

# Student Support Services Guide

## *Welcome to the Student Support Services Guide.*

This guide is designed to provide you with a comprehensive overview of the various support services available to you during your educational journey. Whether you are just starting, halfway through your course, or nearing completion, this guide aims to assist you in accessing the necessary resources to enhance your learning experience, overcome challenges and succeed academically and personally.

Our goal is to ensure that every student is fully supported not only in achieving their educational goals but also in maintaining well-being throughout their studies.

This guide outlines both the services provided directly by our RTO and those available through national networks and local organisations. By familiarising yourself with these services, you can take full advantage of the support on offer to navigate your educational pathway effectively.

## How to Use this Guide

This guide is structured to be user-friendly and straightforward, allowing you to quickly find the information and services you need.

Start with the **Table of Contents** at the beginning of this guide. It lists all the support categories and services, providing you with a quick overview of what is available.

If you are accessing this guide digitally, use the 'Find' function to find specific services or support topics instantly.

Each section of the guide is dedicated to a different area of support, such as training support services, specialised support for disabilities, flexible learning options, and more. Sections begin with a brief introduction about the available services and how they can benefit you.

Detailed descriptions include how to access each service, whom to contact, and any necessary steps or eligibility criteria. For digital users, clickable links are provided directly to service applications or more detailed online resources.

Local and national service information is provided with contact details and operational hours to ensure you can reach out at your convenience.

We encourage you to explore this guide thoroughly and use the support services available to enhance your learning experience.

If you have any questions or need further assistance, please do not hesitate to contact our Training Team.

**Email:** [info@acv.edu.au](mailto:info@acv.edu.au)

**Phone:** (07) 3077 6030

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## Emergency Contacts and Useful Links

Quick access to critical contact information and helpful online resources.

Keep this information handy for quick access in times of need. Your safety and wellbeing are our top priorities.

<i>Triple Zero (000)</i>	For immediate assistance from police, fire brigade, or ambulance services.
<i>Police Assistance Line</i>	For non-urgent police assistance. 131 444
<i>1800 RESPECT</i>	24/7 counselling and support for sexual assault and domestic violence. 1800 737 732   <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>   <a href="mailto:info@1800respect.org.au">info@1800respect.org.au</a>
<i>Australian Red Cross</i> <i>1800 RED CROSS</i>	Emergency assistance and resources. 1800 733 276   <a href="http://www.redcross.org.au">www.redcross.org.au</a>   <a href="mailto:contactus@redcross.org.au">contactus@redcross.org.au</a>
<i>Beyond Blue</i>	24/7 support for anxiety, depression, and suicide prevention. 1300 22 4636   <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>   <a href="mailto:info@beyondblue.org.au">info@beyondblue.org.au</a>
<i>Fair Work Ombudsman</i>	Information and advice about workplace rights and obligations. 13 13 94   <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>   <a href="mailto:info@fairwork.gov.au">info@fairwork.gov.au</a>
<i>Headspace</i>	National youth mental health foundation. 1800 650 890   <a href="http://www.headspace.org.au">www.headspace.org.au</a>   <a href="mailto:headspace@headspace.org.au">headspace@headspace.org.au</a>
<i>Kids Helpline</i>	24/7 counselling service for young people aged 5 to 25. 1800 55 1800   <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>   <a href="mailto:counsellor@kidshelpline.com.au">counsellor@kidshelpline.com.au</a>
<i>Lifeline Australia</i>	24/7 crisis support and suicide prevention services. 13 11 14   <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>   <a href="mailto:info@lifeline.org.au">info@lifeline.org.au</a>
<i>National Legal Aid</i>	Free legal advice and services. See the website for specific contact details for each State & Territory: <a href="http://www.nationallegalaid.org/contact">www.nationallegalaid.org/contact</a>
<i>Poisons Information Centre</i>	24/7 advice on the management of poisonings, bites, and stings. 13 11 26   <a href="http://www.poisonsinfo.nsw.gov.au">www.poisonsinfo.nsw.gov.au</a>   <a href="mailto:info@poisonsinfo.nsw.gov.au">info@poisonsinfo.nsw.gov.au</a>
<i>Study Assist Services Australia</i>	Information on Australian Government assistance for financing tertiary study. 13 24 90   <a href="http://www.studyassist.gov.au">www.studyassist.gov.au</a>
<i>Suicide Call Back Service</i>	Telephone, video and online counselling to people 15 years and older who are affected by suicide. 1300 659 467   <a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a>

## Support Services – Key Terms

<i>Access and Equity</i>	Principles guiding the provision of education that ensure all students, regardless of background or personal circumstances, have equal opportunity to achieve successful educational outcomes.
<i>Cultural Safety</i>	About the experience of the individual. It is an outcome based on respectful engagement that recognises and strives to address power imbalances inherent in society.
<i>Disability</i>	As defined under the Disability Discrimination Act 1992, this term encompasses any condition that impairs a person's physical, mental, or sensory abilities. These could include long-term conditions or temporary impairments.
<i>Inclusive Curriculum</i>	An approach to curriculum development that ensures educational content and delivery methods are designed to be accessible to all students, regardless of their abilities or disabilities.
<i>Mental Health</i>	A state of wellbeing that enables you to deal with what life throws at you. It is about feeling resilient, enjoying life and being able to connect with others
<i>Reasonable Adjustments</i>	Modifications or measures that are required to be made to allow students with a disability to participate in education on the same basis as other students. These adjustments are deemed 'reasonable' if they do not impose an undue hardship on the institution providing them.
<i>Wellbeing</i>	The health of the whole person – physical, mental, social and emotional.

## Student Rights and RTO Responsibilities

Every student, regardless of disability, has the right to access and participate in education and training opportunities. This includes the right to reasonable adjustments to facilitate their education on the same basis as students without disabilities.

Students with disabilities have the right to learn in an environment free from discrimination, which includes direct discrimination (less favourable treatment) and indirect discrimination (imposing unreasonable requirements or conditions).

## Australian College of Volunteering's Responsibilities

The Australian College of Volunteering is required to make reasonable adjustments to ensure that students with disabilities can participate in education on the same basis as other students. These adjustments should be made in consultation with the affected student and could include changes to the course delivery, learning materials, and assessment methods.

The College does not discriminate against students on the grounds of disability. This includes both admissions and during the course of education, covering areas such as access to facilities, participation in courses, and assessment of performance.

The College is responsible for consulting with students with disabilities to determine suitable adjustments and ensuring that all communication about available support and adjustments is clear and accessible.

The College has implemented and maintained policies and procedures that uphold the rights of students with disabilities. These policies promote inclusion, detail the process for requesting adjustments and outline the procedure for handling complaints regarding discrimination.

## How to Approach Services

Consider the following steps to find and access the right service for your needs.

1. <i>Identify Your Needs</i>	Determine the type of support you require, such as mental health services, financial aid, or legal advice.
2. <i>Research Services</i>	Use the provided list to identify the service that best fits your needs. Visit their website for more detailed information.
3. <i>Prepare Information</i>	Have relevant information ready when you contact the service, such as personal identification, details of your situation, and any specific questions you have.
4. <i>Contact the Service</i>	Use the contact details provided (phone, email, or website) to reach out to the service. For immediate assistance, phone contact is often the quickest method.
5. <i>Follow Instructions</i>	Follow any instructions given by the service provider, whether it's filling out forms, attending an appointment, or accessing online resources.
6. <i>Use Online Resources</i>	Many services offer online resources such as articles, videos, and self-help tools that you can access at any time. Make use of these materials to gain additional support.
7. <i>Seek Feedback</i>	After accessing a service, seek feedback if available. This can help improve your experience and ensure you receive the best support possible.
8. <i>Stay Informed</i>	Keep track of any follow-up actions or appointments and stay informed about the services you are using to ensure continuous support.

Remember that our Administration Team is available to assist you.

## General Support Services

The Australian College of Volunteering is dedicated to providing comprehensive support to ensure that all students can successfully engage with their studies and achieve their educational goals. The following sections detail some of the key support services available.

For more information or for assistance to access any these services, please contact our Student Support Team.

## Accommodation Assistance

The College recognises that secure and suitable accommodation is essential for students to focus on their studies and overall wellbeing. You can search for student accommodation across Australia at [www.student.com/au](http://www.student.com/au).

## Residential Tenancy Support

Tenancy support services are available across Australia.

ACT	Legal Aid ACT <a href="http://www.legalaidact.org.au">www.legalaidact.org.au</a> (02) 6243 3411
NSW	Tenants' Union of NSW <a href="http://www.tenants.org.au">www.tenants.org.au</a> (02) 8117 3700
NT	Darwin Community Legal Service <a href="http://www.dcls.org.au">www.dcls.org.au</a> (08) 8982 1111
QLD	Tenants Queensland <a href="https://tenantsqld.org.au">https://tenantsqld.org.au</a> 1300 744 263
SA	Adelaide Benevolent Society <a href="https://adelaide.org.au">https://adelaide.org.au</a> (08) 8223 7566
TAS	Tenants' Union of Tasmania <a href="https://tutas.org.au">https://tutas.org.au</a> (03) 6223 2641
VIC	Tenants Victoria <a href="https://tenantsvic.org.au">https://tenantsvic.org.au</a> (03) 9416 2577
WA	Tenancy WA <a href="http://www.tenancywa.org.au">www.tenancywa.org.au</a> (08) 6263 8555

## Cost of Living

A cost-of-living calculator on the Study Australia website has been designed to assist prospective and current students in estimating their likely cost of living:

<https://costofliving.studyaustralia.gov.au>

## Services for Homelessness

Australian Red Cross	1800 733 276 <a href="http://www.redcross.org.au/services/homelessness-services">www.redcross.org.au/services/homelessness-services</a>
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## Financial Assistance & Scholarships

The Australian College of Volunteering recognises that financial constraints can be a barrier to education and training. To support students in accessing and completing their studies, a range of financial assistance and scholarship opportunities are available. These options can help with tuition fees, living expenses, study materials, and other associated costs.

Students may be eligible for financial support through government-funded programs, including:

- Centrelink Student Payments – Payments such as Youth Allowance, Austudy, and ABSTUDY provide financial assistance to eligible students.

## Emergency and Hardship Assistance

For students facing unexpected financial difficulties, the College may provide:

- Flexible Payment Plans – Options to spread tuition and materials costs over time.
- Referral to External Support Services – Assistance in connecting with financial counselling and emergency relief programs.

Students are encouraged to explore their financial assistance options early. For guidance on available options and how to apply, students can contact the College's Administration Team.

## Food Services

<i>Foodbank Australia</i>	(02) 9887 4144 <a href="http://www.foodbank.org.au">www.foodbank.org.au</a>
<i>OzHarvest</i>	1800 108 006 <a href="http://www.ozharvest.org">www.ozharvest.org</a>
<i>Salvation Army Australia</i>	13 SALVOS (13 72 58) <a href="http://www.salvationarmy.org.au">www.salvationarmy.org.au</a>

## IT / Technical Support

At our RTO, we understand the importance of reliable technology in your learning experience. Our IT Support Team is here to assist you with any technical issues you may encounter while using our online platforms and computer software. Whether you need help accessing your student portal, troubleshooting software problems, or navigating online learning tools, our dedicated staff are ready to provide the support you need.

## Legal Services

Access to legal services is essential for students who may encounter legal issues related to tenancy, employment, visas, consumer rights, discrimination, or other personal matters. Various legal aid services and community legal centres provide free or low-cost legal advice and representation across Australia.

## Legal Aid Offices

<i>ACT</i>	<a href="http://www.legalaidact.org.au">www.legalaidact.org.au</a>   1300 654 314
<i>NSW</i>	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>   1300 888 529
<i>NT</i>	<a href="http://www.ntlac.nt.gov.au">www.ntlac.nt.gov.au</a>   1800 019 343
<i>QLD</i>	<a href="http://www.legalaid.qld.gov.au">www.legalaid.qld.gov.au</a>   1300 651 188
<i>SA</i>	<a href="http://www.lsc.sa.gov.au">www.lsc.sa.gov.au</a>   1300 366 424
<i>TAS</i>	<a href="http://www.legalaid.tas.gov.au">www.legalaid.tas.gov.au</a>   1300 366 611
<i>VIC</i>	<a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a>   1300 792 387
<i>WA</i>	<a href="http://www.legalaid.wa.gov.au">www.legalaid.wa.gov.au</a>   1300 650 579

Students are encouraged to seek legal advice early to prevent issues from escalating. Free online legal information is also available via government and advocacy websites.

## Translation

The Translating and Interpreting Service (TIS National) helps students to access interpreting services.

(TIS) National has a phone interpreting service which is available 24 hours a day, every day of the year. The service is available to any individual or organisation in Australia.

131 450 | [www.tisnational.gov.au](http://www.tisnational.gov.au)

## Transport Assistance

Each Australian state and territory have a public transport system offering discounted travel for students. Students are encouraged to check their eligibility for concession fares and apply for relevant travel cards or passes. To access student concessions, students may need to:

1. Apply for a student transport card or concession card.
2. Provide proof of enrolment at a registered training provider.
3. Comply with any conditions related to the use of concession fares.

<i>ACT</i>	Transport Canberra <a href="http://www.transport.act.gov.au">www.transport.act.gov.au</a>
<i>NSW</i>	Opal Card <a href="http://www.opal.com.au">www.opal.com.au</a>
<i>NT</i>	Northern Territory Transport <a href="https://nt.gov.au">https://nt.gov.au</a>
<i>QLD</i>	TransLink (Go Card) <a href="https://translink.com.au">https://translink.com.au</a>
<i>SA</i>	Adelaide Metro <a href="http://www.adelaidemetro.com.au">www.adelaidemetro.com.au</a>





TAS	Metro Tasmania <a href="http://www.metrotas.com.au">www.metrotas.com.au</a>
VIC	myki Card <a href="http://www.ptv.vic.gov.au">www.ptv.vic.gov.au</a>
WA	Transperth SmartRider <a href="http://www.transperth.wa.gov.au">www.transperth.wa.gov.au</a>

For students living in regional or remote areas, additional transport options may be available, including:

- Regional bus services connecting rural areas to major cities.
- Government-funded travel subsidies for eligible students.

Discuss options with our Student Support Team.

## Work & Employment

*JobActive*

Australian Government employment service.

13 62 68 | [www.jobactive.gov.au](http://www.jobactive.gov.au)

## Mental Health

### Relaxation and Mindfulness

Relaxation and mindfulness techniques significantly enhance student learning by improving focus, reducing stress, and boosting cognitive function. Practices such as deep breathing, meditation, and guided imagery sharpen concentration, improve memory retention, and build emotional resilience. These techniques are vital for managing academic pressure and anxiety, fostering a more positive and motivated approach to study. Furthermore, mindfulness supports better sleep, emotional regulation, and adaptability, helping students effectively balance their studies with work and personal life.

Regular practice reduces physical stress symptoms like headaches and muscle tension, promoting better mental and physical health. It also cultivates a growth mindset, boosting perseverance and problem-solving skills. Simple strategies like mindful breathing, journaling, and stretching keep students engaged and motivated, ultimately elevating their academic performance, emotional stability, and overall quality of life.

- Mindful breathing – Taking slow, deep breaths to calm the nervous system.
- Body scans – A technique that helps release physical tension and improve self-awareness.
- Journaling – Writing thoughts and reflections to process emotions and improve focus.
- Short meditation breaks – 5-10 minutes of guided meditation to reset the mind.
- Stretching or light exercise – Helps relieve physical tension and refresh the mind.

A large range of audio and video relaxation and mindfulness resources are available via Youtube:

[www.youtube.com/results?search\\_query=Relaxation+and+Mindfulness](https://www.youtube.com/results?search_query=Relaxation+and+Mindfulness)

## Mental Health Crisis Support

Here's how you can get support across different states and territories in Australia.

<i>ACT</i>	Access Mental Health Line on 1800 629 354
<i>NSW</i>	Mental Health Line on 1800 011 511
<i>NT</i>	Mental Health Line on 1800 682 288
<i>QLD</i>	1300 MH CALL on 1300 642 255
<i>SA</i>	Mental Health Triage Service on 13 14 65
<i>TAS</i>	Mental Health Services Helpline on 1800 332 388
<i>VIC</i>	Lifeline on 13 11 14 Beyond Blue on 1300 22 4636 Suicide Call Back Service on 1300 659 467
<i>WA</i>	Mental Health Emergency Response Line 1300 555 788 (Metro) or 1800 676 822 (Peel)

## Sexual Health

Sexual Health and Relationships Education provides free sexual health and relationship education resources.

<https://share.ceh.org.au>

## Volunteering

Volunteering is when you donate your time to help an organisation that supports people in need, or a cause that you care about. Volunteers do not receive a financial gain although costs such as transport can sometimes be recovered so that you are not out of pocket. Volunteering is a great way to build your skills and become job ready.

Research has found that people who volunteer have better mental wellness. One study found that those who volunteer report higher levels of satisfaction with their lives and health. According to Head to Health, volunteering can also reduce anxiety and depression.

Find out about volunteering opportunities near you via Volunteering Australia:

[www.volunteeringaustralia.org](http://www.volunteeringaustralia.org)

## Training Support Services

At the Australian College of Volunteering, we understand that students have diverse needs and commitments. To accommodate these, we offer flexible scheduling and delivery options for our courses. Whether you are balancing work, family responsibilities, or other commitments, our flexible study options are designed to fit your lifestyle.

Additionally, we provide online and blended learning opportunities, allowing you to study at your own pace and convenience. Our goal is to ensure that you can access quality education without compromising on your other obligations.

## Pre-Enrolment Materials

To assist prospective students in making informed decisions about their courses, our RTO provides detailed pre-enrolment materials. These materials include course outlines, entry requirements, career prospects and practical information about study modes and durations.

You can access these materials on our website [www.acv.edu.au](http://www.acv.edu.au), request them via email. Our Administration Team is available to guide you through the selection process and answer any queries you might have regarding your course options.

## Study Skills

For general study skills information, please refer to the College's Study Tips Guide available on our website [www.acv.edu.au](http://www.acv.edu.au).

## Services for Students with Disabilities

The Australian College of Volunteering is committed to providing an inclusive learning environment for all students, including those with disabilities. We offer a range of adaptive technologies, resources, and programs designed to support your learning experience and ensure you have equal access to educational opportunities.

<i>Assistive Technologies</i>	<p>Students are welcome to use their own assistive technologies to support their learning needs. For example:</p> <ul style="list-style-type: none"> <li>• Students with visual impairments may use personal screen reading software or magnifiers to access digital content.</li> <li>• Students with hearing impairments can bring and use their own hearing aids or assistive listening devices to enhance their classroom experience.</li> <li>• Students who experience difficulty with writing or typing may use speech-to-text software or other tools to assist with notetaking and completing assignments.</li> </ul> <p>If students require additional support or adjustments, they are encouraged to discuss their needs with their trainer or support staff.</p>
<i>Resources and Programs</i>	<p>We ensure that all course materials are available in accessible formats, such as large print and digital text.</p> <p>One-on-one or small group tutoring sessions are available to provide targeted support tailored to your needs.</p> <p>Our dedicated Administration Team are available to assist with planning and implementing reasonable adjustments, ensuring you have the necessary accommodations to succeed.</p>

<i>Learning Materials in Alternative Formats</i>	<p>We are committed to making our courses accessible to all students, including those with disabilities.</p> <p>If you require learning materials in alternative formats, such as large print or audio, we are here to help. To request course materials in an alternative format, simply contact our Administration Team.</p> <p>By providing these options, we aim to support your learning and ensure that you have the resources necessary to succeed in your studies.</p>
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For more information or to access these services, please contact our Administration Team.

<i>Australian Centre for Disability Law</i>	<p>Legal advice and advocacy for people with disabilities. 1800 800 708   <a href="http://www.disabilitylaw.org.au">www.disabilitylaw.org.au</a>   <a href="mailto:info@disabilitylaw.org.au">info@disabilitylaw.org.au</a></p>
<i>Australian Human Rights Commission</i>	<p>Information on discrimination and rights. 1300 656 419   <a href="http://www.humanrights.gov.au">www.humanrights.gov.au</a>   <a href="mailto:infoservice@humanrights.gov.au">infoservice@humanrights.gov.au</a></p>
<i>Disability Gateway</i>	<p>Services and information for people with disabilities. 1800 643 787   <a href="http://www.disabilitygateway.gov.au">www.disabilitygateway.gov.au</a>   <a href="mailto:DRC@dss.gov.au">DRC@dss.gov.au</a></p>
<i>National Disability Insurance Scheme (NDIS)</i>	<p>Support for Australians with a disability. 1800 800 110   <a href="http://www.ndis.gov.au">www.ndis.gov.au</a>   <a href="mailto:enquiries@ndis.gov.au">enquiries@ndis.gov.au</a></p>

## National Student Ombudsman

The National Student Ombudsman (NSO) works with students and higher education providers to resolve student complaints. The NSO is independent and impartial with powers to investigate a broad range of issues, such as student safety and welfare, including gender-based violence.

1300 395 775 | [www.nso.gov.au](http://www.nso.gov.au)

## Feedback and Updates

### Providing Feedback

We value your input and encourage all students to provide feedback on this guide and the support services offered by our RTO. Your insights help us improve and ensure that we meet your needs effectively. Here's how you can provide feedback:

- In-Person* Share your feedback directly with any of our Administration Team during office hours. We are always happy to listen to your suggestions and discuss any concerns you may have.
- Email* Send your feedback directly to our Administration Team at [info@acv.edu.au](mailto:info@acv.edu.au) please include "Support Services Feedback" in the subject line to help us address your feedback promptly.

By providing feedback and staying informed about updates, you can help us maintain a high standard of support services and ensure that this guide continues to be a valuable resource for all students.

## Appendix

### FAQs

Frequently asked questions about student support services.

#### *What types of student support services are available?*

Our RTO offers a comprehensive range of support services to assist students throughout their educational journey. These include academic support, wellbeing programs and resources for students with disabilities, as well as flexible learning options and study skills information.

#### *What should I do if I need learning materials in an alternative format?*

If you require course materials in alternative formats such as large print or audio, please contact our administration team. We will collaborate with you to ensure that you receive the necessary materials promptly and in the format that best suits your needs.

#### *What flexible learning options are available?*

We offer flexible scheduling and delivery options to accommodate students' diverse needs. You can choose from online and blended learning formats. These options allow you to balance your studies with other commitments effectively.

#### *How can I improve my study skills?*

We offer various study support and study skills programs. These resources are designed to help you enhance your academic skills and succeed in your coursework. Contact the Administration team for resources.

#### *How do I request additional support services?*

To request additional support services, simply reach out to our Administration Team. We are dedicated to providing a supportive and inclusive learning environment for all students.

#### *What wellbeing services are available?*

Our wellbeing services include resources designed to support your mental and physical health. We believe in promoting overall wellbeing to help you achieve your academic and personal goals.

#### *How do I give feedback about the support services I receive?*

We value your feedback and are always looking to improve our support services. You can provide feedback during support service appointments, or by contacting our Administration Team directly. Your input helps us enhance the quality and effectiveness of our services.

#### *Who can I contact for more information about student support services?*

For more information about our student support services, please contact our Administration Team. Our team is ready to assist you and provide the information you need to make the most of your educational experience.

## Glossary

By familiarising yourself with the following terms, you can better understand the range of support services available to you and how to access them effectively. If you have any questions or need further assistance, please reach out to our Student Support Team.

<i>Access and Equity</i>	Principles ensuring that all learners, regardless of their background or personal circumstances, have equal access to education and training opportunities.
<i>Adjustment</i>	A measure or action taken to assist a student with a disability to participate in education and training on the same basis as other students.
<i>Alternative Formats</i>	Educational resources provided in formats accessible to students with disabilities, such as large print or audio.
<i>Counselling Services</i>	Support services offering career, and academic counselling to assist students in managing various aspects of their lives and education.
<i>Disability</i>	A physical or mental condition that limits a person's movements, senses, or activities. The definition includes total or partial loss of bodily functions, presence of disease-causing organisms, malfunction or disfigurement of body parts, learning disorders, and mental health conditions.
<i>Disability Standards for Education 2005</i>	Guidelines formulated under the <i>Disability Discrimination Act 1992</i> to ensure students with disabilities can access and participate in education on the same basis as other students.
<i>Inclusive</i>	Design and delivery that ensures all students, including those with disabilities, can participate fully and achieve learning outcomes.
<i>Language, Literacy and Numeracy (LLN) Programs</i>	Programs designed to support the development of essential foundational skills in language, literacy, and numeracy.
<i>Reasonable Adjustment</i>	Modifications or accommodations made to enable students with disabilities to participate in education and training on the same basis as other students. Adjustments must balance the needs of the student with the interests of other parties affected.
<i>Student Support Services</i>	Services provided to help students succeed in their studies, including academic and career support.
<i>Training Support Services</i>	Services and resources to support individual students to meet training product requirements and complete the training product in which they are enrolled.
<i>Unjustifiable Hardship</i>	A situation where providing an adjustment would impose significant difficulty or expense on an education provider, making it unreasonable to implement the adjustment.
<i>Wellbeing Support Services</i>	Services aimed at supporting the mental and physical health of students, including stress management workshops and fitness programs.