

## **Education and Support Services List**

St John WA acknowledges some participants may require additional support to complete our courses. We offer a range of different education and support services to provide each participant the adequate support they need to successfully complete a St John WA course.

### **Internal Support Services for Students**

Internal support services available to participants on request include:

- ▶ Mentoring sessions for participants undertaking full qualifications;
- ▶ IT support to navigate the Learning Management System;
- ▶ Learning materials in large print;
- ▶ Consultation with St John WA Trainers and Assessors;
- ▶ Reasonable adjustment during assessment; and
- ▶ Language, literacy and numeracy support.

### **External Support Providers for Students**

St John WA provides participants with a list of local external support services that may assist in a variety of ways. These services may incur a cost to the participant which varies between services providers. St John WA recommends participants contact the appropriate external service prior to booking their course so that St John WA can cater for any additional requirements participants may need.

To request internal support services and to book a course that requires internal or external support call the St John WA Contact Centre 9334 1233.

## Metro

Name	Address	Phone Number	Web Page	Email	Service Provided
<b>The Dyslexia-SPELD Foundation of WA (Inc.)</b>	10 Broome St South Perth, WA, 6151	(08) 9217 2500	<a href="https://dsf.net.au/">https://dsf.net.au/</a>	<a href="mailto:support@dsf.net.au">support@dsf.net.au</a>	Assistance for people with Dyslexia in WA.
<b>Activ Foundation</b>	327 Cambridge St Wembley WA 6014	(08) 9387 0555	<a href="https://www.activ.asn.au/">https://www.activ.asn.au/</a>	<a href="mailto:info@activ.asn.au">info@activ.asn.au</a>	Carer's attend class with client.
<b>North Metropolitan TAFE</b>	25 Aberdeen St Northbridge WA 6003	1300 300 822	<a href="http://www.northmetrotafe.wa.edu.au">http://www.northmetrotafe.wa.edu.au</a>  <a href="http://www.homeaffairs.gov.au">About the Adult Migrant English Program (AMEP) (homeaffairs.gov.au)</a>	<a href="mailto:enquiry@nmtafe.wa.edu.au">enquiry@nmtafe.wa.edu.au</a>	LLN for eligible migrants (Adult Migrant English Program).
<b>Department of Communities, Disability Services</b>	5 Newman Court Fremantle, WA 6160	(08) 6217 6888 or 1800 176 888 (country freecall) 133 677 (TTY)	<a href="http://www.disability.wa.gov.au">http://www.disability.wa.gov.au</a>	<a href="mailto:enquiries@communities.wa.gov.au">enquiries@communities.wa.gov.au</a>	Provide information, support and services to people with disability, their families and carers.
<b>Life Without Barriers</b>	Level 1/632-634 Newcastle St, Leederville WA 6007	1800 935 483  (08) 9208 3428	<a href="http://www.lwb.org.au">http://www.lwb.org.au</a>	<a href="mailto:info@lwb.org.au">info@lwb.org.au</a>	<ul style="list-style-type: none"> <li>▶ Mental Health Programs</li> <li>▶ Foster Care</li> <li>▶ Disability Support</li> <li>▶ Children and Families</li> <li>▶ Residential Care</li> </ul>

## Metro Continued

Name	Address	Phone Number	Web Page	Email	Service Provided
<b>Mission Australia</b>	275 Abernathy Rd Cloverdale WA 6105	(08) 9225 0400	<a href="http://www.missionaustralia.com.au">www.missionaustralia.com.au</a>	Email via webpage	<ul style="list-style-type: none"> <li>▶ Children and Family</li> <li>▶ Community Housing</li> <li>▶ Employment and Training</li> <li>▶ Homelessness</li> <li>▶ Young People</li> <li>▶ Mental health, alcohol and other drugs</li> <li>▶ Disability inclusion</li> </ul>
<b>Multicultural Services Centre of WA Inc.</b>	Head Office 20 View St North Perth WA 6006	08) 9328 2699	<a href="http://www.mscwa.com.au">www.mscwa.com.au</a>	<a href="mailto:admin@mscwa.com.au">admin@mscwa.com.au</a>	<p>Provides a range of services to migrants and refugees including:</p> <ul style="list-style-type: none"> <li>▶ Aged care</li> <li>▶ Disability Services</li> <li>▶ Emergency relief</li> <li>▶ Family mediation</li> <li>▶ Financial Services</li> <li>▶ Health and Wellbeing</li> <li>▶ Housing</li> <li>▶ Media Service</li> <li>▶ Settlement Grants Program</li> <li>▶ Workforce Development</li> <li>▶ Legal Centre</li> </ul>
	Corporate Office 7 Mallard Way, Cannington WA 6107	(08) 9258 5188			
	Wellness Centre 5 Bookham St Morley	(08) 9444 8283			
	14 Brewer Pl Mirrabooka WA	(08) 9344 7858			
	63 Ormsby Tce, Mandurah WA 6210	0407 826 108			

<b>Read Write Now</b>	Armadale Canning City Metro Fremantle Joondalup Mandurah Morley Rockingham South East Metro Stirling Swan Yanchep Albany Bunbury Collie Katanning	1800 018 802	<a href="http://www.read-write-now.org">www.read-write-now.org</a>	<a href="mailto:readwritenow@nmtafe.wa.edu.au">readwritenow@nmtafe.wa.edu.au</a>	Volunteer tutors provide free one-on-one assistance for adults to help improve: <ul style="list-style-type: none"><li>▶ Reading</li><li>▶ Writing</li><li>▶ Spelling</li><li>▶ Maths</li></ul>
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## Metro Continued

Name	Address	Phone Number	Web Page	Email	Service Provided
<b>Senses</b>	11 Kitchener Avenue Burswood WA 6100	1300 111 881	<a href="http://www.senses.org.au/">http://www.senses.org.au/</a>	<a href="mailto:csa@senses.org.au">csa@senses.org.au</a>	Provide information, support and services to people with disability, their families and carers.
<b>South Metropolitan TAFE</b>	Campuses: Armadale Bentley Carlisle Fremantle Jandakot Kwinana Mandurah Munster Murdoch Naval Base Rockingham Thornlie	1800 001 001  9336 5629  (08) 9239 8200 (International callers)	<a href="http://www.southmetrotafe.wa.edu.au/">http://www.southmetrotafe.wa.edu.au/</a>	<a href="mailto:info@smtafe.wa.edu.au">info@smtafe.wa.edu.au</a>	English language and General Education courses
<b>VisAbility Western Australia (Formerly Association for the Blind WA)</b>	Perron Centre 61 Kitchener Ave Victoria Park WA 6100	1800 847 466  (08) 9311 8202	<a href="http://www.visability.com.au">www.visability.com.au</a>	<a href="mailto:info@visability.com.au">info@visability.com.au</a>	Provide products and services for the blind: ▶ Computer accessibility software ▶ Text to speech scanners ▶ Portable and desktop video magnifiers
<b>Access Plus WA Deaf (Formerly WA Deaf Society Inc.)</b>	34 Dodd Street, Wembley WA 6014	(08) 9441 2677	<a href="http://www.wadeaf.org.au">www.wadeaf.org.au</a>	<a href="mailto:ENQUIRY@ACCESSPLUS.ORG.AU">ENQUIRY@ACCESSPLUS.ORG.AU</a>	Auslan - Sign language training and Interpreters.
<b>WA Primary Health Alliance</b>	Services Providers throughout the Midwest	(08) 6272 4900	<a href="https://www.wapha.org.au/">https://www.wapha.org.au/</a>	<a href="mailto:info@wapha.org.au">info@wapha.org.au</a>	▶ Aboriginal Health ▶ Aged care ▶ Alcohol and other drugs ▶ Digital health ▶ Health workforce



					<ul style="list-style-type: none"><li>▶ Mental Health</li><li>▶ Chronic Conditions</li><li>▶ Population health</li></ul>
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## Goldfields

Name	Address	Phone Number	Web Page	Email	Service Provided
<b>Life Without Barriers</b>	8/35 Brookman Street Kalgoorlie WA 6430	(08) 9092 2900	<a href="http://www.lwb.org.au/">http://www.lwb.org.au/</a>	<a href="mailto:info@lwb.org.au">info@lwb.org.au</a>	<ul style="list-style-type: none"> <li>▶ Mental Health Programs</li> <li>▶ Foster Care</li> <li>▶ Disability Support</li> <li>▶ Children and Families</li> <li>▶ Aboriginal and Torres Strait Islander Services</li> <li>▶ Aged care</li> </ul>
	Units 3 & 4, 53 The Esplanade, Esperance WA 6450	(08) 9079 8402			
<b>Read Write Now</b>	Office in Esperance	1800 018 802	<a href="http://www.read-write-now.org">www.read-write-now.org</a>	<a href="mailto:readwritenow@nmtafe.edu.au">readwritenow@nmtafe.edu.au</a>	Volunteer tutors provide free one-on-one assistance for adults to help improve: <ul style="list-style-type: none"> <li>▶ Reading</li> <li>▶ Writing</li> <li>▶ Spelling</li> <li>▶ Maths</li> </ul>

## Midwest

Name	Address	Phone Number	Web Page	Email	Service Provided
<b>Midwest Community Living Association</b>	75 Marine Terrace, Geraldton WA 6530	(09) 9921 1505	<a href="http://www.midwestcommunityliving.org.au/">http://www.midwestcommunityliving.org.au/</a>	<a href="mailto:enquiries@mwcla.org.au">enquiries@mwcla.org.au</a>	Provides support to people with disabilities and information and access to community events and organisations.
<b>Read Write Now</b>	Coordinators/Tutors in Geraldton	1800 018 802	<a href="http://www.read-write-now.org">www.read-write-now.org</a>	<a href="mailto:readwritenow@nmtafe.edu.au">readwritenow@nmtafe.edu.au</a>	Volunteer tutors provide free one-on-one assistance to adults help improve: <ul style="list-style-type: none"> <li>▶ Reading</li> <li>▶ Writing</li> <li>▶ Spelling</li> <li>▶ Maths</li> </ul>

## Midwest continued

Name	Address	Phone Number	Web Page	Email	Service Provided
<b>WA Primary Health Alliance</b>	Services Providers throughout the Midwest	(08) 6272 4900	<a href="https://www.wapha.org.au/">https://www.wapha.org.au/</a>	<a href="mailto:info@wapha.org.au">info@wapha.org.au</a>	<ul style="list-style-type: none"> <li>▶ Aboriginal Health</li> <li>▶ Aged care</li> <li>▶ Alcohol and other drugs</li> <li>▶ Digital health</li> <li>▶ Health workforce</li> <li>▶ Mental Health</li> <li>▶ Chronic Conditions</li> <li>▶ Population health</li> </ul>

## Great Southern

Name	Address	Phone Number	Web Page	Email	Service Provided
<b>Community Living Association Inc.</b>	Central Office 36 Cockburn Rd Albany WA 6330  Training Office 56 Cockburn Road Albany, WA, 6330	(08) 9842 3855	<a href="http://www.mycla.org.au/">http://www.mycla.org.au/</a>	<a href="mailto:admin@lifeisforliving.org.au">admin@lifeisforliving.org.au</a>	Assists with skills development and participation in community activities for the vulnerable and people with disability
<b>Read Write Now</b>	Coordinators/ Tutors in Katanning, Albany.	(08) 9427 1393 or 1800 018 802	<a href="http://www.read-write-now.org">www.read-write-now.org</a>	<a href="mailto:readwritenow@nmtafe.edu.au">readwritenow@nmtafe.edu.au</a>	Volunteer tutors provide free one-on-one assistance to adults help improve: <ul style="list-style-type: none"> <li>▶ Reading</li> <li>▶ Writing</li> <li>▶ Spelling</li> <li>▶ Maths</li> </ul>
<b>The Dyslexia-SPELD Foundation of WA (Inc.)</b>	DSF Literacy Clinic Albany	(08) 9842 2594	<a href="https://dsf.net.au/">https://dsf.net.au/</a>	<a href="mailto:support@dsf.net.au">support@dsf.net.au</a>	Assistance for people with Dyslexia in WA.



<b>VisAbility (Formerly Association for the Blind WA)</b>	211 North Rd, Centennial Park WA 6330	1800 847 466  (08) 9311 8202	<a href="http://www.visibility.com.au">www.visibility.com.au</a>	<a href="mailto:info@visibility.com.au">info@visibility.com.au</a>	Provide products and services for the blind: <ul style="list-style-type: none"> <li>▶ Computer accessibility software</li> <li>▶ Text to speech scanners</li> <li>▶ Portable and desktop video magnifiers</li> </ul>
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## Wheatbelt

Name	Address	Phone Number	Web Page	Email	Service Provided
<b>Read Write Now</b>	Coordinators/Tutors in Northam and Toodyay	(08) 9427 1393 or 1800 018 802	<a href="http://www.read-write-now.org">www.read-write-now.org</a>	<a href="mailto:readwritenow@nmtafe.edu.au">readwritenow@nmtafe.edu.au</a>	Volunteer tutors provide free one-on-one assistance to adults help improve: <ul style="list-style-type: none"> <li>▶ Reading</li> <li>▶ Writing</li> <li>▶ Spelling</li> <li>▶ Maths</li> </ul>
<b>Wheatbelt mental health services</b>	U10/210 Fitzgerald St Northam WA 6401	(08) 9621 0999  1800 552 002	<a href="#">WA Country Health Service - Wheatbelt mental health services</a>	<a href="mailto:wachscomms@health.wa.gov.au">wachscomms@health.wa.gov.au</a>	<ul style="list-style-type: none"> <li>▶ Aboriginal Mental Health Program (all ages)</li> <li>▶ Adult Mental Health Program (18-65 years)</li> <li>▶ Child and Adolescent Mental Health Program (0-18 years)</li> <li>▶ Seniors Mental Health Program (65+ years)</li> <li>▶ Youth Mental Health Program (15-24 years)</li> </ul>

## Northwest

Name	Address	Phone Number	Web Page	Email	Service Provided
<b>Life Without Barriers</b>	Unit 1 12, Coghlan Street Broome WA 6725	(08) 9194 5400	<a href="http://www.lwb.org.au/">http://www.lwb.org.au/</a>	<a href="mailto:info@lwb.org.au">info@lwb.org.au</a>	<ul style="list-style-type: none"> <li>▶ Mental Health Programs</li> <li>▶ Foster Care</li> <li>▶ Disability Support</li> <li>▶ Children and Families</li> <li>▶ Residential care</li> <li>▶ Aboriginal and Torres Strait Islander services</li> </ul>
<b>Read Write Now</b>	Coordinators/Tutors in Broome	(08) 9427 1393 or 1800 018 802	<a href="http://www.read-write-now.org">www.read-write-now.org</a>	<a href="mailto:readwritenow@nmtafe.edu.au">readwritenow@nmtafe.edu.a u</a>	<p>Volunteer tutors provide free one-on-one assistance to adults help improve:</p> <ul style="list-style-type: none"> <li>▶ Reading</li> <li>▶ Writing</li> <li>▶ Spelling</li> <li>▶ Maths</li> </ul>

## Southwest

Name	Address	Phone Number	Web Page	Email	Service Provided
<b>Activ Bunbury</b>	16 Beddingfield St, Davenport WA 6230	(08) 9726 0190	<a href="https://www.activ.asn.au/">https://www.activ.asn.au/</a>	<a href="mailto:info@activ.asn.au">info@activ.asn.au</a>	Carer's attend class with client.
<b>Life Without Barriers</b>	183 Spencer Street Bunbury WA 6230	(08) 9722 9200	<a href="http://www.lwb.org.au/">http://www.lwb.org.au/</a>	<a href="mailto:info@lwb.org.au">info@lwb.org.au</a>	<ul style="list-style-type: none"> <li>▶ Disability support</li> <li>▶ Mental Health programs</li> <li>▶ Foster Care</li> <li>▶ Children and Families</li> </ul>
<b>Read Write Now</b>	Regional Offices in Collie, Busselton, Margaret River, Bunbury	(08) 9427 1393 or 1800 018 802	<a href="http://www.read-write-now.org">www.read-write-now.org</a>	<a href="mailto:readwritenow@nmtafe.edu.au">readwritenow@nmtafe.edu.a u</a>	<p>Volunteer tutors provide free one-on-one assistance to adults help improve:</p> <ul style="list-style-type: none"> <li>▶ Reading</li> <li>▶ Writing</li> <li>▶ Spelling</li> <li>▶ Maths</li> </ul>
<b>Multicultural Services Centre of WA Inc.</b>	Milligan Community Learning and Resource Centre  35 Milligan St, Carey Park, Bunbury WA 6230 0476 264 707	0476 264 707 (08) 9328 2699	<a href="http://www.mscwa.com.au">www.mscwa.com.au</a>	<a href="mailto:admin@mscwa.com.au">admin@mscwa.com.au</a>	<p>Provides a range of services to migrants and refugees including:</p> <ul style="list-style-type: none"> <li>▶ Aged care</li> <li>▶ Disability Services</li> <li>▶ Emergency relief</li> <li>▶ Family mediation</li> <li>▶ Financial Services</li> <li>▶ Health and Wellbeing</li> <li>▶ Housing</li> <li>▶ Media Service</li> <li>▶ Settlement Grants Program</li> <li>▶ Workforce Development Legal Centre</li> </ul>

<b>VISIBILITY (formally Association for the Blind WA)</b>	99/101 Victoria St, Bunbury WA 6230	1800 847 466  (08) 9311 8202	<a href="http://www.visibility.com.au">www.visibility.com.au</a>	<a href="mailto:info@visibility.com.au">info@visibility.com.au</a>	Provide products and services for the blind: <ul style="list-style-type: none"><li>▶ Computer accessibility software</li><li>▶ Text to speech scanners</li><li>▶ Portable and desktop video magnifiers</li></ul>
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## Federal/National Organisations

Name	Address	Phone Number	Web Page	Email	Service Provided
<b>ACA Australian Counselling Association</b>	Unit 2/42 Finsbury Street Newmarket Qld 4051	(07) 3356 4255 or 1300 784 333	<a href="http://www.theaca.net.au">www.theaca.net.au</a>	Email via webpage	Search engine to find a counsellor in your area
<b>Australian Government Indigenous Initiatives</b>			<a href="http://www.indigenous.gov.au">www.indigenous.gov.au</a>	Email via webpage	Connects Aboriginal and Torres Strait Islanders with Aust. Govt. programs
<b>Beyondblue</b>	GPO Box 1883 Melbourne VIC 3001 Australia  Level 2, 290 Burwood Rd Hawthorn VIC 3122	1300 22 4636  (03) 9810 6100	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	Email via webpage	Support and/or information for depression and anxiety.
<b>Be Connected</b>		1300 795 897	<a href="http://Be Connected (esafety.gov.au)">Be Connected (esafety.gov.au)</a>	Email via webpage	Help for seniors with using computers, word processing web use, sending emails.
<b>Lifeline</b>	WA Head Office Unit 44a 7 Aberdeen Street East Perth WA 6004	24/7 crisis Support 13 11 14  (08) 9261 4444	<a href="http://www.lifelinewa.org.au">www.lifelinewa.org.au</a>	<a href="mailto:reception@lifelinewa.org.au">reception@lifelinewa.org.au</a>	Support for suicide prevention, people in crisis, help with emotional wellbeing.
<b>Disability Services Commission</b>	Department of Communities, Disability Services 5 Newman Court Fremantle, WA 6160	(08) 6217 6888 1800 176 888	<a href="http://www.disability.wa.gov.au/">http://www.disability.wa.gov.au/</a>	<a href="mailto:enquiries@communities.wa.gov.au">enquiries@communities.wa.gov.au</a>	Support for people with disabilities

## Federal/National Organisations

Name	Address	Phone Number	Web Page	Email	Service Provided
<b>National Disability Services</b>	PO Box 184 Northbridge WA 6865  12 Lindsay Street Perth WA 6000	(08) 9242 5544	<a href="http://www.nds.org.au/">http://www.nds.org.au/</a>	<a href="mailto:ndswa@nds.org.au">ndswa@nds.org.au</a>	Operates services for Australians with all types of disabilities.
<b>National Relay Service</b>	Level 2 10 Mallett Street Camperdown NSW 2050	TTY/voice calls 133 677  Speak & Listen 1300 555 727  SMS relay 0423 677 767	<a href="#">National Relay Service   Department of Infrastructure, Transport, Regional Development and Communications, Australian Government</a>	<a href="mailto:clientservice@infrastructure.gov.au">clientservice@infrastructure.gov.au</a>	A phone solution for people who are deaf or have a hearing or speech impairment.
<b>Reading Writing Hotline</b>	TAFE Sydney Institute PO Box 707 Broadway NSW 2007	1300 655 506	<a href="http://www.readingwritinghotline.edu.au">www.readingwritinghotline.edu.au</a>	Email via webpage	Assistance with LLN.
<b>Skills for Education and Employment (SEE) Program</b>	Department of Education, Skills and Employment GPO Box 9880 Canberra ACT 2601 Australia	1300 488 064	<a href="#">Skills for Education and Employment (SEE) Program - Department of Education, Skills and Employment, Australian Government (dese.gov.au)</a>	<a href="mailto:contact.centre@dese.gov.au">contact.centre@dese.gov.au</a>	A program to help develop speaking, reading, writing or basic maths skills to improve the chances of getting and keeping a job.
<b>TIS Translation and Interpreting Service</b>	TIS National GPO Box 241 Melbourne VIC 3001	Immediate phone interpreting 131 450  ATIS Voice phone interpreting 1800 131 450	<a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>	<a href="mailto:tispromo@homeaffairs.gov.au">tispromo@homeaffairs.gov.au</a>	TIS may charge St John for using its services to assist a participant. On-site Interpreters must be pre-booked – charges will apply.

<b>Modification History</b>			
<b>Superseded Version</b>	<b>New Version</b>	<b>New Version Date</b>	<b>Changes</b>
6	7	Dec 2021	Review and Update of Organisation Information
5	6	Oct 2019	Dyslexia Support changed. Internal Support for Students added. Internal support for Staff removed
4	5	March 2019	Review and Update of Organisation Information
3	4	July 2017	Updated contact details and service information by Regions
2	3	March 2017	Updated contact details and service information
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	<a href="https://stjohnwa.sharepoint.com/:f:/r/sites/PeopleLearning/Shared%20Documents/General/Compliance/Misc?csf=1&amp;web=1&amp;e=WVE3SO">https://stjohnwa.sharepoint.com/:f:/r/sites/PeopleLearning/Shared%20Documents/General/Compliance/Misc?csf=1&amp;web=1&amp;e=WVE3SO</a>		