

## Student Support Services

My Flex Training provides support to students throughout the learning journey. We are also committed to providing timely and appropriate information, feedback, advice and support services which assist students to identify and achieve their desired outcomes.

Please notify us prior to commencement if you have any special needs that will affect your ability to learn, including but not limited to:

- Language, literacy and numeracy needs
- Disability
- Diagnosed medical condition.

When My Flex Training is advised of your support needs we will strive to meet your needs prior to commencing the course. As with any private information, any you provide us in relation to your needs will remain confidential and will only be used to support you.

We currently offer support in:

- Recognition of Prior Learning (RPL) and
- Recognition of Current Competency (RCC)
- Flexible Learning Options;
- One on one tutoring;
- Alternative assessment strategies;
- Training premises accessible for people with disabilities;
- Web-site information and
- Other support as required.

Support Required	Organisation/ Contact	Phone	Email
RPL	MFT – Student Admin Team	9427 7518	trainingadmin@myflexhealth.com.au
RCC	MFT – Student Admin Team	9427 7518	trainingadmin@myflexhealth.com.au
Tutorial	MFT – Student Admin Team	9427 7518	trainingadmin@myflexhealth.com.au
Career Progression	MFT – Student Admin Team	9427 7518	trainingadmin@myflexhealth.com.au
Wellness	Wellness Officer	9427 7518	trainingadmin@myflexhealth.com.au

## Welfare and Guidance Services

From time-to-time everyone may suffer issues in relation to their health, mental health, cultural issues and many other factors. It is important to actively gain support in these areas if you feel like you may be negatively affected by a current issue.

My Flex Training does not offer formal welfare or guidance services, but every effort will be made to assist students to access appropriate support agencies. Please see the table overleaf.

Support Required	Organisation/ Contact	Phone	Website/e-mail
Mental Health	Lifeline WA	13 11 14	<a href="http://www.lifelinewa.org.au">www.lifelinewa.org.au</a>
Mental Health	Beyond Blue	1300 22 46 30	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
Mental Health	Samaritans	135 427	<a href="http://www.thesamaritans.org.au">www.thesamaritans.org.au</a>
Mental Health	Kids Helpline (Ages 5-25)	1800 55 1800	<a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>
Counselling	Relationships Australia	1300 364 277	<a href="http://www.relationshipswa.org.au">www.relationshipswa.org.au</a>
LGBTI Well-being	Proud Australia	9486 9855	<a href="http://www.livingproud.org.au">www.livingproud.org.au</a>
CALD - Adult Migrant English Program	North Metro Tafe WA	9427 1377	<a href="mailto:enquiry.amep@nmtafe.wa.edu.au">enquiry.amep@nmtafe.wa.edu.au</a>
CALD - Adult Migrant English Program	South Metro Tafe WA	9239 8200	<a href="mailto:info@smtafe.wa.edu.au">info@smtafe.wa.edu.au</a>
Sexual Assault	Sexual Assault Resource Centre	1800 199 888	<a href="https://www.kemh.health.wa.gov.au/our-services/service-directory/sarc">https://www.kemh.health.wa.gov.au/our-services/service-directory/sarc</a>
Domestic Violence	Womens Domestic Violence Helpline	1800 007 339	<a href="http://www.dcp.wa.gov.au/CrisisAndEmergency/Pages/Women%27s-Domestic-Violence-Helpline.aspx">http://www.dcp.wa.gov.au/CrisisAndEmergency/Pages/Women%27s-Domestic-Violence-Helpline.aspx</a>
Domestic Violence	Mens Domestic Violence Helpline	1800 737 732	<a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
Health	Healthdirect	1800 022 222	<a href="https://www.healthdirect.gov.au/">https://www.healthdirect.gov.au/</a>
Financial Support	Services Australia	132 850	<a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>

If you are in a situation where you are in danger or hurt, always call the emergency services on 000