


<p>Aged & Community Services Association of NSW & ACT</p> <p>Participant Welfare</p>		<p>LC 19LD</p>  <p>Aged & Community Services Association of NSW & ACT Incorporated</p> <p>ABN: 13 737 853 254</p>
<p>Section(s) Revised: All Reviewed 24/11/99;1/2/01; 26/11/02; 31/7/06; 28/2/08</p>		<p>Page: 1 of 2</p>
<p>Authorised By: Learning & Development Manager</p>	<p>Issued To: Learning Centre Staff Trainers and Assessors</p>	

1. Overview

The ACS Learning Centre is committed to providing participants with the support that is necessary to enable them to succeed in their chosen course or qualification.

2. Policy


The ACS Learning Centre will provide support and guidance to participants where external issues are having an impact on their learning.

Participants who are identified as experiencing emotional, family, work, health or addiction problems that are having an impact on their learning will be supported and assisted wherever possible.

Participants' personal information will be managed in alignment with the National Privacy Principles under the *Privacy Act 1988*.

3. Protocol

- If a trainer or assessor identifies that a participant has an issue which may impact negatively on the other participants, it is their responsibility to address the issue as soon as it is identified.
- The trainer or assessor must ensure that all information provided by the participant about their problem is treated confidentially and only discussed with others on a need to know basis. This may include:
 - the RTO Co-ordinator or Learning and Development Manager;
or
 - other person authorised by the participant in writing after discussion with the RTO Coordinator.
- Trainers and Assessors must inform participants who share personal information that if it has the potential to impact on the course they have a responsibility to discuss it with the RTO Coordinator or Learning and Development Manager.
- The trainer or assessor may need to grant an extension for assessments or provide extra tutorial assistance to the participant. If extra tutorial assistance is requested, the trainer or assessor is required to contact the Learning and Development Manager to discuss the participant's needs.
- Referral resources (in NSW) which might be suggested for participants (after discussion with the RTO Coordinator or Learning and Development Manager) as relevant to their area of need might include:

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- their General Practitioner
- Alcoholics Anonymous 9799 1199
- Alcohol and Drug Information Service 9631 8000
- Family Drug Support 1300 368 186
- G Line (Gambling) 1800 633 635
- Salvo Crisis Line 9331 2000
- Lifeline 13 11 14

Also refer to Help and Support Services in the White Pages Phone Directory.