Student Support Services

At Gateway Training Academy, we are committed to fostering a supportive and inclusive learning environment for all our students. We offer a range of tailored support services designed to help students succeed academically, professionally, and personally. These services are available to all students, including disadvantaged students**,** as well as those facing additional barriers to education or coming from diverse and equity backgrounds. Our support services include, but are not limited to:

1. Student Learning Support

We provide academic assistance to help students excel in their studies. This includes:

- One-on-one tutoring or study support
- Flexible class and assessment schedule during cultural events to support diversity and inclusivity
- Study skills workshops to assist students coping with assessment-related anxiety
- Assistance with literacy and numeracy
- Support for students with learning difficulties

Whether you are struggling with a particular subject or just need help adjusting to study life, our learning support team is here to assist.

2. Additional Support for Disadvantaged Students Experiencing Other Issues:

Gateway Training Academy recognises that some students may face personal, financial, or social challenges during their studies. We provide tailored support for students experiencing:

- Financial hardship
- Domestic violence
- Family responsibilities
- Health issues or disability

Support may include flexible learning arrangements, referrals, and direct assistance where appropriate.

Disability Support may include but not limited to:

- making reasonable adjustments which allow students with disability to participate and learn on the same basis as students without disability
- preventing harassment and victimisation of students with disability
- consult regularly with students with disabilities and their parents and caregivers to develop reasonable adjustments and address concerns as they arise.

3. Student Assistance Program (SAP) – via AccessEAP

Gateway Training Academy offers a complimentary Student Assistance Program (SAP) through AccessEAP. This program provides confidential counseling services for students experiencing personal, family, or study-related challenges.

Services include:

- Short-term, solution-focused counselling (via phone or face-to-face)
- Assistance with anxiety, depression, stress, grief, family conflict, and more
- Access to experienced, qualified professionals

Website: eapassist.com.au

Email: support@eapassist.com.au

Mobile: 0407 086 000

Online Booking Form: eapassist.com.au/booking-form

4. Administrative Support

We provide academic assistance to disadvantaged students by helping in the:

- Enrolment and course registration
- Understanding timetables, assessments, and deadlines
- Accessing your student portal and digital resources
- Clarifying academic policies and procedures

5. Work placement opportunity

With the assistance of the Work Placement Coordinator, Gateway supports students in securing appropriate work placements. This support includes:

- Establishing and maintaining relationships with employers
- Matching students to suitable placements, taking into consideration:
    - The distance to the workplace
    - Any travel limitations
    - The student's availability

6. Career Guidance

Our career advisors' team and trainers help prepare students for employment and career advancement. We offer:

- Career counselling sessions
- Resume writing and job application support
- Interview preparation
- Job search strategies
- Information about further study or industry pathways

7. Referrals to External Services

In some cases, students may require specialist assistance outside the scope of our internal services. We can provide referrals to trusted external providers, including:

Service	Phone	Description
13YARN	13 92 76	24/7 support for Aboriginal and Torres Strait Islander people in crisis
Beyond Blue	1300 22 4636	Mental health support, well-being advice, suicide prevention
Disability Gateway	1800 643 787	Information and referral service for people with disabilities
Lifeline Australia	13 11 14	Crisis support and suicide prevention available 24/7
MensLine Australia	1300 78 99 78	Support for men with mental health, family violence, and addiction issues
National Relay Service	0423 677 767	Relay service for people who are deaf or hard of hearing
NSW Health Mental Health Line	1800 011 511	24/7 mental health advice, assessments, and referrals
Suicide Call Back Service	1300 659 467	Counselling and suicide prevention for those in emotional distress
TIS National (Translating and Interpreting Service)	131 450	Language support for students from non-English-speaking backgrounds
Legal Aid	1300 888 529	Legal Services
Drug and Alcohol	1800 250 015	Drug and Alcohol (ADIS) counsellor

Student Support Services

Contact Us

If you need support or have questions about the services available to you, please don't hesitate to get in touch:

- **Phone:** 1300 881 932
- **Email:** info@gateway.edu.au