

St John RTO Education and Support Services List

External

Metro					
Name	Address	Phone Number	Web Page	Email	Service Provided
Australian Dyslexia Association	Western Australian Support Group			wadyslexia@gmail.com or dyslexia.association@gmail.com	Assistance for people with Dyslexia
North Metropolitan TAFE	North Metropolitan TAFE 25 Aberdeen St Northbridge WA 6003	1300 300 822	https://www.central.wa.edu.au/amep/Pages/default.aspx	enquiry@nmtafe.wa.edu.au	LLN for eligible migrants
Disability Services Australia	Disability Services Commission 146 – 160 Colin Street West Perth WA 6005	(08) 9426 9200 or 1800 998 214	www.disability.wa.gov.au	dsc@dsc.wa.gov.au	Assistance for disabled persons
Life Without Barriers	Unit 7 8 Dugdale Street Warwick WA 6024 State Office: Unit 1 26 Dugdale Street, Warwick WA 6024	(08) 9208 3450 (08) 9208 3400	http://www.lwb.org.au/	info@lwb.org.au	Community Engagement Support
Mission Australia	17B Halley Road Balcatta WA 6021	(08) 9225 0400	www.missionaustralia.com.au		Disability/indigenous/literacy and numeracy support

Metro					
Name	Address	Phone Number	Web Page	Email	Service Provided
Multicultural Services Centre of WA Inc.	Head Office 20 View Street North Perth WA 6006	(08) 9328 2699	www.mscwa.com.au	admin@mscwa.com.au	Support any person of a specific cultural and/or linguistic background with a disability
Polytechnic West		(08) 9267 7500	http://www.polytechnic.wa.edu.au/content/amep	amep@polytechnic.wa.edu.au	Training Angels Support Services for LLN students
Read Write Now	Locked Bag 6 Northbridge WA 6865 Tutors in metropolitan area including Mandurah, Rockingham	(08) 9427 1393 or 1800 018 802	www.read-write-now.org	readwritenow@central.wa.edu.wa	Volunteer tutors provide free one-on-one assistance for adults to help improve; <ul style="list-style-type: none"> ▶ Reading; ▶ Writing; ▶ Spelling; and ▶ Maths.
Senses	11 Kitchener Avenue Burswood WA 6100	(08) 9473 5400	http://www.senses.org.au/	admin@senses.org.au	Disabled persons. For example: Assists with getting to venues and stay with the person during a course
VISIBILITY (formally Association for the Blind WA)	Perron Centre 61 Kitchener Ave Victoria Park WA 6100	1800 847 466 (08) 9311 8202	www.visibility.com.au	info@visibility.com.au	Provide products and services for the blind. <ul style="list-style-type: none"> ▶ Computer accessibility software; ▶ Text to speech scanners; and ▶ Portable and desktop video magnifiers.

Metro					
Name	Address	Phone Number	Web Page	Email	Service Provided
WA Deaf Society Inc.	Suite 46 5 Aberdeen Street East Perth WA 6004	(08) 9441 2677 TTY: (08) 9441 2655	www.wadeaf.org.au	wadeaf@wadeaf.org.au	Auslan - Sign language Interpreters

Goldfields					
Name	Address	Phone Number	Web Page	Email	Service Provided
Life Without Barriers	Suite 8 35 Brookman Street Kalgoorlie WA 6430	(08) 9092 2900	http://www.lwb.org.au/		Community Engagement Support
Read Write Now	Locked Bag 6 Northbridge WA 6865 Coordinators/Tutors in Esperance	(08) 9427 1393 or 1800 018 802	www.read-write-now.org	readwritenow@central.wa.edu.wa	Volunteer tutors provide free one-on-one assistance for adults to help improve; <ul style="list-style-type: none"> ▶ Reading; ▶ Writing; ▶ Spelling; and ▶ Maths.

Great Southern					
Name	Address	Phone Number	Web Page	Email	Service Provided
Community Living Association Inc.	Marina Cottage 322-324 Princess Royal Drive Albany WA 6330	(08) 9842 3855 Fax: (08) 9842 2360	www.lifeisforliving.org.au	admin@lifeisforliving.org.au	Assists with skills development and participation in community activities
Read Write Now	Locked Bag 6 Northbridge WA 6865 Coordinators/Tutors in Katanning, Albany.	(08) 9427 1393 or 1800 018 802	www.read-write-now.org	readwritenow@central.wa.edu.wa	Volunteer tutors provide free one-on-one assistance to adults help improve; <ul style="list-style-type: none"> ▶ Reading; ▶ Writing; ▶ Spelling; and ▶ Maths.
Midwest					
Name	Address	Phone Number	Web Page	Email	Service Provided
Midwest Community Living Association	Unit 4 4 Armstrong Street Geraldton WA 6530	(09) 9921 1505	http://midwestcla.org.au/	mwcla@westnet.com.au	Provides support to people with disabilities and information and access to community events and organisations.
Read Write Now	Locked Bag 6 Northbridge WA 6865 Coordinators/Tutors in Geraldton	9427 1393 or 1800 018 802	www.read-write-now.org	readwritenow@central.wa.edu.wa	Volunteer tutors provide free one-on-one assistance to adults help improve; <ul style="list-style-type: none"> ▶ Reading; ▶ Writing; ▶ Spelling; and ▶ Maths.

Northwest					
Name	Address	Phone Number	Web Page	Email	Service Provided
Kifsa	PO Box 1894 Broome WA 6725	(08) 9192 5979 Fax: (08) 9192 5905	http://kifsa.org.au/	admin@kifsa.org.au	Works one on one to assist individuals with disabilities
Life Without Barriers	Unit 1 12,Coghlan Street Broome WA 6725	(08) 9194 5400	http://www.lwb.org.au/		Community Engagement Support
Read Write Now	Locked Bag 6 Northbridge WA 6865 Coordinators/Tutors in Broome	(08) 9427 1393 or 1800 018 802	www.read-write-now.org	readwritenow@central.wa.edu. wa	Volunteer tutors provide free one-on-one assistance to adults help improve; ▶ Reading; ▶ Writing; ▶ Spelling; and ▶ Maths.

Southwest					
Name	Address	Phone Number	Web Page	Email	Service Provided
Activ Foundation	23 Sampson Road Bunbury WA 6230	(08) 9387 0555	https://www.activ.asn.au/	info@activ.asn.au	Carer's attend class with client
Life Without Barriers	16 Edward Street Bunbury WA 6230 33 Tunbridge Street Margaret River WA 6285	(08) 9722 9200 (08) 9757 9227	http://www.lwb.org.au/		Community Engagement Support
Read Write Now	Locked Bag 6 Northbridge WA 6865 Coordinators/Tutors in Collie, Manjimup, Pemberton, Northcliffe and Bridgetown, Bunbury	(08) 9427 1393 or 1800 018 802	www.read-write-now.org	readwritenow@central.wa.edu.wa	Volunteer tutors provide free one-on-one assistance to adults help improve; ▶ Reading; ▶ Writing; ▶ Spelling; and ▶ Maths.
Multicultural Services Centre of WA Inc.	9A Wittenoom St Bunbury WA 6230	(08) 9791 5281 Fax: (08) 9791 5271	www.mscwa.com.au	admin@mscwa.com.au	Support any person of a specific cultural and/or linguistic background with a disability

Wheatbelt					
Name	Address	Phone Number	Web Page	Email	Service Provided
Disability Services Commission	Shop 7 187 Fitzgerald St Northam WA 6401	(08) 9621 2696	http://www.disability.wa.gov.au/	dsc@dsc.wa.gov.au	Support for people with disabilities
Read Write Now	Locked Bag 6 Northbridge WA 6865 Coordinators/Tutors in Northam and Toodyay	(08) 9427 1393 or 1800 018 802	www.read-write-now.org	readwritenow@central.wa.edu.wa	Volunteer tutors provide free one-on-one assistance to adults help improve; <ul style="list-style-type: none"> ▶ Reading; ▶ Writing; ▶ Spelling; and ▶ Maths.

Federal/National Organisations					
Name	Address	Phone Number	Web Page	Email	Service Provided
ACA Australian Counselling Association	43C Carberry Street Grange QLD 4051	(07) 3356 4255 or 1300 784 333	www.theaca.net.au	Email via webpage	Search engine to find a counsellor in your area
Australian Government Indigenous Initiatives			www.indigenous.gov.au	Email via webpage	Information of interest for indigenous persons
Beyondblue	PO Box 6100 Hawthorn West VIC 3122	(03) 9810 6111	www.beyondblue.org.au	Email via webpage	Support and/or information around depression and anxiety
Broadband for Seniors		1300 795 897	www.bfseniors.com.au	Email via webpage	Help for seniors with using computers, word processing web use, sending emails
Lifeline	National organisation with an office in Perth: Unit 44a 7 Aberdeen Street East Perth WA 6004	24-hour crisis support line on 13 11 14	www.lifelinewa.org.au Online Crisis Chat 4pm -1am via http://www.lifelinewa.org.au/services/crisis-support-chat/	lifeline@lifelinewa.org.au	Support for suicide prevention, people in crisis, help with emotional wellbeing

Federal/National Organisations					
Name	Address	Phone Number	Web Page	Email	Service Provided
National Disability Services	PO Box 184 Northbridge WA 6865 12 Lindsay Street Perth WA 6000	(08) 9242 5544 Fax: (08) 9242 5044	http://www.nds.org.au/	ndswa@nds.org.au	Operates services for Australians with all types of disabilities
National Relay Service	Level 2 10 Mallett Street Camperdown NSW 2050	TTY/voice calls 133 677 Speak & Listen 1300 555 727 SMS relay 0423 677 767	http://relayservice.gov.au/	helpdesk@relayservice.com.au	A phone solution for people who are deaf or have a hearing or speech impairment
Reading Writing Hotline	TAFE Sydney Institute PO Box 707 Broadway NSW 2007	1300 655 506	www.readingwritinghotline.edu.au	rwhotline@det.nsw.edu.au	Assistance with LLN
Skills for Education and Employment		13 38 73	https://www.education.gov.au/skills-education-and-employment	SEEWA@education.gov.au	A program to help develop speaking, reading, writing or basic maths skills to improve the chances of getting and keeping a job
TIS Translation and Interpreting Service	TIS National GPO Box 241 Melbourne VIC 3001	131 450 phone support 1300 655 082 1300 655 080 Pay for interpreter	Online Support www.tisnational.gov.au	tispromo@border.gov.au tis.lpl@border.gov.au	TIS may charge St John for using its services to assist a participant. Can do on site (face to face) but this must be pre-booked – charges will apply.



Support Services

Internal: Provided to all participants on request (Provided by St John RTO):

- ▶ Pre-enrolment materials;
- ▶ Mentoring sessions for participants undertaking full qualifications;
- ▶ Limited IT support;
- ▶ Learning materials in large print on request;
- ▶ Contextualised skills practice and assessment scenarios to meet participant individual needs;
- ▶ Consultation with St John RTO Trainers and Assessors on request;
- ▶ Reasonable adjustment during assessment; and
- ▶ Limited language, literacy and numeracy support.

Internal Support Services for St John Ambulance Staff and Volunteers Only					
Name	Address	Phone Number	Web Page	Email	Service Provided
Wellbeing and Support	209 Great Eastern Hwy Belmont WA 6004	24 hour contact number 9373 3827	http://intranet.ambulance.net.au/sjaalintranet/subsite.aspx?site=46	Wellbeingandsupport@stjohnambulance.com.au	<ul style="list-style-type: none"> ▶ Face to face support; ▶ Phone support; ▶ Peer support education; ▶ Referrals for the next step; ▶ External providers for support; and ▶ Support resources.

Modification History			
Superseded Version	New Version	New Version Date	Changes
1	2	July 2016	Updated following audit of St John Ambulance First Aid Course Website
Not Applicable	Version 1	July 2015	Document created to supplement new Policies and Procedures
Document Location	G:\54 Standards for RTO 2015\16. Compliance Documentation\10. Education and Support Services List V2.docx		