

STUDENT SUPPORT SERVICES

GUIDE

CHANGING LIVES
SINCE 2010

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Welcome to the Student Support Services Guide. This guide is designed to provide you with a comprehensive overview of the various support services available to you during your educational journey. Whether you are just starting, halfway through your course, or nearing completion, this guide aims to assist you in accessing the necessary resources to enhance your learning experience, overcome challenges and succeed academically and personally.

Our goal is to ensure that every student is fully supported not only in achieving their educational goals but also in maintaining well-being throughout their studies. This guide outlines both the services provided directly by our RTO and those available through national networks and local organisations. By familiarising yourself with these services, you can take full advantage of the support on offer to navigate your educational pathway effectively.



Acknowledgement of Country and Diversity

Essential Skills Training and Recruitment acknowledges Aboriginal and Torres Strait Islander Peoples as the traditional custodians of Australia and pay our respects to Elders past, present and emerging.

As an inclusive organisation, we embrace diversity and create spaces where everyone belongs. We welcome people from all backgrounds, genders, sexualities, cultures and abilities and we are committed to fostering a safe, respectful and supportive environment where everyone feels safe, valued and heard.

Aboriginal and Torres Strait Islander people are advised that this resource may contain images or names of deceased people.

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HOW TO USE THIS GUIDE

This guide is structured to be user-friendly and straightforward, allowing you to quickly find the information and services you need.

Start with the **Table of Contents** at the beginning of this guide. It lists all the support categories and services, providing you with a quick overview of what is available.

Each section begins with a short introduction explaining what the service is and how we can support you. You'll also find clear information on how to access each service, who to contact, and what to expect.

This guide outlines both the **support services we offer directly and includes links to external organisations** that may be helpful. While we've included a wide range of services, please note this is not an exhaustive list.

External services are clearly identified as shown below:

Name of External Service	Brief description of services offered and contact details.

Disclaimer: We provide links to external services to help broaden your support options. While we do our best to ensure these services are reputable, they are not affiliated with us. We cannot guarantee the availability, quality, or outcomes of services provided by external organisations.

For digital users, clickable links are provided throughout the guide for quick access to service websites, applications, and more detailed information.

If you're not sure where to start, our **Student Wellbeing Officer** can help you find the most appropriate support for your situation.

STUDENT SUPPORT TEAM

At Essential Skills Training and Recruitment (ESTR), our Student Support Team is here to ensure you feel supported, valued and empowered throughout your learning journey. Whether you need help with study skills, wellbeing, accessibility, or navigating your course requirements, our dedicated team is ready to assist you every step of the way. We're committed to creating a safe, inclusive and positive learning environment where every student can succeed.

Student Support Team



Student Wellbeing Officer
Rachael Alderton-Smith
rachael@essentialskills.com.au



Learning Support Officer
Monique Wadwell
monique@essentialskills.com.au



Training Manager
Alisha Vicary
alisha@essentialskills.com.au



Education Support Manager
Karen Gwillam
Karen@essentialskills.com.au

(02) 4961 0016



TRAINING SUPPORT SERVICES

At ESTR, we're committed to helping you succeed in your training. Our **Training Support Services** are designed to assist you with study skills, assessment preparation, language, literacy, numeracy and digital literacy (LLND) support, and understanding course content. Whether you're learning online or in the classroom, our friendly team is here to guide you through your studies and help you achieve your goals.

STUDENT ADMINISTRATION SUPPORT

Our **Administration Team** is **available** during **standard business hours, Monday to Friday 8:30am - 4:30pm.** Students are welcome to contact or visit the team for assistance with general enquiries. Where needed, our administration staff will connect students with the appropriate team member to ensure their questions are answered promptly and accurately.

The team is also here to support you with any technical issues you may experience while using our online platforms, including your Student Portal and Microsoft Teams.

ON-CAMPUS FACILITIES AND EQUIPMENT

We offer a range of facilities and equipment to make your learning experience easier and more accessible, so you can stay focused and succeed in your training.

Wi-Fi and Laptop Access

Free Wi-Fi is available throughout the campus to help you stay connected during your studies. A limited number of laptops are also available for student use on campus.

If you need assistance connecting your device to the Wi-Fi, or would like to borrow a laptop during class, please speak with your trainer or visit reception. As availability is limited, laptops should be pre-booked in advance where possible.

Printing and Photocopying

You can access printing and photocopying services on campus for course-related materials. A fee of $1 per assessment, $2 per learning resource and $5 postage *(if required)* applies. Please see reception for assistance or to arrange printing.

Campus Amenities and Access

- Free parking on site and on street
- Ramp access to building
- Wide doorways and corridors
- Accessible facilities
- Air Conditioned classrooms
- Student kitchen, with free
- tea & coffee making facilities and fridge.





Food, Snacks and Nearby Eats

There's a fridge and microwave on site, so feel free to bring your own meals and enjoy them at your convenience.

We have a vending machine stocked with chocolates, chips, and soft drinks, perfect for that afternoon sugar hit or study pick-me-up!

From time to time, a food truck pops by around lunchtime with tasty options (though it's not guaranteed—consider it a bonus when it does!).

Alternatively, we are located in close proximity to Warabrook Shopping Centre, which offers a small range of food, retail, and essential services, just a short walk away.

Study Spaces

Quiet study areas are available on campus to help you focus on your learning, complete assessments, or revise course content.

If you would like to book a study space in one of our Student Support Rooms, please visit reception or call us on (02) 4961 0016. Bookings are subject to room availability.

Practical Simulation Room

If you are studying on campus, you'll become familiar with our Practical Simulation Room, a dedicated space equipped with essential industry tools and resources to support your practical training.

The room includes equipment such as electric lifters, mechanical beds, wheelchairs, walking frames, slide sheets, and a range of personal care and clinical items. It is designed to give you a safe and supportive environment to practice the hands-on skills required for your course.

You'll use the simulation room during scheduled workshops, under the guidance and supervision of your trainer and assessor.

STUDY TIPS & ADVICE

With the right planning and helpful strategies, it's possible to balance your study with work, family, and other commitments. Learning how to study effectively is an important skill, especially when life gets busy.

Feeling overwhelmed at times is normal, but you don't have to go through it alone. We're here to support you every step of the way and help you to succeed in your learning.

Our trainers and support team can provide practical advice on study techniques, time management, staying organised, and using tools like AI to support your studies. Please reach out if you need support, we're here to help you stay on track and make the most of your training experience.

For general study, assessment, and online learning success tips, check out our **Study and Assessment Tips Guide,** available in your student portal. It includes simple, practical strategies to help you stay organised, manage your time, and get the most out of your course.

You may also benefit from free online courses in study skills and time management, such as those offered below.

The Open University Open Learn	The Open University offers free online short courses, articles, videos, and interactive tools to help build your study, digital, online learning, and employability skills. https://www.open.edu/openlearn/study-skills





ASSESSMENT SUPPORT

Throughout your course, your trainer and assessor will provide regular feedback to help you stay on track with your learning. If your progress is not meeting course requirements, an intervention strategy will be implemented to support you in getting back on track.

If you need extra help with your assessments, you can **access one-on-one support with your trainer**. Support sessions can be arranged at a mutually agreeable time **during business hours (Monday - Friday, 8:30am - 4:30pm)** and may take place on campus (in our support rooms), over the phone, or online via Microsoft Teams. Don't hesitate to reach out if you need any support. **Simply contact our office or your trainer to organise a support session whenever you need assistance.**

All students are welcome to access assessment support, regardless of their progress or confidence level. Support is available at any stage of your training. All support is provided in a safe, respectful, and non-judgemental environment. Our goal is to help you succeed.

Your workshop timetable will also include an Assessment Support Day. This day is set aside to give you the opportunity to seek additional support, ask questions, and catch up on any practical assessments you may have missed.

This service is included as part of your training—there is no additional fee to access assessment support.



FINANCIAL ASSISTANCE

We recognise that financial constraints can be a barrier to education and training.

To support you in accessing and completing your studies, a range of financial assistance options are available. These can help reduce the overall cost of your course, make payments more manageable, and support your budget while you study. We encourage you to explore your options early.

Helping You Afford Your Training

To help you access training, we offer a range of financial support options. Here's how we can assist you:

- **Flexible Payment Plans:** Spread the cost of your course with weekly, fortnightly, or milestone-based payments. *See the Student Handbook for full details*
- **Government Course Subsidies:** Subsidised training may be available depending on your eligibility and state-based funding programs
- **Traineeship Support:** If you're enrolled in an approved traineeship, you may be eligible for financial incentives to support your learning.

If you're unsure about your eligibility or need guidance, speak with our Customer Relations Officers. We're here to help.

You may also be eligible for financial assistance through Centrelink to support your study. To find out more or check your eligibility, contact Centrelink directly or visit their website.

Centrelink	Centrelink Student Payments such as Youth Allowance, Austudy, and ABSTUDY provide financial assistance to eligible students. https://www.servicesaustralia.gov.au



LANGUAGE, LITERACY, NUMERACY & ENGLISH AS A SECOND LANGUAGE SUPPORT

We recognise that every student has unique learning needs, and we are committed to supporting your success. If it is identified that you require additional assistance with language, literacy, numeracy (LLN), or English as a second language (ESL) beyond what your trainer can provide, you may be referred to our Learning Support Officer.

Our Learning Support Officer is highly experienced and offers one-on-one support outside of your scheduled class times. **Support is available during business hours Tuesday to Friday, from 8:30am - 3:30pm.** This may include help with:

- Understanding written course materials
- Building confidence in spoken and written English
- Preparing for assessments
- Developing study skills.

The Learning Support Officer also provides tailored support for students with diverse learning needs, including those with disability. All assistance is provided in a respectful, inclusive, and supportive environment.

This service is included as part of your training—there is no additional fee if you are referred to our Learning Support Officer.



Learning Support Officer
Monique Wadwell
monique@essentialskills.com.au

EXTERNAL SUPPORT FOR LLN AND ESL LEARNERS

Some students may need to build their English, language, literacy, or numeracy (LLN) skills before starting a course. There are free programs available in the community to help you improve your reading, writing, speaking, and basic maths skills. These services can support your learning and give you more confidence to succeed in your training.

Adult Migration English Program (AMEP)	Free service to help eligible migrants and humanitarian entrants improve their English language skills and settle into Australia. https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program
Foundation Skills Courses	Foundation Skills courses focus on developing essential foundational skills like language, literacy, numeracy, and digital literacy, as well as employability skills. These courses are designed to help you improve your ability to learn, participate in vocational training, and succeed in the workplace. Many training providers offer Foundation Skills courses. To find out more speak to our Student Support Team.
Reading Writing Hotline	A free service to help adults improve their reading, writing and basic maths. **1300 655 506** | https://readingwritinghotline.edu.au
Skills for Education and Employment (SEE)	The See Program offers free training to help you improve your reading, writing, maths and digital skills. Training is funded by the Australian Government. You may be eligible if you speak a language other than English and want to improve your English and basic skills, or you speak English but need extra help with reading, writing, maths, or using computers. Eligibility criteria apply. https://www.dewr.gov.au/skills-education-and-employment

DIGITAL CAPABILITY

Digital skills are the abilities you need to live, learn, and work in today's digitally connected world. As technology continues to evolve, so do the skills required to keep up. We understand that every student has a different level of confidence and experience when it comes to using digital tools and platforms.

Our team is here to help you with:

- Accessing and navigating your student portal
- General support with the digital tools used in your course
- Using Microsoft Teams for learning.

In addition to our support, there are also a number of external services available to help you build your digital skills and learn how to stay safe online.

Good Things Foundation Australia	The Good Things Foundation Australia website has **free,** easy-to-use resources to help you learn digital skills. You can learn how to use devices, stay safe online, and connect with others. There are videos, guides, and courses you can do at your own pace. Additionally, the platform provides access to community partners across Australia who offer in-person support and mentoring for those seeking extra help. https://goodthingsaustralia.org/learn/
Be Connected	The Be Connected Topic Library has **free**, easy-to-follow lessons to help you build your digital skills and feel more confident online. You can learn how to use phones, tablets, and computers, stay safe, avoid scams, and connect with others through video calls and social media. https://beconnected.esafety.gov.au/





CAREER AND STUDY PATHWAY GUIDANCE

As part of our commitment to your success, we offer career and pathway support to help you make informed choices about your future. Whether you're looking to move into employment, looking for a job, or continue with further study, our team can guide you through your options.

We can help with:

- Exploring job and career opportunities related to your course
- Understanding study pathways and further qualifications
- Resume writing and interview tips
- Connecting you with industry networks and employment services.

If you would like career advice or help planning your next steps, speak with your trainer or contact our Strategic Partnerships Coordinator.

This service is included as part of your training—there is no additional fee to access our career and pathway guidance.

My Future	myfuture provides resources to explore career pathways and tools to develop self-knowledge to help with career decision-making. https://myfuture.edu.au
Employment Opportunities	Keep up to date with positions available in the community services sector. Become part of our **Community Services Job Board** group on Facebook. https://www.facebook.com/groups/2185314478350584/

SERVICES FOR STUDENTS WITH DISABILITY

We are committed to providing an inclusive and supportive learning environment for all students, including those with disability. If you have a disability, health condition, or learning difficulty, we encourage you to let us know so we can work with you to provide the support you need to succeed in your training.

Accessibility on Campus

Our campus includes a range of accessible features to support students with mobility and access needs, including:

- Designated accessible parking
- Ramp access to buildings
- Wide doorways and corridors
- Accessible classrooms and facilities
- Guide dogs are welcome on campus (please tell us in advance so we can support you properly).

Learning Materials in Alternate Formats

If you require learning materials in alternative formats, such as large print, Braille, or audio, we are here to help.
Where possible, please let us know at the time of enrolment so we can plan ahead and provide the necessary support. We will work with you to make sure you receive the materials you need in a timely and accessible way.





Reasonable Adjustments

If you have a disability, health condition, or learning difficulty, we can provide reasonable adjustments to support your learning. This means we may adapt how your training or assessments are delivered to help you participate on the same basis as other students.

Adjustments may include changes to the learning environment or assessment methods. For example, this could involve extra time for assessments, modified learning materials, oral instead of written assessments, or the use of assistive technology.

When determining what is reasonable, we consider your individual needs alongside the potential impact on other students and our organisation. Adjustments must not cause unjustifiable hardship, including unreasonable costs or disruption, and must maintain the integrity of the unit or qualification.

If your course leads to a specific job outcome, adjustments to the assessment process will only be made if similar adjustments could reasonably be made in the workplace.

We will work with you to understand your needs and identify the most appropriate support. If you think you may require a reasonable adjustment, please speak with your trainer.

Assistive Technology

Students are welcome to use their own assistive technology or arrange support services, such as interpreters or Auslan (sign language) support, at their own expense. If you plan to bring a support person or require access to assistive tools, please let us know in advance so we can assist with arrangements where possible.

HELPFUL CONTACTS FOR DISABILITY SUPPORT AND ADVOCACY

If you need additional support, legal advice, or information about your rights, there are several national services available to assist you. These organisations offer free resources, advocacy, and guidance for people with disability, their families, and carers.

Australian Centre for Disability Law	Legal advice and advocacy for people with disabilities. **1800 800 708** | www.disabilitylaw.org.au info@disabilitylaw.org.au
Australian Human Rights Commission	Information on discrimination and rights. **1300 656 419** | www.humanrights.gov.au infoservice@humanrights.gov.au
Disability Advocacy Support Network (DANA)	The national representative body for independent disability advocacy organisations in Australia. **1300 186 453** | https://dana.org.au/what-is-advocacy/#find-an-advocate
Disability Gateway	Services and information for people with disabilities. **1800 643 787** | www.disabilitygateway.gov.au DRC@dss.gov.au
National Disability Insurance Scheme (NDIS)	Support for Australians with disability. **1800 800 110** | www.ndis.gov.au enquiries@ndis.gov.au

If you need to contact a service but don't know where to start, please reach out to our Student Wellbeing Officer, who can assist you in understanding your options and connecting with the right support.

WELLBEING SUPPORT SERVICES





Meet Rachael, our Student Wellbeing Officer

Your wellbeing matters to us. Rachael is here to support you throughout your training journey by offering friendly guidance, a listening ear, and help connecting with the right services. While she's not a counsellor, Rachael can refer you to appropriate professionals (if needed) and support you in accessing the help and resources that best meet your needs.

Rachael can assist you with:

- Managing day-to-day challenges, including study concerns
- Navigating access to external wellbeing or support services
- Understanding your rights and the supports available to you
- Discussing reasonable adjustments or additional learning needs
- Helping you connect with the right team members within our organisation.

You can contact Rachael by:

- **Email: rachael@essentialskills.com.au**
- **Phone: (02) 4961 0016**
- **In person: Visit reception to check availability**
- **Book an appointment: Contact reception or Rachael to arrange a time.**

If you're unsure where to start or just need someone to talk things through with, Rachael is here to help. All conversations are respectful, confidential, and focused on supporting your wellbeing and success.

MENTAL HEALTH SUPPORT TIPS

Sometimes it can be a struggle when we try to balance our work, family and study commitments. We all do our best but sometimes we can become overwhelmed, especially if we have anxiety, depression or another mental health condition.

All of us here at ESTR want you to feel safe and supported throughout your study journey with us.

Your trainer or our Student Wellbeing Officer can provide you with information on how to get the support you need. We take mental health seriously and we want you to know that you can reach out to us when you need to.

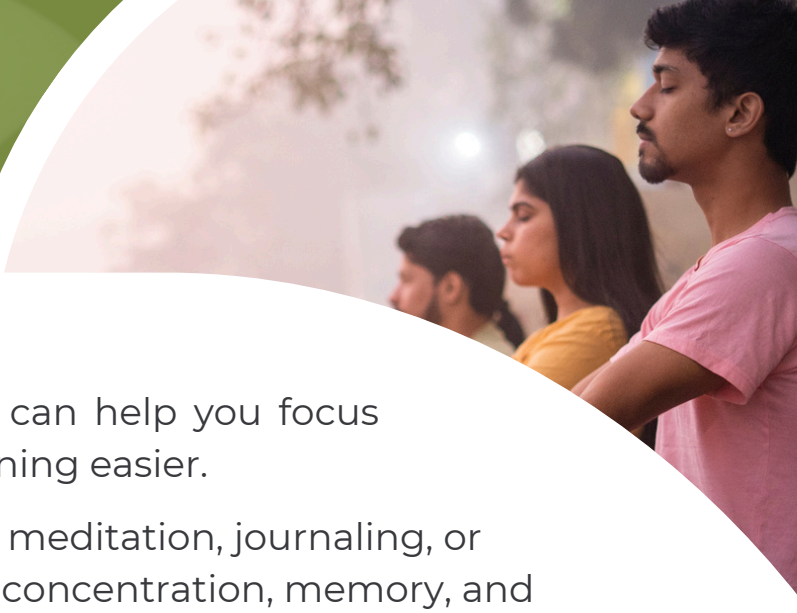
What to Do When Feeling Overwhelmed

If you're struggling during your studies, here are some things you can do:

- Try a short mindfulness or breathing exercise
- Take a short break to reset
- Let your trainer know you're finding things difficult before class starts
- During class, if you feel overwhelmed, you can quietly hand your trainer a note or give them a simple 'thumbs down' gesture to let them know you need to step out
- In a virtual classroom, you can use the chat feature to let your trainer know you need a break.

If you need to leave class and don't plan to return that day, please let us know by calling reception on (02) 4961 0016 so we know you're safe and okay.





Mindfulness and Relaxation

Practicing relaxation and mindfulness can help you focus better, feel less stressed, and make learning easier.

Simple techniques like deep breathing, meditation, journaling, or guided imagery can help improve your concentration, memory, and ability to cope with pressure. These strategies can also support better sleep, help manage emotions, and make it easier to balance study with work and personal life. Regular practice can reduce physical signs of stress, like headaches or tense muscles, and help you feel more calm, motivated, and ready to learn.

Even a few minutes a day of mindful breathing or gentle stretching can make a big difference to your wellbeing and learning success.

Here are some simple relaxation and mindfulness activities you can try:

- **Mindful breathing:** Take slow, deep breaths to calm your nervous system
- **Body scans:** Gently check in with your body to release tension and improve awareness
- **Journaling:** Write down your thoughts and feelings to process emotions and stay focused
- **Short meditation breaks:** Take 5–10 minutes to reset your mind with guided meditation
- **Stretching or light exercise:** Relieve physical tension and refresh your energy.

YouTube	YouTube has a wide range of free guided relaxation and mindfulness videos that you can access whenever you need a moment to reset. https://www.youtube.com/results?search_query=Relaxation+and+Mindfulness
Resources and Apps	You can find local mindfulness or meditation classes through a quick online search, or by contacting your local library, community centre, or GP. There are also free apps that offer guided exercises you can use anytime.

Physical and Holistic Wellbeing

Looking after your physical and overall wellbeing can help you feel better, stay motivated, and succeed in your studies. Activities like yoga, Pilates, walking groups, or fitness classes are great ways to build strength, manage stress, and improve focus.

You can also talk to a health professional for regular check-ups and advice on staying healthy. If you're not sure where to find local programs, check with your local council, library, or GP - or speak with our Student Wellbeing Officer for help.

Healthy eating is also important. We can help you find information about nutrition and building good habits that support your learning and energy levels.

Volunteering

Research shows that volunteering can improve your mental health and wellbeing. According to Head to Health, people who volunteer often report greater life satisfaction and lower levels of anxiety and depression.

Volunteering Australia	To explore volunteering opportunities near you visit https://www.volunteeringaustralia.org



MENTAL HEALTH SUPPORT SERVICES

If you or someone you know is experiencing a mental health concern or feeling overwhelmed, help is available. The services listed below offer support. You are not alone, reach out for support when you need it.

If you or someone else is in immediate danger or has attempted to harm themselves or others, call Triple Zero (000) straight away.

1800 RESPECT	24/7 counselling and support for sexual assault and domestic violence. **1800 737 732** | http://www.1800respect.org.au info@1800respect.org.au
Beyond Blue	24/7 support for anxiety, depression, and suicide prevention. Call or chat online. **1300 22 4636** www.beyondblue.org.au | info@beyondblue.org.au
Blue Knot Helpline	Support for anyone affected by complex trauma. Monday - Sunday 9:00am - 5:00pm AEST. **1300 657 380** https://blueknot.org.au | helpline@blueknot.org.au
Black Dog Institute	Support with wellbeing and managing symptoms of depression, anxiety, bi-polar disorder, stress, and social and emotional wellbeing tailored to First Nations people. https://www.blackdoginstitute.org.au
Butterfly National Helpline	Support for anyone impacted by eating disorders and body image issues, including the families, friends and communities who support them. 8:00am - Midnight AEST, 7 days a week, by phone, email or online chat. **1800 334 673** | https://butterfly.org.au
Headspace	Mental health support services for young people aged 12 to 25 years. Support in person, online or via telephone. **1800 650 890** | http://www.headspace.org.au headspace@headspace.org.au

If you or someone else is in immediate danger or has attempted to harm themselves or others, call Triple Zero (000) straight away.

Kids Helpline	24/7 counselling service for young people aged 5 to 25 years. **1800 55 1800** | www.kidshelpline.com.au counsellor@kidshelpline.com.au
Lifeline	24/7 crisis support, counselling and suicide prevention services by phone, text and online chat. **13 11 14** | **0477 13 11 14 (text)** www.lifeline.org.au | info@lifeline.org.au
National Alcohol & Other Drug Hotline	24/7 service offering confidential support for people struggling with addiction. **1800 250 015**
NSW Mental Health Line	24/7 service offering free advice, brief assessments, and recommendations for appropriate care, including referrals to local services. **1800 011 511**
Open Arms Australia	24/7 support for any person who has served at least one day in the ADF, including their partners & families. **1800 011 046** | https://www.openarms.gov.au
PANDA Helpline	Perinatal Anxiety & Depression Australia supports the mental health of parents and families during pregnancy and in their first year of parenthood. **1300 726 306** | https://www.panda.org.au
Suicide Call Back Service	24/7 service providing phone and online counselling to anyone who is feeling suicidal, worried about someone, caring for someone who is feeling suicidal or has lost someone to suicide. **1300 659 467** | https://www.suicidecallbackservice.org.au

MENTAL HEALTH SUPPORT SERVCES - FIRST NATIONS

If you or someone else is in immediate danger or has attempted to harm themselves or others, call Triple Zero (000) straight away.

13YARN	A 24/7 free and confidential crisis support line run by Aboriginal and Torres Strait Islander people, offering culturally safe support. **13 92 76** | https://www.13yarn.org.au
ACCHOs	Aboriginal Community Controlled Health Services links to local health services providing culturally appropriate mental health care. https://www.naccho.org.au
Brother to Brother Crisis Line	A 24/7 crisis line providing support for Aboriginal men dealing with relationship issues, family violence, parenting, or other challenges. **1800 435 799** | https://dardimunwurro.com.au/brother-to-brother-crisis-line/
Headspace Yarn Safe	A youth mental health service for Aboriginal and Torres Strait Islander people aged 12–25 years, offering culturally appropriate support online, in person and over the phone. https://headspace.org.au/yarn-safe
Thirrili	24/7 service providing support to Aboriginal and Torres Strait Islander peoples following suicide or other critical incidents involving fatality. **1800 805 801** | https://thirrili.com.au





MENTAL HEALTH SUPPORT SERVICES - LGBTIQA+

If you or someone else is in immediate danger or has attempted to harm themselves or others, call Triple Zero (000) straight away.

ACON	NSW's leading LGBTIQA+ health organisation, offering services in HIV prevention, sexual health, mental health, and community support. ACON also provides resources for trans and gender-diverse individuals. **1800 063 060** | https://www.acon.org.au
Beyond Blue – LGBTIQ+ Support	24/7 mental health support tailored to LGBTIQ+ individuals, including resources and counselling. **1300 22 4636** https://www.beyondblue.org.au/mental-health/LGBTIQ
QLife	A national free peer support and referral service for LGBTIQ+ people wanting to talk about sexuality, gender, bodies, feelings or relationships. **1800 184 527 (3pm–midnight daily)** https://qlife.org.au
Twenty10	Support for people across NSW who identify as LGBTIQA+. They provide a range of services, including mental health support, counselling, and social support as well as telephone support and webchat. **(02) 8594 9555 (1pm - 3pm, Tuesday - Friday)** https://twenty10.org.au





DIVERSITY & INCLUSION

We are committed to creating an inclusive learning environment where everyone feels safe, supported, and welcome, regardless of culture, background, gender, ability, age, or beliefs.

We support diversity and inclusion by:

- Providing culturally safe and accessible training spaces
- Offering reasonable adjustments for students with disability or additional needs
- Using inclusive language and teaching practices
- Celebrating differences and promoting respect among students and staff
- Ensuring zero tolerance for discrimination, harassment, or bullying
- Recognising and celebrating important cultural events, awareness days, and diversity initiatives throughout the year
- Welcoming students from all backgrounds, including Aboriginal and Torres Strait Islander peoples, LGBTIQA+ communities, and people from non-English speaking backgrounds.

How We Can Support You

We understand that every student brings unique cultural experiences, values, and traditions to their learning journey. Please let us know if you have specific cultural needs, such as:

- Time off for religious or spiritual observance
- Access to prayer spaces
- Adjustments to class schedules or assessments during periods like Ramadan or Holy Week
- Culturally appropriate communication styles or preferences.

We are committed to supporting you in a way that is respectful, inclusive, and responsive to your individual background and needs. Your culture matters, and we're here to make sure you feel welcome, safe, and supported throughout your studies.

OTHER SUPPORT SERVICES



We are committed to providing comprehensive support to ensure all students can successfully engage with their studies and achieve their goals.

Here are some links to external services that may support you during your studies. They cover topics like disability and aged care, health and wellbeing, legal help, grief and community services. This isn't a full list, so if you're not sure where to start, our Student Wellbeing Officer can help you find what you need.

Australian Red Cross	Humanitarian organisation that supports people affected by disaster, conflict and hardship. **1800 733 276** | https://www.redcross.org.au
Carer Gateway	Provides free counselling, practical support, respite care and information to help unpaid carers manage their caring responsibilities and wellbeing. **1800 422 737** | https://www.carergateway.gov.au
Cancer Council	Provides a wide range of support services for people affected by cancer, including information, emotional support, counselling, practical help (like transport and accommodation), financial and legal advice, and access to peer support groups. **13 11 20** | https://www.cancer.org.au/support-and-services
Cost of Living	A cost of living calculator on the Study Australia Website has been designed to assist prospective and current students in estimating their likely cost of living. https://costofliving.studyaustralia.gov.au

Dementia Australia	Offers free support services for people living with dementia, their families, and carers. **1800 100 500** (24/7 National Dementia Hotline) | https://www.dementia.org.au/get-support
Elder Abuse Phoneline	Free call phone number that automatically redirects callers seeking information and advice on elder abuse with the phone service in their state or territory. **1800 353 374**
Fair Work Ombudsman	Information about workplace rights, entitlements and protections. https://www.fairwork.gov.au
Food Services	Foodbank Australia **(02) 9887 4144** | https://www.foodbank.org.au OzHarvest **1800 108 006** | https://www.ozharvest.org
Grief Line	Griefline offers free, compassionate, and confidential support and resources to help you navigate grief. **1300 845 745 (8am - 8pm AEST, 7 Days)** | https://griefline.org.au
Legal Aid	Free legal advice and services. See the website for specific contact details for each State and Territory. https://nationallegalaid.org.au
Palliative Care NSW	Supports people with life-limiting illness and their families through physical, psychosocial, spiritual, and bereavement care. They provide support via community and virtual palliative care services, after-hours advice lines, specialist paediatric and adolescent care, volunteer programs, and education initiatives. **(02) 8076 5604** | https://palliativecarensw.org.au
Police Assistance Line	For non-urgent police assistance. **131 444**

Salvation Army	Provides support with housing, food relief, financial hardship, mental health, addiction recovery, family violence, employment, and community connection across Australia. **13 SALVOS (13 72 58)** | https://www.salvationarmy.org.au
Services Australia Social Work Services	Provides short-term counselling, information and referrals to support services for people experiencing personal or family crises, domestic and family violence, mental health concerns, thoughts of suicide or self-harm, natural disasters or a lack of personal support. https://www.servicesaustralia.gov.au/how-our-social-work-services-can-help?
Service NSW Savings Finder	Free tool designed to help NSW residents discover and access government rebates, vouchers, and discounts aimed at reducing the cost of living. **13 77 88** | In person at local Service NSW Centre. | https://www.service.nsw.gov.au/campaign/savings-finder
Sexual Health	Sexual Health and Relationships Education provides free sexual health and relationship education resources. https://share.ceh.org.au
The Translation and Interpreting Service	A free, 24/7 national interpreting service provided by the Department of Home Affairs, supporting people with limited English proficiency and helping agencies and businesses communicate effectively with non-English speaking clients. **131 450** | https://www.tisnational.gov.au
Vision Australia	Australia's leading provider of individualised services, technology, and resources for people with blindness and low vision. **1300 847 466** | https://www.visionaustralia.org
Work and Employment	JobActive - Australian Government employment service. **13 62 68** | https://www.workforceaustralia.gov.au

HOW TO ACCESS OUR SUPPORT SERVICES

Asking for Help

It's okay to ask for help, everyone needs support sometimes. Whether you're facing challenges with your studies, personal life, health, or wellbeing, please know that you're not alone. Support is available before, during, and after any difficulties you may experience.

We encourage you to reach out early. Don't wait until things feel overwhelming. Our team is here to listen, support you without judgement, and work with you to find the right solutions. Any personal information you share will be treated confidentially and with respect.

If you have additional learning needs or disability, we encourage you to let us know at enrolment, if you feel comfortable, so we can plan the right support from the start. However, you can also access our support services at any time throughout your course. This guide has outlined the range of support available to you as a student, providing a helpful starting point for accessing the assistance you may need throughout your course.



If you're unsure where to begin, **our Student Support Team is here to help guide you to the most appropriate support options that best suit your needs.**

Support is just a conversation away. Please do not hesitate to reach out.

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