

Student Support Services List

Type of Service	Service Provider	Description	Cost	Contact Number and Staff Name
Language/Literacy/Numeracy and Digital	Barrington Training Services	<p>Focus is given to vocational reading, writing, numeracy (maths), communication (speaking, presenting and listening), and digital skills. LLND support is flexible, and assistance is provided as one-on-one/small group tutorials.</p> <p>Students may be contacted by the designated course trainer and assessor or RTO Manager based on their LLND assessment to arrange for support sessions.</p> <p>BTS trainers and assessors may also be contacted by email and will respond within 48 business hours.</p>	Free	<p>Course trainer and assessor's contact details are provided to students upon enrolment.</p> <p>General enquiries: 02 9899 0600 training@barringtons.com.au</p> <p>Online Contact Form: CONTACT US - Be Trained</p>
	Australian Dyslexia Association	Assistance for people with Dyslexia.	Free	dyslexia.association@gmail.com
	Reading Writing Hotline	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

Study Support Skills	Barrington Training Services	On-demand study support sessions will be organised on a 1:1 or group arrangement. This can include support with any online studies and the use of the online learning platform. This may be with one of BTS's trainers and assessors.	Free	Course trainer and assessor's contact details are provided to students upon enrolment. General enquiries: 02 9899 0600 training@barringtons.com.au Online Contact Form: CONTACT US - Be Trained
	Headspace	Work & study online/career mentoring services.	Free	1800 810 794
	Resources	Effective Study Skills: a useful quick overview of study skills. How to Study: A directory of study skills websites, including how to study in specific subject areas.		www.adprima.com/studyout.htm www.howtostudy.org
Nervous Disorders/Anxiety	Barrington Training Services	BTS can accommodate students with this medical condition by giving them individual attention away from others involved in the training program. Training and assessment will be offered in a relaxed mode without time pressures.	Free	02 9899 0600 training@barringtons.com.au
	Understanding Anxiety	Coping with anxiety meetings.	Free	Anxiety Support Groups Locations Understanding Anxiety
Interpreter Services	Translating and Interpreting Services (TIS)	A government organisation that provides access to interpreters via the phone or pre-booking.	Charges incurred by the student's employer	131 450 Speak to a BTS member to organise the session after speaking to your employer.

Counselling Services	Employee Assistance Program (EAP)	EAP is a work-based intervention program designed to enhance the emotional, mental and general psychological wellbeing of all employees and includes services for immediate family members.	Charges may be incurred by the student's employer	Speak to your supervisor/employer
	Family Counselling Service	A range of counselling services available, including anxiety; grief; anger management; and LGBTQI counselling.	Free	1300 735 030 Available 7 days per week
	Lifeline Australia	Crisis support and suicide prevention services. Operates 24 hours a day, 7 days a week.	Free	13 11 14 www.lifeline.org.au
	Beyond Blue	Crisis Support and assistance with depression-related issues. Operates 24 hours a day, 7 days a week.	Free	1300 224 636 www.beyondblue.org.au
	Kids Helpline	Support and counselling service 24 hours a day, 7 days a week.	Free	1800 551 800 www.kidshelpline.com.au
	13 Yarn	Free and confidential service available 24/7 from any mobile or pay phone. Aboriginal & Torres Strait Islander Crisis Supporters to yarn to.	Free	13 92 76 www.13yarn.org.au
	24-hour Telephone Crisis Support	Crisis support and information and referral service.	Paid (local call) & Free (mobile phone)	13 11 14
	MensLine Australia	MensLine Australia is a free telephone and online counselling service offering support for Australian men anywhere, anytime.	Free	1300 789 978 www.mensline.org.au
	Elder Abuse Help Line	The Elder Abuse Helpline is a source of information, support,	Free	1300 651 192 www.eapu.com.au

		and referral for elder abuse situations.		
	Alcohol and Drug Foundation	Help, support, and resources for someone impacted by alcohol or other drugs.	Free	1300 858 584 www.adf.org.au
Financial Support	The Salvation Army	Financial Support and emergency relief services. Operates Mon – Fri 9.00 am to 5.00 pm.	Free	1300 371 288
	Financial Counselling Australia	FCA coordinates the National Debt Helpline (NDH), which consists of a national phone service operating under the 1800 007 007 number and is complemented by the National Debt Helpline website .	Free	1800 007 007 www.financialcounsellingaustralia.org.au
	St Vincent de Paul Society	Financial support and able to provide food and clothing vouchers. Access to emergency relief funds. Operates Mon – Fri 8.30 am to 4.30 pm.	Free	1800 846 643
Domestic Violence	1800RESPECT	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 www.1800respect.org.au
	Men’s Referral Services	The Men’s Referral Service is the national counselling, information and referral service for men looking to change their behaviour.	Free	1300 766 491 www.ntv.org.au/get-help
Mental Health	SANE Helpline	Information, advice and referral for mental illness. Operates Mon – Fri 10.00 am until 10.00 pm.	Free	1800 187 263
	Parentline	Advice and counselling regarding any issue that affects you as a	Free	1300 30 1300

		parent. Operates between 8.00 am and 10.00 pm, 7 days a week.		
Disability Assistance	National Disability Services	Operates services for Australians with all types of disabilities.	Free	TTY/voice calls 133 677
Medical/ Emergency ONLY Assistance	Police, Fire, Ambulance	Operates services for Emergency response within Australia.	Free or fee-for-service	000
	Nurse on call	24-hour registered nurses available 7 days a week to provide health advice.	Free	1800 022 222
IT Technical Assistance	Be Connected	Online courses, articles, and tips.	Free	1300 795 897 https://beconnected.esafety.gov.au/topic-library For assistance with the BTS online learning platform, please contact Barrington Training Services.
(For trainees only) General Support and Enquiries about your Training Contract	Australian Apprenticeship Services Network Service Provider (AASN)	For any enquiry about your Training Contract including employment conditions, contact the AASN which arranged your Training Contract. BTS works with: <ul style="list-style-type: none"> • MEGT • MAS National 	Free	Apprenticeship Support Australia - 1300 363 831 MEGT - 13 63 48 acpinfo@megt.com.au MAS National - 1300 627 628 Contact Mas Mas Workforce Development and Employment Services