



# STUDENT HANDBOOK

Design-Learning-Inspection PTY LTD  
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## DLI Training

Design-Learning-Inspection Pty Ltd trading as DLI Training (RTO 21714) was established in Victoria in 2005. The RTO was purchased early 2020, and its operations moved to Sydney.

The RTO is registered by the Australian Skills Quality Authority (ASQA) to deliver Vocational Education and Training (VET) training and assessment services. The qualifications and courses we deliver, and issue are part of the Australian Qualifications Framework (AQF) and are Nationally Recognised Training (NRT) courses, which are recognised throughout Australia.

DLI Training continues to deliver high quality construction and warehousing related training using specialist trainers and assessors. DLI seeks to engage the support of industry in the development of its course offerings and its expertise.

We proactively strive to deliver a service that is unforgettable and that imparts the knowledge and skills required by the trade.

Office hours:           Monday to Friday  
                                  8.30am to 5pm

Phone:                    02 8599 2220  
Email:                    info@dlitraining.com.au

Address:                 Unit 1, 2 Melissa Street  
                                  Auburn, NSW 2144

## DLI Staff

The Administration and Management of DLI Training comprises:

- Administration Officers – responsible for enrolments, student support, enquiries, invoicing and payments, course scheduling and general office management.
- Management – ensuring that students undertake their course in a safe environment, that the course is designed to meet the needs of the client, that the RTO remains compliant at all times with all legislation and that students gain the outcomes required.

## Trainers/Assessors

It is mandatory that all trainers/assessors engaged to deliver training and assessment services on behalf of DLI Training have the following:

- TAE40116 Certificate IV in Training and Assessment or equivalent, or higher
- The qualification and/or unit of competence they are delivering
- Relevant trade licence where this training leads to a licensed outcome
- Industry currency in the chosen vocation
- Professional development in the areas of training and assessment, and industry

## Enrolment

The enrolment process is designed to be easy and efficient so that you can focus on the course you are wanting to undertake.

There are mandatory requirements that must be met and may differ for each course.

### Unique Student Identifier

It is a requirement that every student that undertakes Nationally Recognised Training (NRT) has a Unique Student Identifier (USI) number. The USI will be required when you undertake any NRT training with any RTO.

For students who do not have a USI number, one can be obtained from the following website:

<https://www.usi.gov.au/your-usi/create-usi>

You will need at least one of the following identity documents:

- Australian Passport
- Non-Australian Passport (with Australian Visa)
- Australian Birth Certificate
- Australian Driver's Licence
- Medicare Card
- Certificate of Registration by Descent
- Centrelink Concession Cards
- Citizenship Certificate
- ImmiCard

Creating a USI takes approximately 5 minutes.

If you have undertaken any training since 2015, you should have a USI. Before you create a USI, you should first check to see if you already have one. One may have been created for you. To check, go to <https://www.usi.gov.au/faqs/find-your-usi>

### USI Exemption

Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar.

To apply for an exemption, students must complete the [Commonwealth Statutory Declaration form](#) and email the completed form to the Registrar at [BusinessStrategy@usi.gov.au](mailto:BusinessStrategy@usi.gov.au).

Individuals who have been exempted must show this notice to their training organisation.

### Visa Entitlement Verification

Students who have indicated in their enrolment documentation that they are not an Australian citizen or permanent resident may have their Visa details verified on the Visa Entitlement Verification Online system (VEVO).

Some students will not be entitled to undertake any training, and others may be limited on the type or duration of any training.

It is the responsibility of the student to accurately provide this information, and for DLI Training to ensure that these requirements are complied with.

### Language, Literacy & Numeracy

All students enrolling with DLI Training will need to have their language, literacy and numeracy skills assessed prior to finalising their enrolment.

Students may be asked to complete a short test and self-assessment. Students with prior educational certification may be asked to provide evidence of these to assist in this assessment.

Students who may be deemed to not have the adequate level of language, literacy and numeracy skills may be asked to develop those skills prior to enrolling, receive tutoring, or be referred to the following for assistance:

- Reading Writing Hotline 1300 6 555 06
- Workplace English Language and Literacy (WELL) – Employer application
- Language, Literacy and Numeracy Program (LLNP) – referred by agencies such as Centrelink, Job Services Australia (JSA) providers and Disability Employment Service (DES) providers.

Where a student wants to engage an interpreter, DLI will only accept NAATI accredited interpreters.

### Special Needs

Students are asked in the Enrolment Form whether they have any special needs or disability. It is important that anything relevant is disclosed at this stage so that the RTO can determine whether assistance or reasonable adjustment can be provided.

Where such needs are disclosed after enrolment, the RTO will contact the student for the required information.

The reasons why this is important, is that:

- It may create an unsafe learning environment for not only yourself, but others
- It may cause delays in the progression of the course which may result in non-completions and additional costs
- Distractions and students being deemed Not Yet Competent

## Identification

Part of the enrolment process includes providing photo identification which generally includes the student's drivers licence. For High Risk Work licence courses and White Card, this means 100 points of ID. The following is the value of each document:

DOCUMENT TYPE	DOCUMENT – Evidence of Identity (EOI)	POINTS	
<b>Primary documents</b>  Only use ONE document.	Australian Birth Certificate/card issued by the Registrar of Births Deaths and Marriages	70 each	
	Passport – Australian or international (current or expired within last two years, but not cancelled)		
	Australian citizenship certificate		
<b>Secondary documents</b>  1. Allowed to use a combination of secondary documents.  2. If you want to use more than one credit and savings account card (up to a maximum of two), they must be from different financial institutions.  3. Documents provided MUST contain the participant's full name, NOT initials.	Current Australian driver's licence	40 each	
	Current Australian learner driver's licence/permit		
	Current Australian boat operator's photo licence (Note: only the Personal Watercraft Licence (PWC) is issued in NSW with a photo and is acceptable. The NSW non-photo boat licence is not acceptable).		
	Current NSW firearms photo licence		
	Current Australian issued NCOC photo licence (post 2006) or high risk work licence		
	Current state/territory proof of age or photo card (e.g. NSW RTA issued photo card)		
	Australian defence or Police photo ID card		
	Department of Veterans Affairs card		
	Current Centrelink card		
	Property (council) rates notice		
	Property lease agreement		
	Home insurance papers		
	Utility bills – e.g. water, electricity, gas		
<b>Correctional facility</b>  For inmates of a correctional centre an arrangement exists between WorkCover and the Department of Corrective Services to accept two additional forms of EOI as listed. This additional EOI applies to Correctional Centre inmates who are being trained in a correctional facility under this arrangement ONLY	Telephone account	25 each	
	Current Medicare card		
	Current motor vehicle registration or insurance papers		
	Credit/savings cards/bank statements		
	Correctional centre inmate MIN card photo card		40
	Correctional centre inmate MIN card		5
	Letter of verification from the department of corrective services		25

The student must provide original EOI documents with at least one document listing a current NSW address and that add up to at least 100 points. Where the student does not provide the required documents, their enrolment will be cancelled.

Special arrangements for EOI apply to the following groups:

- Aboriginal and Torres Strait Islanders
- School sector
- Overseas visitors recently arrived in Australia (less than six weeks)

## Access and Equity

Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Some of these areas are addressed throughout this Handbook. DLI Training does not discriminate against any person and will accommodate where legislation/regulations permit.

## Recognition of Prior Learning (RPL)

Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application.

Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment.

Non-formal learning refers to learning that takes place through a structured program of instruction but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business).

Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities.

Applications for RPL should be made prior to enrolment. Where there are identified gaps, the student will be required to undertake the relevant training and assessment. An RPL Kit will need to be obtained to start this evidence gathering process.

## Credit Transfer

Where the student has already attained a unit of competence, this can be applied to their current enrolment meaning that they will not have to do that unit again. This is referred to as Credit Transfer.

Students are required to notify DLI Training at enrolment of the intention to apply for Credit Transfer and submit certified transcripts and/or statements of attainment as evidence.

Only units that are equivalent in content is considered for Credit Transfer.

## Code of Conduct

All stakeholders are responsible for behaving and ensuring others behave in accordance with Work Health and Safety, and Environmental laws, regulations, and policies, and in a manner that supports the development of each individual.

The purpose of this Code of Conduct (the Code) is to provide you with a clear understanding of the standard of conduct expected when performing your duties as a student.

- Be respectful towards others
- No smoking within the facilities
- Only smoke in designated areas and dispose of waste in an appropriate manner
- Drugs and alcohol are not permitted to be used or consumed while performing work or undertaking a course, and while on or near the facilities
- No person is to be under the influence of any drug, alcohol or substance
- Discrimination of any kind will not be tolerated
- Intimidation and harassment will not be tolerated
- Collusion will not be tolerated
- Personal waste must be disposed of using the allocated facilities
- Personal property must be protected from the chance of theft, damage or misuse
- Disputes and complaints will be handled fairly and procedurally
- Hazards and/or risks must be notified to a relevant person immediately
- Any conflict of interest, or what may be perceived as a conflict of interest must be reported immediately
- The privacy and confidentiality of all stakeholders must always be maintained
- Cooperation is required by all stakeholders
- Behave honestly, ethically and with integrity
- Dress in a manner appropriate to the role and duties
- Promote the services of the RTO
- Comply with legislative and/or policy obligations
- Treat the facilities and any resources related to it with respect
- Aggressive and abusive behaviour will not be tolerated
- The use of obscene, offensive or inappropriate language will not be tolerated
- Be accountable for your actions
- Comply with all reasonable and lawful instructions
- Provide quality service and the performance of these services
- Do not offer or offer bribes, gifts or benefits

The RTO policies and procedures cover a range of these principles and can be referenced for further information or clarity.



## Privacy Notice

Under the Data Provision Requirements 2012, DLI Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by DLI Training for statistical, administrative, regulatory and research purposes. DLI Training may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts
- Facilitating statistics and research relating to education, including surveys and data linkage
- Pre-populating RTO student enrolment forms
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

## Educational and Support Services

Educational and support services relate to additional services and support that DLI Training offer where possible. These include:

<p><b>Pre-enrolment materials</b></p>	<p>DLI Training provide this Student Handbook to inform students of relevant information for enrolment.</p> <p>DLI will provide RPL Kits and an LLN assessment where required.</p>
<p><b>Study support</b></p>	<p>Trainers, where approached from the student, may make themselves available to assist learners. This will generally be limited.</p> <p>Administration Officers may be of some assistance in guiding study support.</p>
<p><b>Language, literacy and numeracy (LLN) programs or referrals</b></p>	<p><i>See the Language, Literacy and Numeracy section of this handbook.</i></p>
<p><b>Flexible scheduling</b></p>	<p>Training courses will be scheduled as per the needs of clients. Regular courses will be established however employers can enquire if training can be conducted on their site.</p> <p>Night and weekend training will be considered.</p>
<p><b>Learning materials</b></p>	<p>Where it has been identified that a learner may benefit from having materials in alternative formats such as large font/print, this may be provided.</p>
<p><b>Contextualisation</b></p>	<p>Where workplace systems, policies, procedures and documentation can be integrated into the training program, it will.</p>

## Course Requirements

Each course has its own requirements. DLI Training ensures that all training and assessment services we offer complies with each relevant unit of competency, Training Package and industry.

How the course is delivered and assessed may vary, however it will be clear to every student when they enrol what these conditions are. These will include:

- Classroom based
- Workplace based
- Distance/Correspondence
- Online
- Blended – a combination of more than one of these methods

## PPE

For most courses, DLI Training will specify that students must use and/or wear specific PPE in their training course. It is the students' responsibility to ensure that they comply with this instruction as failure to do so may result in the enrolment being cancelled.

DLI will also specify on which day the PPE will be required.

## Attendance

It is important students arrive and participate at the times provided. Some courses have strict compliance measures imposed from regulators, and these do not allow for lateness.

Being late for a course or not attending an allocated session or day, impacts your ability to learn all of the requirements of the course and successfully undertake the assessment. This also impacts other students by causing a distraction and disruption thus making it difficult for others to achieve their required outcomes.

Where a student thinks they may arrive late, it is advisable to call the office to see if you can still participate in the class.

Where a student is unable to attend for whatever reason, you must either advise the trainer or the office where this is likely. The student will be advised of repercussions to their learning and assessment.

## Facilities

DLI Training encourages respect towards the facility and staff where the training will be held. Some venues may be leased and damage can become very costly to the RTO as well as the opportunity to use the venue again diminish.

All tools, plant, equipment, machinery and materials used for training and assessment purposes, and around the facility must be maintained and handled appropriately, and without risk to yourself and others.

## Fees and Charges

All fees and charges are clearly stated on the DLI Training website and on other documentation.

Where course fees exceed \$1500, DLI Training will only accept payment in advance of not more than \$1500. Where course fees are less than \$1500, payment in full is required prior to course commencement.

Where the employer is making payment on the students' behalf, payments of more than \$1500 are accepted.

Where a course requires students to supply or provide their own PPE or tools and equipment, then it becomes the students responsibility to have or purchase these items.

Where a student wants to use an interpreter service, this will need to be arranged by the student and be at their cost.

## Refunds

As a general rule, prepaid fees, deposits or fees made in advance will be non-refundable.

Where DLI Training cancels or defers a course, the student is entitled to be refunded any monies paid or have their enrolment transferred to the next scheduled training course.

Where an environmental condition affects the schedule and running of a course, such as rain, hail, etc. the course will be rescheduled. Students will be automatically transferred.

Where a student cancels their enrolment within 7 days of the scheduled training date, all fees paid will be non-refundable. Where a student cancels their enrolment with more than 7 but less than 14 days notice, the student will be entitled to a refund of 50% of whatever fees have been paid. Where a student cancels their enrolment with more than 14 days notice, the student is entitled to a full refund.

Where a students enrolment is cancelled due to, but not limited to, the following circumstances, no refund will be provided:

- Cheating
- Plagiarism
- Behaviour that is contrary to our Code of Conduct
- Lack of course progression
- Late or no attendance

Refund decisions will remain at the discretion of the DLI Training CEO.

## Assessment

Assessment methods are displayed for each course on the DLI Training website. These may include:

- Written questioning
- Oral questioning
- Practical demonstration
- Case studies
- Role plays
- Research
- Assignments
- Projects

Assessment may occur in the classroom under supervision, at home or in the workplace. It may have time limitations or be flexible in terms of submission. These will vary depending on the specific course requirements.

It is the general policy of the Australian Qualifications Framework (AQF) that a student must achieve a 100% result in each assessment.

The trainer will usually work with students to ensure that they understand the learnings of the unit and where possible the assessments.

### Principles of Assessment

DLI Training ensure that the following principles are met when offering and conducting assessments to students:

Fair	Learners needs are considered, and reasonable adjustment applied where possible and appropriate. DLI provide students with adequate assessment instruction and provides an opportunity to challenge results.
Flexible	DLI Training ensures that the training and assessment reflects the students needs, assesses competencies already held or acquired, and use a range of methods that are appropriate to meet the requirements of the unit.
Valid	Assessment decisions are justified based on the evidence of performance. The measure of performance is aligned to the Unit of Competence.
Reliable	Assessment evidence is consistently interpreted and comparable regardless of the assessor.

### Assessment Submissions

Trainers will provide adequate instruction as to how each assessment is to be submitted, and if required, the timeframe.

Late submissions will only be accepted in extenuating circumstances.

More often than not, students will be given their assessment with a timeframe for completion. When the assessment is finished, students will hand the assessment to the trainer/assessor immediately then leave the room.

### Assessment Results

Where time permits or is scheduled for, the assessor will mark an assessment on the day it is conducted, and students notified of the result. This however is not always possible or appropriate.

Results of an assessment are either 'C' Competent or 'NYC' Not Yet Competent.

Being deemed Competent can only occur when all assessment tasks for a unit have been completed satisfactorily.

All students will be provided feedback of their assessment submission, and where possible, will be given an opportunity to rectify any minor errors.

Students will be given three attempts at an assessment, where allowable, which includes the first original attempt, a second then a third attempt. Re-assessment fees may occur if deemed NYC on the third attempt.

The following Rules of Evidence apply:

- Valid            The assessor must be assured that the learner has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirements.
- Sufficient        The assessor must be assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
- Authentic        The assessor must be assured that the evidence presented for assessment is the learner's own work.
- Current           The assessor must be assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### Appeals

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

Applications by students for reconsideration of an unfavourable decision or finding are to be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of when the decision or finding is communicated to the student.

The following procedure is to be followed when an application for appeal is received:

1. To appeal a decision, the student must in the first instance approach the trainer/assessor where this is possible. The trainer/assessor must do what they can to resolve the issue at the earliest possible opportunity.
2. Detailed information must be provided in writing to the Manager where all relevant information will be reviewed. This will occur within 7 days and the student will be notified of the outcome.
3. Where the student is still unsatisfied, the Manager will provide the CEO will all of the information where he will notify the student of his final outcome within 7 days.
4. Where the student is still unsatisfied, the student has the opportunity to report the complaint to ASQA via asqaconnect.

## Licensing

Some courses that DLI Training offer lead to a licensing outcome. DLI have an agreement with both SafeWork NSW and WorkSafe Victoria to deliver these courses where applicable.

DLI will have the application forms you need for a new card after you have completed your training. If found competent, you will then take those forms to your nearest Australia Post office as well as 100 points of ID. You will also need to bring with you a passport sized and quality photo of yourself with your name and date of birth printed on the back.

There may be fees associated with applying/obtaining the relevant licence.

## Disputes and Complaints

A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by DLI Training in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

### Dispute Resolution Process

1. Disputes should try to be resolved at the source between the parties involved.
2. Where the dispute cannot be resolved at the source between the parties, then each party or the complainant/s will be asked to formalise and report the dispute.
3. Within 7 days of the formal complaint being made, the Manager will have reviewed investigated the matter. The Manager will discuss the dispute with all relevant parties individually.
4. The Manager will then arrange for the parties to meet where resolution recommendations will be discussed and implemented.
5. Where the dispute still has not been resolved, the handling of the dispute then becomes the responsibility of the CEO where he will review the matter and make a decision on the outcome. The internal review and outcome is final. This will occur within 7 days of being notified.
6. If the complainant/s are still unsatisfied, the complainant shall seek assistance from another relevant party such as:
  - Fair Work Ombudsman
  - State Training Services NSW
  - SafeWork NSW
  - Australian Skills Quality Authority (ASQA) via asqaconnect

## Superseded Courses & Learner Transition

DLI Training ensures that:

- Where a training product on our scope of registration is superseded, all learners' training and assessment will be completed and the relevant AQF certification documentation will be issued or learners will be transferred into its replacement, within a period of one year from the date the replacement training product is released on the National Register.
- Where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment will be completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification is removed or deleted from the National Register.
- Where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners' training and assessment will be completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module is removed or deleted from the National Register.
- A new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.

## Third Party Arrangements

At the time of publishing this Student Handbook, DLI Training have no third-party agreements in place with any RTO or 'broker'.

Where DLI Training does engage these services, each student will be informed of this agreement, and how it affects or may affect them.

## Certification

All 'NRT' Nationally Recognised Training 'Competent' outcomes will achieve either:

- Statement of Attainment, where one or more units have been achieved, but not a full qualification.
- Qualification Certificate and Transcript, where a student has been deemed 'Competent' in every unit of competence of a qualification.

Where a student undertakes non-accredited training, such as an awareness course, the student will be issued with a Certificate of Completion, Statement of Attendance, or similar.

Certification can only be issued under the following circumstances:

- DLI Training have been issued a valid and verified USI number
- Student has successfully completed all components of the assessment and course
- Student has paid all associated fees
- Student has provided all required identification documents
- Student has accepted all DLI Training terms and conditions.



## Support Services List

The Support Services List provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for the students. If a student is unsure of the service that they require, they should contact their trainer to discuss further.

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
<b>AA - Alcoholics Anonymous</b>	<a href="http://www.aa.org.au">www.aa.org.au</a>	1300 222 222	<a href="http://www.aa.org.au/contact-central-service-offices.php">http://www.aa.org.au/contact-central-service-offices.php</a>	Clients who are/or have been affected by alcoholism
<b>Australia.gov.au</b>	<a href="http://www.australia.gov.au/">http://www.australia.gov.au/</a>	Website	Refer to Website	Covers a broad range of assistive support including LLN
<b>Adult Migrant English Program</b>	<a href="http://www.education.gov.au/adult-migrant-english-program-0">www.education.gov.au/adult-migrant-english-program-0</a>	1300 566 046	<a href="http://www.education.gov.au/feedback-and-enquiry-form">http://www.education.gov.au/feedback-and-enquiry-form</a>	Assisting clients who have migrated to Australia and require assistance with LLN
<b>Beyond Blue</b>	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 224 636	<a href="https://online.beyondblue.org.au/WebModules/Email/InitialInformation.aspx">https://online.beyondblue.org.au/WebModules/Email/InitialInformation.aspx</a>	For clients who are experiencing anxiety and/or depression
<b>Black Dog Institute</b>	<a href="http://www.blackdoginstitute.org.au">www.blackdoginstitute.org.au</a>	(02) 9382 2991	<a href="http://www.blackdoginstitute.org.au/aboutus/contact-us.cfm">http://www.blackdoginstitute.org.au/aboutus/contact-us.cfm</a>	Depression and Bipolar Disorder Information Australia
<b>NSW Community Help</b>	<a href="http://www.community.nsw.gov.au">www.community.nsw.gov.au</a>	1300 555 727	Refer to website	For clients who are experiencing difficulties in the home, domestic violence, child abuse and neglect
<b>CEDD - Eating Disorder Help Centre</b>	<a href="http://www.cedd.org.au">www.cedd.org.au</a>	Refer to website	<a href="mailto:info@cedd.org.au">info@cedd.org.au</a>	To assist clients who are experiencing issues with eating disorders
<b>Kids Helpline</b>	<a href="http://www.kidshelp.com.au">www.kidshelp.com.au</a>	1800 551 800	Webchat or Email Available Online	Services for assisting children or people who are concerned about a child
<b>Just Ask Us!</b>	<a href="http://www.justaskus.org.au">www.justaskus.org.au</a>	03 8413 8413	<a href="http://www.turningpoint.org.au/About-Us/Contact-Us2.aspx">http://www.turningpoint.org.au/About-Us/Contact-Us2.aspx</a>	For clients who are concerned they may have a drug (incl. alcohol), emotional or mental health concern

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
<b>Precision Consultancy</b>	<a href="http://www.precisionconsultancy.com.au/acs_framework/">http://www.precisionconsultancy.com.au/acs_framework/</a>	03 9606 0118	<a href="http://www.precisionconsultancy.com.au/contact/">http://www.precisionconsultancy.com.au/contact/</a>	Access to LLN assessment tasks that can be used for a variety of industries
<b>Lifeline Australia</b>	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	13 11 14	<a href="https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat">https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat</a>	Clients who may be in a crisis or at risk of suicide or know of someone at risk of suicide
<b>The Reading Writing Hotline</b>	<a href="http://readingwritinghotline.edu.au/">http://readingwritinghotline.edu.au/</a>	1300 655 506	<a href="mailto:rw hotline@det.nsw.edu.au">rw hotline@det.nsw.edu.au</a>	If a client is having difficulty with reading, writing and numeracy
<b>NA - Narcotics Anonymous</b>	<a href="http://na.org.au/index.php?lang=en">http://na.org.au/index.php?lang=en</a>	1300 652 820	<a href="mailto:info@na.org.au">info@na.org.au</a>	Clients who are/or have been affected by drugs
<b>NSW Rape Crisis Centre</b>	<a href="http://www.nswrapecrisis.com.au">www.nswrapecrisis.com.au</a>	1800 424 017	<a href="http://www.nswrapecrisis.com.au/GetHelp/NSWServices.aspx">http://www.nswrapecrisis.com.au/GetHelp/NSWServices.aspx</a>	To assist clients, and their non-offending supporters, who have experience or are at risk of sexual assault
<b>Workplace Bullying Helpline</b>	<a href="http://www.workershealth.com.au">www.workershealth.com.au</a>	02 4926 2129	<a href="mailto:newc.admin@workershealth.com.au">newc.admin@workershealth.com.au</a>	For clients who have been affected by bullying
<b>Suicide Helpline</b>	<a href="http://www.suicideline.org.au">www.suicideline.org.au</a>	1300 651 251	Available on website	For clients who may be contemplating suicide or don't know how to help someone in their family who has been affected
<b>Men's Helpline Australia</b>	<a href="https://www.mensline.org.au/">https://www.mensline.org.au/</a>	1300 78 99 78		For male clients who have male related health issues
<b>Wesley Mission</b>	<a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>	(02) 9263 5555	Available on website	Helping people with a wide range of issues affecting communities and individuals.
<b>National Council for Single Mothers and their Children</b>	<a href="http://www.ncsmc.org.au/">http://www.ncsmc.org.au/</a>	<b>(08) 8354 3856</b>	<a href="mailto:ncsmc@ncsmc.org.au">ncsmc@ncsmc.org.au</a>	Single mothers who need assistance
<b>Physical disability Australia</b>	<a href="http://www.pda.org.au/">http://www.pda.org.au/</a>	(02) 6567 1500	Available on website	For clients who require assistance with their physical disability
<b>Deaf Australia Translating and Interpreting Service</b>	<a href="http://www.deafau.org.au/">http://www.deafau.org.au/</a>	(07) 3357 8266	Available on website	For assisting the trainer who might require an interpreter for clients who are deaf or have hearing impairments
<b>Salvo Care Line</b>	<a href="http://salvos.org.au/salvocareline/">http://salvos.org.au/salvocareline/</a>	1300 36 36 22	Available on website	For clients who require financial assistance or emergency care
<b>Disability Advocacy Network Aust.</b>	<a href="http://www.dana.org.au/">http://www.dana.org.au/</a>	(02) 6175 1300	Available on website	For clients who may require assistance with their disability

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<b>National Disability Service</b>	<a href="http://www.nds.org.au/">http://www.nds.org.au/</a>	(02) 6283 3200	<a href="mailto:nds@nds.org.au">nds@nds.org.au</a>	For clients who may require assistance with their disability
<b>Vision Australia</b>	<a href="http://www.visionaustralia.org/">http://www.visionaustralia.org/</a>	1300 84 74 66	<a href="mailto:info@visionaustralia.org">info@visionaustralia.org</a>	For clients who require assistance due to vision impairment
<b>Community Migrant Resource Centre</b>	<a href="http://www.cmrc.com.au/">http://www.cmrc.com.au/</a>	(02) 9687 9907	Available on website	For clients who may need assistance for Migration support services
<b>Family and Community Services Ageing, Disability and Home Care</b>	<a href="http://www.adhc.nsw.gov.au/">http://www.adhc.nsw.gov.au/</a>	(02) 9377 6000	<a href="mailto:servicembx@facservices.nsw.gov.au">servicembx@facservices.nsw.gov.au</a>	Support for family, ageing, disability or home care
<b>Job Access</b>	<a href="https://www.jobaccess.gov.au/">https://www.jobaccess.gov.au/</a>	1800 464 800	<a href="mailto:hotline@workfocus.com">hotline@workfocus.com</a>	Driving Disability Employment through a variety of support services
<b>Department of health/Mental health</b>	<a href="http://www.health.gov.au">www.health.gov.au</a>	(02) 6289 1555	Available on website	Support for students who are affected by health or mental health issues

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
<b>Alcohol and drug Information service (ADIS)</b>	<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>	<p><b>ACT</b> (02) 6207 9977</p> <p><b>NSW</b> (02) 9361 8000 1800 422 599 (rural)</p> <p><b>SA</b> 1300 131 340 (08) 8363 8618 (Adelaide)</p> <p><b>VIC</b> 1800 888 236 1300 858 584 1300 660 068 (YSAS Line) (03) 9418 1020 1800 014 446 (rural Vic only)</p> <p><b>NT</b> 1800 131 350 (08) 8922 8399 (Darwin) (08) 8951 7580 (Alice Springs)</p> <p><b>QLD</b> 1800 177 833</p> <p><b>TAS</b> 1800 811 994 (03) 9416 1818 (Hobart)</p> <p><b>WA</b> (08) 9442 5000 1800 198 024 (rural WA only) (08) 9442 5050 1800 653 203 (rural WA only)</p>		<p>ADIS Centres are state and territory-based services that offer information, advice, referral, intake, assessment and support 24 hours a day.</p>