

STUDENT HANDBOOK

'Our beginnings set our values'



Vital First Aid[®]
TRAINING SERVICES

Registered Training Organisation 90531
ABN 29 079 610 325

Table of Contents

Induction and Learning	5
Recognition of Prior Learning (RPL) – fees apply	5
Assessments	6
Complaints and Appeals Procedures.....	6
<i>Complaints</i>	6
<i>Appeals</i>	7
Current Legislation.....	8
Courses and Award	8
Language Literacy Numeracy and Digital (LLND) skills	8
Access and Equity	9
Your Rights and Obligations	9
<i>Use of your Personal Information</i>	9
<i>Welfare and Guidance Services</i>	9
<i>Unacceptable Behaviour includes</i>	10
<i>Disciplinary Procedures</i>	10
<i>Privacy and Confidentiality Records Access</i>	11
Fees and Refunds	11
Graduation	11
<i>Incomplete Qualifications</i>	11
<i>Reissuing Qualifications</i>	11
Verification of certifications.....	11
Feedback.....	12
Changes to Agreed Services	12
Acknowledgment of Student Handbook terms and conditions	12
Student Help and Support Services and Helplines	13
In an emergency call 000.....	13

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		
HLTAID009	Provide cardiopulmonary resuscitation	POA
HLTAID010	Provide basic emergency life support	POA
HLTAID011	Provide First Aid	POA
HLTAID012	Provide First Aid in an education and care setting	POA
HLTAID014	Provide Advanced First Aid	POA
HLTAID015	Provide advanced resuscitation and oxygen therapy	POA
HLTAID016	Manage first aid services and resources	POA
HLTSS00068	Occupational First Aid Skill Set	POA
PUA12 Public Safety Training Package		
	Provide pain management	POA
	Provide emergency care for suspected spinal injury	POA
	Operate as part of an emergency control organisation	POA
	Lead an emergency control organisation	POA
	Confine small emergencies in a facility	POA
UET12 Transmission, Distribution and Rail Sector Training Package		
	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 the Student Declaration online prior to commencement of a workshop, this form will be made available to the student either electronically or paper based.

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.
- Acknowledgement that the award of any certification is subject to successfully completing all assessments, any pre-course work and finalisation of course fees.
- Many courses (all public courses and all HLTAID009 Provide cardio-pulmonary resuscitation / HLTAID011 Provide First Aid / HLTAID012 Provide first aid 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

Vital First Aid uses electronic assessment completion for most workshops. 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. RPL “kits’ are created on a needs basis specific for the situation and structure around the assessment criteria (knowledge evidence and practical evidence)

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 / electronic assessments
4. Post course portfolio / assessments

Some assessment criteria may involve physical conditions (eg CPR requires the participant to complete 2 minutes of CPR on an adult manikin on the floor – in some cases these are regulated conditions that no RTO is legally ignore)

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 880 343**
- **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, examples below:

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 Numeracy and Digital (LLND) skills

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 LLND issues they may have. Students will also complete a self assessment can be found on our website. A student that is aware of any LLND 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, their Digital skills are also identified during the early stages of creating a Learner Portal. No units of competency delivered by Vital First Aid required any specific level of Digital Skill, it is only the completion of assessments and creation of a student profile that required Digital literacy. Vital First Aid can assist prospective and current students with digital access wherever required. If a student does not identify themselves as having difficulties creating or navigating the Vital Learner Portal, they may be asked to suspend their current workshop, gain additional assistance to create a Learner Portal and navigate this portal, then attend a new workshop. This is designed to ensure the Digital Literacy issue does not impact on their, or others gaining of essential knowledge or skills

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

Course cancellation or non-attendance:

- greater than 3 business working days' notice there will be a \$40 ex gst fee.
- 3 business working days' or less notice there will be a 100% course cost cancellation fee.

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 ex gst 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 ex gst.

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/certification 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 – this will access your file and full ability to reprint certificates as needed.

Verification of certifications

Certifications may be verified by scanning the QR code found on the certification.

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.

Acknowledgment of Student Handbook terms and conditions

Completion of a registration form or student declaration 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

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 assistance person attend the course with them eg a scribe, support person
- 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

In addition to the direct assistance Vital First Aid can provide you, please see the list of external agencies / organisations that may also be able assist with specific issues or concerns.

In an emergency call 000

	<p>For Crisis Support & Suicide Prevention contact Lifeline, they have a range of options and may refer you to the correct provider to assist you. 24/7</p> <p style="text-align: center;">13 4257</p>
---	--

Alcohol and other drugs	
Australian Government Department of Health and Ageing - alcohol	Information on alcohol-related health, science and news provided by the Australian Government with useful links and websites.
Australian Government Department of Health and Ageing - drugs	https://www.health.gov.au/our-work/drug-help
NSW Health – Contact support services for drug and alcohol	Alcohol and other drug information, support and treatment is available through publicly funded and private services across New South Wales.
Mental Health Support Services	
Australian Psychological Society	Support service contact details to gain assistance with anger problems and strategies for managing anger.
Beyond Blue	An Australian website providing detailed information on a range of mental health issues, as well as providing links with other useful sites.
Black Dog Institute	Strategies and support
SANE Australia	Operates a Helpline, website and provides information for people affected by a mental illness, their families and friends.

Culturally and Linguistically Diverse	
Australian Multicultural Foundation	To cultivate in all Australian's a strong commitment to Australia as one people drawn from many cultures and by so doing to advance its social and economic well-being.
Australia's Multicultural Policy	Facts on Australian Government Multicultural policies
Translating and Interpreting Service (TIS)	The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

Domestic Violence Support Services	
Domestic Violence Line (NSW)	NSW Government website containing information on domestic violence
Law link	Fact sheets and information about AVOs, legal advice, housing assistance, in addition to an extensive list of referrals for counselling and further support.
Reach Out	Fact sheets about a variety of relationship issues.
Relationships Australia	Information on services provided by Relationships Australia as well as information on a range of relationship topics.

Study Skills & Language, Literacy and Numeracy	
Department of Education	Australian Government support and information for Education
Reading Writing Hotline	Referral service for adult literacy and numeracy Student resources (reading, spelling, workplace writing, academic reading)

Disability Support Services	
Australian Disability Services	Information about therapy, advocacy, accessibility and accommodation services to Australians with disabilities

Not for Profit Charities	
Salvation Army	A range of support and social services without discrimination. Bring hope to people who may be experiencing hardship or injustice. Located Australia wide, visit their website for more information on location and assistance.
The Smith Family	A Children's charity helping disadvantaged Australia children to get the most out of their education, so they can create better futures for themselves. Located Australia wide, visit their website for more information on location and assistance.