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ACCESS & EQUITY

At Clear to Work (CTW), we believe that everyone deserves access to safe, inclusive, and supportive training. We welcome learners from all backgrounds and are committed to taking proactive steps to remove barriers that may prevent full participation in education and training. Our aim is to ensure every learner feels valued, safe, and empowered to succeed.

In line with the *Revised Standards for RTOs 2025 – Outcome Standard 2.2* and the *ASQA Practice Guide: Access and Equity*, CTW takes deliberate action to identify, remove, or reduce barriers to participation for underrepresented or vulnerable learners. This includes individuals impacted by factors such as:

- ✓ age, gender identity, cultural or linguistic background, or sexuality
- ✓ disability or health conditions
- ✓ language, literacy, numeracy, or digital literacy needs
- ✓ long-term unemployment or carer responsibilities
- ✓ geographic isolation, remote living, or imprisonment

Our Commitments

CTW actively works to create a learning environment that is:

- ✓ **inclusive:** we welcome and support learners from diverse backgrounds and experiences.
- ✓ **equitable:** we ensure fair and transparent recruitment, enrolment, and support processes in line with equal opportunity and anti-discrimination legislation.
- ✓ **responsive:** we identify and respond to the individual needs of our learners by offering targeted support, flexible delivery options, and appropriate adjustments.
- ✓ **safe:** we prioritise learner wellbeing and psychological safety in all learning spaces, including online.

Our Practice

To meet our obligations, CTW will:

- ✓ invite disclosure in a supportive and confidential manner to better understand learners' support needs.
- ✓ make reasonable adjustments to training and assessment methods, learning environments, and materials.
- ✓ measure the inherent requirements of each course to ensure learners are informed and supported.
- ✓ prevent harassment, discrimination, or victimisation through clear policies, staff training, and monitoring.

We also ensure learners are connected to our Support Team – support@cleartowork.com.au. This Resources and Support Page is here to assist learners with wellbeing, academic, and access-related needs. Our learning environments (e.g., LMS) are remote friendly and designed to promote independent access and self-paced learning.

Other Resources

University of NSW website link to database of information, resources and services on inclusive education and supporting equity cohorts: <https://www.teaching.unsw.edu.au/inclusive/search>

GENERAL ONLINE STUDIES SUPPORT

Clear to Work (CTW) is committed to supporting every learner throughout their training journey. The following support services are available to all learners:

- ✓ Access to a comprehensive Student Handbook with key information
- ✓ A detailed website outlining pre-enrolment guidance and learner support
- ✓ Ongoing access to learning and assessment support when required
- ✓ Free course extensions (where reasonable adjustments are appropriate)

- ✓ Free re-assessment opportunities (where reasonable adjustments are appropriate)
- ✓ Flexible course commencement and scheduling options
- ✓ Technical support for online learning and communication systems
- ✓ Access to downloadable and printable learning materials
- ✓ Referrals to approved RTOs if alternative delivery methods are required
- ✓ Referrals to language, literacy, numeracy, or other support services as needed

If you have questions or require support at any stage, before enrolment or during your studies, please contact CTW at support@cleartowork.com.au. We're here to help you access the resources and assistance you need to succeed.

Below are some common barriers learners face when studying online and the support mechanisms we've put in place to help you stay on track and feeling your best.

Feeling Isolated or Disconnected?

You're not alone. We're here to keep you connected. We recommend:

- ✓ reaching out to our friendly support team at support@cleartowork.com.au - even if it's just to check in!
- ✓ setting up a regular chat with a friend or family member to help you stay motivated

Struggling with Time Management or Routine?

It's easy to fall behind without structure – let's make a plan!

We can help with:

- ✓ creating a weekly study schedule and setting reminders in your phone or calendar
- ✓ setting mini goals like 'complete 1 module or 1 section per day'
- ✓ using your course dashboard to track your progress and tick off what you complete
- ✓ starting your study at the same time each day to build routine

Too Much Screen Time? Feeling Mentally Drained?

Online learning can be intense.

To help, we recommend to:

- ✓ break your study into 25-minute blocks, followed by a 5-minute stretch or walk
- ✓ use blue-light filters or switch to night mode on your device
- ✓ switch between reading, listening, and watching - our courses are designed with variety!
- ✓ get some fresh air or move to a different space between sessions

Feeling Overwhelmed or Anxious?

Learning from home can be a lot, but you don't have to do it alone.

We encourage:

- ✓ talking to someone - whether it's our team, a friend, or a mental health support service
- ✓ keeping a list of what you've completed to remind yourself of your progress
- ✓ taking time for yourself - even just 10 minutes to relax or recharge
- ✓ using wellbeing apps like Smiling Mind or Headspace

Tech not working properly? Confused by the system?

We've got you covered.

We offer:

- ✓ friendly IT support, just reach out!
- ✓ friendly instructional videos and steps to help you work through each section of your training
- ✓ advice on browser settings, updates, or fixing common login issues

No Quiet Study Space at Home?

Here's how to create a space that works for you:

- ✓ Use headphones or white noise apps to block distractions
- ✓ Try studying early in the morning or later in the evening when it's quieter
- ✓ Let people in your home know when you're studying so they can support you
- ✓ Set up a 'study zone' even if it's just the corner of a table

Important

We understand that online learning isn't for everyone. Some learners prefer more structure, face-to-face interaction, or hands-on support, and that's completely okay.

If you're finding online training difficult or feel it may not suit your learning style, please reach out. We're here to help you explore other options or support you in finding a solution that works for you.

Other Resources:

This Way Up

Evidence-based online mental health programs (free for students with GP referral)

02 8382 1437

www.thiswayup.org.au

MindSpot

Free online courses and assessments for anxiety, depression, and stress

1800 61 44 34

www.mindspot.org.au

Headspace

Did you know? Only one in two young people feel confident when it comes to succeeding in their career goals. Headspace Work Study Online Support has helped thousands of young people across Australia like you, with everything from working on resumes, looking for the right course, or managing mental health alongside your work or study.

<https://headspace.org.au/services/work-and-study-support/online/>

Department of Education in each state and territory:

QLD – <https://desbt.qld.gov.au/training>

NSW – <https://www.nsw.gov.au/education-and-training/vocational>

VIC – <https://www.vic.gov.au/education-and-training>

SA – <https://www.skills.sa.gov.au>

WA – <https://www.dtwd.wa.gov.au>

TAS – <https://www.skills.tas.gov.au>

ACT – <https://www.skills.act.gov.au>

NT – <https://education.nt.gov.au/>

FINANCIAL SUPPORT

Financial support options for your training may vary depending on your course, location, and individual circumstances.

Please refer to the Department of Education or Training in your state or territory for information about fee assistance, subsidies, and loan schemes available for your specific course.

In addition, Employment Service Providers may offer support through Employability Skills Training or Employment Pathway programs, which can help cover course fees or related training costs. If you're currently connected with a provider such as

Workforce Australia, Disability Employment Services (DES), or a Transition to Work (TtW) provider, speak with them about available training support.

Other Resources:

Department of Education - <https://www.education.gov.au/higher-education/support-students>

StudyAssist - <https://www.studyassist.gov.au/>

Australian Tax Office - <https://www.ato.gov.au/individuals-and-families/study-and-training-support-loans>

TAFE VET student loan program - <https://tafeqld.edu.au/courses/apply-and-enrol/what-it-costs/vet-student-loans>

COUNSELLING, HEALTH AND MENTAL WELLBEING SUPPORT

CTW recognises the vital role that physical health, mental health, and psychological safety play in a learner's ability to thrive. We are committed to fostering a learning environment where all learners feel safe, respected, and supported to seek help without judgement.

To support this, CTW provides access to external counselling and health services, flexible study arrangements in times of personal hardship (also known as compassionate extensions), and ongoing guidance from our learner support team.

We take proactive steps to reduce the stigma surrounding mental health and ensure that learners experiencing emotional, personal, or psychological challenges are treated with empathy, dignity, and confidentiality. Our approach is inclusive and tailored to meet individual needs at any point in the learner journey.

Mental Health and Crisis Support

Lifeline Australia

24/7 crisis support and suicide prevention

13 11 14

www.lifeline.org.au

Beyond Blue

Support for anxiety, depression, and mental wellbeing

1300 22 4636

www.beyondblue.org.au

Headspace

Mental health and wellbeing services for young people aged 12–25

03 9027 0100

www.headspace.org.au

Suicide Callback Service

24/7 support for people at risk of suicide

1300 659 467

www.suicidecallbackservice.org.au

1800RESPECT

National sexual assault, domestic and family violence service

1800 737 732

www.1800respect.org.au

MindSpot

Free digital mental health assessments and online treatment courses

1800 61 44 34

www.mindspot.org.au

SANE Australia

Support for complex mental health issues and carers

1800 187 263

www.sane.org

R U OK?

Promotes mental health awareness through meaningful conversations, especially in regional and remote areas

(No phone number listed)

www.ruok.org.au

Momentum

A free online self-help platform for children and adolescents aged 7 to 17, addressing issues like anxiety, depression, and sleep difficulties

(No phone number listed)

www.momentumhub.org.au

MensLine Australia

Free professional support for men, available 24/7 across Australia

1300 789 978

www.mensline.org.au

ReachOut Australia

Online mental health support for young people aged 14–25

(No phone number listed)

www.reachout.com

Butterfly Foundation

National eating-disorder helpline providing phone, email & webchat support

1800 33 4673

www.butterfly.org.au

Blue Knot Foundation

Counselling & advocacy for adult survivors of complex trauma

1300 657 380

www.blueknot.org.au

GriefLine

Free grief-and-loss telephone counselling https://griefline.org.au/contact-us/?utm_source=chatgpt.com

1300 845 745

www.griefline.org.au

General Health and Wellbeing

Healthdirect

Government-funded health advice and information

1800 022 222

www.healthdirect.gov.au

Head to Health

Digital mental health resources provided by the Australian Government

1800 022 222

www.headtohealth.gov.au

<https://studentwellbeinghub.edu.au/>

Provides age-appropriate information and resources to support student wellbeing and safety
(No phone number listed)

<https://studentwellbeinghub.edu.au>

ASK Wellbeing

Offers student wellbeing services through the National Student Wellbeing Program in NSW and QLD
1300 513 088

<https://askwellbeing.au>

Alcohol and Drug Support

Alcohol and Drug Foundation

Education and support services for substance use
1800 250 015

www.adf.org.au

National Alcohol and Other Drug Hotline

Confidential support for alcohol and other drug issues
1800 250 015

<https://adf.org.au>

Counselling Online

Free and confidential online service providing support for people affected by alcohol or drug use across Australia.
(No phone number listed)

<https://www.counsellingonline.org.au>

Family Drug Support

Offers support for families dealing with drug and alcohol issues, including a 24/7 support line.
1300 368 186

<https://www.fds.org.au>

DISABILITY AND ACCESSIBILITY SUPPORT

In accordance with the *Disability Discrimination Act 1992*, CTW ensures all learners with disability are treated with dignity and respect. Reasonable adjustments will be made where required, and no learner will be excluded from training or assessment opportunities due to their disability. Please reach out to our support team to see where we can apply some reasonable accommodations to help you succeed in your learning journey

Support Team – support@cleartowork.com.au to see how we can help.

Other Resources:

ADCET - <https://www.adcet.edu.au/students-with-disability>

READING, WRITING, NUMERACY SUPPORT

CTW understands that learners come from diverse backgrounds and may have different levels of skill and confidence in reading, writing, or numeracy. These skills are important for success in training and in the workplace.

If you're finding parts of your course challenging due to language, literacy or numeracy (LLN), please reach out to the assistance organisations below. In some instances, they can provide low cost, tailored resources, tips, and guidance to help you build these core skills as you learn.

The Reading Writing Hotline - <https://www.readingwritinghotline.edu.au/>

The hotline provides a national phone service for adults seeking English language, literacy and numeracy referral information, advice and support.

The Australian Literacy & Numeracy Foundation - <https://www.alns.com.au/>

The Australian Literacy & Numeracy Foundation is a national charity seeking to assist people in our most marginalised communities to gain vital language, literacy and communication skills. Our specialised and innovative programs address the needs of a diverse range of individuals and communities – specifically supporting First Nations, refugee and other vulnerable Australians.

CULTURALLY INCLUSIVE SUPPORT

CTW acknowledges the Traditional Custodians of the lands on which we live, learn, and work. We are committed to creating culturally safe and inclusive learning environments for Aboriginal and Torres Strait Islander learners. We take active steps to embed respect for First Nations perspectives across our training and support services. CTW works to remove systemic barriers and provide learning opportunities that honour the unique identities, histories, and strengths of First Nations peoples.

Indigenous Education Support - <https://www.education.gov.au/indigenous-education>

The Australian Literacy & Numeracy Foundation - <https://www.alns.com.au/>

13YARN

24/7 crisis support by Aboriginal and Torres Strait Islander people for Indigenous Australians

13 92 76

<https://www.13yarn.org.au>

QLife

Support for LGBTQIA+ students, including peer support via phone and webchat

1800 184 527

www qlife.org.au

Multicultural Australia

Supports culturally and linguistically diverse communities through culturally safe, respectful, and inclusive services.

07 3337 5400

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

Embrace Multicultural Mental Health

Provides a national platform for Australian mental health services and multicultural communities to access resources and services.

131 450

<https://embracementalhealth.org.au>

Youth Off The Streets – First Nations Cultural Support Services

Offers culturally appropriate referrals and support services for First Nations young people.

02 9330 3500

<https://youthoffthestreets.com.au/get-support/cultural-support>

YOUTH SUPPORT

CTW is committed to the safety and wellbeing of all learners, especially those under 18 years of age. We follow strict child safety policies and uphold our legal and ethical obligations under child protection legislation. Learners under 18 are supported by age-appropriate communication, supervision, and safeguarding measures to ensure a safe and positive learning experience—whether training is delivered online or in person.

Headspace Work & Study Program

Did you know? Only one in two young people feel confident when it comes to succeeding in their career goals. Headspace Work Study Online Support has helped thousands of young people across Australia like you, with everything from working on resumes, looking for the right course, or managing mental health alongside your work or study.

<https://headspace.org.au/services/work-and-study-support/online/>

Youth Support and Advocacy Service (YSAS)

Provides youth-specific alcohol and other drug treatment services across Victoria.

(03) 9415 8881

www.ysas.org.au [Meli+3YSAS+3Salvation Army Australia+3](#)

Kids Helpline

24/7 free, private, and confidential phone and online counselling service for young people aged 5 to 25

1800 55 1800

www.kidshelpline.com.au [Health and Aged Care Australia](#)

NEURODIVERGENT SUPPORT

Everyone learns differently. At CTW, we respect and embrace those differences by recognising and valuing the strengths and perspectives that neurodivergent learners bring to our training environment. Whether you identify as a person with ASD, ADHD, dyslexia, or other cognitive differences, we're committed to creating flexible, respectful, and supportive learning experiences. We can offer flexibility, reasonable adjustments and additional trainer support to help you in your studies in a way that works for you.

[Yellow Ladybugs \(Girls and women with autism\)](#)

[Autism Awareness Australia](#)

[ADHD Foundation](#)

LGBTIQA+ SUPPORT

At CTW, we actively support LGBTIQA+ learners and work to ensure our training space is safe, respectful, and free from judgement, discrimination, exclusion, or bias. Your identity is respected here, and support is always available.

[MINUS18 – SUPPORT FOR LGBTIQA+ YOUTH](#)

QLife

National LGBTI peer support and referral service

1800 184 527

www qlife.org.au

INTERNATIONAL SUPPORT

Whether you're navigating the language, online systems, or Australian training expectations, you're not expected to figure it all out on your own. We know that studying in a different country can be exciting but also overwhelming at times. If anything in your course is unclear or unfamiliar, we're only a message away.

Fair Work Ombudsman – International Students

Information on workplace rights and protections for international students

13 13 94

www.fairwork.gov.au

Overseas Students Ombudsman

Independent complaint handling for international students

1300 362 072

www.ombudsman.gov.au

Australian Federation of International Students (AFIS)
 Provides support and advocacy for international students in Australia.
 13 22 62

<https://www.acnc.gov.au/charity/charities/64bc4d61-3aaf-e811-a963-000d3ad244fd>

International Student Help Organisation Australia (ISHOA)
 A non-profit organisation run by volunteers to support international students facing hardships.
 (No phone number listed)
<https://www.ishoa.com.au>

STUDY AND CAREER SUPPORT

Study Australia Support Hub
 Central hub for international students with information on living, studying, working, and support services
 (No phone number listed)
www.studyaustralia.gov.au

JobAccess
 Support for students with disability, including workplace adjustments and services
 1800 464 800
www.jobaccess.gov.au

StudyAssist
 Information on financial assistance for VET students
 (No phone number listed)
www.studyassist.gov.au

SYC – Success and Wellbeing Services
 Provides one-on-one support services for individuals facing challenges with their studies.
 (No phone number listed)

Year13
 Helps young Australians navigate life after school with resources on careers, study options, gap years, apprenticeships, and financial literacy.
 (No phone number listed)
www.year13.com.au

MTC Australia – Youth Employment and Education Programs
 Offers programs to help young people gain skills for education, employment, and entrepreneurship
 1300 232 663
www.mtcaustralia.com.au/youth

myfuture
 Australia's national online career-information service
 (No phone number listed)
www.myfuture.edu.au

EMPLOYMENT AND SKILLS SUPPORT

headspace – Work and Study Support
 Provides work and study support for young people, helping them achieve their goals and build skills.
 03 9027 0100
<https://headspace.org.au>

Students Employment Services Pty Ltd
 Offers job search assistance and career advice for students and graduates.

(No phone number listed)

<https://studentemploymentservices.com.au>

Sonder – Employment Support for Young People

Provides guidance and support for young people seeking employment or study opportunities.

08 8209 0700

<https://sonder.net.au>