
- Maintaining records: Attendance, Delivery, copies of students' First Aid certificates,

Assessment Results, Assessment Plans, Personal Student details including cultural specific service. Trainers may be required to liaise with both you and the workplace where an individual support plan identifies a level of risk

- For classroom students, in liaison with you, preferences for practical placement will be assisted by Student Support Services. Preferences include location and 'type' of service, such as close to public transport or cultural specific service. Placement can also be organised through Meerilinga's regulated children's services
- Moderate any difficulties that could occur in the placement that would impact on a participant achieving a successful outcome
- In the unlikely event MTC ceases, it will no longer be able to promote itself as being an RTO and must forward all student records to the Training Accreditation Council (TAC)
- In the unlikely event that Meerilinga or any third party delivering training and assessment on its behalf ceases, MTC will ensure that all continuing students are catered for and are not disadvantaged. MTC will advise you as soon as practicable if there are any changes to agreed service including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements

### **Student Conduct**

Students are expected to behave in a professional manner at all times. You will be required to make a commitment to your training and your practical placement in order to achieve your qualification.

Students are expected to:

- Be respectful
- Accept and act on advice given by your Trainer / Workplace Supervisor and complete duties planned for you
- Be willing to learn
- Listen to instructions and ask questions when unsure
- Be polite, courteous and well mannered

- Dress appropriately to industry and workplace standards
- Be punctual
- Act honestly and produce original work and credit other people's ideas where relevant

MTC has discretion to terminate an enrolment if your behaviour is deemed unacceptable. In these circumstances the MTC Refund Policy will apply.

If you are found to be in breach of these guidelines, you will be immediately suspended and the appropriate guardian and/or authorities will be notified.

## **3. GETTING STARTED**

### **Course Outline**

All courses delivered by MTC are registered with Training Accreditation Council (TAC) and are within the scope of its delivery. A full listing of the course units for each qualification is available on the Meerilinga website [www.meerilinga.org.au/training](http://www.meerilinga.org.au/training)

### **Lodging your Application**

A completed Application Form with supporting information must be submitted to MTC prior to your acceptance as a student.

If you have numeracy, literacy and/or language difficulties that may impact on learning or assessment, please supply this information on your Application form as MTC will endeavour to provide support.

Supporting documentation required is listed on the Application form and includes:

- Photographic identification (passport, drivers licence etc.)
- Criminal History Statement, if under 18yrs of age

Only certified copies of documents will be accepted for Applications submitted in the mail. MTC will take no responsibility for original documents.

Return your application form to:

Meerilinga Training College  
PO Box 1177  
West Leederville WA 6901

Or bring to:

Meerilinga Training College  
22 Southport Street  
West Leederville WA 6007

## Language, Literacy and Numeracy

During your application process to MTC you will be assessed on your language, literacy and numeracy skills to ensure that you are at a level that will allow you to complete all study and practical components at a competent level.

This process includes the following steps:

- Oral contact and communication is made with MTC
- Completed application form is returned to MTC
- An interview may be required with a MTC trainer
- Written and verbal test may be required and will be conducted at MTC premises or workplace
- A LLN qualified assessor will make an assessment on whether your language, literacy and numeracy are at a level to complete your desired course, or they may refer you to additional support
- The literacy and numeracy requirements for learners enrolling in a VET course of study at a Diploma level, is a competency Level 3 in the Australian Core Skills Framework (ACSF), and Level 2 for Certificate III.

## Student Selection

MTC will consider your application in a course that is available within the scope of its delivery. All applications will be assessed by the Meerilinga Education Team based on the following criteria:

- Receiving a complete Application form and all supporting documentation
- Literacy and numeracy requirements
- You have left school, your primary place of

residence is in Western Australia and you are:

- o An Australian citizen
  - o A permanent visa holder or holder of visa sub-class 309, 444, 820 or 826; or
  - o A secondary holder of a temporary visa of sub-class 457
  - o Contact Student Support Services for more information on specific visa details
- Funding approval from the Department of Training and Workforce Development, including the availability of contracted places
  - Trainees enter into an employment contract with an employer for a minimum of 15 hours per week

You will be advised in writing or by email of the outcome of your application prior to the commencement of the course.

## Unique Student Identifier (USI)

At enrolment you will be requested to provide a Unique Student Identifier (USI) for verification. If you are a new or continuing student undertaking a nationally recognised course, you need a USI in order to receive your qualification or statement of attainment. With your permission, MTC can assist you with obtaining a USI. For further information visit [www.usi.gov.au](http://www.usi.gov.au)

## VET Data Use Statement

By enrolling as a student you are agreeing to MTC meeting its reporting requirements.

Under the Data Provision Requirements 2012, Meerilinga Training College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988 (Cth)*, the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au))

Please contact Student Support Services on 9489 4022 if you require additional information.

## 4. FINANCIAL INFORMATION

### Course Fees

Students will be invoiced on the commencement of units. Course fees are calculated on the Nominal Hours of each unit set by the Department of Training and Workforce Development (DTWD). Nominal hours do not represent the hours of training or instruction. The total course cost is approximate and indicative only.

Fees and charges are subject to change pending proof of evidence in relation to units eligible for Recognition of Prior Learning and Credit Transfer, and the current calendar year DTWD Fees and Charges Policy.

Payments for any course of study attracting total fees of \$1500 or more will be as follows:

- First payment will be invoiced on confirmation of enrolment
- The balance of fees will be invoiced in advance progressively over the study period on the commencement of unit clusters. No one payment will exceed \$1000.

### Concession Rate

Proof of eligibility must be demonstrated prior to the commencement of the unit. If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.

The following students are entitled to the concession rate on course fees:

- a) Persons and dependants of persons holding:
  - i. A Pensioner Concession Card
  - ii. A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs
  - iii. A Health Care Card
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY
- c) Persons and dependants of persons in receipt of Youth Allowance

- d) Persons and dependants of persons who are inmates of a custodial institution
- e) Secondary school-aged persons, not enrolled at school

### Waiver due to Severe Financial Hardship

Applications for consideration of severe financial hardship will be decided on an individual basis by the Executive Manager Finance, taking into account all circumstances and in accordance with the DTWD VET Fees and Charges Policy of the current calendar year.

You will need to complete an Application for Fee Waiver form and provide supporting documentation that demonstrates that severe financial hardship would result (after reasonable expenses are deducted from income) if Meerilinga pursued the recovery of a fee.

At the sole discretion of the CEO, further tangible evidence of hardship may be requested.

Details of the individuals/organisations and grounds for waiving of fees and charges will be retained for audit purposes.

Fee waiver is not applicable to CHC50113 Diploma of Early Childhood Education and Care.

### Text Books

Course text books must be purchased separately by you through Meerilinga or an external provider. You will be advised of the correct edition and require text books prior to the commencement of studies. Course/Tuition Fees do not include the cost of text books for your course.

### Additional Costs

It is a condition of your enrolment that you obtain at your own expense:

- Medical clearance, stating physically and mentally fit for the provision of childcare
- A Working With Children Check (if 18+ yrs)
- A National Police Certificate (if under 18 yrs)

This documentation must be provided prior to the Cluster 1 census date advised at orientation. Failure to do so will result in your enrolment being cancelled.

Incidental charges may be incurred through the course of study and you will be advised accordingly.

## Government Subsidies

Meerilinga traineeships and the majority of students who participate in classroom delivery courses are subsidised through Jobs & Skills WA. This is the way the State Government, through the Department for Training and Workforce Development, prioritises its investment in training to focus on courses that equip people to take up jobs that are, or will be, in high demand.

To do this, Jobs & Skills WA provides a guaranteed, subsidised training place for eligible students enrolled in courses that are deemed State priority qualifications, where a training place is available. Apprenticeships and traineeships are a priority for the State Government. Other priority training areas are identified on their website. Please view the Jobs & Skills WA website for more information or contact the Training College <http://www.dtwd.wa.gov.au/jswa>

## Payment Options

On enrolment, you will take up one of the following payment options:

1. Pay the full amount of fees and charges
2. Present a signed authority from an employer to invoice that employer for your fees and charges
3. Pay fee by instalment. Interest free payment plans are available. Proof of eligibility is required upon application
4. Make application for fees and charges to be waived on the grounds of severe financial hardship

Students who fail to choose a payment option, may not be enrolled.

## Payment by Instalments

Students must be given a minimum of 8 weeks from the commencement of a unit to finalise payment when paying by instalments.

MTC will apply discretion when formulating payment by instalments to appropriately match the training schedule. Details of your enrolment and reason for deferred payment will be retained for audit purposes.

Students who have fallen behind in their

payments will not be enrolled in additional units unless appropriate arrangements, agreed to by both the student and the RTO, have been put in place to pay the amount outstanding.

## Fee Collection and Refund

MTC fees are collected according to the Standards for Registered Training Organisations (RTOs) 2015.

Meerilinga's refund policy ensures that the financial relationship and contractual relationship between the student/client and the organisation is fair and equitable.

Details of all refunds will be retained for audit purposes, and the student records annotated to show that a refund has been given.

Students wishing to withdraw or defer courses must advise their intent, in writing, to Student Services. Deferral will be time limited and may incur additional fees.

### *Full Refund*

A full refund will be given:

- If a service is cancelled by Meerilinga and a mutually acceptable alternative time cannot be found
- A course/qualification or unit is cancelled or rescheduled to a time unsuitable to the student
- A student is not given a place due to maximum number of places being reached
- Where a student has formally withdrawn in writing before the \*census date
- The Accountable officer can approve a full refund of fees at any time during the delivery if a class is cancelled because of declining numbers, no available lecturer or due to other circumstances caused by MTC.

Students who formally withdraw for reasons other than those outlined above, and who lodge a withdrawal before 20% of delivery has been concluded, will be eligible for a full refund of their course fee.

### *Pro-rata Refunds*

Accountable officers can approve a pro-rata refund of fees and charges at any time during the course delivery if students withdraw for



personal circumstances beyond their control.

For example:

- Serious illness resulting in extended absence from classes
- Injury or disability that prevents the student from completing their program of study

In all cases, relevant documentary evidence, such as a medical certificate, is required.

*Refunds are not given:*

- Where a student fails to complete assessment tasks/placements and responsibilities
- For change of mind after the \*census date
- Where a student defers
- Where a student does not achieve competency at the completion of study
- When an enrolment has been terminated due to plagiarism, collusion or unacceptable behaviour

### **Transfer and Cancellation**

You may only transfer your course enrolment to another course at the discretion of the CEO provided:

- Seven days' notice is given in writing
- A vacancy exists for the date you wish to transfer to

Cancellations must be in writing before the \*census date. Failure to do so will result in the forfeiture of course fees paid.

You may defer from your course for a maximum period of six months without penalty.

\*The census date is unique to each student. See our website [www.meerilinga.org.au/training](http://www.meerilinga.org.au/training) for more information on census dates or contact MTC Student Support Services on 9489 4022.

On confirmation of your enrolment you will be issued with an enrolment invoice which contains information about your course costs and census dates for each unit.

## **5. ASSESSMENT**

All students undergo a formal assessment process prior to issuance of a Qualification, Record of Results or Statement of Attainment.

You will be provided with documentation upon

commencement of the course which includes information on assessment and the rights and responsibilities of yourself, client and MTC. You will have a choice of hard copy or electronic copy learning materials.

Current assessments involve:

- Documented evidence
- Competency interview
- Observation
- Third party report

Trainers and Assessors may use a variety of assessment methods to accommodate your individual needs. The integrity of the training package will not be compromised and all assessment processes comply with the Standards for Registered Training Organisations (RTOs) 2015.

A trainer/assessor from Meerilinga will visit you at the service to validate competency. You are assessed as 'competent' or 'not yet satisfactory'.

**Competency** refers to the specification of knowledge and skills and the application of that knowledge and skills to the standards of performance required in the workplace.

Being competent means:

- Performing individual tasks at an acceptable level of skill (task skills)
- Managing a number of different tasks within the job (task management skills)
- Responding appropriately to irregularities within the job (contingency management skills)
- Fulfilling the responsibilities to irregularities and breakdowns in routine (job /role environment skills)
- Transferring skills and knowledge to new situations and contexts (transfer skills)

All MTC students will receive a training plan.

Assessments must be submitted on the due date, unless an extension has been approved prior to the due date.

### **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) assesses

previously acquired skills and knowledge outside the formal education and training system in respect of a specific unit.

RPL is an assessment process that considers if an individual's non-formal and informal experience has achieved required learning outcomes to be deemed competent in respect of a specific unit.

All trainee students and funded students are eligible to apply RPL to their study. Students are only eligible to be granted RPL for units if evidence is provided within the first eight weeks of commencement of training. Fees and charges apply in relation to RPL.

### **Credit Transfer**

The transfer of credit provides you with exemption(s) from relevant unit(s) within a course. Credit transfer does not involve an assessment of your knowledge or skills. It is an assessment of the credentials of the formal accredited learning presented against the enrolled course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes or standards in a course.

Meerilinga accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- Australian Quality Framework (AQF) certificate documentation issued by any other registered training organisation or AQF authorised issuing organisation, or
- Authenticated Vocational Education Training (VET) transcripts
- Australian Government USI Transcript

You are required to provide a certified copy of documentation such as record of results, if you believe you are eligible for a credit transfer, within four weeks of the commencement of your training. You will not be charged for credit transfer.

### **Extensions**

Applications for extension of courses of study not completed within the agreed contract of study period must be in writing to be approved

by the Chief Executive Officer (CEO) and may incur charges.

### Plagiarism and Collusion

Plagiarism is presenting another person's work or ideas as your own. Collusion is working with other(s) to complete work expected to have been completed independently.

Penalty for plagiarism and collusion will result in re-assessment in the first instance and may result in termination.

### Transition and Teach Out

Meerilinga comply with the Training Accreditation Council and remain informed of changes to Training Packages via the [www.training.gov.au](http://www.training.gov.au) website. Transition arrangements may apply to existing students and those enrolling during a transition period. You may have the opportunity to transition to the new qualification, however additional charges and units may apply.

### Issuance

All Testamurs/Record of Results or Statements of Attainment will be issued in line with the Australian Qualifications Framework (AQF) as follows:

- Statement of Attainment for successful unit in partial completion of a qualification
- Certificate for successful completion of a qualification, including RPL
- Record of Results

**These will not be issued until all invoices are paid in full, and your USI has been provided.**

AQF certification documentation will be issued within 30 calendar days of you being assessed as meeting the requirements of the training product as specified in the relevant training package, or exiting the course.

MTC will:

- Issue certification documentation directly to you, not another party
- Issue you with a testamur and a record of results once you have completed all units in a qualification
- Issue a learner who has completed one or more units (but not a full qualification) and

has finished their training with Meerilinga Training College with a statement of attainment (a record of results may also be issued in this case), and

- Ensure you can access records of certification issued to you

Please note fees apply for replacement or reissuance of all certification.

## 6. ASSESSMENT APPEALS, COMPLAINTS, GRIEVANCES AND CONCERNS

Customer service is a cornerstone of Meerilinga's commitment to its workers, clients and students, however disputes can arise when a client is not satisfied with an aspect of the RTO's services. MTC ensures that students and clients have access to a fair and equitable process of dealing with appeals, complaints, concerns and grievances, and provides an avenue for students to appeal decisions which may affect the student's progress.

Assessment Appeals - can arise when a student is not satisfied with a decision that has been made in relation to their assessment of competency in vocational education and training course offered by MTC.

Complaints, Grievances and Concerns – are related to all RTO services other than Assessment outcomes, such as:

- The conduct of the RTO, its trainers, assessors and other staff
- An RTO subcontractor
- Another learner of the RTO
- Facilities

In the first instance, you should discuss concerns directly with the Education team. If you are dissatisfied with the outcome of this discussion, a formal appeal or complaint can be lodged within 10 working days, and will be recorded and forwarded to the CEO. All complaints and requests for an appeal will be acknowledged in writing to the client.

If the dispute cannot be resolved internally, you will be provided the option to have your case referred to an independent Mediation Scheme

that Meerilinga is a member of, for review. No costs are associated with lodging an appeal or complaint that is resolved internally, however if the case is referred to an external body, the costs will be shared equally by yourself and MTC. Please contact the Meerilinga Administration office if you require more information.

Records of all appeal processes and outcomes will be recorded by the RTO and managed in accordance with Meerilinga's Privacy and Confidentiality Policy and Record Management Policy. These records will be reviewed to identify corrective actions for continuous improvement of Meerilinga's processes.

A full copy of the Assessment Appeals Policy and Complaints, Grievances and Concerns Policy is available from Meerilinga Training College on request.

## Continuous Improvement

MTC seeks feedback from our students and clients on their satisfaction with services they have received, and seeks to improve its services in accordance with student/client and industry expectations.

Formal and informal feedback evaluation is conducted throughout and on completion of a course. For informal general feedback a customer feedback form to the CEO is available in all training rooms or on request from any Meerilinga staff member.

## 7. CONFIDENTIALITY AND PRIVACY

Meerilinga refers to Meerilinga Young Children's Foundation Inc. (ABN 60 366 468 001) and Meerilinga Young Children's Services Inc. (ABN 39 362 912 956).

Meerilinga is committed to ensuring that your personal information is kept private. We will handle your personal and sensitive information in accordance with the Commonwealth Privacy Act (1988), subsequent amendments and the Australian Privacy Principles. This privacy statement explains how we use the information collected by you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy. \*

Meerilinga will only collect personal and sensitive information that is necessary to provide you with the service you require, or to comply with any applicable laws and/or regulatory requests. Information that will be collected may include names and pseudonyms, postal address, email address, telephone number and financial details for any transactions.

Information provided to us is subject to confidentiality and will not be disclosed without your prior consent to any third party. Where you have consented when providing us with your details, we may deliver to you information in which you are interested; for example, you may have requested newsletters regarding a particular area of law. If you change your mind about how your information is used in the future, please let us know. \*\*

## How we protect your information

We have put in place various security procedures to protect your information including firewalling our computer systems, limiting employee access to data and system password protection. Meerilinga will not provide any individual's information to any overseas recipients.

## Updating your details

If any of the information you have provided to us changes, for example if you change your name or email address, please advise us of the correct details.

*\* This privacy statement has been produced in response to the Commonwealth Privacy Act 1988 and subsequent amendments.*

*If you have any queries or complaints, or wish to view a copy of MTC policies, please contact the Chief Executive Officer in writing, by email at [mycf@meerilinga.org.au](mailto:mycf@meerilinga.org.au), or by post at the following address: PO Box 1177, WEST LEEDERVILLE, WA 6901.*

*\*\* You can check the information we hold or ask us to amend any inaccuracies or request its removal by writing to us or emailing us at the above address. We will take the necessary action within the time limits provided for under the Privacy Act. We reserve the right to use reasonable measures to check your identity before any information will be disclosed to you.*

**Meerilinga Training College**

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