The following support services are to be available and accessible for all students studying with The Centre for Excellence in Child and Family Welfare (CFECFW). CFECFW will provide students with contact details to refer any matters that require further follow up with relevant professionals.

* ***Personal / Social issues***

There are many issues that may affect a student’s social or personal life, and some students may require gaining advice and guidance on personal issues. A counselling service can be suggested if applicable.

|  |  |  |
| --- | --- | --- |
| **Referral Services Available** | **Name & Location** | **Contact Phone** |
| Counselling | Life Line | 13 11 14 |
| Grief Line | (03) 9596 7799 |
| Beyond Blues | 1300 22 4636 |

* ***Academic issues***

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course.

All students’ progress is monitored and guidance and support provided where non satisfactory results are identified.

A student is able to access the student support officer to discuss any academic, or other related issues to studying with CFECFW at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

|  |  |  |
| --- | --- | --- |
| **Referral Services Available** | **Name**  | **Contact Phone/ Website** |
| Adult Migrant English Program (AMEP) | VIC Adult Multicultural Education Services (AMES) | 132 637 |
| Tutoring | Tutoring For Excellence | 03 9017 4118 |
| Tutoring | TutorDoctor | http://tutordoctorcarnegie.com.au/subjects/adult-learning/ |
| Australia's national online career information and exploration service | My Future  | http://www.myfuture.edu.au/ |
| Information about vocational education and training options | My Skills | <http://www.myskills.gov.au/> |
| Conducts trade and skill competitions to challenge young people to achieve work skill excellence. | WorldSkills Australia (WSA) | http://www.worldskills.org.au/about/ |
| Literacy and numeracy support | Mission Australia | 1800 888 868 |
| Australia’s national telephone adult literacy and numeracy referral service | The Reading and Writing Hotline | Telephone No: 1300 655 506Email : rwhotline@tafensw.edu.auhttp://www.readingwritinghotline.edu.au/ |
| Workplace English Language and Literacy (WELL) Programs | NMIT | http://www.melbournepolytechnic.edu.au/industry/further-education/well/ |

* ***Workplace issues***

Students may have questions/ concerns in direct reaction to their place of employment. It is recommended that if necessary the following services can be suggested to contact if applicable.

|  |  |  |
| --- | --- | --- |
| **Referral Services Available** | **Name**  | **Contact Phone** |
| Workcover | Victorian WorkCover Authority (VWA) | 1800 136 089 |

* ***Legal/ Other Issues***

|  |  |  |
| --- | --- | --- |
| **Referral Services Available** | **Name**  | **Contact Phone** |
| Legal |  Child protection | 131 278 (24 hours) |
| Ombudsman Victoria  | 1800 806 314 |
| Community Legal Services | (03) 9602 4949 |

The emergency phone number for an ambulance in Australia is ‘000’.

(This number should only be dialled in an emergency and you require ambulance, police, or fire attendance.)