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.

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

Support Services – Key Terms

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.

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

Foodbank Australia	(02) 9887 4144 www.foodbank.org.au
OzHarvest	1800 108 006 www.ozharvest.org
Salvation Army Australia	13 SALVOS (13 72 58) www.salvationarmy.org.au
Second Bite	1300 263 283 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

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.

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

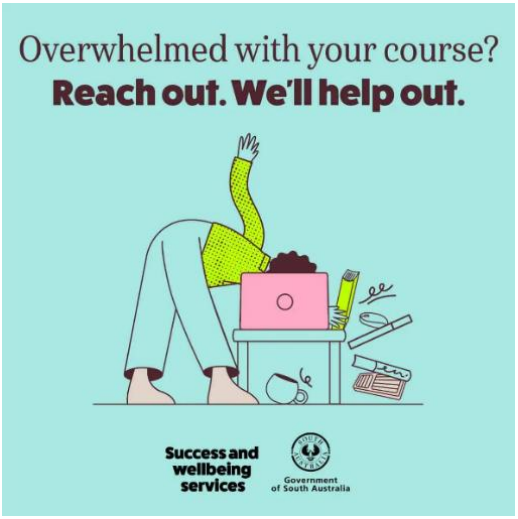
JobActive	Australian Government employment service. 1800 683 097 | www.jobactive.gov.au South Australian apprentices and trainees can contact the South Australian Skills Commission for help with training contracts, supervision, workplace concerns, complaints and dispute resolution.
Apprenticeship Support Australia	Provides South Australian apprentices and trainees with workplace mentoring, personal support and advice to help you stay on track. 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. 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:

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.

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 Beyond Blue on 1300 22 4636 Suicide Call Back Service on 1300 659 467
WA	Mental Health Emergency Response Line 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.

Assistive Technologies

For students with visual impairments, we provide screen reading software and magnifiers to assist with accessing digital content.

Students with hearing impairments can use hearing aids and other assistive listening devices to enhance their auditory experience in the classroom.

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.

One-on-one sessions with your trainer/case manager are available to provide targeted support tailored to your needs.

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.

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.

By providing these options, we aim to support your learning and ensure that you have the resources necessary to succeed in your studies.

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 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 a disability. 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.

Apps

Beyond Blue PACE	A free app that helps you care for your mental health in simple, realistic ways https://www.beyondblue.org.au/pace
Beyond Now	Suicide safety planning app 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 https://www.calm.com/
Clearly Me	Mental health app designed for teens aged 12-17 who are experiencing depressive symptoms or psychological distress 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 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 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 https://howwefeel.org/
I Am Sober	Break bad habits, build new ones, and connect with others 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 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 www.askizzy.org.au

LGBTIQA+

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 (08) 8202 5980 https://www.unitingcommunities.org/service/community-support/lgbtiqa-support
Qlife	Provides anonymous and free LGBTIQ+ peer support and referral for people wanting to talk about sexuality, gender, bodies, feelings or relationships 1800 184 527 https://qlife.org.au/

Mental Health & Wellbeing

Access Health Online	10 bulk billed psychology sessions each year with a valid 'Mental Health Care Plan' https://www.accesshealthonline.com.au/
Anglicare SA Suicide Prevention Services	Free, specialised support to individuals who have attempted suicide or are experiencing suicidal thoughts 1300 659 467 www.suicidecallbackservice.org.au
Embrace Multicultural Mental Health	Provides multicultural communities with access to resources, links to services and translated information on mental health https://embracementalhealth.org.au/
Lived Experience Telephone Support Service (LETSS)	After hours mental health support for anyone experiencing mental health conditions 1800 013 755 https://letss.org.au/
Lives Lived Well	Free integrated mental health and wellbeing supports and services for families and their children 1300 727 957 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 1800 636 782 www.themenstable.org
Remote Therapy	Bulk billed psychological services. Australians have access to 10 free appointments annually via Medicare (07) 3053 8895 https://www.remotetherapy.com.au/

Supporting Survivors of Torture & Trauma (sttars)	Supports people from culturally diverse backgrounds to achieve better mental health and wellbeing (08) 8206 8900 https://www.sttars.org.au/
WellMob	Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islanders (08) 6304 6336 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 1300 288 476 https://autismsa.org.au/
ADHD Helpline	ADHD counselling, screening, online support groups, psychological services, resources and information https://adhdfoundation.org.au/helpline 1300 393 919
Amaze Autism Connect	Free, confidential Autism information. Autism connect is open from 8am to 7pm, Monday to Friday 1300 308 699 https://www.amaze.org.au/autismconnect/

External Support Services - South Australia

Support Service Directories

SA Community	Comprehensive list of South Australian resources and support groups 1300 731 844 www.sacommunity.org
SA Health	Alphabetical list of South Australian health services (08) 8226 6000 www.sahealth.sa.gov.au
Affordable SA	Resource hub for affordable and social services including food, housing, finances, mental health and more https://www.affordablesa.com.au/
Relationships Australia	Community based organisation that provides support services to help people build and maintain positive, respectful relationships 1300 364 277 https://www.rasa.org.au/

Cost of Living

Concession Finder	List of concessions available to South Australians on low to fixed incomes 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 1300 307 758 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. 1800 714 051 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 1800 372 310 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 (08) 8340 4450 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 (08) 7122 6030 https://dacssa.org.au/
Adult Safeguarding Unit	Responds to reports of abuse of adults living with a disability, as well as elder abuse 1800 372 310 https://dhs.sa.gov.au/how-we-help/ageing-well/support-for-adult-safety-and-wellbeing/about-the-adult-safeguarding-unit

Drug and Alcohol

Thorne Harbour	Culturally safe alcohol and drug treatment service for the LGBTIQ+ community 1800 134 840 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 1300 13 1340 www.knowyouroptions.sa.gov.au
StreetLink Drug & Alcohol Services	Free, confidential health and wellbeing support for adults facing homelessness (08) 8202 5950 StreetlinkPlus@unitingcommunities.org
Yarrow Place	Inclusive 24/7 rape and sexual assault service helping people over 16 years and older 1800 817 421 (Toll-free in SA) www.yarrowplace.sa.gov.au

Food Services

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 (08) 8262 7345 https://thefoodcentre.com.au/
Homelessness Support	
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 1800 003 308 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 (08) 8359 2989 https://www.stjohnsyouthservices.org.au/
Legal Advice	
Aboriginal Legal Rights Movement	Free legal assistance dedicated to Aboriginal people across the state 1800 643 222 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 1300 860 529 https://www.clcsa.org.au/
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 (08) 8410 2280 https://justicenet.org.au/
Women's Legal Service	Provides free legal services and assistance to women of South Australia (08) 8231 8929 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 7117 2800 https://www.calhn.sa.gov.au/adelaide-sexual-health-centre

External Supports - Queensland

Apps

Apprenticeships Info	Queensland apprentices only. A free app providing instant answers to questions, a digital card and important contacts and services 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 https://hw.qld.gov.au/podsquad/

Support Service Directories

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

Emergency Relief

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 www.qld.gov.au

Homelessness Support

Queensland Housing Service Finder	Connects people with housing, homelessness and domestic and family violence services; general assistance is available 13 74 68 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 1800 474 753 https://www.qld.gov.au/housing/emergency-temporary-housing/homeless-persons-information-qld

Disability Services

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

Legal Advice

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

Community Support

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

Drugs and Alcohol

Nunkuwarrin Yunti	Culturally appropriate treatment interventions to Aboriginal and Torres Strait Islander people with complex substance abuse 1300 131 340 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:

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. 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.

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.