Student Well-Being Support Services Policy

1. Purpose

This policy outlines the processes used by Job Skills Training Academy (JSTA) to identify and support the individual learning and wellbeing needs of students participating in training and assessment.

JSTA recognises that students may experience personal, financial, health, cultural, social or educational challenges that may impact their participation and success in training.

To support student success, JSTA provides:

- Internal learning and academic support
- Reasonable adjustments to training and assessment
- Access to external wellbeing support services
- Referrals to government and non-government support organisations

2. Scope

This policy applies to:

- All students enrolled with JSTA
- Trainers and Assessors
- Administration staff

3. Student Wellbeing Support Framework

The JSTA recognises that student wellbeing includes:

- Mental health and emotional wellbeing
- Physical health
- Cultural wellbeing and inclusion
- Financial stability
- Safety from violence or discrimination
- Academic and learning support

- Social connection and community engagement

Students who require support are encouraged to contact the Trainer or Administration Team for assistance and referral.

4. Identification of Individual Needs

Individual learning or wellbeing needs may be identified through:

- Enrolment forms
- Pre-training interviews
- Email or website enquiries
- Trainer observations
- Student self-disclosure during training
- Student feedback or surveys

Where support needs are identified prior to enrolment, JSTA will assess the required support strategies and determine how they can be implemented.

Where needs are identified during training, Trainers and Assessors will provide support or refer the student to appropriate assistance.

If specialised support is required that cannot be immediately provided, the student will be informed of:

- Available support options
- Any associated costs (if applicable)
- Alternative training arrangements

5. Strategies to Support Individual Student Needs

JSTA may implement the following support strategies depending on student needs.

Individual Need	Possible Support Strategies
Numeracy difficulties	Additional learning support, additional time to complete activities
Language barriers (ESL)	Oral assessment, additional time, interpreter support
Visual impairment	Seating in front of class, large print materials, verbal instruction
Hearing impairment	Seating close to trainer, interpreter support
Temporary or permanent disabilities	Reasonable adjustments to learning or assessment
Learning difficulties	Alternative training strategies and additional guidance

Students may bring support persons or interpreters; however any associated costs must be covered by the student.

6. Reasonable Adjustment

JSTA is committed to making reasonable adjustments to training and assessment to remove barriers to participation.

Adjustments may include:

- Oral assessments instead of written assessments
- Additional time to complete assessments
- Modified assessment activities
- Flexible learning arrangements
- Use of assistive technologies
- Support persons during training

Reasonable adjustments must not compromise the integrity of the unit of competency requirements.

7. External Support Services

These external support services are available to all students, including:

- Aboriginal and Torres Strait Islander students
- Students from culturally and linguistically diverse backgrounds
- Students with disabilities
- Students experiencing personal or financial hardship

a) Emergency Services (Australia)

Institution	**Support Service**	**Contact**
Emergency Services Australia	Police, Fire, Ambulance	000
WA Police (Non-Emergency)	Non-urgent police assistance	131 444
Healthdirect Australia	Healthdirect Australia	Healthdirect Australia
Mental Health Emergency Response Line	Crisis mental health support and clinical advice	1300 555 788
Suicide Call Back Service	24-hour suicide prevention and counselling	1300 659 467

b) Mental Health Support Services

The Mental Health Emergency Response Line provides 24-hour clinical support for people experiencing mental health crises

Institution	Support Service Offered	Contact Details
RuralLink	After-hours mental health support for regional WA	1800 552 002
Here For You Support Line	Mental health and alcohol/drug support	1800 437 348
Lifeline Australia	24-hour crisis support and suicide prevention	13 11 14
Beyond Blue	Support for anxiety, depression and mental health	1300 22 4636
SANE Australia	Mental health counselling and support	1800 187 263
Griefline	Support for people experiencing grief and loss	1300 845 745
headspace Joondalup	Mental health, counselling, youth support	(08) 9301 8900
Youth Focus Joondalup	Youth counselling, suicide prevention	(08) 6266 4333
Hope Community Services	Mental health counselling	Joondalup/Merriwa/Wanneroo; free; see website

c) Aboriginal and Torres Strait Islander Support Services

The JSTA recognises the importance of culturally safe wellbeing services for Aboriginal and Torres Strait Islander students and encourage student to access culturally appropriate wellbeing support.

Institution	Support Service Offered	Contact
Aboriginal Health Council of WA (AHCWA)	Peak Aboriginal health body; advocacy, programs	(08) 9227 1631
Aboriginal Legal Service of WA	Legal advice and representation	1800 019 900
Aboriginal Family Legal Services WA	Support for Aboriginal people experiencing family violence	1800 469 246
13YARN	24/7 culturally appropriate crisis support run by Aboriginal and Torres Strait Islander people	13 92 76
Brother to Brother	Crisis counselling for Aboriginal men	1800 435 799
Langford Aboriginal Association	Cultural programs, youth activities, family support	(08) 9451 1424
South West Aboriginal Land & Sea Council (SWALSC)	Noongar nation cultural, land and community matters	(08) 9358 7400
National Indigenous Postvention Service	Support for individuals and families impacted by suicide	1800 805 801
Djinda Service	Advocacy and support for Aboriginal women and children experiencing family violence	08 6164 0650
Derbarl Yerrigan Health Service	Primary, mental, dental health	1800 311 888
Yorgum Healing Services	Trauma-informed counselling, healing services	1800 469 371

Institution	Support Service Offered	Contact
Aboriginal Health Council of WA (AHCWA)	Peak Aboriginal health body; advocacy, programs	(08) 9227 1631
Aboriginal Legal Service of WA	Legal advice and representation	1800 019 900
Aboriginal Family Legal Services WA	Support for Aboriginal people experiencing family violence	1800 469 246
Wungening Aboriginal Corporation (AADS)	AOD counselling, holistic healing	(08) 9221 1411

d) Domestic and Family Violence Support Services

Institution	Support Service Offered	Contact
1800RESPECT	National domestic and family violence counselling service	1800 737 732
Women's Domestic Violence Helpline (WA)	Crisis counselling and support for women experiencing family violence	1800 007 339
Men's Domestic Violence Helpline (WA)	Support for men using or experiencing family violence	1800 000 599
Sexual Assault Resource Centre (WA)	Crisis support and counselling for sexual assault	08 9340 1828

e) Alcohol and Drug Support Services

Institution	Support Service Offered	Contact
Alcohol and Drug Support Line (WA)	Counselling and advice regarding alcohol or drug use	08 9442 5000
Parent and Family Drug Support Line	Support for families concerned about substance use	08 9442 5050

Institution	Support Service Offered	Contact
Counselling Online	Online counselling for alcohol and drug issues	www.counsellingonline.org.au

f) Government & Financial Support Services

Institution	Support Service Offered	Contact
Services Australia	Government financial assistance including Centrelink payments	132 850
Department of Training and Workforce Development – Aboriginal Workforce Development Centre (AWDC) AWDC	Career advice, job pathways	Perth; WA Dept
Aboriginal Affairs Coordinating Committee (AACC)	Govt coordination of Aboriginal programs	Perth; WA Govt
National Debt Helpline	Free financial counselling	1800 007 007
Anglicare WA	Financial counselling and emergency relief	1300 114 446

g) Housing and Crisis Accommodation Services

Institution	Support Service Offered	Contact
Salvation Army Australia	Emergency accommodation and support	13 72 58
Mission Australia	Homelessness support services	1800 269 672

Institution	Support Service Offered	Contact
Crisis Care (WA)	Emergency accommodation, food and counselling	1800 199 008

h) Legal Support Services

Institution	Support Service Offered	Contact
Legal Aid Western Australia	Free legal advice and representation	1300 650 579
Community Legal Centres WA	Free community legal services	08 9221 9322

i) Health Advice and Medical Support

Institution	Support Service Offered	Contact
Healthdirect Australia	24-hour medical advice from registered nurses	1800 022 222
Poisons Information Centre	Emergency poison advice	14 1 26

j) Accessing Support Services

Students may access support services by:

a) Contacting the JSTA Administration team

b) Speaking with their Trainer or Assessor

c) Contacting the relevant external support service directly

d) Requesting a confidential referral through the RTO

All student support requests will be handled confidentially and respectfully.

8. Continuous Improvement

The RTO regularly reviews student wellbeing support services through:

- Student feedback and surveys
- Trainer observations
- Student support requests
- Complaints and appeals processes

This ensures the JSTA maintains appropriate wellbeing support aligned with the needs of students and regulatory requirements.