

Should you require additional support during the term of your course, please advise your Trainer / Assessor who will endeavour to refer you to an appropriate support service.

LTT offers a free training support service to all students who have any questions or difficulties regarding their current training and/or their future career development. Our staff can assist you with questions regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training / industry related questions.

This service offers practical answers to most of the questions and challenges faced by students in relation to their training and/or career. We are here to help and will always try to source the information you need to feel supported or refer you to an appropriate internal or external service if required.

We will respect your right to privacy. Any information disclosed will remain strictly confidential.

External Support Services

Referral Service Available	Contact Details
Lifeline Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.	Phone: 13 11 14
Kids Helpline If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if you prefer).	Phone: 1800 551 800
Drug Info DrugInfo is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms	Phone: 1300 85 85 84 www.druginfo.adf.org.au/contact-numbers/help-and-support
Reading and Writing Hotline For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.	Phone: 1300 655 506 www.readingwritinghotline.edu.au
Centrelink	Phone: 1800 057 111 www.humanservices.gov.au/customer/dhs/centrelink
Australian Apprenticeship Support Network (AASN) Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AASN provider about this now.	Phone 13 38 73 australianapprenticeships.gov.au
QLD Subsidised students	http://www.training.qld.gov.au/training-organisations/inclusive-practices/disability-

XYZ RTO can also access adaptive technologies and support services for QLD student's learners with a disability through QLD DET's Skills Disability Support service.	support/skills-disability-support.html
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VET Student Loan Entitlements and Obligations

Referral Service Available	Website Details
Entitlement, obligations, information about providers	http://studyassist.gov.au
VET Student Loan Balance Tracking	https://www.education.gov.au/vet-students/find-out-how-much-you-owe-vet-loans
Australia's Directory of Training	https://www.myskills.gov.au/
MyUniAssist	https://app.heims.education.gov.au/myuniassist/Forms/Logon.aspx
Australian Taxation Office	https://www.ato.gov.au/Individuals/Study-and-training-support-loans/View-your-loan-balance-online/
Administrative Appeals Tribunal:	http://www.aat.gov.au/AboutTheAAT/IntroductionToTheAAT.htm
LEADR Student Mediation Scheme	http://www.leadr.info/membershipinformation/student-mediation-scheme
National Training Complaints Hotline Ph: 13 38 73 (Monday to Friday 8am - 6pm nationally) via email	skilling@education.gov.au