

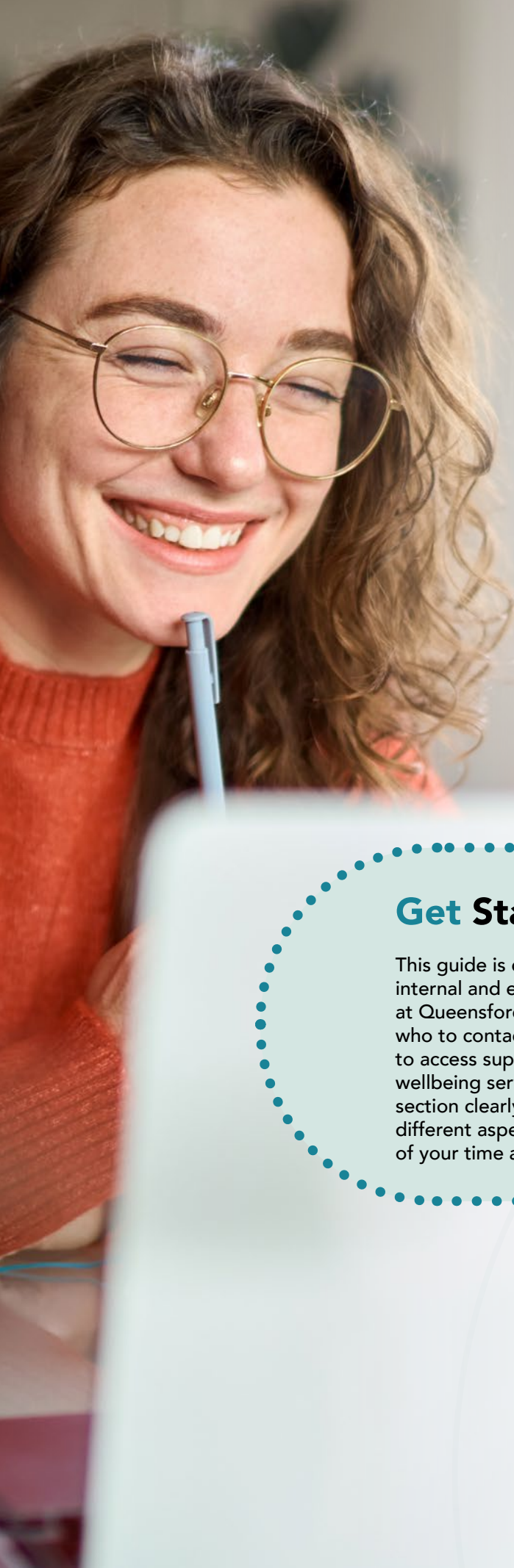


STUDENT SUPPORT SERVICES GUIDE

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Introduction & Welcome

At Queensford College, we are committed to helping you succeed both academically and personally during your time with us. This guide outlines the wide range of both internal and external support services available to you, from academic assistance and digital literacy support to wellbeing, counselling, and culturally inclusive resources. Whether you're settling into a new learning environment, facing a challenge, or simply need a little extra help, our team is here to ensure you feel supported, respected, and empowered throughout your journey. We encourage you to make use of these services and to reach out early. Your success is our priority.

Get Started

This guide is designed to help you understand the wide range of internal and external support services available to you as a student at Queensford College. You can use it to find information about who to contact, what types of assistance are available, and how to access support when you need it—whether it's academic help, wellbeing services, cultural inclusion, or disability support. Each section clearly outlines the services provided and how they relate to different aspects of your study journey, helping you make the most of your time at the College.

Emergency Contacts & Information

The below contacts can provide you assistance in life threatening or emergency situations.

EMERGENCY SERVICES (POLICE, FIRE, AMBULANCE)	Call Triple Zero (000) In an emergency or life-threatening situations the Triple Zero (000) service is the quickest way to get the right emergency service to help you. This is a national number which can be used all across Australia you can contact Police, Fire or Ambulance.
THE EMERGENCY+ APP	The Emergency+ app is a free app developed by Australia's emergency services, Government and industry partners. The app uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services. emergencyapp.triplezero.gov.au
POISON INFORMATION CENTRE	Call 13 11 26 For fast poisoning advice 24Hrs/7 a week from anywhere in Australia
RED CROSS FIRST AID APP	The Red Cross First Aid app is a free, comprehensive pocket guide to First Aid, giving you access to the most up to date First Aid information anytime, anywhere. redcross.org.au/first-aid-app.aspx .
13 HEALTH	Call 13 43 25 84 13 HEALTH is a confidential phone service where you can phone and talk to a registered nurse 24Hrs a day. 13 HEALTH provides qualified health advice however it should not replace medical consultation. In an emergency always dial 000
LIFELINE	Call 13 11 14 Lifeline provides 24Hrs crisis counselling, support groups and suicide prevention service
BEYOND BLUE	Call 1300 22 4636 Beyond Blue Support Service is available 24Hrs/7 a week if you're going through a hard time. Beyond Blue can provide brief counselling and help you find extra mental health support.
KIDS HELPLINE	Call 1800 55 1800 Kids Helpline is a free 24Hrs/7 confidential and private counselling service specifically for children and young people aged 5 – 25.
HEADSPACE	Call 1800 650 890 Headspace provides free online and telephone support and counselling to young people 12 – 25 and their families and friends.
SUICIDE CALL BACK SERVICE	Call 1300 659 467 For 24Hrs/7 support if you or someone you know is feeling suicidal.
13YARN [THIRTEEN YARN]	Call: 13 92 76 13YARN [Thirteen Yarn] provides confidential and culturally safe crisis support by a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter who can provide support 24Hrs/7 a week. https://www.13yarn.org.au/
DVCONNECT	Call: 1800 811 811 Free and confidential services that can help any person who is feeling unsafe at home because of domestic, family or intimate partner violence. https://www.dvconnect.org/
1800RESPECT NATIONAL DOMESTIC FAMILY AND SEXUAL VIOLENCE COUNSELLING SERVICE	Call: 1800 737 732 Confidential information, counselling and support service available for free, 24Hrs/7 to support people impacted by domestic, family or sexual violence. https://www.1800respect.org.au/
POLICE ASSISTANCE LINE NON-EMERGENCY POLICE CONTACT	Call 131 444 For help in a non-emergency situation you can call the Police Assistance Line to be connected with your local police.

How to Access Services

At Queensford College, our Admissions and Student Services teams are here to support you as you begin and throughout your learning journey. To ensure we can connect you with the most appropriate support services, we encourage you to share any individual needs or disabilities you may have. You can access internal support at any time by contacting our Student Services team - we're here to help you succeed every step of the way.

ACCESSING EXTERNAL SERVICES AND RESOURCES

To access external services and resources, students are encouraged to first identify their individual needs, then look at the different services available to find one that suits you. Once you have chosen your service you may need to prepare by collating documents, completing forms or registration, scheduling and attending appointments. Your chosen service provider can guide you through this.

Where appropriate, students can also make use of online tools and resources. Don't forget to keep track of any follow-ups or next steps to get the most out of the support.



Student Support Services

IT SUPPORT

Queensford College's IT Support team is here to help you stay connected and confident with your digital learning tools. Whether you need assistance accessing the student portal, logging into your email, using online learning platforms, or troubleshooting technical issues, our team is ready to assist. We're here to make sure your tech experience supports your success from day one.

Queensford College IT Support

For IT support with the College's Learning Management System (LMS), students can contact the College, Email: helpdesk@queensford.edu.au | Phone: +61 7 3221 1626

DIGITAL SUPPORT AND ESAFETY RESOURCES

It's important to navigate the digital learning environment with confidence and awareness to ensure your online safety and effective learning. Support is available to assist with accessing online learning platforms, practising safe online behaviours, and protecting personal information from cybersecurity risks. Students can access eSafety guidance, cybersecurity tips, and digital learning support through Student Services and recommended online resources.

Cybersecurity Resources	For resources to improve your cybersecurity and protect yourself online: https://www.cyber.gov.au/learn-basics/view-resources/resources-library
Cyber Security Tips – Study Queensland	Study Queensland provides cyber safety tips and guidelines on awareness of cyber safety, cybercrimes and scams. https://www.studyqueensland.qld.gov.au/live/safety-and-support/cyber-security
eSafety for Young People	The eSafety Commissioner works to keep Australians safe online. These resources are https://www.esafety.gov.au/young-people
eSafety First Nations	The eSafety Commissioner works to keep Australians safe online. https://www.esafety.gov.au/first-nations
Beconnect eSafety Library	Free articles, podcasts, short courses and other resources to help build your digital skills https://beconnected.esafety.gov.au/topic-library

TRANSPORT

All Queensford College campuses are conveniently located with access to public transport options, including buses, trains, and other local services. Travel concessions may be available to eligible international students, depending on the state and course of study. For more information about concession eligibility and how to apply, please refer to the relevant state transport provider website or speak with Student Services at your campus.

QLD Translink Go Card

The Queensland Government has now implemented 50 cent flat fares for all Translink services across the state including bus, train, ferry, tram, and on-demand services in South East Queensland and urban bus services in regional Queensland. All students will be able to access 50 cent fares using the payment method of their choice – whether it be using their contactless debit or credit card, go card, or a pre-purchased paper ticket.

Should students have any questions about their go card, their fares, or other public transport matters, they should be directed to call Translink on 13 12 30 or visit translink.com.au



Adelaide Metro

Full-time students in Adelaide are eligible for concession fares on Adelaide Metro services. To access the discount, students can apply for a concession metroCARD or use the Adelaide Metro Buy & Go app to purchase concession tickets. A valid student ID is required. Discounted fares apply across buses, trains, and trams. Students must always carry their student ID card when traveling. For more information, visit: <http://www.adelaidemetro.com.au/>

Transport NSW

International Students in Sydney are not eligible for concessions fare.

To find out more about Sydney's public transport, visit <https://transportnsw.info/>



FINANCIAL SUPPORT AND SUBSIDY

At Queensford College, we are committed to making education accessible and achievable. Eligible students may be able to access a range of financial support options to help manage the cost of their course. This includes subsidised training programs (subject to location and eligibility) and flexible payment plans. Subsidised courses may vary across our campuses in Queensland, New South Wales, and South Australia, so we encourage students to contact the Student Support team to discuss their options and determine their eligibility.

Student Budget Resources

For additional information and resources on managing your money and living on a budget students can access resources such as those provided by Study Australia: <https://www.studyaustralia.gov.au/en/tools-and-resources/tips-and-advice-for-students/10-budgeting-tips-for-international-students->

First Nations Student Support

Queensford College acknowledges the Traditional Custodians of the lands on which our campuses are located, and we pay our respects to Elders past and present. We are committed to supporting Aboriginal and Torres Strait Islander students by fostering a learning environment that values cultural identity, connection to Country, and community.

This section outlines external support available to First Nations students, including culturally safe services, wellbeing support, and links to Indigenous organisations and networks.

Our goal is to ensure that First Nations students feel welcomed, respected, and empowered throughout their educational journey. We encourage you to connect with these services, which have been designed to strengthen your success, wellbeing, and cultural belonging at Queensford College.

http://www.indigenous.gov.au/	
Indigenous.gov.au	Connects Aboriginal and Torres Strait Islander people with Australian Government policies and programmes and raises awareness about the initiatives that affect them most.
Medicare Mental Health – Support for Aboriginal and Torres Strait Islander People	https://www.medicarementalhealth.gov.au/living-well/support-aboriginal-torres-strait-islander-people
Aboriginal & Torres Strait Islander Crisis Support Line (13 YARN)	13YARN - Call 13 92 76 24/7 Crisis support for Aboriginal and Torres Strait Islanders Phone : 13 92 76 This service may help: <ul style="list-style-type: none">• <i>Yarn without judgement</i>• <i>Culturally safe space to speak about needs, worries or concerns</i>• <i>Aboriginal and Torres Strait Islander Crisis Supporters</i>
Australian Department of Human Services	The Department provides support, assistance and guidance for Aboriginal and Torres Strait Islander Australians who are studying or doing an apprenticeship or traineeship including information on Other government and community support services https://www.servicesaustralia.gov.au/australian-government-indigenous-apprenticeships-program?context=22
WellMob – Connecting with Culture	https://wellmob.org.au/e-health-topics/culture/



International Student Support Services

At Queensford College, we understand that studying in a new country can be both exciting and challenging. Our dedicated support services are here to help international students adjust to life in Australia, succeed in their studies, and feel part of the College community. From orientation and visa guidance to wellbeing, academic, and cultural support, we're here to ensure you feel welcomed, informed, and supported every step of the way.

ACCOMMODATION & AIRPORT ASSISTANCE

From the time your Confirmation of Enrolment (CoE) is issued, Queensford College is here to support you with settling in. Our Student Support Officers can provide free advice and up-to-date information on accommodation options and airport pickup services to help make your arrival as smooth as possible. While the guidance we offer is free, please note that any fees charged by external service providers are the responsibility of the student. If you need help or have questions, don't hesitate to contact our Student Support team.

ORIENTATION

Our Orientation Program is designed to help you settle into life in Australia and succeed in your studies from day one. Held during your first week, the program introduces you to the campus, our support services, and life as an international student. You'll receive important information about academic and English language support, health and emergency services, legal assistance, attendance and course progress requirements, and your rights at work. You'll also learn how to access personal support and make the most of your time at Queensford College. Orientation is your first step in feeling confident, connected, and ready to thrive.

FACILITIES AND RESOURCES

College will organise a quick tour of the campus on the orientation day for the students. It will showcase College facilities and during that process they will become familiarise of the resources available to them.

EMERGENCY AND HEALTH SERVICES

Students are advised on campus safety and how to access emergency and health services in Australia. For non-urgent services students are encouraged to talk with student services. For medical or other emergencies students are instructed to contact the appropriate services, e.g. 000 and inform College as soon as appropriate.

LEGAL SERVICES

If you need legal advice, Queensford College can help by referring you to a qualified legal practitioner. This referral service is free of charge, but please be aware that any legal fees charged by the practitioner are your responsibility. If you need support or have questions, reach out to our Student Support Officers.

CULTURE & DIVERSITY

Queensford College is committed to a culture that embraces and fosters diversity and inclusion. People from all social and cultural backgrounds will be equally treated and due respect will be given to the traditional owners of the land, Aboriginal and Torres Strait Islander people. The college will endeavour to ensure all staff, students and those with whom we interact feel safe, respected and valued for their diversity.

GENERAL COUNSELLING AND ADVICE

Student may seek to receive help if they have any concern with their mental wellbeing, domestic violence, relationship problems, gambling and alcohol problems. Queensford College will endeavour to assist by providing the counselling services in all cases. However, in case of Queensford College not being able to address any of the student concerns that are concerning, student will be directed to the external professional help and counselling



EMPLOYMENT INFORMATION AND SUPPORT

Queensford College provides a range of services to help students explore job opportunities and prepare for employment. Students can access links to popular job search platforms such as Seek, Indeed, and CareerOne. We also post available job opportunities from our industry partner organisations directly on the Learning Management System (LMS). For more personalised support, students can book a one-on-one appointment to receive tailored advice and assistance with job applications, resumes, and interview preparation.

Useful Job Search Resources:

SEEK	https://www.seek.com.au/
INDEED	https://au.indeed.com/
CAREERONE	https://www.careerone.com.au/

Fair Work Ombudsman (13 13 94)

International student rights in the workplace and rules for your visa: <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>

If you wish to speak to student support in regards to any of the services provided, you may:

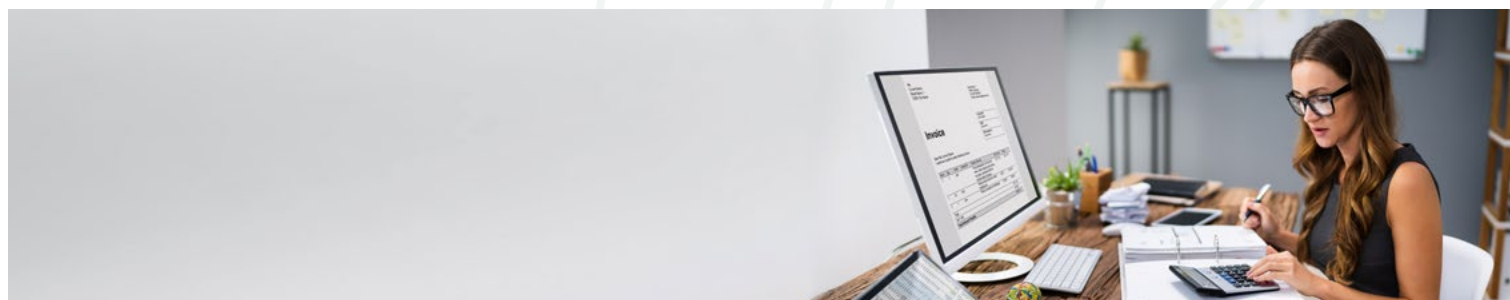
Services provided by the College				
Who can access the Support	Support Avenue	Who Offers the support	What support is provided	How to access the support
All students	Student Services department/online orientation portal	Student Support Staff	Information about studying at Queensford College, it services and relevant policy and procedure	Students will be emailed about the orientation once the enrollment with Queensford College is finalised
International Students	International Support Services	Team of International Support Staff located at each Campus	<ul style="list-style-type: none"> Local essential living information (transport, accommodation, banking etc. Local essential living information (transport, accommodation, banking etc. Local cultural support community contacts Health insurance and health care access Assist with enrolment processes and orientation to Queensford College (Internet access, Student ID, college facilities and procedures International student visa information and advice English / study skills support through the English department Access to BKS (Basic Key Skills Builder) Disability support Advocate for students with trainers & Assessors as required Career options and / employment opportunities 	<p>Email: studentservices@queensford.edu.au</p> <p>Make an appointment</p> <p>Brisbane Campus Level 2, 359 Queen St, Student Reception</p> <p>Parramatta Campus Level 4, 16-18 Wentworth St, Student Reception</p> <p>Adelaide Campus Level 11, 90 King William St, Student Reception</p>

VISA CONDITIONS, EMPLOYMENT RIGHTS & PROTECTION

As an international student, it's important to understand the rules around working while you study, as well as your rights as an employee in Australia.

The Fair Work Ombudsman provides essential information about work visa conditions, including how many hours you are permitted to work, and where to find support if you're unsure. You'll also find guidance on employment rights, minimum pay, and workplace protections under Australian law.

For help with workplace issues, students can access information and support from the Fair Work Ombudsman, a government body that ensures all workers, including international students, are treated fairly and lawfully.



Additional International Student Support Services

Queensford College recognises the importance for international students to build meaningful connections, celebrate diversity, and support their holistic wellbeing during their educational journey in Australia.

This section outlines a range of additional external support services and contacts which may be of assistance to enhance your social, cultural, and spiritual experience while studying with us - whether you're seeking places of worship, community connections, cultural support, or opportunities to engage with student groups and clubs.

Worship centres

You can search for worship centres local to you through:

- Google/online search for your religion and location
- Utilising search pages/directories such as
 - » whitepages.com.au
 - » yellowpages.com.au

Multicultural Australia

<https://www.multiculturalaustralia.org.au/services/>

Phone: 07 3337 5400

Study Adelaide

Community, cultural and student groups in Adelaide

<https://studyadelaide.com/life/health-safety-inclusion/community-groups>

Queensland's International student hotline

1800 QSTUDY (1800 778 839) is Queensland's international student hotline, providing phone support and information related to studying in Queensland. The hotline is available 24 hours a day, seven days a week. It's free when you call from an Australian landline or mobile provider.

<https://www.studyqueensland.qld.gov.au/live/safety-and-support/1800qstudy>

Services include:

- Support, including afterhours support
- Accommodation advice
- Public transport and travel advice
- Employment advice
- Health and wellbeing referrals
- Legal referrals
- Complaint referrals
- A translation service is available

LGBTQI Support- the Brisbane Rainbow Hub

A dedicated club in Brisbane for international LGBTQI students to meet, connect and celebrate diversity. <https://www.facebook.com/QLDrainbowhub/>

Study NSW

Study and learning support for international students in NSW

<https://www.study.nsw.gov.au>

Study Australia

All international students in Australia can access help for their health, safety and wellbeing.

<https://www.studyaustralia.gov.au/en/life-in-australia/student-support-services>

Support for International students

This guide for students studying and working in NSW covers language and interpreter services, identity cards and documents, travel, safety and emergency help.

<https://www.service.nsw.gov.au/guide/support-for-international-students>



HEALTH & WELLBEING SUPPORT

At Queensford College, your health and wellbeing are just as important as your academic success. We're here to support you with resources and referrals that promote mental, emotional, and physical wellbeing throughout your study journey. Whether you're feeling overwhelmed, need someone to talk to, or are looking for guidance on staying healthy, our team is here to help you feel safe, supported, and connected.

PHYSICAL HEALTH & WELLBEING

Maintaining good health plays a key role in supporting your wellbeing and success in your studies. This includes eating nutritious foods and staying physically active to promote both fitness and relaxation.

The below resources provide practical advice on healthy eating, exercise, and balanced living:

Australian Government Department of Health: Food and Nutrition

The Australian Government Department of Health provide information on good food and nutrition: <https://www.health.gov.au/topics/food-and-nutrition/about?language=en>

Nutrition Australia

Nutrition Australia provide nutrition and healthy eating resources: <https://nutritionaustralia.org/>

Healthy Eating Active Living Strategy

Healthy Eating and Active Living is an initiative by the NSW Government providing tips, tools and free programs to support a healthy lifestyle and reduce the impact of lifestyle-related chronic disease.

Key resources include:

- Weekly Menu Planner: <https://www.healthyliving.nsw.gov.au/Pages/Weekly-Menu-Planner.aspx>
- Healthy Recipes: <https://www.healthyliving.nsw.gov.au/food/healthy-recipes>

Australian Government Department of Health: Physical Activity and Exercise Guidelines

The Australian Government Department of Health provide physical activity and exercise guidelines including: Guidelines for all: <https://www.health.gov.au/topics/physical-activity-and-exercise/physical-activity-and-exercise-guidelines-for-all-australians>

Guidelines for adults (18 to 64 years): <https://www.health.gov.au/topics/physical-activity-and-exercise/physical-activity-and-exercise-guidelines-for-all-australians/for-adults-18-to-64-years>

Consuming alcohol can affect your health and cause other disruptions, you can learn more about guidelines to reduce your risk and find help to reduce your own drinking or support someone close to you via the below resources:

Department of Health, Disability & Ageing

For guidelines on how to reduce risk: <https://www.health.gov.au/topics/alcohol>

DrinkWise

For information on healthier and safer drinking culture in Australia: <https://drinkwise.org.au/>

Lifeline

For information on substance abuse and addiction: <https://toolkit.lifeline.org.au/topics/substance-misuse/what-is-substance-misuse>

Alcoholism at home:

For information and health advice from Australian Government: <https://www.healthdirect.gov.au/alcoholism>



MENTAL HEALTH & WELLBEING

Your mental health plays a vital role in how you learn, connect, and thrive. At Queensford College, we understand that study and life can sometimes feel overwhelming, and it's okay to ask for help. We offer a range of mental health and wellbeing support options to ensure you feel heard, valued, and supported throughout your time with us.

Beyond Blue Resources:	Beyond Blue acknowledges that finding balance and looking after your mental health and wellbeing is an individual experience. Beyond Blue provide resources on how to create a plan to stay well. https://www.beyondblue.org.au/mental-health/wellbeing
Black Dog Institute Digital tools & Apps	Black Dog Institute provides digital tools and apps for your mental health and wellbeing: https://www.blackdoginstitute.org.au/resources-support/digital-tools-apps/
Headspace Resources	Headspace provides information and support for young people aged between 12-25 relating to general mental and physical health, work and study: https://headspace.org.au/explore-topics/for-young-people/work-and-study/ https://headspace.org.au/explore-topics/for-young-people/wellbeing/
Medicare Mental Health	Medicare Mental Health is a free service that connects you with the mental health support that is right for you. https://www.medicarementalhealth.gov.au/ Phone: 1800 595 212 You can call from 8.30 am to 5 pm on weekdays. It is not a crisis or emergency service. The website also has information for people who are: <ul style="list-style-type: none">• First Nations• From different cultural backgrounds• LGBTIQA+

COUNSELLING SERVICES

Queensford College offers confidential counselling support to help you manage personal, emotional, or academic challenges. Queensford College will endeavour to assist by providing the counselling services in all cases. However, in case of Queensford College not being able to address any of the student concerns that are concerning, student will be directed to the external professional help and counselling.

LLND SUPPORT

Queensford College provides dedicated support for students who may need assistance with Language, Literacy, Numeracy, or Digital (LLND) skills. These needs are identified during the enrolment process, and if support is required, an individual support plan is developed.

Our Student Services team, along with your trainer, will work closely with you to put the right support in place and help you throughout your studies. We will also check in regularly and monitor your progress to ensure the support is effective and helping you stay on track with your course.

TRAINING SUPPORT

Queensford College has a range of processes in place to identify the most suitable training and support services for each student. This includes gathering information through application forms, enrolment interviews, and pre-enrolment assessments such as the LLND evaluation.

You'll receive details on how to contact your trainer, assessor, and support staff in the Student Handbook, during Orientation, and through communications like your class schedule email. If you're ever unsure who to reach out to for help, our Student Services team is always here to guide you in the right direction.

Student Services - Phone: +61 8 8410 4605 | Email: studentservices@queensford.edu.au OR visit your campus reception.



Cyber Safety

Phishing & Cyberbullying

PHISHING SCAMS

Phishing scams are fake emails or messages that try to trick you into giving away personal information like passwords, credit card numbers, or bank details. These messages may appear to come from trusted sources, including college staff or people you know.

Queensford College will never ask for your confidential information via email or any digital platform. If you receive a suspicious message, report it immediately to helpdesk@queensford.edu.au.

Signs of a phishing message:

- Check and look for unusual spellings or domains on the sender's email
- Poor grammar or spelling mistakes
- Urgent or threatening language asking for personal info
- Suspicious links or attachments
- Do not click any links or download attachments.
- Do not respond to the message.
- Forward the email to helpdesk@queensford.edu.au for review.
- Delete the message from your inbox and trash.
- Change your passwords immediately if you clicked or submitted information.

CYBERBULLYING

Cyberbullying is the use of social media, email, or other digital platforms to bully, threaten, or harm others. It can include:

- Posting hurtful comments or embarrassing photos
- Sending abusive or threatening messages
- Creating fake profiles or hate websites to harass someone
- Targeting someone repeatedly about their race, gender, beliefs, or identity
- Sharing private images or information without consent
- Encouraging someone to self-harm
- Accessing someone's accounts without permission

Queensford College has a zero-tolerance policy for cyberbullying. It's never acceptable, and support is always available.

What to do if you're being cyberbullied:

- Don't reply or engage with the bully.
- Keep records – take screenshots or save messages.
- Block or report the person through the platform.
- Talk to someone you trust – such as a teacher, staff member, or friend.
- Report it immediately to helpdesk@queensford.edu.au or Student Services.



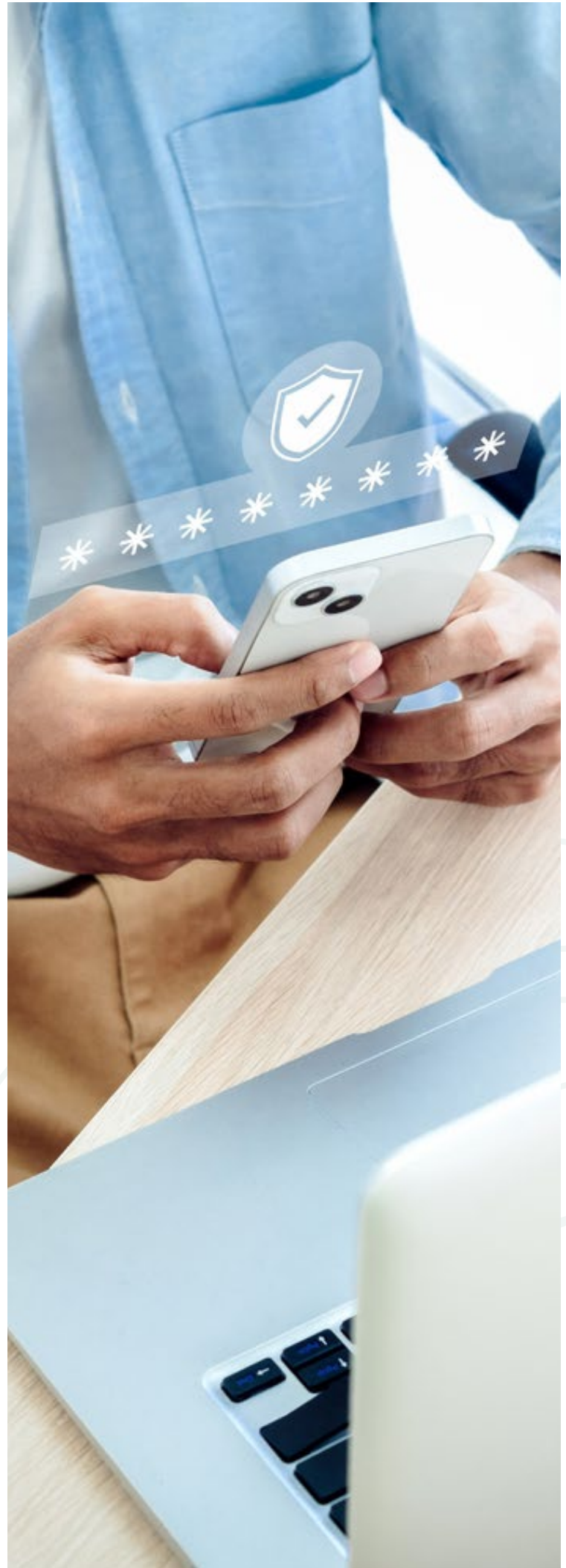
Identity
and Privacy



Bullying
Awareness



Know
the Rules



External Resources

Students may also like to access external resources to support or further develop their LLND skills. Please note that some external services may involve a cost—students are advised to contact the provider directly for more details about any fees or requirements

Learning Difficulties Australia

www.lidaustralia.org

Learning Difficulties Australia is an association of teachers and other professionals dedicated to assisting students with learning difficulties through effective teaching practices based on scientific research, both in the classroom and through individualised instruction.

Australian Council for Adult Literacy

www.acal.edu.au

The Australian Council for Adult Literacy promotes adult literacy and numeracy policy and practice. The council exists to:

- provide leadership in Australian debate on adult literacy and numeracy practices and policy
- build understanding of adult literacy and numeracy issues
- advocate on behalf of equitable adult literacy and numeracy provision for all Australians
- build links between people, organisations and systems; the participants and stakeholders in the adult literacy and numeracy field
- Work with other organisations on issues of mutual concern.

Digital Capability Resources

In today's learning and working environments, strong digital skills are essential for success. Digital capability helps you stay organised, connected, and confident throughout your studies. There are many platforms and resources which can assist you strengthening your digital literacy, whether you need additional support or looking to build on existing skills.

Online Course: Working with Computers & Devices (Instructor: Garrick Chow)

[Working with Computers and Devices Online Class | LinkedIn Learning, formerly Lynda.com](#)

Online Course: Access Information Online (Instructor: Garrick Chow)

[Methods of connecting to the internet - Working and Collaborating Online Video Tutorial | LinkedIn Learning, formerly Lynda.com](#)

Online Course: Working and Collaborating Online (Instructor: Garrick Chow)

[Working and Collaborating Online Online Class | LinkedIn Learning, formerly Lynda.com](#)

Microsoft Support

- [Word help & learning \(microsoft.com\)](#)
- [Excel help & learning \(microsoft.com\)](#)
- [PowerPoint help & learning \(microsoft.com\)](#)
- [OneDrive help & learning \(microsoft.com\)](#)
- [Outlook help & learning \(microsoft.com\)](#)
- [Windows help & learning \(microsoft.com\)](#)
- [Microsoft Teams help & learning](#)
- [Microsoft Edge help & learning](#)

CONTACT DETAILS FOR SUPPORT AGENCIES (PARRAMATTA CAMPUS)

Agency	Contact Person	Contact Details	Services Provided
Tribal Warrior Redfern		tribalwarrior.org (02) 9699 3491	<ul style="list-style-type: none"> • Mentoring, training & Counselling for Indigenous Australian youth
National Centre of Indigenous Excellence		https://ncie.org.au (02)9046 7800	<ul style="list-style-type: none"> • Accommodation • Health and fitness facilities • Job Ready Program for ATSI Youths • Assistance with IT for Indigenous people
Nepalese Community in Sydney	Bikash Bhandari	http://nepcis.org/contact-us/ Parramatta Campus Reception (02) 8660 0040	<ul style="list-style-type: none"> • Community Support • Cultural activities & celebrations
Nepalese Australian Association	Bikash Bhandari	http://www.naa.org.au/	<ul style="list-style-type: none"> • Counselling Services • Social Activities

Accessibility Services

At Queensford College, we are committed to creating an inclusive learning environment where all students have equal access to education. Our Accessibility Services are designed to support students with disabilities, medical conditions, mental health challenges or learning difficulties.

We encourage students to disclose any disability, impairment, medical condition, or learning difficulty on the Student Application Form to ensure appropriate support can be provided.

We work closely with students to identify individual needs and provide reasonable adjustments to support academic success and participation in college life.

Our services may include but not limited to:

- *Academic accommodations (e.g. extra time for submitting assessments)*
- *Assistive technologies and accessible learning materials*
- *Access to quiet or alternative testing environments*
- *Mobility and physical access support*
- *Collaboration with teaching staff to implement support plans*
- *All information and services are strictly confidential and will only be shared with relevant staff members as necessary to ensure the student receives the appropriate support.*





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Enquire Today

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All information in this document was correct at the time of publication but is subject to change.
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