



## D007-04 Student Support List

Type of Service	Service Provider	Norgrove Training or External	Description	Cost	Contact Number and Staff Name (where applicable)
<b>Learner Support Services</b>  <u>Students eligible for learner support services are those who are studying a qualification on the Skills for South Australia Subsidised Training List (including trainees and apprentices), and have complex support needs interfering with their studies</u>		External	This service addresses complex issues that may impact on living, learning and transition and provides: <ul style="list-style-type: none"><li>• Course and career counselling</li><li>• Internal (within the RTO) liaison and advocacy</li><li>• Internal and external referral and advocacy (health, housing, legal, Centrelink/job active/DES)</li><li>• In-class and study skill support</li><li>• Personal and peer support; and</li><li>• Assistance with vocational placements</li></ul>	Free, funded by SA gov	Inter-skills – please speak to Norgrove Training’s RTO Manager who will make the referral
<b>Language/Literacy/Numeracy</b>	<i>Australian Dyslexia Association</i>	External	Assistance for people with Dyslexia		dyslexia.association@gmail.com
	<i>Reading Writing Hotline</i>	External	Provides information on classes close to you, finding teachers who can help you as well as referring you to websites and books that can help you learn.	Free	1300 655 506

	<i>TAFE SA (Skills for Education and Employment (SEE) Program)</i>	External	Skills for South Australia subsidised students who are registered as jobseekers with an Australian Government employment service and assessed as requiring literacy and numeracy training and eligible for Australian Government assistance.	subsidised	(08) 8463 5091
		Internal	On demand tutorial sessions will be organised on a 1:1 or group arrangement.  This may be with one of Norgrove Training's trainers and assessors or the designated Education Aide, who is available on a Monday, Wednesday, and Friday.	Free	Norgrove Training 8361 9969
<b>Skills Lab Practical Sessions</b>		Internal	Norgrove Training's Skills Lab is available most mornings from 8.30am until the commencement of classes, for students who wish to practice their learnt skills. A Norgrove Training trainer and assessor is available.	Free	Norgrove Training 8361 9969 (best to book in through Reception)
<b>Study Support Skills</b>		Internal	On demand study support sessions will be organised on a 1:1 or group arrangement.  This may be with one of Norgrove Training's trainers and assessors or the designated Education Aide, who is available on a Monday, Wednesday, and Friday.	Free	Norgrove Training 8361 9969
<b>Interpreter Services</b>	<i>Translating and Interpreting Services (TIS)</i>	External	Government organisation that provides access to interpreters via the phone or pre-booking.	charges incurred by the student	131 450 - speak to a Norgrove Training member to organise the session

<b>Counselling Services and Crisis Support</b>	<i>Lifeline Australia</i>	External	Crisis support and suicide prevention services. Operates 24 hours a day, 7 days a week.	Free	13 11 14
	<i>Beyond Blue</i>	External	Crisis Support and assistance with depression related issues. Operates 24 hours a day, 7 days a week.	Free	1300 224 636
	<i>24 hr Telephone Crisis Support</i>	External	Crisis support and information and referral service	Paid (local call) & Free (mobile ph.)	13 11 14
<b>Financial Support</b>	<i>St Vincent de Paul Society</i>	External	Financial support and able to provide food and clothing vouchers. Access to emergency relief funds. Operates Mon – Fri 8.30am to 4.30pm.	Free	1800 846 643
	<i>The Salvation Army</i>	External	Financial Support and emergency relief services. Operates Mon – Fri 9.00am to 5.00pm.	Free	1300 371 288
<b>Domestic Violence</b>	<i>1800RESPECT</i>	External	Domestic violence related crisis and trauma counselling for victims of sexual assault, domestic violence, or family violence. Operates 24 hours a day, 7 days a week.	Free	1800 737 732
<b>Mental Health</b>	<i>SANE Helpline</i>	External	Information, advice, and referral for mental illness. Operates Mon – Fri 10.00am until 10.00pm.	Free	1800 187 263

	<i>Parent line</i>	External	Advice and counselling regarding any issue that affects you as a parent. Operates between 8.00am until 10.00pm, 7 days a week.	Free	1300 30 1300
<b>Disability Assistance</b>	<i>National Disability Services</i>	External	Operates services for Australians with all types of disabilities	Free	TTY/voice calls 133 677
<b>Medical/ Emergency ONLY Assistance</b>	<i>Police Fire Ambulance</i>	External	Operates services for Emergency response within Australia	Free or fee for service	000
<b>IT Technical Assistance</b>		Internal	1:1 assistance as required for your studies	Free	Norgrove Training 8361 9969
	<i>Broadband for Seniors</i>	External	Help for seniors with using computers, word processing web use, sending emails.	Free	1300 795 897
<b>(For trainees only)</b> General Support and Enquiries about your Training Contract	Apprenticeship Network Provider (ANP)	External	For any enquiry about your Training Contract including employment conditions, contact the APN which arranged your Training Contract. This may be: <ul style="list-style-type: none"> <li>• Apprenticeship Support Australia</li> <li>• MAS (National)</li> <li>• MEGT.</li> </ul> Please ask Norgrove Training to check if you are unclear as to your APN.	Free	Apprenticeship Support Australia 1300 363 831  MAS National 1300 627 628 Web  MEGT 13 63 48