



## Student Support and Wellbeing Policy

CTAS Education is committed to supporting the wellbeing of our students throughout their learning journey and there are a wide range of services available either within CTAS Education or externally.

Our **Student Services Team** are located at our Head Office in Welshpool and can help with:

- Course Information
- Enrolment
- Contract advice on suspension, completion or terminations.
- Invoicing, Payment Methods and Receipts
- Student Smart Riders
- General Enquiries

Department	Phone Number	Email
Accounts	9350 9222	accounts@ctas.wa.edu.au
Admin	9350 9222	admin@ctas.wa.edu.au
Enrolments	9350 9222	enrolments@ctas.wa.edu.au
LMS Support	0477 226 661	lmssupport@ctas.wa.edu.au
Student Services	9350 9222	n.ovens@ctas.wa.edu.au

### **Educational Support Services**

CTAS Education provides equitable access to all required education and support services so that no learner is disadvantaged regardless of their mode of study or location.

The educational and support services provided by CTAS Education include but are not limited to:

- Pre-enrolment information and materials
- Language, Literacy, Numeracy and Digital Literacy (LLND) assessment and support
- Learning resources i.e. LMS access, eBooks, reading materials and assigned Trainer/Assessor
- Mediation and referral services as required i.e. support services, counselling
- Flexible delivery of training and assessment methods
- Learning materials in alternate formats i.e. read aloud, text translate

### **Learning Support**

Students who require additional support in understanding how to complete assessments are encouraged to communicate with their assigned Trainer/Assessor either at scheduled site visits or via phone/email correspondence.

Our Trainers/Assessors have regular 'Support Sessions' available if students require additional support and guidance. A designated time slot will be booked for additional one on one training and support upon request.

If students do not feel comfortable speaking with their assigned Trainer/Assessor or if the matter concerns them, please contact our Wellbeing Officer on 9350 9222. Our Wellbeing Officer can also help you with contacting external support services.

### **Literacy & EAL Support**

- Read Write Now 1800 018 802
- Reading Writing Hotline 1300 655 506
- Translation & Interpreting 1300 655 820
- DSF Literacy Clinics DSF: <https://dsf.net.au/>

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## Mental Health Support

For severe or urgent support please go directly to the emergency department at your local hospital or call emergency services: **000**

Or contact a crisis counselling service such as:

- Lifeline Australia 13 11 14 (24hrs)
- Mental Health Emergency Response Line:
- Metro 1300 555 788 (24hrs)
- Peel 1800 676 822 (24hrs)
- Rurallink 1800 552 002 (4.30pm – 8.30am weekdays, 24 hrs at Weekend)
- Beyond Blue 1300 22 4636
- Suicide Callback 133 659 467
- Kids Helpline 1800 55 1800
- 13 Yarn 13 92 76
- 1800Respect 1800 737 732

For ongoing Mental Health Support please talk to your doctor or healthcare professional regarding a mental health treatment plan.

Online resources are also available:

- SaneForum: [www.sane.org](http://www.sane.org)
- Think Mental Health: [www.thinkmentalhealthwa.com.au](http://www.thinkmentalhealthwa.com.au)
- WA Youth Directory Home: [Home - WA Youth Service Directory](#)

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