

Student Support Services

SURF LIFE SAVING WESTERN AUSTRALIA supports students to adjust to study in Australia, to achieve their learning goals and to achieve satisfactory progress towards their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

SURF LIFE SAVING WESTERN AUSTRALIA assists students to adjust to study and live in Australia, including the provision of an age and culturally appropriate orientation program that includes information about:

Student support services available to students in the transition to life and study in a new environment:

- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Any student visa condition relating to work and attendance as appropriate

SURF LIFE SAVING WESTERN AUSTRALIA provides the opportunity for students to participate in services or provides services designed to assist students in meeting course requirements such as additional time with trainers.

SURF LIFE SAVING WESTERN AUSTRALIA provides the opportunity for students to access welfare related support services to assist with issues that may arise during their study, including course progress requirements and accommodation issues. These services are provided at no additional cost to the student. If SURF LIFE SAVING WESTERN AUSTRALIA refers a student to external support services, SURF LIFE SAVING WESTERN AUSTRALIA will not charge for a referral.

SURF LIFE SAVING WESTERN AUSTRALIA has a documented Critical Incident Policy together with procedures that covers the action to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

SURF LIFE SAVING WESTERN AUSTRALIA has a dedicated student support officer who is the official first point of contact for students. The Student Support Officer will have access to up to date details of SURF LIFE SAVING WESTERN AUSTRALIA support services.

SURF LIFE SAVING WESTERN AUSTRALIA has sufficient staff personnel to meet the needs of the students enrolled in the College.

- General Manager
- Training Manager
- Financial Management (external)
- Training Coordinator/Student Support
- Work Placement Officer
- Administration Assistant
- Trainer/Assessors

SURF LIFE SAVING WESTERN AUSTRALIA ensures that the staff members who interact directly with students are aware of the obligations of SURF LIFE SAVING WESTERN AUSTRALIA under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through inclusion in Staff meetings, and through inclusion of the policies in this policies and procedures manual.

List of External Counselling Services and Assistance

| Problem | Website | Phone no. |
|---|--|------------------|
| Alcoholism | www.aa.org.au | 938 777 88 |
| Anxiety (including phobias & Obsessive-Compulsive Disorder) | www.ada.mentalhealth.asn.au | 9879 5351 |
| Anxiety | www.serenitynsw.com.au/ | 9740 9539 |
| Asthma | www.asthmansw.org.au/ | 1800 645 130 |
| Consumer credit and debt | www.cclcnsw.org.au/ | 1800 808 488 |
| Crime stoppers (report crime anonymously) | | 1800 333 000 |
| Depression | www.depressiondoctor.com/ | |
| Depression (National Initiative) | http://www.beyondblue.org.au/ | 1300 22 4636 |
| Disabilities | www.ideas.org.au/ | 1800 029 904 |
| Domestic violence | | 8745 6999 |
| Domestic violence | | 1800 656 463 |
| Drug addiction: Narcotics Anonymous | www.na.org.au | 1300 652 820 |
| Drug addiction (Christian help) | www.naranon.com.au/ | 9418 8728 |
| Drugs and mental health | www.thewaysidechapel.com/ | 9358 6577 |
| Families & friends with mental illness | www.arafmi.org/ | 9805 1883 |
| Eating disorders | www.edf.org.au/ | 9412 4499 |
| Eczema | www.eczema.org.au/ | 1300 300 182 |
| Emergency services (police, fire, ambulance) | | 000 |
| Epilepsy | www.epilepsy.org.au/ | 9856 7090 |
| Family planning information | www.fpahealth.org.au/ | 1300 658 886 |
| Gambling Counselling (Wesley) | www.wesleymission.org.au | 9951 5566 |
| G-Line (gambling) | | 1800 633 635 |
| Gay & lesbian counselling line | www.glccs.org.au/ | 8564 9596 |
| Grief support | | 9489 6644 |
| Grief support | www.solace.org.au/ | 9519 2820 |
| Hepatitis C | www.hepatitisc.org.au/ | 9332 1599 |
| HIV/AIDS | www.sesiahs.health.nsw.gov.au/ | 9332 9700 |
| Telephone Interpreter Service | | 131 450 |
| Legal information and advice | www.lawaccess.nsw.gov.au/ | 1300 888 529 |
| Mental health advice | www.mentalhealth.asn.au/ | 9816 5688 |
| Poison Information Centre | | 131 126 |
| Police Assistance Line (non-emergency) | | 131 444 |
| Pregnancy counselling | www.pregnancysupport.com.au/ | 1300 737 732 |
| Rape Crisis Centre | www.nswrapecrisis.com.au/ | 1800 424 017 |
| Relationship counselling | www.interrelate.org.au/ | 9745 5544 |
| Schizophrenia | www.sfnsw.org.au/ | 9879 2600 |
| Serious illness (sufferers & families) | www.can-survive.org/ | 1300 364 673 |
| Smoking - Quitline | | 13 18 48 |
| Suicide Prevention | www.suicideprevention.com.au/ | 1300 360 980 |
| Victims of crime support | | 9374 3000 |
| Women's refuge referral service | | 9560 1605 |