



## Student Support Services List

Type of Service	Service Provider	LITA Training or External	Description	Cost	Contact Number and Staff Name (where applicable)
<b>Learner Support Services (LSS)</b>  Students eligible for learner support services are Skilling South Australia funded (including trainees) and have complex support needs interfering with their studies	MADEC	External /Internal	LSS addresses complex issues that may impact on living, learning and transition and provides: <ul style="list-style-type: none"> <li>• Course and career counselling</li> <li>• Internal (within the RTO) liaison and advocacy</li> <li>• Internal and external referral and advocacy (health, housing, legal, Centrelink/jobactive/DES)</li> <li>• In-class and study skill support</li> <li>• Personal and peer support; and</li> </ul> Please call and speak to our Student Support Officer in business hours. We will organise contact where eligible.	Free, funded by the SA Department for Innovation and Skills	08) 873351474
<b>Language/Literacy/Numeracy</b>	<i>Australian Dyslexia Association</i>	External	Assistance for people with Dyslexia		dyslexia.association@gmail.com
	<i>Reading Writing Hotline</i>	External	Provides information on classes close to you, finding teachers who can help you as well as referring you to websites and books that can help you learn.	Free	1300 655 506



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	<i>TAFE SA (Skills for Education and Employment (SEE) Program)</i>	External	Skilling South Australia subsidised students who are registered as jobseekers with an Australian Government employment service and assessed as requiring literacy and numeracy training and eligible for Australian Government assistance are eligible for up to 650 hours of assistance.	subsidised	(08) 8463 5091
		Internal	On demand tutorial sessions will be organised on a 1:1 or group arrangement. Please call and speak to our Student Support Officer in business hours.	Free	08) 873351474
<b>General Learning Support</b>		Internal	Please call and speak to our Student Support Officer in business hours.	Free	08) 873351474
<b>On-line Learning/IT Support and HelpDesk</b> (for LITA Training's on-line enrolled students only)		Internal	Please call and speak to our Student Support Officer in business hours.	Free	08) 873351474 or info@lita.org.au
<b>IT Technical Assistance</b>	<i>Be Connected</i>	External	Help for seniors with using computers, word processing web use, sending emails	Free	1300 795 897



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<b>Study Support Skills</b>		Internal	On demand study support sessions will be organised on a 1:1 or group arrangement. Please call and speak to our Student Support Officer in business hours.	Free	08 8735 1474
<b>Interpreter Services</b>	<i>Translating and Interpreting Services (TIS)</i>	External	Government organisation that provides access to interpreters via the phone or pre-booking.	charge incurred – speak to a LITA Training member to organise the session	131 450
<b>Counselling Services and Crisis Support</b>	<i>Lifeline Australia</i>	External	Crisis support and suicide prevention services. Operates 24 hours a day, 7 days a week.	Free	13 11 14
	<i>AC Care Mount Gambier Community Centre</i>	External	Crisis Support	Free	08 8723 0540
	<i>Beyond Blue</i>	External	Crisis Support and assistance with depression related issues. Operates 24 hours a day, 7 days a week.	Free	1300 224 636



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	<i>24 hr Telephone Crisis Support</i>	External	Crisis support, information and referral service at the cost of a local call or free from mobiles	Paid & Free	13 11 14
<b>Financial Support</b>	<i>St Vincent de Paul Society</i>	External	Financial support and able to provide food and clothing vouchers. Access to emergency relief funds. Operates Mon – Fri 8.30am to 4.30pm.	Free	1800 846 643
	<i>The Salvation Army</i>	External	Financial Support and emergency relief services. Operates Mon – Fri 9.00am to 5.00pm.	Free	1300 371 288
	<i>AC Care Mount Gambier Community Centre</i>	External	Financial counselling, No Interest Loan Scheme. Operates Mon – Fri 8.30am to 4.30pm.	Free	08 8723 0540
	<i>1800RESPECT</i>	External	Domestic violence related crisis and trauma counselling for victims of sexual assault, domestic violence or family violence. Operates 24 hours a day, 7 days a week.	Free	1800 737 732
<b>Mental Health</b>	<i>SANE Helpline</i>	External	Information, advice and referral for mental illness. Operates Mon – Fri 10.00am until 10.00pm.	Free	1800 187 263



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	<i>Parentline</i>	External	Advice and counselling regarding any issue that affects you as a parent. Operates between 8.00am until 10.00pm, 7 days a week.	Free	1300 301 300
	<i>The South East Junction, Mental Health Activity and Resource Centre</i>	External	Provide a range of services to support people experiencing mental health issues or recovering from mental illness.	Free	0477 886 450
<b>Disability Assistance</b>	<i>National Disability Services</i>	External	Operates services for Australians with all types of disabilities	Free	TTY/voice calls 133 677
	<i>South East Disability Advocacy Service</i>	External	Promotes needs and rights of people with disability and referral to other organisations	Free	08 8723 6002
<b>Medical/ Emergency ONLY Assistance</b>	<i>Police Fire Ambulance</i>	External	Operates services for Emergency response within Australia	Free or fee for service	000
<b>Cultural Support</b>	<i>Burrandies Aboriginal Corporation</i>	External	Provide a support service to link indigenous community members with other services. Computers with internet service, photo copies and telephones. Operates Mon – Fri 09.00am until 04.30pm.	Free	08 8725 6200



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	<i>Australian Government Indigenous Initiatives</i>	External	Information of interest for indigenous persons	Free	<a href="http://www.indigenous.gov.au">www.indigenous.gov.au</a> Email via webpage
<b>Legal Services and Support</b>	<i>Limestone Coast Community Justice Centre</i>	External	Provides free legal advice. Services provide assistance in most areas of law.	Free	1300 850 650 Email <a href="mailto:intake@lccjc.com.au">intake@lccjc.com.au</a>
<b>(For trainees only)</b> General Support and Enquiries about your Training Contract and traineeship	<i>Apprenticeship Network Provider (APN)</i>	External	For any enquiry about your Training Contract including employment conditions, contact the APN which arranged your Training Contract. This may be: <ul style="list-style-type: none"> <li>• MEGT.</li> </ul> Please ask LITA Training to check if you are unclear as to your APN.	Free	MEGT 13 63 48