# Student Support Services Guide

Welcome to your Student Support Services Guide. It explains the support available to you throughout your training—from enrolment through to course completion. Use it to find practical help, overcome challenges and make the most of your learning experience.

Adelaide Training and Employment Centre (ATEC) is here to support your learning and wellbeing. This guide explains the services we provide and connects you with trusted local and national organisations. You can use it whenever you need information, advice or extra support.

## 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.

If you are accessing this guide digitally, use the 'Find' function to find specific services or support topics instantly.

Each section of the guide is dedicated to a different area of support, such as training support services, specialised support for disabilities, flexible learning options, and more. Sections begin with a brief introduction about the available services and how they can benefit you.

Detailed descriptions include how to access each service, whom to contact, and any necessary steps or eligibility criteria. For digital users, clickable links are provided directly to service applications or more detailed online resources.

Local and national service information is provided with contact details and operational hours to ensure you can reach out at your convenience.

We encourage you to explore this guide thoroughly and use the support services available to enhance your learning experience.

If you have any questions or need further assistance, please do not hesitate to contact our Enquiries department.

**ATEC Enquiries**

**Phone:** 1300 112 832

**Email:** enquiries@atec.asn.au

## Emergency Contacts and Useful Links

Quick access to critical contact information and helpful online resources.

Keep this information handy for quick access in times of need. Your safety and wellbeing are our top priorities.

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| *Triple Zero (000)* | For immediate assistance from police, fire brigade, or ambulance services. |
| *Police Assistance Line* | For non-urgent police assistance.<br>131 444 |
| *1800 RESPECT* | 24/7 counselling and support for sexual assault and domestic violence.<br>1800 737 732 \| www.1800respect.org.au \| info@1800respect.org.au |
| *Australian Red Cross*<br>*1800 RED CROSS* | Emergency assistance and resources.<br>1800 733 276 \| www.redcross.org.au \| contactus@redcross.org.au |
| *Beyond Blue* | 24/7 support for anxiety, depression, and suicide prevention.<br>1300 22 4636 \| www.beyondblue.org.au \| info@beyondblue.org.au |
| *Fair Work Ombudsman* | Information and advice about workplace rights and obligations.<br>13 13 94 \| www.fairwork.gov.au \| info@fairwork.gov.au |
| *Headspace* | National youth mental health foundation.<br>1800 650 890 \| www.headspace.org.au \| headspace@headspace.org.au |
| *Kids Helpline* | 24/7 counselling service for young people aged 5 to 25.<br>1800 55 1800 \| www.kidshelpline.com.au \| counsellor@kidshelpline.com.au |
| *Lifeline Australia* | 24/7 crisis support and suicide prevention services.<br>13 11 14 \| www.lifeline.org.au \| info@lifeline.org.au |
| *National Legal Aid* | Free legal advice and services.<br>See the website for specific contact details for each State & Territory:<br>www.nationallegalaid.org/contact |
| *Poisons Information Centre* | 24/7 advice on the management of poisonings, bites, and stings.<br>13 11 26 \| www.poisonsinfo.nsw.gov.au \| info@poisonsinfo.nsw.gov.au |
| *Study Assist*<br>*Services Australia* | Information on Australian Government assistance for financing tertiary study.<br>13 24 90 \| www.studyassist.gov.au |
| *Suicide Call Back Service* | Telephone, video and online counselling to people 15 years and older who are affected by suicide.<br>1300 659 467 \| www.suicidecallbackservice.org.au |

## Support Services – Key Terms

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| *Access and Equity* | Principles guiding the provision of education that ensure all students, regardless of background or personal circumstances, have equal opportunity to achieve successful educational outcomes. |
| *Cultural Safety* | About the experience of the individual. It is an outcome based on respectful engagement that recognises and strives to address power imbalances inherent in society. |
| *Disability* | As defined under the Disability Discrimination Act 1992, this term encompasses any condition that impairs a person's physical, mental, or sensory abilities. These could include long-term conditions or temporary impairments. |
| *Inclusive Curriculum* | An approach to curriculum development that ensures educational content and delivery methods are designed to be accessible to all students, regardless of their abilities or disabilities. |
| *Mental Health* | A state of wellbeing that enables you to deal with what life throws at you. It is about feeling resilient, enjoying life and being able to connect with others |
| *Reasonable Adjustments* | Modifications or measures that are required to be made to allow students with a disability to participate in education on the same basis as other students. These adjustments are deemed 'reasonable' if they do not impose an undue hardship on the institution providing them. |
| *Wellbeing* | The health of the whole person – physical, mental, social and emotional. |

### Your Rights and What You Can Expect from ATEC

You have the right to access and participate in education and training, including if you have a disability. You may ask for reasonable adjustments so you can participate on the same basis as other students.

You also have the right to learn in an environment free from discrimination. This includes direct discrimination, such as being treated less favourably, and indirect discrimination, such as unreasonable requirements that disadvantage you.

***What you can expect from Adelaide Training & Employment Centre (ATEC)***

ATEC will consult with you about reasonable adjustments that may help you participate in training. Depending on your needs, adjustments may include changes to course delivery, learning materials or assessment methods, while still meeting course requirements.

You will not be discriminated against because of disability. This applies when you enrol and throughout your training, including access to facilities, participation in learning and assessment.

ATEC will work with you to identify suitable support and will explain the available options in clear, accessible language.

You can ask for an adjustment or raise a concern at any time, however we encourage you to disclose as early as you feel comfortable as the adjustment will need to be reviewed and cannot be implemented immediately. ATEC's policies explain how to request support and how to make a complaint if you believe you have experienced discrimination.

## How to Approach Services

Consider the following steps to find and access the right service for your needs.

1. *Identify Your Needs* — Determine the type of support you require, such as mental health services, financial aid, or legal advice.
2. *Research Services* — Use the provided list to identify the service that best fits your needs. Visit their website for more detailed information.
3. *Prepare Information* — Have relevant information ready when you contact the service, such as personal identification, details of your situation, and any specific questions you have.
4. *Contact the Service* — Use the contact details provided (phone, email, or website) to reach out to the service. For immediate assistance, phone contact is often the quickest method.
5. *Follow Instructions* — Follow any instructions given by the service provider, whether it's filling out forms, attending an appointment, or accessing online resources.
6. *Use Online Resources* — Many services offer online resources such as articles, videos, and self-help tools that you can access at any time. Make use of these materials to gain additional support.
7. *Seek Feedback* — After accessing a service, seek feedback if available. This can help improve your experience and ensure you receive the best support possible.
8. *Stay Informed* — Keep track of any follow-up actions or appointments and stay informed about the services you are using to ensure continuous support.

Remember that our Student Administration Team is available to assist you!

## General Support Services

You can access a range of practical services to help you participate in your course and work towards your goals. The following sections explain the support available and where to go for help.

If you are unsure which service is right for you, contact our Success and Wellbeing Services (SWS) team. We can talk through your needs and help you access appropriate support.

### Accommodation Assistance

ATEC recognises that secure and suitable accommodation is essential for students to focus on their studies and overall wellbeing. You can search for student accommodation across Australia at www.student.com/au.

**Residential Tenancy Support**

Tenancy support services are available across Australia.

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| *ACT* | Legal Aid ACT<br>www.legalaidact.org.au<br>(02) 6243 3411 |
| *NSW* | Tenants' Union of NSW<br>www.tenants.org.au<br>(02) 8117 3700 |
| *NT* | Darwin Community Legal Service<br>www.dcls.org.au<br>(08) 8982 1111 |
| *QLD* | Tenants Queensland<br>https://tenantsqld.org.au<br>1300 744 263 |
| *SA* | Adelaide Benevolent Society<br>https://adelaide.org.au<br>(08) 8223 7566 |
| *TAS* | Tenants' Union of Tasmania<br>https://tutas.org.au<br>(03) 6223 2641 |
| *VIC* | Tenants Victoria<br>https://tenantsvic.org.au<br>(03) 9416 2577 |
| *WA* | Tenancy WA<br>https://www.consumerprotection.wa.gov.au/renting-home<br>(08) 6263 8555 |

### 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

**Services for Homelessness**

Australian Red Cross

1800 733 276 | www.redcross.org.au/services/homelessness-services

## Financial Assistance

ATEC recognises that financial constraints can be a barrier to education and training. To support students in accessing and completing their studies, a range of financial assistance opportunities are available. These options can help with tuition fees, living expenses, study materials, and other associated costs.

You may be eligible for financial support through government-funded programs, including:

- Centrelink Student Payments – Payments such as Youth Allowance, Austudy, and ABSTUDY provide financial assistance to eligible students.
- Apprenticeship and Traineeship Support – Financial incentives are available for students undertaking apprenticeships and traineeships.

  **CITB Work Equipment Voucher**
  If you are an apprentice with a CITB number, you may be eligible for a $500 allowance to purchase workwear or equipment required for your apprenticeship.
  (08) 8172 9500
  https://citb.org.au/funding-programs/tool-voucher/

### Emergency and Hardship Assistance

If you face unexpected financial difficulty, you may be able to access:

- Student Hardship Grants – One-time financial support for students in crisis situations.
- Referral to External Support Services – Assistance in connecting with financial counselling and emergency relief programs.

Explore your options as early as possible because eligibility and application requirements vary. Contact the Success and Wellbeing Services team if you would like help finding suitable assistance or understanding how to apply.

## Food Services

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| *Foodbank Australia* | (02) 9887 4144<br>www.foodbank.org.au |
| *OzHarvest* | 1800 108 006<br>www.ozharvest.org |
| *Salvation Army Australia* | 13 SALVOS (13 72 58)<br>www.salvationarmy.org.au |
| *Second Bite* | 1300 263 283<br>https://secondbite.org/ |

## Legal Services

Access to legal services is essential for students who may encounter legal issues related to tenancy, employment, visas, consumer rights, discrimination, or other personal matters. Various legal aid services and community legal centres provide free or low-cost legal advice and representation across Australia.

**Legal Aid Offices**

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| *ACT* | www.legalaidact.org.au | 1300 654 314 |
| *NSW* | www.legalaid.nsw.gov.au | 1300 888 529 |
| *NT* | www.legalaid.nt.gov.au | 1800 019 343 |
| *QLD* | www.legalaid.qld.gov.au | 1300 651 188 |
| *SA* | www.lsc.sa.gov.au | 1300 366 424 |
| *TAS* | www.legalaid.tas.gov.au | 1300 366 611 |
| *VIC* | www.legalaid.vic.gov.au | 1300 792 387 |
| *WA* | www.legalaid.wa.gov.au | 1300 650 579 |

Students are encouraged to seek legal advice early to prevent issues from escalating. Free online legal information is also available via government and advocacy websites.

## Translation

The Translating and Interpreting Service (TIS National) helps students to access interpreting services.

(TIS) National has a phone interpreting service which is available 24 hours a day, every day of the year. The service is available to any individual or organisation in Australia.

131 450 | www.tisnational.gov.au

## Transport Assistance

Each Australian state and territory has a public transport system offering discounted travel for students. Students are encouraged to check their eligibility for concession fares and apply for relevant travel cards or passes. To access student concessions, students may need to:

1. Apply for a student transport card or concession card.
2. Provide proof of enrolment at a registered training provider.
3. Comply with any conditions related to the use of concession fares.

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| *SA* | https://www.adelaidemetro.com.au/ | 1300 311 108 |
| *QLD* | https://translink.com.au/ | 13 12 30 |

**ATEC Ottoway Bus Stop**

Bus stop no. 31G is located at the front of the site on Grand Junction Road, bus services are 254, 254X and 361.

**ATEC Lonsdale Train Station**

The Lonsdale Train Station is located approx. 400m from the site.

For students living in regional or remote areas, additional transport options may be available, including:

- Regional bus services connecting rural areas to major cities.
- Government-funded travel subsidies for eligible students.

Travel and accommodation allowance

If you are an apprentice or trainee and must travel more than 150 km to either ATEC Ottoway or Lonsdale requiring you to live away from home, you may qualify for travel allowance.

Contact Skills SA on 1800 673 097 or visit www.mytraining.skills.sa.gov.au for eligibility information.

## Work & Employment

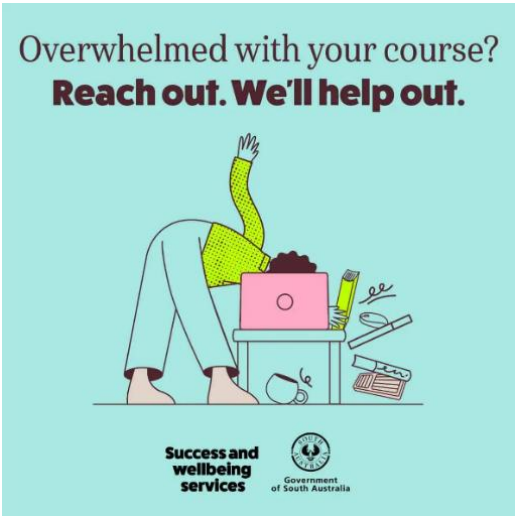
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| *JobActive* | Australian Government employment service.<br>1800 683 097 \| www.jobactive.gov.au<br>South Australian apprentices and trainees can contact the South Australian Skills Commission for help with training contracts, supervision, workplace concerns, complaints and dispute resolution. |
| *Apprenticeship Support Australia* | Provides South Australian apprentices and trainees with workplace mentoring, personal support and advice to help you stay on track.<br>1300 363 831 \| www.apprenticeshipsupport.com.au |
| *Queensland Apprenticeships Info* | Provides Queensland apprentices advice on training contracts, financial assistance, travel and accommodation allowances, workplace issues, disability support, LLND support and cancelled apprenticeships.<br>1800 210 210 \| https://www.qld.gov.au/education/apprenticeships/support |

## Success and Wellbeing Support Services

Your educational success and wellbeing are a priority at ATEC. Our dedicated team of Support and Wellbeing Coaches provides personalised assistance to help you overcome challenges, stay engaged in your studies and achieve your goals.

SWS is free support for every student, from the moment you enrol, through your studies, and for 12 weeks after you complete your course. SWS is designed to empower students through access to flexible, timely, and confidential support when you need it. We assign an experienced and dedicated Success and Wellbeing Coach to provide tailored support to help our students get back on track, and bring their goals within reach.

- Getting on top of your studies
- Organising access to Wi-Fi
- Overcoming a tricky situation with a training provider
- Paying course fees
- Balancing family and work commitments with study
- Dealing with a physical or mental health issue that's making it tough to study
- Finding suitable accommodation
- Connecting you with childcare options
- Exiting a situation of family and domestic violence
- Providing career advice to set you up for success while transitioning into work




And much more! For more information or to access these services, speak with your Trainer, Case Manager, or contact our SWS team directly using the contact details below:

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| Jess Linsell SWS Team Leader | Paul Seawell SWS Coach | Dianne Cooper SWS Coach |
| 0461 320 855 | 0499 721 488 | 0403 269 258 |
| jessl@atec.asn.au | pauls@atec.asn.au | diannec@atec.asn.au |

### Counselling Services

We understand that students may face a range of personal, career, and academic challenges during their studies. Our SWS team can provide counselling services designed to provide you with the support and guidance needed to navigate these challenges and achieve your goals.

*Career Counselling*

Get help with resume writing, interview preparation, and job search strategies to enhance your employability.

*MyFuture*

Career information and resources.

1800 227 337 | www.myfuture.edu.au | myfuture@esa.edu.au

For more information or to access these services, please contact our Success and Wellbeing Team.

## Mental Health

### Relaxation and Mindfulness

Relaxation and mindfulness techniques provide adult students with enhanced focus, reduced stress, and improved cognitive function, making learning more effective. By incorporating practices such as deep breathing, meditation, and guided imagery, students can improve concentration, memory retention, and emotional resilience. These techniques help manage academic pressure and anxiety, fostering a more positive and motivated approach to learning. Additionally, mindfulness supports better sleep, emotional regulation, and adaptability, ensuring students can balance their studies with work and personal responsibilities.

Beyond academic benefits, relaxation and mindfulness contribute to overall well-being by reducing physical stress symptoms like headaches and muscle tension, promoting better mental and physical health. Regular practice encourages a growth mindset, increasing perseverance and problem-solving skills. Simple strategies such as mindful breathing, journaling, and stretching help students stay engaged and motivated, ultimately enhancing their academic performance, emotional stability, and quality of life.

- Mindful breathing – Taking slow, deep breaths to calm the nervous system.
- Body scans – A technique that helps release physical tension and improve self-awareness.
- Journaling – Writing thoughts and reflections to process emotions and improve focus.
- Short meditation breaks – 5-10 minutes of guided meditation to reset the mind.
- Stretching or light exercise – Helps relieve physical tension and refresh the mind.

A large range of audio and video relaxation and mindfulness resources are available via Youtube:

www.youtube.com/results?search_query=Relaxation+and+Mindfulness

### Mental Health Crisis Support

Here's how you can get support across different states and territories in Australia.

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| *ACT* | Access Mental Health Line on 1800 629 354 |
| *NSW* | Mental Health Line on 1800 011 511 |
| *NT* | Mental Health Line on 1800 682 288 |
| *QLD* | 1300 MH CALL on 1300 642 255 |
| *SA* | Mental Health Triage Service on 13 14 65 |
| *TAS* | Mental Health Services Helpline on 1800 332 388 |
| *VIC* | Lifeline on 13 11 14<br>Beyond Blue on 1300 22 4636<br>Suicide Call Back Service on 1300 659 467 |
| *WA* | Mental Health Emergency Response Line<br>1300 555 788 (Metro) or 1800 676 822 (Peel) |

## Sexual Health

Sexual Health and Relationships Education provides free sexual health and relationship education resources.

https://share.ceh.org.au

### Volunteering

Volunteering is when you donate your time to help an organisation that supports people in need, or a cause that you care about. Volunteers do not receive a financial gain although costs such as transport can sometimes be recovered so that you are not out of pocket. Volunteering is a great way to build your skills and become job ready.

Research has found that people who volunteer have better mental wellness. One study found that those who volunteer report higher levels of satisfaction with their lives and health. According to Head to Health, volunteering can also reduce anxiety and depression.

Find out about volunteering opportunities near you via Volunteering Australia:

www.volunteeringaustralia.org

## Training Support Services

At ATEC, we understand that students have diverse needs and commitments. To accommodate these, we offer flexible scheduling and delivery options for our courses. Whether you are balancing work, family responsibilities, or other commitments, our flexible study options are designed to fit your lifestyle.

### Pre-Enrolment Materials

To assist prospective students in making informed decisions about their courses, our RTO provides detailed pre-enrolment materials. These materials include course outlines, entry requirements, career prospects and practical information about study modes and durations.

You can access these materials on our website https://atec.asn.au/, request them via email, or pick up physical copies from our reception at Ottoway or Lonsdale. Our receptionists are available to answer any queries you might have regarding your course options.

## Services for Students with Disabilities

ATEC is committed to providing an inclusive learning environment for all students, including those with disabilities. We offer a range of adaptive technologies, resources, and programs designed to support your learning experience and ensure you have equal access to educational opportunities.

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| *Assistive Technologies* | For students with visual impairments, we provide screen reading software and magnifiers to assist with accessing digital content.<br><br>Students with hearing impairments can use hearing aids and other assistive listening devices to enhance their auditory experience in the classroom.<br><br>For students who have difficulty with writing or typing, speech-to-text software is available to facilitate notetaking and assignment completion. |
| *Resources and Programs* | We ensure that all course materials are available in accessible formats, such as large print, and digital text.<br><br>One-on-one sessions with your trainer/case manager are available to provide targeted support tailored to your needs.<br><br>Our Head of Trades are available to assist with planning and implementing reasonable adjustments, ensuring you have the necessary accommodations to succeed. |
| *Learning Materials in Alternative Formats* | We are committed to making our courses accessible to all students, including those with disabilities.<br><br>If you require learning materials in alternative formats, such as large print, we are here to help. To request course materials in an alternative format, simply contact our Student Administration Team. We will work with you to ensure that you receive the materials you need in a timely manner.<br><br>By providing these options, we aim to support your learning and ensure that you have the resources necessary to succeed in your studies. |

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| *Australian Centre for Disability Law* | Legal advice and advocacy for people with disabilities.<br>1800 800 708 \| www.disabilitylaw.org.au \| info@disabilitylaw.org.au |
| *Australian Human Rights Commission* | Information on discrimination and rights.<br>1300 656 419 \| www.humanrights.gov.au \|<br>infoservice@humanrights.gov.au |
| *Disability Gateway* | Services and information for people with disabilities.<br>1800 643 787 \| www.disabilitygateway.gov.au \| DRC@dss.gov.au |
| *National Disability Insurance Scheme (NDIS)* | Support for Australians with a disability.<br>1800 800 110 \| www.ndis.gov.au \| enquiries@ndis.gov.au |

## External Support Services – Australia Wide

The services below can help with needs such as mental health, housing, legal advice, financial assistance and employment. Contact the Student Support Team if you would like help finding an appropriate local service.

*Choose the type of support you need, then use the contact details provided to speak directly with the service. If you are unsure where to start, ATEC can help you identify suitable options.*

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| **Apps** | |
| *Beyond Blue PACE* | A free app that helps you care for your mental health in simple, realistic ways<br>https://www.beyondblue.org.au/pace |
| *Beyond Now* | Suicide safety planning app<br>https://www.lifeline.org.au/get-help/support-toolkit/safety-planning |
| *Calm* | Mental health app designed to help you manage stress, sleep better, and live a happier life<br>https://www.calm.com/ |
| *Clearly Me* | Mental health app designed for teens aged 12-17 who are experiencing depressive symptoms or psychological distress<br>www.blackdoginstitute.org.au |
| *Habitica* | Free habit and productivity app that treats your life like a game. Habitica can help you achieve your goals to become happy and healthy<br>https://habitica.com/static/home |
| *Healthy Minds Program* | Free app designed by neuroscientists guides you step-by-step to improving your wellbeing with no ad interruptions<br>https://www.humin.org/wellbeing-tools/app |
| *How We Feel* | Free app created by scientists and therapists to help people better understand their emotions and find strategies to help them navigate their emotions in the moment<br>https://howwefeel.org/ |
| *I Am Sober* | Break bad habits, build new ones, and connect with others<br>https://iamsober.com/en/site/home |
| *Smiling Mind* | Free mindfulness and meditation app developed to support mental wellbeing for all ages, from children to adults<br>https://www.smilingmind.com.au/smiling-mind-app |
| **Support Services Directories** | |
| *Ask Izzy* | Website that connects people in need with housing, a meal, financial help, family violence support, counselling and much more<br>www.askizzy.org.au |
| **LGBTIQA+SB** | |
| *Bfriend* | Supports anyone who has questions about their sexuality, gender identity and intersex variations, and their loved-ones. Services include peer support and community connections<br>(08) 8202 5980<br>https://www.unitingcommunities.org/service/community-support/lgbtiqa-support |
| *Black Rainbow* | A national Indigenous peak body for Aboriginal and Torres Strait Islander LGBTIQ+SB/Queer people |

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| | https://blackrainbow.org.au/ |
| *Interlink* | Provides specialised mental health and wellbeing support for people with innate variations of sex characteristics and their families nationwide.<br>07 3017 1724<br>https://ilink.net.au/ |
| *LGBTIQ+ Health Australia* | National peak body for health and wellbeing for LGBTIQ+ SB people, offering resources, policy advocacy, and program information.<br>02 7209 6301<br>https://www.lgbtiqhealth.org.au/ |
| *Qlife* | Provides anonymous and free LGBTIQ+ peer support and referral for people wanting to talk about sexuality, gender, bodies, feelings or relationships<br>1800 184 527<br>https://qlife.org.au/ |
| **Gambling Support** | |
| *Gambling Online* | Extensive gambling support information and services including a free chat and email counselling and support services<br>1800 858 858<br>www.gamblingonline.org.au |
| **Mental Health & Wellbeing** | |
| *Access Health Online* | 10 bulk billed psychology sessions each year with a valid 'Mental Health Care Plan'<br>https://www.accesshealthonline.com.au/ |
| *Anglicare SA Suicide Prevention Services* | Free, specialised support to individuals who have attempted suicide or are experiencing suicidal thoughts<br>1300 659 467<br>www.suicidecallbackservice.org.au |
| *Embrace Multicultural Mental Health* | Provides multicultural communities with access to resources, links to services and translated information on mental health<br>https://embracementalhealth.org.au/ |
| *Lived Experience Telephone Support Service (LETSS)* | After hours mental health support for anyone experiencing mental health conditions<br>1800 013 755<br>https://letss.org.au/ |
| *Lives Lived Well* | Free integrated mental health and wellbeing supports and services for families and their children<br>1300 727 957<br>https://www.liveslivedwell.org.au/ |
| *The Men's Table* | A free, community-built men's mental health and suicide prevention initiative. Meet over a meal in a private venue to talk, listen and share highs and lows in a safe space<br>1800 636 782<br>www.themenstable.org |
| *Remote Therapy* | Bulk billed psychological services. Australians have access to 10 free appointments annually via Medicare<br>(07) 3053 8895<br>https://www.remotetherapy.com.au/ |
| *SANE Australia* | SANE is for people with recurring, persistent or complex mental health issues and trauma, and for their families, friends and communities<br>1800 187 263<br>www.sane.org |

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| *Supporting Survivors of Torture & Trauma (sttars)* | Supports people from culturally diverse backgrounds to achieve better mental health and wellbeing<br>(08) 8206 8900<br>https://www.sttars.org.au/ |
| *WellMob* | Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islanders<br>(08) 6304 6336<br>https://wellmob.org.au/ |
| **Neurodivergence** | |
| *Autism SA Infoline* | Infoline is Autism SA's key entry point for people seeking non-clinical information, guidance and support related to autism<br>1300 288 476<br>https://autismsa.org.au/ |
| *ADHD Helpline* | ADHD counselling, screening, online support groups, psychological services, resources and information<br>https://adhdfoundation.org.au/helpline<br>1300 393 919 |
| *Amaze Autism Connect* | Free, confidential Autism information. Autism connect is open from 8am to 7pm, Monday to Friday<br>1300 308 699<br>https://www.amaze.org.au/autismconnect/ |

External Support Services - South Australia

**Support Service Directories**

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| *SA Community* | Comprehensive list of South Australian resources and support groups<br>1300 731 844<br>www.sacommunity.org |
| *SA Health* | Alphabetical list of South Australian health services<br>(08) 8226 6000<br>www.sahealth.sa.gov.au |
| *Affordable SA* | Resource hub for affordable and social services including food, housing, finances, mental health and more<br>https://www.affordablesa.com.au/ |
| *Relationships Australia* | Community based organisation that provides support services to help people build and maintain positive, respectful relationships<br>1300 364 277<br>https://www.rasa.org.au/ |
| **Cost of Living** | |
| *Concession Finder* | List of concessions available to South Australians on low to fixed incomes<br>https://www.sa.gov.au/topics/care-and-support/concessions/concession-finder |
| *Cost of Living Concession* | The Cost of Living Concession is a yearly payment to help tenants and homeowners on low or fixed incomes with their general living expenses, such as council rates, energy and medical bills<br>1300 307 758<br>www.sa.gov.au |
| *UnitingSA Youth Support* | UnitingSA supports young people aged 10 to 25 with advocacy, community connection, practical life skills, literacy support and pathways back into learning, training or employment. Its URBAN Youth program provides group programs, case management and outreach support across metropolitan Adelaide.<br>1800 714 051<br>www.unitingsa.com.au |
| *Youth Options* | Youth Options supports young South Australians experiencing disadvantage through mentoring, advocacy, case management, social and emotional learning, skill development and work-readiness programs. Support is also available for young people living with disability or learning difficulties. |
| **Disability Services** | |
| *Adult Safeguarding Unit* | Responds to reports of abuse of adults living with a disability, as well as elder abuse<br>1800 372 310<br>https://dhs.sa.gov.au/how-we-help/ageing-well/support-for-adult-safety-and-wellbeing/about-the-adult-safeguarding-unit |
| *Advocacy for Disability Access and Inclusion* | Provides advocacy support for a person and their families living with disability to have a voice in decisions that affect their life<br>(08) 8340 4450<br>https://advocacyfordisability.org.au/ |
| *Disability Advocacy and Complaints Service of South Australia (DACSSA)* | Offers free, independent information, support, and individual advocacy for people with disabilities, their families and carers across Adelaide and regional SA<br>(08) 7122 6030<br>https://dacssa.org.au/ |
| *Adult Safeguarding Unit* | Responds to reports of abuse of adults living with a disability, as well as elder abuse<br>1800 372 310<br>https://dhs.sa.gov.au/how-we-help/ageing-well/support-for-adult-safety-and-wellbeing/about-the-adult-safeguarding-unit |

**Drug and Alcohol Support**

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| *Thorne Harbour* | Culturally safe alcohol and drug treatment service for the LGBTIQ+ community<br>1800 134 840<br>https://www.thorneharbour.org/ |
| *Know Your Options* | A South Australian resource providing information, support and service directory for people dealing with drug and alcohol problems<br>1300 13 1340<br>www.knowyouroptions.sa.gov.au |
| *StreetLink Drug & Alcohol Services* | Free, confidential health and wellbeing support for adults facing homelessness<br>(08) 8202 5950<br>StreetlinkPlus@unitingcommunities.org |
| *Yarrow Place* | Inclusive 24/7 rape and sexual assault service helping people over 16 years and older<br>1800 817 421 (Toll-free in SA)<br>www.yarrowplace.sa.gov.au |

**Food Services**

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| *The Food Centre* | Provides affordable groceries, clothing and household goods and social interaction through the Grocery Shop, Mel's Op Shop and Arnolds Place Café. The Centre is also a No Interest Loan Scheme (NILS) provider that has no fees, no charges and no interest<br>(08) 8262 7345<br>https://thefoodcentre.com.au/ |

**Gambling Support**

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| *Gambling Harm Support SA* | Gambling Harm Support works on initiatives that focus on reducing harm associated with gambling. This includes prevention, early support, counselling, and treatment for people affected by gambling. Support is available to all individuals<br>1800 858 858<br>www.gamblingharmsupport.sa.gov.au |

**Homelessness Support**

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| *Homeless Connect SA* | This 24-hour, 7 day a week service will assess your situation and work with you to find the best option to suit your needs<br>1800 003 308<br>https://www.homelessconnectsa.org/ |
| *St John's Youth Services* | St John's Youth Services supports young people in metropolitan Adelaide who are experiencing or at risk of homelessness. Its services include crisis and medium-term accommodation, tenancy support, independent-living skills and pathways into education, training and employment<br>(08) 8359 2989<br>https://www.stjohnsyouthservices.org.au/ |

**Legal Advice**

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| *Aboriginal Legal Rights Movement* | Free legal assistance dedicated to Aboriginal people across the state<br>1800 643 222<br>https://www.alrm.org.au/ |
| *Community Legal Centres South Australia* | Provides free legal advice and assistance relating to family law, minor criminal matters, womens legal, neighbourhood issues, debt and understanding your rights<br>1300 860 529<br>https://www.clcsa.org.au/ |

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| *JusticeNet SA* | Connects individuals with pro bono lawyers, provides legal assistance for refugees seeking judicial review, help for self-represented litigants in the Federal Court and legal assistance for people experiencing homelessness<br>(08) 8410 2280<br>https://justicenet.org.au/ |
| *Women's Legal Service* | Provides free legal services and assistance to women of South Australia<br>(08) 8231 8929<br>https://www.wlssa.org.au/ |
| **Sexual Health** | |
| *Adelaide Sexual Health Centre* | Offers free and confidential testing, diagnosis and treatment of sexually transmitted infections (including HIV), whether you have a Medicare card or not<br>7117 2800<br>https://www.calhn.sa.gov.au/adelaide-sexual-health-centre |

External Supports - Queensland

### Apps

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| *Apprenticeships Info* | Queensland apprentices only. A free app providing instant answers to questions, a digital card and important contacts and services<br>https://www.qld.gov.au/education/apprenticeships/advice/support/helpline/app |
| Podsquad | Podsquad is a free, play-based wellbeing app for children aged 5-12 years and their families, designed to support health habits in nutrition, physical activity and sleep<br>https://hw.qld.gov.au/podsquad/ |

### Support Service Directories

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| *Queensland Mental Health Commission* | Provides a list of support services focused around mental health and wellbeing<br>https://www.qmhc.qld.gov.au/<br>1800 595 212 |

### Emergency Relief

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| Emergency Relief Program | The Emergency Relief Program provides support to Queenslanders in financial crisis and provides access to items such as food vouchers, transport and essential items through the provision of food parcels or hampers<br>www.qld.gov.au |

### Homelessness Support

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| *Queensland Housing Service Finder* | Connects people with housing, homelessness and domestic and family violence services; general assistance is available<br>13 74 68<br>https://www.housing.services.qld.gov.au/ |
| *Homelessness Hotline* | 24 hours a day, 7 days a week phone information and referral service for people who are experiencing homelessness or housed but are at risk of homelessness<br>1800 474 753<br>https://www.qld.gov.au/housing/emergency-temporary-housing/homeless-persons-information-qld |

### Disability Services

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| *Disability Advocacy Pathways* | Free, statewide referral to independent disability advocacy, including specialist and regional services<br>1800 130 582<br>https://disabilitypathways.org.au/ |

**Legal Advice**

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|---|---|
| *Community Legal Centres Queensland* | Connects vulnerable clients with free community legal information, advice, referrals and advocacy<br>(07) 3392 0092<br>https://www.clcq.org.au/ |

**LGBTIQ+SB**

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| *Diverse Voices* | Provides Australia-Wise anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues<br>1800 184 527<br>https://www.diversevoices.org.au/ |
| *Queensland Council for LGBTI Health* | QI is a non-profit, communities-based organisation that provides a full suite of programs, campaigns, advocacy and services that enhance the health and wellbeing of the QLD queer community<br>https://www.qc.org.au/<br>07 3017 1777 |

**Community Support**

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|---|---|
| *Inala Wangarra* | Culturally appropriate community programs and support for Aboriginal and Torres Strait Islander people<br>(07) 33920092<br>https://www.clcq.org.au/ |

**Drugs and Alcohol**

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|---|---|
| *Nunkuwarrin Yunti* | Culturally appropriate treatment interventions to Aboriginal and Torres Strait Islander people with complex substance abuse<br>1300 131 340<br>www.nunku.org.au |

## Scholarships

Scholarships may help with study costs. Depending on availability and eligibility, these may include:

- Merit-Based Scholarships – Awarded based on academic achievement, industry skills, or leadership qualities.
- Equity Scholarships – Designed to support students from disadvantaged backgrounds, including those with disabilities, financial hardship, or who are First Nations students.
- Industry and Employer-Sponsored Scholarships – Some industries and employers offer scholarships to students in specific fields of study.
- Rural and Regional Scholarships – Targeted support for students from rural and remote areas to help with relocation and study costs.

## More Information & Support

### National Student Ombudsman

The National Student Ombudsman (NSO) works with students and higher education providers to resolve student complaints. The NSO is independent and impartial with powers to investigate a broad range of issues, such as student safety and welfare, including gender-based violence.

1300 395 775 | www.nso.gov.au

### Feedback and Updates

***Providing Feedback***

We value your input and encourage all students to provide feedback on this guide and the support services offered by our RTO. Your insights help us improve and ensure that we meet your needs effectively. Here's how you can provide feedback:

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| *In-Person* | Share your feedback directly with any of our Student Administration Team, or your trainer/case manager during office hours. We are always happy to listen to your suggestions and discuss any concerns you may have. |
| *Email* | Send your feedback directly to us at compliance@atec.asn.au. Please include "Support Services Feedback" in the subject line to help us address your feedback promptly. |
| *Online Feedback Form* | Visit our website and complete the online feedback form specifically designed for gathering your comments and suggestions about the support services and this guide.<br>www.atec.asn.au/feedback-and-complaints |

By providing feedback and staying informed about updates, you can help us maintain a high standard of support services and ensure that this guide continues to be a valuable resource for all students.

## Glossary

By familiarising yourself with the following terms, you can better understand the range of support services available to you and how to access them effectively.

If you have any questions or need further assistance, please reach out to our Student Administration Team.

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| *Access and Equity* | Principles ensuring that all learners, regardless of their background or personal circumstances, have equal access to education and training opportunities. |
| *Adjustment* | A measure or action taken to assist a student with a disability to participate in education and training on the same basis as other students. |
| *Alternative Formats* | Educational resources provided in formats accessible to students with disabilities, such as large print, audio, or Braille. |
| *Counselling Services* | Support services offering personal, career, and academic counselling to assist students in managing various aspects of their lives and education. |
| *Disability* | A physical or mental condition that limits a person's movements, senses, or activities. The definition includes total or partial loss of bodily functions, presence of disease-causing organisms, malfunction or disfigurement of body parts, learning disorders, and mental health conditions. |
| *Disability Standards for Education 2005* | Guidelines formulated under the *Disability Discrimination Act 1992* to ensure students with disabilities can access and participate in education on the same basis as other students. |
| *Inclusive* | Design and delivery that ensures all students, including those with disabilities, can participate fully and achieve learning outcomes. |
| *Language, Literacy, Numeracy & Digital Literacy (LLND) Programs* | Programs designed to support the development of essential foundational skills in language, literacy, and numeracy. |
| *Reasonable Adjustment* | Modifications or accommodations made to enable students with disabilities to participate in education and training on the same basis as other students. Adjustments must balance the needs of the student with the interests of other parties affected. |
| *Student Support Services* | Services provided to help students succeed in their studies, including academic, personal, and career support. |
| *Training Support Services* | Services and resources to support individual students to meet training product requirements and complete the training product in which they are enrolled. |
| *Unjustifiable Hardship* | A situation where providing an adjustment would impose significant difficulty or expense on an education provider, making it unreasonable to implement the adjustment. |
| *Wellbeing Support Services* | Services aimed at supporting the mental and physical health of students, including stress management workshops and fitness programs. |