

Support Services

Safety Corp's policy and procedures relating to fees, refunds and Safety Corp Pty Ltd, Registered Training Organisation (RTO) 91694 has a commitment to determine the support needs of students and provide access to education and support services as necessary to assist students meet the requirements of the course they are enrolled in.

Support services may include but not limited to the following:

- At enrolment, students are requested to advise if they have any disability, physical or other impairments which may affect their ability to successfully complete the course. Students are encouraged to discuss their special needs with Safety Corp's trainers and/or the Student Support Officer
- traineeship induction
- identify student's skills language, literacy and numeracy (LLN) skills
- reasonable adjustments to training and assessment methods to cater for students with special needs
- study support and study skills program
- language, literacy and numeracy (LLN) programs or referrals to these programs
- providing equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity principles
- use of trained support staff including specialist trainers, note-takers and interpreters
- the provision of learning materials in alternative formats

Please contact your trainer or Safety Corp's Student Support Officer on 1300 799 190 for a confidential discussion regarding support services you require to assist with completing your course.

Below is a range of public services available which can be accessed directly.

Alcohol and other drugs		
Name of Organisation	Description of Services	Contact details / website link to obtain information
Australian Government. Department of Health and Ageing	Information on alcohol-related health, science and news provided by the Australian Government with useful links and websites.	https://www.health.gov.au/topics/alcohol
Drug Info Clearinghouse	Online library on drug and alcohol-related information and resources, including useful fact sheets.	http://www.druginfo.adf.org.au
DirectLine	Turning Point's statewide telephone services network operates 24 hours, seven days. Trained counsellors provide information and referral to the public and to health professionals.	PH: 1800 888 236

Counselling Online	Counselling Online is a service where you can communicate with a professional counsellor about an alcohol or drug related concern using text interaction. This service is free for anyone seeking help with their own drug use or the drug use of a family member, relative or friend. Counselling Online is available 24 hours a day, 7 days a week.	http://www.counsellingonline.org.au
Anger Management		
Australian Psychological Society	Tip sheet about anger problems and strategies for managing anger.	http://www.psychology.org.au/publications/tip_sheets/anger/
Mental Help Net	Detailed information about a variety of topics and suggestions for anger management.	http://www.mentalhelp.net
Mood Juice	Information and a comprehensive self help guide to assist people to understand anger, its causes and ways to better manage anger problems.	http://www.modjuice.scot.nhs.uk

Anxiety		
Name of Organisation	Description of Services	Contact details / website link to obtain information
Reach Out	Support services for depression and anxiety	https://au.reachout.com/
Beyond Blue	An Australian website providing detailed information on a range of mental health issues, as well as providing links with other useful sites.	http://www.beyondblue.org.au
Clinical Research Unit for Anxiety and Depression (CRUFAD)	Information and self-help material available from this site provided by St. Vincent's Hospital and The University of New South Wales.	http://www.crufad.org
Macquarie University Anxiety Research Unit (MUARU)	Specialist clinical unit based at Macquarie University provides treatment programs and information on anxiety related disorders.	http://www.psy.mq.edu.au/MUARU
Panic, Anxiety, Depression and Tranquilliser Dependency (RECONNEXION)	Victorian based counselling service providing information and useful links about anxiety and depression.	http://www.reconnexion.org.au
SANE Australia	Operates a Helpline, website and provides information for people affected by a mental illness, their families and friends.	http://www.sane.org
Bipolar Disorder		
Black Dog Institute	A clinical, research and educational facility whose website provides information on the diagnosis, treatment and getting assistance for depression and bipolar disorder.	http://www.blackdoginstitute.org.au/
Depression and Bipolar Support Alliance: DBSA	In-person and online support groups give people living with depression and bipolar disorder a safe, welcoming place to share experiences, discuss coping skills, and offer each other hope.	https://www.dbsalliance.org/

SANE Australia	Operates a Helpline, website and provides information for people affected by a mental illness, their families and friends.	http://www.sane.org
Culturally and Linguistically Diverse (CALD)		
Dept of Health and Aged Care	Find services that offer drug and/or alcohol support and treatment options.	https://www.health.gov.au/our-work/drug-help
Multicultural HIV/AIDS and Hepatitis Service	Information about HIV/AIDS, Hepatitis C, other sexual health issues and options for further support.	http://www.multiculturalhivhepc.net.au
Embrace Multicultural Mental Health	Information on mental health translated into different languages and links to culturally relevant mental health services.	https://www.embracementalhealth.org.au/
Multicultural Problem Gambling Service for NSW	GambleAware Providers will offer community engagement, support, counselling and treatment to people experiencing gambling harm and those negatively affected by other people's gambling.	Click here
NSW Refugee Health Service	A range of clinical services and medical assessments for recently arrived refugees and asylum seekers.	https://www.swslhd.health.nsw.gov.au/refugee/#/
Transcultural Mental Health Centre	Provision of comprehensive multicultural mental health information in community languages, links to transcultural services and access to information on resources, publications and research.	https://www.dhi.health.nsw.gov.au/transcultural-mental-health-centre
Service for the Rehabilitation of Torture and Trauma Survivors (STARTTS)	Information, education, assessment and counselling for refugees who have been exposed to torture and trauma.	http://www.startts.org
Translating and Interpreting Service (TIS)	The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.	Ph: 13 14 50

Depression		
Name of Organisation	Description of Services	Contact details / website link to obtain information
Beyond Blue	An Australian website providing detailed information on a range of mental health issues, as well as providing links with other useful sites.	http://www.beyondblue.org.au
Black Dog Institute	A clinical, research and educational facility whose website provides information on the diagnosis, treatment and getting assistance for depression and bipolar disorder.	http://www.blackdoginstitute.org.au/
BluePages	Provides information about the prevention and treatment of depression as well as other links.	http://www.bluepages.anu.edu.au

Clinical Research Unit for Anxiety and Depression (CRUFAD)	Information and self-help material available from this site provided by St. Vincent's Hospital and The University of New South Wales.	http://www.crufad.org
Reach Out	Support services for depression and anxiety	https://au.reachout.com/
MoodGYM	An interactive web-based Cognitive Behavioural Therapy (CBT) program that helps people identify problem emotions and develop skills for preventing and managing depression.	http://www.moodgym.anu.edu.au
Panic, Anxiety, Depression and Tranquilliser Dependency (RECONNEXION)	Victorian based counselling service providing information and useful links about anxiety and depression.	http://www.reconnexion.org.au
SANE Australia	Operates a Helpline, website and provides information for people affected by a mental illness, their families and friends.	http://www.sane.org
Domestic and Family Violence / Relationships		
Law Access NSW	Legal aid in NSW	https://www.legalaid.nsw.gov.au/
Reach Out	Fact sheets about a variety of relationship issues.	http://www.reachout.com.au
1800RESPECT	National Sexual Assault, domestic family violence counselling services	Ph: 1800 737 732 (24 hours) https://www.1800respect.org.au/violence-and-abuse/domestic-and-family-violence/
Domestic Violence Line (NSW)	NSW Government website containing information on domestic violence	Ph: 1800 65 64 63 (24 hours) http://www.domesticviolence.nsw.gov.au/home
Relationships Australia	Information on services provided by Relationships Australia as well as information on a range of relationship topics.	http://www.relationships.com.au

Study Skills - Language, Literacy, Numeracy and Digital		
University of Melbourne	Useful learning resources	http://www.services.unimelb.edu.au/llsu/resources/index.html
Reading Writing Hotline	Referral service for adult literacy and numeracy Student resources (reading, spelling, workplace writing, academic reading)	Ph: 1300 655 506 https://www.readingwritinghotline.edu.au/
Skillswise	English and maths for adults	http://www.bbc.co.uk/skillswise/english
LLN Videos	Workplace literacy and numeracy videos	http://www.ideasthatwork.com.au/lln/introduction-to-workplace-literacy-and-numeracy/
		https://www.youtube.com/playlist?list=PLvidlZBmftgmPoubqdYkIJTF1WuhKNhxB
SEE Program (Govt)	<p>The SEE Program is delivered by Registered Training Organisations located all around Australia. Training is delivered in all capital cities as well as many regional centres and remote communities.</p> <p>For those without access to a provider site due to geographical distance or other barriers, distance learning is available anywhere in Australia through specialised providers including MTC Australia, TAFE NSW and TAFE SA.</p>	https://www.dewr.gov.au/skills-education-and-employment/see-providers
Be Connected	Free online learning. Build your digital skills, confidence and safety online with our free learning content and computer classes.	https://beconnected.esafety.gov.au/