

STUDENT HANDBOOK

'Our beginnings set our values'



Vital First Aid[®]
TRAINING SERVICES

Registered Training Organisation 90531
ABN 29 079 610 325

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Introduction

Vital First Aid Training Services is an Australian registered company providing a wide range of services and products to assist with your safety and emergency response needs. These include:

- First aid kits
- Defibrillators
- Oxygen equipment
- PPE
- Safety equipment
- First aid handbooks

We are accredited to conduct and deliver competency based training and assessments in the following National Qualifications and Units of Competency. We acknowledge that we have responsibility for the quality of our training and agree that we are required to issue certificates on successful completion of our courses. We will confirm students as soon as possible of any significant matter that may affect your successful completion of a course.

Unit Code	Unit Name	Cost
HLT Health Care Training Package		
HLTAID001	Provide cardiopulmonary resuscitation	POA
HLTAID002	Provide basic emergency life support	POA
HLTAID003	Provide first aid	POA
HLTAID004	Provide an emergency first aid response in an education and care setting	POA
HLTAID005	Provide first aid in remote situations	POA
HLTAID006	Provide advanced first aid	POA
HLTAID007	Provide advanced resuscitation	POA
HLTAID008	Manage first aid services and resources	POA
PUA12 Public Safety Training Package		
PUAEME05	Provide pain management	POA
PUAEME004	Provide emergency care for suspected spinal injury	POA
PUAFER005	Operate as part of an emergency control organisation	
PUAFER006	Lead an emergency control organisation	
PUAFER008	Confine small emergencies in a facility	
UET12 Transmission, Distribution and Rail Sector Training Package		
UETTDRRF06	Perform rescue from a live LV panel	POA

*For these costs please contact our office. Numbers of participants, venue location and specific industry needs may affect pricing

Selection and Enrolment

People interested in attending a course can contact Vital First Aid for information. Where a course has pre-requisites, you must provide evidence of achieving those pre-requisite requirements. A pre-enrolment interview and Language Literacy and Numeracy assessment / self-assessment may also be required to be completed.

In order to enrol in any of our courses a valid USI number is required and completion of AVETMISS data recording (Federal Government data recording) via our on-line portal. This USI is used to ensure validity of your identity. Unfortunately, unless you can provide this USI we cannot enrol a student. If you feel that you may be exempt from supplying a USI it is best that you review the policies set out by the Australian Government at <https://www.usi.gov.au/students/student-privacy-terms-and-conditions/individual-exemptions-students> . Your USI number will be verified against the USI database to ensure accuracy of records and identity.

Courses available for public enrolment are advertised on our website. All prospective students attending any of our courses must view the details of these units on the Course Types page of the website to fully understand all aspects of the unit..

Enrolment forms are used to express interest in a particular unit or course – a person is not considered by us to be a “student of Vital First Aid” until they have completed a Registration Form – these are normally completed at commencement of a course.

Enrolment is subject to the following:

- Completion of any on-line learning resource as required. Any on-line work must be completed prior to attending the face-to-face component unless otherwise stated.
- Many courses (all public courses and all HLTAID001 Provide cardio-pulmonary resuscitation / HLTAID003 Provide First Aid / HLTAID004 Provide an emergency first aid response in an education and care setting units) now use electronic online assessment, participants will require a fully charged smart device / laptop with internet access during the face to face session. Some venues provide wifi. It is the students responsibility to ensure their device can connect and log into the Student Learner Portal prior to attending courses.
- Receipt of the completed enrolment form by Vital First Aid and payment of either full course fees or part payment. Balance due on the day of the course.
- Acknowledgment that Vital First Aid Training Services will not accept any liability for course cancellations or non-acceptance of a course enrolment
- Some venues are licensed; minors must be accompanied by a guardian at all times.
- Not all venues will have lunch facilities, please discuss this with us if it is a concern.
- Vital First Aid can be contacted during business hours on **Local Call 1300 880343**.

Vital First Aid makes all effort to fully disclose all details about the expectations of the students in courses, the content of courses and any requirements of assessments, however if you are unclear about any aspect of the unit / course you wish to enrol in please contact our office for clarification. Vital First Aid accepts no responsibility for misunderstandings or misinterpretation about course content/assessments, student expectations etc unless the written information provided about a course / unit was incorrect.

Induction and Learning

Prior to commencing the course, all students will be involved in a pre-course interview. This interview is designed to ensure students are

- fully aware of what course
- fully aware about why they are attending the course
- fully aware of what outcomes they are expecting from the course to ensure it is the right course for them
- adequately assessed for any Language Literacy or numeracy weaknesses that would impact on successful completion of the course.
- Fully aware of our policies and procedures on complaints and appeals, fees and refunds

ONLINE ASSESSMENTS in class

To help with social distancing and also to reduce paper use we have converted over to electronic online assessments for all of our public first aid courses. These assessments are designed to be completed during the class on a smart device like an Iphone or android device, they can however also be completed on a laptop. Participants will need to bring a smart device with them and ensure they have mobile data available - most venues however do have wifi available. Our system uses very small amounts of data.... We recommend that participants log into their Learner Portal before the course to ensure they are familiar with the process, this is also an ideal time to update all their critical details like the USI and AVETMISS data

Students are required to arrive at courses approx. 10-15mins prior to the scheduled start time. Start time is the time the course starts – arrival any time after the Start Time may result in the student being turned away and considered a “non-attendance”. The student may elect to rebook or fully cancel their enrolment – fees will apply.

Students will undertake a quiz during this interview to assist with determining their learning needs for the selected course. This quiz is based on the pre-course learning resources that they are directed to in their enrolment emails, these are also available publicly on our website

We recognise that learning is a lifelong process and that how people learn varies from person to person with different situations requiring different kinds of learning. In line with our commitment to provide a client focused service, we offer flexible training that involves students by encouraging interaction, valuing the principles of holistic learning and providing meaningful feedback. Learning sessions are very practical and you will be challenged to practice your new skills whilst at the same time joining in discussions and question and answer sessions within the group.

Recognition of Prior Learning (RPL) – fees apply

All students are offered the opportunity to apply for recognition of their existing skills prior to the course commencement. To do this, applicants should ask for an RPL Kit relevant to the course in which they are enrolling prior to commencing the course. RPL Kits are available from the Chief Executive Officer. The costs associated with RPL are summarised in the fee schedule.

The RPL process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific units of competence within their course.

Students attending short courses / units would not normally have RPL offered as the nature of these units requires retraining and generally accepted by industry as requiring retraining .

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employees, course outlines of previously studied courses. We also recognise the credentials issued by other Registered Training Organisations operating under the Standards for Registered Training Organisations (RTOs) 2015.

All assessments of RPL applications are reviewed by the Chief Executive Officer who is qualified to conduct the assessment. From time to time or when deemed necessary, we will have an additional person or subject expert to be part of the assessment process. The assessment of RPL by the Chief Executive Officer is based upon their assessment of your ability to competently continue the development within the course. We have your interests at heart; we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily.

Students may request a review of the RPL decision through our appeals procedure outlined in this student handbook.

Vital First Aid Training Services Pty Ltd reserves the right to conduct and Language, Literacy and Numeracy assessment .

Assessments

Details of assessment requirements are available on our website under Course Types and should be viewed prior to enrolling in any of our courses.

Assessment **may** comprise of:

1. Online learning resources as required;
2. Individual practical assessments based on specific activities you have been taught.
3. Written assessments
4. Post course portfolio / assessments

Your trainer may not be the one to conduct your assessments however they will advise assessment results at the conclusion of the course. If you are unhappy with the assessment outcome, your trainer may organise a re-assessment.

Complaints and Appeals Procedures

Complaints

Complaints may be in response to allegations involving the conduct of :

- RTO staff
- Trainers
- Assessors
- Students

If you have a complaint you can

- **email the CEO directly adrian@vitalfirstaid.com.au**
- **contact the office via phone 1300 80 343**
- **download and complete the complaints form available on our website**

Vital First Aid Training Services maintains a supportive and fair environment, which allows training participants, staff and stakeholders to lodge complaints. Complaints are ideally resolved as amicably as possible using this formal appeal process. We will adhere to the National Complaints Code to respond to complaints about vocational education and the organisation itself. This means that our complaints process is:

Well publicised and explained;

Accessible so you can lodge complaints and appeals by phone, electronically or in writing;

Fair and protect your rights

Free so you can lodge a complaint without charge

Handled in a manner that protects your privacy

Transparent, equitable, objective and unbiased

Comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud and misconduct

Vital First Aid Training Services will acknowledge receipt of a complaint in writing and will commence the complaints resolution process within 10 working days of the formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable, and any requirement that will take longer than 60 days to resolve will be discussed with all parties at the time

Where verbal complaints regarding vocational education are received, they can be discussed with a Trainer and preferably resolved. Complaints about the organisation can be directed to the Chief Executive Officer.

If the complaint is not resolved, then the complaint is to be documented by the complainant onto a Complaints and Appeals Form (Form 09) or directly onto the students electronic personal file using "Record CI Ticket" This electronic method is ideal for students making verbal complaints or those not wishing to make written complaints. Student complaints are submitted to the Chief Executive Officer by email.

The Chief Executive Officer will make a determination that is considered to be fair and equitable by both parties. The complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

If the dispute has not been resolved to the students satisfaction, the student may request independent mediation. This mediator should be a mutually agreed upon appropriate person with qualifications in VET – it would normally be recommended that the mediator hold a Diploma in Vocational Education and Training. The cost of this external mediator will be borne by the losing party of the mediation. Estimates of the cost of this mediation should be confirmed prior to entering into this mediation.

A copy of all the documentation, in particular the complaint and its outcome, is placed in the student's file. A copy of the documentation is forwarded to the complainant.

Where the resolution requires a documented change to the policies and procedures, the Chief Executive Officer notifies the required personnel to ensure that the procedure for document change is listed in the Procedure on Document Control is followed with the appropriate records made.

In the event that a complaint is substantiated, Vital First Aid Training Services will take prompt and appropriate action to resolve the circumstances and prevent recurrence via activation of the Continuous Improvement process.

Complaints cannot be anonymous because this is considered unfair in that ongoing discussion cannot take place to resolve the issue between both parties.

Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity for improvement to the organisations practiced and Management System. Privacy requirements and student/individual rights are maintained.

If the student chooses to access our complaints and appeal processes, Vital First Aid Training Services will maintain the student's enrolment while the complaints and appeals process is ongoing.

Appeals

Vital First Aid Training Services maintains a supportive and fair environment, which allows training participants to appeal their assessments and recognition decisions. Appeals are ideally resolved as amicably as possible using this formal appeals process.

Discuss the reassessment request with the Chief Executive Officer. If this does not resolve the matter then put the appeal in writing using a copy of the Complaints and Appeals Form (Form 09) and submit it to the Chief Executive Officer.

The Chief Executive Officer will arrange for the transfer of the matter to the Training Ombudsman. Where insufficient records to determine competence are available, the student may provide additional evidence of competence. The independent assessor's determination is final.

No further appeal mechanism exists beyond this point in the process.

Current Legislation

Vital First Aid provides training according to State and Federal Legislation. Such legislation includes Occupational Health and Safety, Anti-Discrimination, Privacy and Child Protection. If you would like information on any of this legislation you can go to www.austlii.edu.au or ask your trainer.

Courses and Award

Vital First Aid Training Services is the Registered Training Organisation responsible for compliance of training and/or assessment AND for issuance of AQF certification documentation. Students will be awarded the appropriate Statement of Attainment in keeping with the organisation's scope of registration and approvals.

Some statutory requirements govern currency of certificates:

Provide First Aid	3 years	Occupational First Aid	3 years
Advanced resuscitation	1 year	CPR 1 Year	

Specific regulations, guidelines, policies and procedures may require you to maintain the currency of your qualification. For example, confined spaces, electrical industry and pool/ beach lifesavers.

You must achieve all learning outcomes to receive an award.

Language Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Prior to enrolment students are asked to self declare any LLN issues they may have. Students will also complete a self assessment can be found on our website. A student that is aware of any LLN support requirements should identify these requirements prior to the course commencing. Students may be requested to formally complete a LLN self-assessment if they are considered at risk.

The Chief Executive Officer may ask that you organise for yourself to undergo formal testing and possible English remedial courses to improve your English speaking or writing ability, at your own expense. Students that require LLN support are usually directed to a local TAFE as they provide expert assistance in this area or the Reading Writing Hotline who have multiple centres available to assist. Vital First Aid see LLN not as a hurdle for us to overcome so students can complete courses with us but rather a significant opportunity to help guide people to gain assistance in building their LLN skills which will assist them in a more fulfilled life in our community. Vital First Aid has a mind set of ensuring students have adequate LLN skills over and above any desire to gain financial remuneration from that student.

Additional LLN contact details for the Reading Writing Hotline 1300 655 506

Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

Access and Equity

All students will have the opportunity to learn and demonstrate the knowledge and skills to assist at and make a difference in an emergency. This means that Vital First Aid seeks to eliminate organisational practices that may contribute to the disadvantages suffered by specific groups in employment, education and training.

If you have any special needs such as language literacy or numeracy requirements, language barriers or special needs related to having a disability, please notify us before your course starts. Where possible we will support your training and assessment needs.

Our trainers deliver training in a non-discriminatory, open and respectful manner. They are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of students with special needs. Trainers will actively encourage all students and specifically offer assistance to those most disadvantaged. Our training is provided using culturally inclusive language, literacy and numeracy advice and assistance that supports students to meet personal training goals.

Your Rights and Obligations

Use of your Personal Information

Your personal details and student records may be available to:

- Any Commonwealth Government Agency and/or
- Any State Government Agencies and/or
- When requested by a Court/Tribunal

Welfare and Guidance Services

We endeavour to provide welfare and guidance to all students/clients. In the first instance, you should speak with a Trainer who may put you in contact with appropriate persons or organisation to resolve any matter that you may be worried about. This includes:

- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs and
- Any other issue

What you can and cannot do

To ensure you gain maximum benefit from your time with us, we reserve the right to remove any person(s) who display dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. You must be of good behaviour and respect the rights of others.

If you have any concerns about how you should act, speak with your Trainer or the Chief Executive Officer.

Unacceptable Behaviour includes

- Interruptions of the trainer whilst delivering course content during real-time demonstrations
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in a manner that places you or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of alcohol or illegal drugs
- Other objectionable behaviour

Disciplinary Procedures

Vital First Aid advocates that trainers and students have the right to train and the responsibility to work in a respectful and supportive environment. Students have the right to:

- be treated fairly and with respect by staff and fellow students;
- learn in an environment that is free from discrimination and harassment;
- learn in an environment that is conducive to success;
- apply to have existing skills and knowledge recognised;
- privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- appeal within fourteen days of receiving notification of any decision made about late or missed assessment; and
- lodge a complaint and have it investigated effectively without fear of retaliation or victimisation.

Students have the responsibility to:

- To treat staff and fellow students with respect and fairness. This includes but is not limited to:
 - following reasonable directions from a member of staff;
 - not behaving in a manner that is disruptive or interrupts training sessions;
 - not behaving in any way that may offend, embarrass or threaten others; and
 - not harassing students or staff, damaging, stealing, modifying or misusing our property;
- ensure personal details are current and correct;
- participate in all assessment tasks as schedules, honestly and to the best of each person's ability; and
- follow normal safety practices.

Students not abiding by these responsibilities will receive a written warning of discontinuation of course participation. Where non-compliance continues, students will be evicted from the course without refund or possible issuance of qualification. Either of these two steps may be appealed using the complaints process. If the behaviour of the student is considered threatening by either the trainer or other student's, the student will be asked to leave the course immediately

Privacy and Confidentiality Records Access

Vital First Aid Training Services is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided you organise it with the Chief Executive Officer with a minimum of 2 days notice.

Please see separate Privacy Policy as published on our website and available upon request

Fees and Refunds

- A fee of \$40 applies when a course booking is cancelled.
- Transfer of a course booking is available. (more than 3 business working days' notice required. 3 business days' notice or less is considered a cancellation). A fee of \$20 for each transfer, (one free transfer offered).
- Refunds and rebooking's must be claimed within 30 days. No refund of any fees paid will be available after this time

All refunds are assessed on a case-by-case basis.

A refund will also be offered if Vital First Aid is unable to provide the agreed training.

All remaining fees must be paid prior to issue of certificates

Vital First Aid Training Services Pty Ltd will never accept pre-payment of fees for individuals for amounts greater than \$1500

If a student is unable to meet the physical requirements of a specific unit or presents with insufficient LLN skills to be able to complete the course, any fees paid in advance will be fully refunded excepting an administration fee of \$20.

Graduation

Once you have successfully completed all of the units of competency required by your course, you will receive your Certification via email in the form of a secured PDF. The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

Incomplete Qualifications

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

Reissuing Qualifications

If you need additional copies of your qualification, Statement of Attainment, please log into our website / Learner Portal by entering your username and password – this will access your file and full ability to reprint certificates as needed.

Verification of certifications

Certifications may be verified by a 3rd party. This verification will only be provided if the 3rd party has a copy of the certification and only a statement as to the authenticity of the certification will be provided. No personal information will be provided to the 3rd party.

Feedback

Vital First Aid Training Services actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. You can obtain a Student Feedback Form from the Chief Executive Officer. After completion of courses you will also receive an invite to complete on-line survey through Survey Monkey

We monitor compliance with Standards for Registered Training Organisations (RTOs) 2015 and our policies and procedures through the use of evaluations at the completion of the courses.

Any grievances or deficiencies are documented on a Corrective Action Record to ensure appropriate follow up action is taken.

Changes to Agreed Services

Vital First Aid Training Services will notify students as soon as practical about any changes to course dates, venues and / or policies. This notification will take the form of email being sent to the registered email address of the student and/or direct phone contact.

Receipt

I herewith confirm that I have read this Student Handbook prior to enrolment and understand the contents. I agree that I will follow the rules and requirements that are listed here and will follow these rules and requirements at all times.

I have been given orientation training talking about the requirements under the National Training Packages and the course requirements including further study options.

Name:

Signature

Induction Date.....

Completion of a registration form is acknowledgment and acceptance of all the conditions found within this "Student Handbook" and our policies – with or without this document being signed by a student.

Student Help and Support Services and Helplines NSW

In addition to the support services described below, Vital First Aid will endeavour to assist students to successfully achieve the desired outcomes by discussing with identified students options available to assist them. This may be at the students own cost and can, but not limited to, include :

- Allowing students to have an assistant attend the course with them eg a scribe
- Provide the student with hard copy of the PowerPoint presentation – eg enlarged for those with sight difficulties
- One on one training assistance
- Extended delivery and assessment times

<p>ABORIGINAL SERVICES</p> <p>Aboriginal Medical Service Western Sydney 9832 1356</p> <p>Butucarbin Aboriginal Corporation 9832 7167</p> <p>Cawarra Women's Refuge 1800 656 463</p> <p>Gilgai Aboriginal Centre 9832 3825</p> <p>Wangary Aboriginal Home Care Services 4734 9422</p> <p>Yanna Jannawee - Community Support Service 9628 3031</p> <p>ACCOMMODATION SERVICES</p> <p>Affordable Community Housing Ltd 1300 692 245</p> <p>Homeless Persons Information Centre 1800 234 566</p> <p>Providential Homes 1300 364 701</p> <p>Richmond Fellowship of NSW 8882 4000</p> <p>St Michael's Family Centre 9639 0155</p> <p>Wentworth Community Housing 4777 8000</p> <p>Tenancy Advice Services</p> <p>Tenants Union of NSW (Advice Line) 1800 251 101</p> <p>Western Sydney Regional Public Tenants Council 9676 5200</p> <p>Western Sydney Tenants Service (WESTS) 8833 0911</p> <p>AGED & DISABILITY SERVICES</p> <p>Accessible Arts 9251 6499</p> <p>Aged Care Assessment Team (ACAT) - Blacktown 9881 8288</p>	<p>COMMUNITY/ NEIGHBOURHOOD CENTRES</p> <p>Anglicare Mt Druitt Community Care Centre 8805 0900</p> <p>Dean Park Community Development Project 9626 5128</p> <p>Doonside Cottage 9621 2937</p> <p>Glendenning Neighbourhood Centre 9677 0242</p> <p>Glenwood Neighbourhood Centre 8814 7649</p> <p>Graceades Community Cottage 9628 2045</p> <p>Hassall Grove Neighbourhood Centre 9835 1559</p> <p>Karabi Community & Development Services Inc. 9631 6575</p> <p>Marayong Community Centre 9839 6000</p> <p>Marayong House Neighbourhood Centre 9626 5312</p> <p>Minchinbury Neighbourhood Centre 9839 6000</p> <p>Mt Druitt Community Ministry 9835 2970</p> <p>Quakers Hill Neighbourhood Centre 9837 2518</p> <p>Riverstone Family Centre 9627 3511</p> <p>Riverstone Neighbourhood Centre 9627 3622</p> <p>Rutherglen Community Centre 9628 4674</p> <p>Shalvey Community Centre 9628 4313</p> <p>Woodcroft Neighbourhood Centre 9676 8509</p> <p>COUNSELLING SUPPORT</p> <p>ADRA Community Centre 9622 7188</p> <p>Blacktown Children Adolescent & Family Counselling 9622 0787</p> <p>Family/Financial/Gambling Counselling –</p>	<p>HEALTH SERVICES</p> <p>AIDS Council of NSW (ACON) 9206 2000</p> <p>Arthritis NSW 1800 011 041</p> <p>Blacktown / Mt Druitt Needle & Syringe Program 1800 354 589</p> <p>Community Health Centre - Blacktown 9881 8700</p> <p>- Doonside 9881 8650</p> <p>- Mt Druitt 9881 1200</p> <p>Community Health - Aged, Chronic & Complex 1800 013 101</p> <p>- Child and Family 1800 222 608</p> <p>Health Care Complaints Commission 1800 043 159</p> <p>Hospitals - Blacktown 9881 8000</p> <p>- Mt Druitt 9881 1555</p> <p>Short Term Equipment Service 1800 039 450</p> <p>The Western Suburbs Haven Inc. 9672 3600</p> <p>Western Sydney Medicare Local 8811 7100</p> <p>LEGAL SERVICES</p> <p>Courthouses - Blacktown 9672 2610</p> <p>- Mt Druitt 9881 9100</p> <p>- Penrith 4720 1510</p> <p>Children's Legal Service - Parramatta 8688 3800</p> <p>Juvenile Justice - Blacktown 8882 4300</p> <p>- Cobham 9623 8088</p> <p>- Penrith 4720 3600</p> <p>Macquarie Legal Centre 8833 0911</p>	<p>Credit & Debt Hotline 1800 808 488</p> <p>Child Protection Helpline (24 hrs) 13 21 11</p> <p>Child Abuse Prevention Service (24 hrs) 1800 688 009</p> <p>Domestic Violence Line (24 hrs) 1800 656 463</p> <p>Gambling Help (G-Line NSW) 1800 858 858</p> <p>Kids Helpline (24 hrs) 1800 551 800</p> <p>Lifeline (24 hrs) 13 11 14</p> <p>Mt Druitt Family Referral Service 1300 403 373</p> <p>Parent Line (24 hrs) 1300 130 052</p> <p>Poisons Information Hotline 13 11 26</p> <p>Salvo Suicide Prevention & Crisis Intervention 8736 3295</p> <p>State Emergency Service (SES) 132 500</p> <p>GOVERNMENT DEPT. (STATE/FED)</p> <p>Community Services - Blacktown 9852 3200</p> <p>- Mt Druitt 8887 7400</p> <p>- St Marys 9851 4100</p> <p>Department of Immigration and Citizenship 131 881</p> <p>Housing NSW - Blacktown 9831 0866</p> <p>- Bidwill 9675 8835</p> <p>- Mt Druitt 9675 8998</p> <p>NSW Fair Trading 13 32 20</p> <p>USEFUL NUMBERS & WEBSITES</p> <p>Australian Electoral Commission (AEC) 4702 5000</p> <p>Blacktown Community Aid & Information Centre 9621 5788</p>
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<p>Ageing, Disability and Home Care (ADHC) 9841 9350</p> <p>Anglicare Disability Services 8805 0900</p> <p>Assistance with Care & Housing for the Aged (ACHA) 9837 0106</p> <p>Blacktown Neighbour Aid – Catholic Care 8822 2288</p> <p>Blacktown agency contact list 2012</p> <p>Care Connect Ltd 9830 8900</p> <p>CALD Aged Care Services – Syd West MSI 8825 3777</p> <p>Commonwealth Respite & Carelink Centre 1800 052 222</p> <p>Disability Council of NSW 8217 2800</p> <p>Disability Services Australia (DSA) 1300 372 121</p> <p>Emmaus Disabled Persons Catholic Services 8822 2288</p> <p>Fusion Home Modification & Maintenance Service 8805 5960</p> <p>Independent Living for the Physically Disabled 9622 5557</p> <p>Indigenous Disability Advocacy Service (IDAS) 4722 3524</p> <p>Interaction Disability Services Ltd 1300 668 123</p> <p>Karelle Life Enrichment Service Inc. 9832 1057</p> <p>La Valette Social Centre Inc. 9622 5847</p> <p>Meals on Wheels - Blacktown / Mt Druitt 9622 6183</p> <p>Mt Druitt Neighbour Aid 9832 4585</p> <p>Northcott Disability Services 1800 818 286</p> <p>Paterson Whitlam Support Service - Aftercare 8825 2230</p> <p>Pecky's Limited 9688 3268</p> <p>Riverstone Neighbour Aid 9627 3219</p> <p>Self Advocacy Sydney Inc. 9622 3005</p> <p>The Aged-care Rights Service (TARS) 9281 3600</p> <p>Tuesday Night Club (TNC) Inc. 9671 7217</p> <p>Senior Citizens Services & Clubs</p>	<p>Catholic Care 8822 2222</p> <p>Gambling Help Counselling Service - SVdP 9686 1281</p> <p>Interrelate Family Centres 8882 7850</p> <p>Relationships Australia 9806 3299</p> <p>Salvo Care Line 1300 36 36 22</p> <p>DRUG & ALCOHOL SUPPORT</p> <p>Alcohol & Drug Information Service (ADIS) 9361 8000</p> <p>Alcoholics Anonymous (AA) 1300 222 222</p> <p>Bridges Inc. 9622 7511</p> <p>Blacktown Methadone Management Unit 9621 3600</p> <p>Centre for Addiction Medicine (CAM) - Mt Druitt 8887 5800</p> <p>DRUG ARM 9755 0596</p> <p>Drug and Alcohol Multicultural Education Centre 9699 3552</p> <p>Marrin Weejali Aboriginal Corporation 9628 3031</p> <p>EDUCATION & TRAINING</p> <p>Computer Pals Blacktown Inc. 9920 0829</p> <p>Family Worker Training & Development Programme 9620 6172</p> <p>Holy Family Social Services 9628 2288</p> <p>New Enterprise Incentive Scheme - Mission Australia 9675 1022</p> <p>Reading Writing Hotline 1300 655 506</p> <p>TAFE Counselling & Careers Service - Blacktown 9208 1727</p> <p>- Mt Druitt 9208 6383</p> <p>- Nimba 9208 7037</p> <p>EMPLOYMENT</p> <p>Ability Options Limited 8811 1777</p> <p>Break Thru People Solutions 8884 3000</p> <p>CRS Australia 1800 277 277</p> <p>Max Employment 9834 8200</p> <p>Nova Employment 9831 7199</p> <p>The Salvation Army Employment Plus 9679</p>	<p>Law Access NSW 1300 888 529</p> <p>Legal Aid - Blacktown 9621 4800</p> <p>Mt Druitt & Area Community Legal Centre Inc 9675 2009</p> <p>Police Local Area Command - Blacktown 9671 9199</p> <p>- Mt Druitt 9675 0699</p> <p>- Quakers Hill 9678 8999</p> <p>Probation & Parole - Blacktown 9671 4266</p> <p>- Mt Druitt 9421 3000</p> <p>Toongabbie Legal Centre Inc. 1300 373 353</p> <p>Welfare Rights Centre 9211 5300</p> <p>Women's Legal Contact Line 8745 6988</p> <p>MEN'S SERVICES</p> <p>MensLine Australia (24hrs) 1300 789 978</p> <p>Men's Shed - Emerton 9628 7396</p> <p>Men's Shed Social Support Program - Riverstone 9627 3219</p> <p>MENTAL HEALTH</p> <p>Alice's Cottages (Women's Supported Accom.) 9622 9791</p> <p>Blacktown City Mental Health Service 9881 8888</p> <p>Compeer Mental Health Friendship Program 9622 2411</p> <p>Embark Cottage 9690 8972</p> <p>Family & Carer Mental Health Program (UCMH) 8842 8289</p> <p>GROW NSW 9633 1800</p> <p>Recovery & Resource Service Program - PRA 9690 8972</p> <p>REGIONAL RESOURCE GROUPS</p> <p>Australian Red Cross 9229 4272</p> <p>Women Partners of Bisexual Men Service 9560 3011</p> <p>Community Resource Network (CRN) 9832 4762</p> <p>TRI Community Exchange Inc. 4721 1866</p> <p>The Centre for Volunteering / Volunteering NSW</p>	<p>Blacktown City Council 9839 6000</p> <p>Blacktown City Council Community Development Team 9839 6203</p> <p>Energy & Water Ombudsman NSW (EWON) 1800 246 545</p> <p>NSW Ombudsman 9286 1000</p> <p>P.O. Box 149 Plumpton 2761 Ph: 9832 4762 Fax: 9832 4802</p> <p>Email: project2@network.cm.org.au Web: www.cm.org.au</p> <p>www.blacktown.nsw.gov.au</p> <p>Women's DV Court Advocacy Service - Blacktown 9671 9126</p> <p>- Penrith / Mt Druitt 4731 5098</p> <p>YOUTH SERVICES</p> <p>Aftercare Kurinda Adolescent Service 8825 2200</p> <p>Ask! A Free Legal Service for Youth 9305 6600</p> <p>Blacktown Youth Services Association (BYSA) 9831 2095</p> <p>BLITS 0416 552 520</p> <p>BREED Taskforce Inc. 9853 3200</p> <p>Catherine Villa (Pregnancy) - CatholicCare 9837 2095</p> <p>Emerton Youth Recreation Centre 9628 9292</p> <p>Fusion Youth Services & FASS 8805 5900</p> <p>Hebersham Aboriginal Youth Service (HAYS) 9832 9330</p> <p>Legal Aid Hotline for Under 18s 1800 101 810</p> <p>Mackillop Family Services 9628 3333</p> <p>Marayong House Youth Service 9626 3681</p> <p>Marist Youth Care 9672 9200</p> <p>Mt Druitt Integrated Youth Service 9628 0424</p> <p>P.C.Y.C - Blacktown 9622 3470</p> <p>- Mt Druitt 9628 2628</p> <p>Quakers Hill Youth Support Services 9626 6620</p> <p>Reconnect - Blacktown LGA 9832 3934</p> <p>Riverstone Youth Centre 9627 9925</p> <p>The Street University, Ted Noffs Foundation 8886 2800</p>
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<p>Blacktown & District Older Women's Network 9631 3289</p> <p>Combined Pensioners and Superannuants Assoc. 1800 451 488</p> <p>CALD SERVICES</p> <p>Adult Migrant English Program (AMEP) 9621 4175</p> <p>Afghan Community Support Assoc. of NSW 9831 2436</p> <p>Australian Sudanese Community Inc 9675 7010</p> <p>Centrelink (Multilingual Call) 131 202</p> <p>Mt Druitt Ethnic Communities Agency (MECA) 9625 9300</p> <p>STARTTS 9854 7300</p> <p>SydWest Multicultural Services Inc. 9621 6633</p> <p>Translating & Interpreting Service - Telephone (24 hrs) 131 450</p> <p>- On site 1300 655 082</p> <p>LANGUAGE, LITERACY AND NUMERACY SUPPORT SERVICES</p> <p>AMES 02 9217 5333</p> <p>Navitas Ltd 1300 728 966</p> <p>TAFE South Western Sydney 13 7974</p> <p>Mission Australia – Skills for Education Program 1300 676 937</p>	<p>5400</p> <p>FAMILY SUPPORT SERVICES</p> <p>Anglicare Sustainable Living & Family Services 8805 0900</p> <p>Blacktown Family Relationship Centre 8811 0000</p> <p>Blacktown Family Support Service – Catholic Care 8822 2222</p> <p>Brighter Futures Mt Druitt – Uniting Care Burnside 9421 3333</p> <p>Communities for Children - Mission Australia 9832 8943</p> <p>Family Relationships Advice Line 1800 050 321 3922</p> <p>Junaya Family Development Services 9621 3922</p> <p>Salvation Army Community Services Centre 9622 3108</p> <p>St Vincent de Paul Family Assistance Line 1800 606 724</p> <p>Swinson Cottage Family Centre (Child Protection) 9621 2454</p>	<p>9261 3600</p> <p>Western Sydney Community Forum (WSCF) 9687 9669</p> <p>Western Sydney Regional Organisation of Councils 9671 4333</p> <p>Youth Action Policy Association (YAPA) 9281 5522</p> <p>SEXUAL ASSAULT</p> <p>NSW Rape Crisis Centre 1800 424 017</p> <p>SEXUAL HEALTH</p> <p>Family Planning NSW - Healthline 1300 658 886</p> <p>TRANSPORT</p> <p>Blacktown City Council Community Mini Bus 9839 6000</p> <p>Blacktown Community Transport 9621 5518</p> <p>Transport Infoline 131 500</p> <p>WOMEN'S SERVICES</p> <p>Blacktown Hospital - Social Work Department 9881 7076</p> <p>Blacktown Women's & Girl's Health Centre 9831 2070</p> <p>Immigrant Women's Speakout Assoc. of NSW 9635 8022</p> <p>Jessie Street Domestic Violence Service 9622 7999</p> <p>Mt Druitt Family Violence Service 9677 9628</p> <p>Pam's Place 1800 656 463</p> <p>WASH House 9677 1962</p>	<p>The Hills Youth Support & Accommodation Service 9680 1201</p> <p>Western Area Adolescent Team (WAAT) 9881 1230</p> <p>Youth Emergency Accommodation Line 9318 1531</p> <p>Youth Insearch 9659 6122</p> <p>HELPLINES</p> <p>www.centrelink.gov.au</p> <p>www.community.nsw.gov.au</p> <p>www.communitybuilders.nsw.gov.au</p> <p>www.keepthemsafe.nsw.gov.au</p> <p>www.lawlink.nsw.gov.au</p> <p>www.mylocalguide.net.au</p> <p>www.ncoss.org.au</p>
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