Are you on Facebook, LinkedIn, Instagram or YouTube?

Like, share and follow us to stay in the loop with all the latest news and events happening around our training centres.
TABLE OF CONTENTS

STUDENT SERVICES AND SUPPORT
Student Services ................................................................. 7
Student Support ................................................................. 8
Library Services ................................................................. 12

ONLINE SERVICES
Student Self-Service ......................................................... 13
Accessing Connect ............................................................ 13
WiFi ............................................................................. 13

APPRENTICE AND TRAINEE INFORMATION
Role of TAFE Queensland SkillsTech .................................. 14
Training Subsidies ............................................................ 15
Wages and Entitlements ..................................................... 15

STUDENT RULES AND CODE OF CONDUCT ..................... 16

GET IN TOUCH ............................................................... 17

TRAINING CENTRES
Acacia Ridge ................................................................. 18
Alexandra Hills ............................................................... 20
Bracken Ridge ............................................................... 22
Eagle Farm .................................................................... 24

COMMUNITY SUPPORT SERVICES ................................. 26
Path to Success

Your path to success can be achieved at TAFE Queensland SkillsTech with more than 300 courses and pathways in automotive, building and construction, electrotechnology, manufacturing and engineering, and gas, resources and utilities.

Once you have completed your course with us, you may be eligible for credit towards your chosen degree, reducing the time you spend in study at university. In most cases, our credit arrangements can give you up to a year's credit towards your degree.

TAFE Queensland SkillsTech has credit arrangements with a number of leading universities.
It’s my pleasure to welcome you to TAFE Queensland SkillsTech.

As a student of TAFE Queensland SkillsTech, you now have access to many opportunities to help you on your path to success.

Our teachers are qualified tradespeople who have strong industry relationships and are experts at passing their practical knowledge on to you.

At TAFE Queensland SkillsTech you’ll learn all the hands-on skills you need to thrive in your studies, in world-class training facilities fitted with the latest industry tools and equipment.

You’ve made a great choice choosing TAFE Queensland SkillsTech as your training provider.

We’re excited to be with you every step of the way. I hope you enjoy your time with us and I wish you all the best in your training journey.

MARY CAMPBELL
General Manager
TAFE Queensland SkillsTech
Looking for discounts on tools and workwear?

Just show your TAFE Queensland SkillsTech student ID card at the following retailers for up to 25% off!

**TWW**
- **20% OFF**
  - King Gee
  - Hard Yakka
  - Stubbies
  - Wolverine

**TOTAL TOOLS**
- **15% OFF**
  - your first purchase, then
  - **10% OFF**
  - following purchases

**TIGER SAFETY**
- **25% OFF**
  - STOREWIDE

---

**BRENDALE**
- Unit 2, 164 South Pine Road, Brendale
- 848 Gympie Road, Chermside
- **10% OFF** ALL OTHER ITEMS

**SLACKS CREEK**
- 58 Moss Street, Slacks Creek

**COPER PLAINS**
- 719 Boundary Road, Coopers Plains

**ROCKLEA**
- Unit 1, 18211 Ipswich Road, Rocklea

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Achieve your career goals with a $5000 TAFE Queensland Scholarship.

Whether you are about to finish school, looking for a new career or to upskill, find out how we can help you make great happen.

Merit, Access and Equity scholarships are available to assist with your study costs, from Certificate III to Advanced Diplomas in a wide range of trade areas.

Keep your contact details up-to-date to ensure you receive the latest news and information.

Helpful information | www.scholarships.tafeqld.edu.au
STUDENT SERVICES

CLIENT SERVICE CENTRES
Client Service Centres are located at our Acacia Ridge, Bracken Ridge and Eagle Farm training centres.

Our friendly client service officers are here to help:

- answer your questions about your enrolment
- take payments
- update your details
- change your enrolment.

Get in touch by visiting a Client Service Centre, email Skillstech.Enquiries@tafe.qld.edu.au or phone 1800 654 447.

UNIQUE STUDENT IDENTIFIER (USI)
Anyone undertaking a nationally-recognised training program must have a Unique Student Identifier (USI).

Your USI gives you access to your own online USI account that contains all your training records and results from nationally recognised training.

You can create your USI online at usi.gov.au

Be sure to let TAFE know your USI by dropping into a Client Service Centre, emailing us or calling 1800 654 447.

STUDENT CARD
Your TAFE Queensland SkillsTech student ID is your passport to student life. You’ll need it to borrow books, use facilities such as printers, and to sit exams. This is also your VIP pass to discounted travel, movie tickets, theme parks and even personal protective equipment and trade tools!

WHERE DO I GET MY STUDENT ID CARD?
Drop into a Client Service Centre at one of our training centres. Just bring a current photo ID and your proof of enrolment.
LEARNING SUPPORT

We are committed to helping students succeed. We offer learning support to all students to assist with trade-specific maths, writing and structuring assessments, and study skills.

The learning support team provides one-on-one, in class and group support at Acacia Ridge, Bracken Ridge and Eagle Farm training centres. Learning support at our Alexandra Hills training centre is available by appointment only.

HELPFUL INFORMATION

1800 782 000
studentservices.skillstech@tafe.qld.edu.au

STUDENT SUPPORT

BASIC KEY SKILLS BUILDER (BKSB)

The Basic and Key Skills Builder (bksb) is an online tool that provides us with important information about your current Maths and English skill levels. We want to make sure you have the right skills and support to be successful in your study so we encourage all new students to complete the bk sb assessment before attending class.

Note: If you are applying for a VET Student Loan you must provide us with an Australian Senior Certificate of Education or demonstrate competence at or above Exit Level 3 (i.e. working at level 4) in the Australian Core Skills Framework (ACSF) in both reading and maths. Student loans are available for eligible diploma and advanced diploma courses.

* VET Student Loan courses are subject to change by Federal government legislation. For more information contact student support services.

Students with a student number are able to complete the bk sb assessment before attending class. Instructions of how to complete the bk sb assessment can be found on our website under Student Support.

Students with an Australia Qualification Framework level 4 or above will not have to undertake learning and literacy testing.

HELPFUL INFORMATION

If you have any questions on bk sb, please contact Student Support:

1800 782 000
studentservices.skillstech@tafe.qld.edu.au
RECOGNITION OF PRIOR LEARNING (RPL)

If you’ve lived it or learned it, you may have already earned it.

At TAFE Queensland SkillsTech we believe nothing compares to industry experience. For this reason, Recognition of Prior Learning (RPL) is offered for most courses.

RPL is the process of matching your skills and knowledge against an industry qualification.

THE RPL PROCESS

STEP 1
SUBMIT YOUR RPL APPLICATION
Complete and submit your RPL application and supporting evidence. An application fee of $250 is required. This fee will be credited towards the full RPL assessment fee, but is not refundable should you change your mind after your training and assessment plan has been created.

STEP 2
MEET THE ASSESSOR
An assessor will arrange a time to discuss your application and to obtain further evidence of your existing skills and knowledge. Following assessment, the assessor will advise you of the outcome and whether gap training is required to satisfy the requirements of a qualification.

STEP 3
ENROL
Enrol and complete agreed RPL and gap training competencies as advised by your assessor in your training and assessment plan.

STEP 4
GET QUALIFIED
We issue the results of assessment or qualification.

For further information, please email skillstech.recognition@tafe.qld.edu.au or phone 1800 654 447.
CAREER AND PERSONAL COUNSELLING

Our counsellors offer assistance to help students with career pathways, program and course information, and job search techniques.

Counsellors also offer support for personal issues which may be affecting a student’s studies or wellbeing.

DISABILITY SUPPORT

We want to ensure everyone at TAFE Queensland SkillsTech enjoys an inclusive and accessible learning environment.

Students may access disability support if they disclose:

• an intellectual/physical or sensory impairment
• a medical, neurological or psychiatric condition
• a development disorder.

To ensure that learning resources are available in their chosen training program, students should contact the disability support team prior to enrolment.

Our dedicated disability support officers identify students’ specific requirements, liaise with teachers regarding the students’ needs, and organise equipment and specialist personnel.

We can help with facilitating assistive technologies to support learning including specialised computer software, keyboards, learning aids and hearing devices.

EMPLOYMENT OUTCOMES

Our Employment Outcomes Officer links TAFE Queensland SkillsTech students with employers who are looking to employ our highly skilled graduates. Employers can register their interest by contacting us directly.

The Employment Outcomes Officer works closely with our trade teachers and visits pre-apprentices in class to link them to genuine employment opportunities as they arise. Our service can also assist out-of-trade apprentices who are looking for a new employer.

HELPFUL INFORMATION

Counselling Services
counsellingservices.skillstech@tafe.qld.edu.au

PERSONAL SUPPORT SERVICES

The following personal support services are available to students with a disability:

• AUSLAN sign language interpreters
• coaches, note takers, readers and scribes
• tutors to support course work
• professional assessment services
• adjusted exam conditions
• reasonable adjustments to delivery.
INDIGENOUS STUDENT SUPPORT

We understand that as an Aboriginal or Torres Strait Islander you may have specific needs.

Our Aboriginal and Torres Strait Islander Outcomes Officer can help support you in a culturally appropriate way during your time with us. All of our student support services are available to Indigenous students, including pre-enrolment course advice, financial counselling, disability support, literacy and numeracy support and liaising with teaching teams regarding individual learning needs. Our Aboriginal and Torres Strait Islander Outcomes Officer also works closely with community and stakeholder groups to identify and implement training options for Indigenous students.

INTERNATIONAL STUDENT SUPPORT

The International Student Support Officer is here to assist all international students to enjoy their time in Australia and achieve their study goals.

Our friendly support officer is here to help with any general enquiries, providing an orientation, advice on living in Australia and settling into your local area, accommodation options, transport, banking, and help with cultural adjustment.

We also have a dedicated after-hours hotline for international students.

If it’s late and you need help call 1800 644 044.

This is a free call from landlines anywhere in Australia. Standard call rates apply from mobile phones.

HELPFUL INFORMATION

International Student Support

tel. intss.skillstech@tafe.qld.edu.au
TAFE Queensland SkillsTech has a library at all four training centres.

Students can borrow:
- 10 books for 10 weeks
- 5 magazines for 2 weeks
- 2 DVDs for 1 week.

All you need is your student ID card.

Library opening hours differ between training centres. Check out the website for opening hours (www.tafeskillstech.edu.au).

**ONLINE LIBRARY SERVICES**

Can’t make it to the library? No worries.

You can now reserve resources, find out due dates and renew your loans through the online library catalogue, which can be accessed through the website.

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**Library learning support for trade specific maths and study skills services are available at the following locations:**

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<thead>
<tr>
<th>Location</th>
<th>Monday</th>
<th>Tuesday</th>
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<td><strong>Eagle Farm</strong></td>
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</table>

* No booking required, just turn up.
YOUR USERNAME AND PASSWORD

When you enrol for the first time in any TAFE Queensland program, you will receive an email containing your username (student number) and password. This is your network login which can be used across all of our online systems.

If you didn’t receive your login details please contact the Client Service Centre.

STUDENT SELF-SERVICE

As a TAFE Queensland SkillsTech student, you have access to Student Self-Service, which allows you to:

• maintain your own personal details
• record your Unique Student Identifier (USI)
• view your academic information
• view your records of results
• enrol into a program (where online enrolment is available)
• make a payment (Visa and Mastercard only)
• access online learning through Connect.

You can access Self Service at: enrol.tafe.qld.gov.au

ACCESSING CONNECT

Connect is TAFE Queensland’s online learning system. It’s where you can access your class notes, communicate with your teachers and upload assignments.

You can access Connect online at: connect.tafeqld.edu.au

CONNECT TROUBLESHOOTING

If you have any issues logging in or using Connect, please contact the Client Service Centre during office hours.

FREE WIFI

Free WiFi is available to students. Simply follow these steps:

1. Connect to Open_WiTAFE and enter network key: openwitafe
2. Open your internet browser and follow the prompts.
3. Enter your login details as follows:

   Username: studentnumber@student.tafe
   Password: Your usual network password.

For further information, please contact the Client Service Centre:

📞 1800 654 447
✉️ skillstech.enquiries@tafe.qld.edu.au
ROLE OF THE SUPERVISING REGISTERED TRAINING ORGANISATION (SRTO)

As the SRTO, TAFE Queensland SkillsTech has the following responsibilities:

• Provide induction information on rights and responsibilities.

• Determine the employer’s capacity to train the apprentice/trainee by conducting an Employer Resource Assessment.

• Work with the employer and the apprentice/trainee to provide the facilities, services, supervision and training required under the Training Plan.

• Negotiate the Training Plan with all parties, including the school in the case of a school-based apprentice/trainee (SAT), to ensure the timetable is impacted.

• Provide a copy of the Training Plan to all parties.

• Develop a Training Record to monitor the apprentice/trainee’s progress against the Training Plan.

• Ensure the training agreed to in the Training Plan is delivered.

• Ensure that all on- and off-the-job requirements of the Training Plan are completed and that all parties agree to an actual completion date to complete the apprenticeship/traineeship, irrespective of time served. Once all parties agree to the completion date, TAFE Queensland issues the qualification and notifies the Department of Education and Training (DET).

APPRENTICE AND TRAINEE INFORMATION

Apprentices/trainees who have any concerns or questions about their Training Contract should contact TAFE Queensland SkillsTech or Apprenticeships Information on 1800 210 210.

HELPFUL INFORMATION

For further information, please contact TAFE Queensland SkillsTech:

📞 1800 654 447
📧 apprenticeinductions.skillstech@tafe.qld.edu.au
TRAVEL AND ACCOMMODATION SUBSIDY

The Queensland Department of Education and Training (DET) provide a travel and accommodation subsidy to eligible apprentices and trainees to subsidise their expenses if they have to travel at least 100km return, to attend the closest available SRTO that delivers the relevant training program.

WAGES AND ENTITLEMENTS

For all enquiries regarding wages, wage progression, hours of work, meal breaks, overtime and penalty rates, allowances, superannuation and leave entitlements, please refer to Fair Work Ombudsman at: www.fairwork.gov.au or phone 13 13 94.

OTHER ASSISTANCE

Apprentice assistance programs (such as Trade Support loans) may be available from time to time. To find out more visit: www.australianapprenticeships.gov.au.

TRAINING NOTICES

TAFE Queensland SkillsTech will provide the employer and apprentice/trainee with a Training Notice pack at least 6 weeks prior to start of study. The pack will include:

- enrolment form
- timetable
- class requirements
- training centre location maps
- additional relevant information.

Students will be contacted about six weeks prior to the start of their training to discuss enrolment and payment options.

TRAINING SUBSIDIES

For information regarding Federal incentives please contact your chosen Apprenticeship Network Provider.

For information regarding state-based subsidies please refer to Queensland Training Information Services at: www.qtis.training.qld.gov.au
The TAFE Queensland student rules are in place to protect you, your classmates and staff. They outline your responsibility and apply whether you are at one of our training centres or undertaking related activities onsite.

If you break academic or behavioural rules you may be subject to a misconduct process, which can lead to expulsion or suspension.

**PERSONAL CONDUCT AND BEHAVIOUR**

- Treat people with respect and fairness, and expect it from others. Bullying and harassment of students or staff will not be tolerated.
- Always follow instructions and rules given by teachers and other TAFE Queensland staff.
- Unlawful activities, including possessing or using illegal drugs or carrying weapons, will be reported to the police.
- Treat all TAFE equipment with care, and report any damage to your teacher.

To view the full set of student rules and code of conduct visit:
tafeqld.edu.au/current-students/student-rules

**ENROLMENT, ATTENDANCE AND STUDY PROGRESS**

- Be sure to enrol and have fee arrangements in place before commencing training.
- Attend classes and placements regularly and on time.
- Speak to your teacher and Student Services if you are experiencing any difficulties in the progress of your study. Support is available to help you achieve your study and career goals.
- Follow all instructions for assessments and examinations. If you are disruptive, you may be asked to leave an assessment or examination.
- If you don’t agree with an assessment grade or with a misconduct decision, you have the right to appeal using the student discipline and appeals procedure.

**ACADEMIC AND RESEARCH MISCONDUCT**

Academic and research misconduct refers to any act or pattern of conduct that threatens your academic progression, assessments or study outcomes. It includes things such as cheating, plagiarism, failing to comply with instructions, misrepresenting or falsifying data, and any breach of the TAFE Queensland student rules.

**RESULTS AND AWARDS**

- You will be given your results of assessments electronically.
- If you lose your qualification or statement of attainment you can request a new one by contacting a Client Service Centre (a small fee may apply).
GET IN TOUCH

CONTACT US
No matter what your question is, we are here to help. Please contact us by:

📞 1800 654 447
📧 skillstech.enquiries@tafe.qld.edu.au

FEEDBACK
If you would like to provide feedback, a compliment or suggestion, please use the online feedback form or email:

📧 businesssupport.skillstech@tafe.qld.edu.au

EMERGENCY
Emergency procedures are displayed at key locations around each training centre.

What to do in an emergency:
If you hear the fire alarm bell (continuous ringing) and/or sirens or you are told to evacuate the area:

• leave the building through the nearest emergency exit. Do not use the lifts.
• go to the nearest evacuation assembly point for the training centre (see training centre map).

In the case of a lockdown, follow your teacher’s or other staff member’s instructions and:

• lock yourself in a room
• close the windows and blinds and turn off the lights
• stay out of sight, remain quiet and turn your mobile phone to silent. Avoid use of social media.
• remain where you are until told to move or leave.

FIRST AID
First aid officers are located at each training centre. If you need first aid, advise a member of staff and they will contact a first aid officer to assist you.

“My experience at TAFE Queensland SkillsTech has been really positive. The teachers have been amazing – they’re always happy to help and go that extra mile.”

Cris Ahern
Certificate III in Plumbing, Drainage and Gas
ACACIA RIDGE TRAINING CENTRE
247 Bradman St, Acacia Ridge QLD 4110

Security:
☎ 07 3244 0500  0407 143 422

EMERGENCY CONTACT

P17 (RAIL CENTRE OF EXCELLENCE)

BRADMAN STREET

A  Carpentry Workshops
B  Furnishing Workshops
C  Painting and Decorating/Wet Trades/Stonemasonry
D  Client Services/Student Services/Library/Canteen/Auditorium
E  Electrical, Refrigeration/Air Conditioning Workshops
F  Construction Site Set-Out Area/Engineering/Light Automotive/Heavy Automotive/Workshop/Workshops/Facilities/Cleaners Store/Advanced Manufacturing Centre
G  Recognition Services/User Choice and Workplace Services/Schools Liaison Unit/Learning Services/Learning Management Authority Projects/WrldSkills
H  Call Points/Evacuation Points/Designated Smoking Area/Stairs/Canteen/Female Amenities/Toilets/Male Amenities/Toilets/Wheelchair Access
ACACIA RIDGE TRAINING CENTRE

From 1966 to the mid-1980s, the Acacia Ridge Training Centre accommodated one of Holden’s main vehicle manufacturing plants and was home to the locally-produced Holden Gemini.

Decades later and still known for its industrial state, Acacia Ridge is home to TAFE Queensland SkillsTech’s flagship training centre spanning more than 22 hectares.

HOW TO GET HERE

Public Transport

- **Bus Stop 126**
  Bradman St at Acacia Ridge TAFE

- **Coopers Plains Train Station**
  Henley St, Coopers Plains (2.3km)

- **Parking**
  Free on-site parking.

- **Bikes**
  Bike storage facilities.

HELPFUL INFORMATION

For further information on public transport contact TransLink:

- **13 12 30**
- **www.translink.com.au**
ALEXANDRA HILLS TRAINING CENTRE

Enjoy the perfect blend of city life and a laid-back coastal atmosphere at our Alexandra Hills training centre. Located within the Redland Bay area, this training centre is within easy distance of Moreton Bay, the Gold Coast, and Brisbane city.

HOW TO GET HERE

Public Transport

Bus Stop 262, 264 Windemere Rd at Alexandra Hills State High School.

Parking
Free on-site parking.

Bikes
Bike storage facilities.

HELPFUL INFORMATION

For further information on public transport contact TransLink:

13 12 30 www.translink.com.au
The Bracken Ridge training centre is surrounded by green parks, bikeways and walkways, and is an easy stroll from cafes, take-away shops and a pub. The Sandgate Waterfront, complete with shopping and restaurants, is a five minute drive from the training centre.

**HOW TO GET HERE**

**Public Transport**

- **Bus Stop** 326, 330, N339, P331
  Norris Road at North Point
- **Bald Hills Train Station**
  Bald Hills (2.1km)
- **Parking**
  Free on-site parking.
- **Bikes**
  Bike storage facilities.

**HELPFUL INFORMATION**

For further information on public transport contact TransLink:

- 13 12 30
- www.translink.com.au
Marking its 50 year anniversary in March 2016, the Eagle Farm Training Centre is closely located to Brisbane's CBD and only a few minutes drive to Brisbane’s dining precinct and cruise terminal, Portside Wharf.

Eagle Farm is the home of training in automation, security and lock smithing, glass and glazing, boat building, telecommunications and utilities.

HOW TO GET HERE

Public Transport

- **Bus Stop 302, 303**
  Kingsford Smith Dr at Woonah Street

- **Parking**
  Free on-site parking.

- **Bikes**
  Bike storage facilities.

HELPFUL INFORMATION

For further information on public transport contact TransLink:

☎ 13 12 30  
If you or a friend need personal support, help is available. We encourage you to reach out to one of the following Community Support Services.

**Mates in Construction** is Australia’s leading industry suicide prevention organisation focusing on raising awareness, building capacity, providing help and research.

- **1300 642 111**
- [www.matesinconstruction.org.au](http://www.matesinconstruction.org.au)

**Lifeline** is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.

- **13 11 14**
- [www.lifeline.org.au](http://www.lifeline.org.au)

**MensLine Australia** is a telephone and online support and information service for men.

- **1300 789 978**
- [www.mensline.org.au](http://www.mensline.org.au)

**beyondblue** provides information and support to help Australians achieve their best possible mental health, whatever their age and wherever they live.

- **1300 224 636**
- [www.beyondblue.org.au](http://www.beyondblue.org.au)

**The OzHelp Foundation** is a workplace-based early intervention suicide prevention and social capacity building program for apprentices and workers.

- **1300 694 357**
- [www.ozhelp.org.au](http://www.ozhelp.org.au)

**headspace** centres across Australia provide face-to-face information, support and services to young people, aged 12 to 25 years, and their families and friends.

- **1300 694 357**
- [www.headspace.org.au](http://www.headspace.org.au)
GET GAMES READY

TAFE QUEENSLAND IS PREPARING TO TRAIN 15,000 VOLUNTEERS REQUIRED TO MAKE A GREAT GAMES

tafeqld.edu.au/gc2018