



Student Support Services Information Sheet

Trinity has a range of support services that are available for you during your studies should the need arise to access them. The Registrar Department is responsible for coordinating student support services and can arrange meetings with the relevant support staff as needed. Registrar office hours are Tuesday to Friday from 9am to 5pm. Ph: (08) 9228 9067 or email registrar@ttc.wa.edu.au.

Please also refer to the ACT [Wellbeing and Safety Policy](#) for information outlining policies, procedures and systems that address a broad range of issues affecting the wellbeing, welfare and safety of students, staff, officers and volunteers of the Australian College of Theology (ACT) and its Affiliated Colleges.

TRINITY SUPPORT SERVICES

Academic (grant.taylor@ttc.wa.edu.au)

- Study Skills
 - Essay Writing
 - Exam Preparation
 - First hour of Research
 - Introduction to Exegesis

Study skills modules are in the new student area of Moodle. Also see our [Study Toolkit](#) that provides useful information on how to use the library, undertake research and learn writing tips etc.

- One to one advisement
 - Unit Lecturer
 - Academic Dean
- Course advice (registrar@ttc.wa.edu.au)

Career (dan.cole@ttc.wa.edu.au and alexia.horton@ttc.wa.edu.au (Women's Ministry Advisor))

- Pre-graduation interviews and advice on where to start in the search for an internship or ministry appointment.
- Employment opportunities are advertised through the weekly student notices emailed throughout the academic year. Please also refer to the resources section of the Trinity website.

Disability & accessibility (registrar@ttc.wa.edu.au)

- How we can help you
- Disclosure & Confidentiality
- Alternative Exam Conditions
- Learning & Assessment Plan

Financial (registrar@ttc.wa.edu.au)

- Australian Government tuition fee payment assistance - [StudyAssist](#)
- Services Australia - [Centrelink](#) government support for living expenses
- Trinity upfront fee payment plans
- [MoneySmart](#) consumer advice from the Australian Securities and Investments Commission (ASIC)
- [Mozo Student Banking](#) provides student banking guides and tools such as budget and savings calculators and bank account comparisons.

Grievances (registrar@ttc.wa.edu.au)

Student grievances relating to academic and non-academic matters should firstly be directed to the TTC Registrar. The [ACT Grievance Resolution Policy](#) for students should be carefully read to ensure students are aware of appeal deadlines and procedures.

Overseas Student Support (registrar@ttc.wa.edu.au)

The TTC Registrar is the designated overseas student liaison officer. Any questions or concerns relating to support services for overseas students can be directed to Eleanor Lyons.

Pastoral Care (registrar@ttc.wa.edu.au)

All full-time students participate in pastoral care groups. Each group is led by a TTC lecturer and meets weekly to provide support and encouragement specific to student-life at TTC, as well as for prayer and personal support in life outside College. Students get to know other students better and develop friendships that serve them in studies now and ministry in the future. Prayer and fellowship are the two big ideas for these groups. Students remain in a group for the academic year, then change from year to year. A three-year student, then, can expect to have three different PCG leaders.

Part-time students requiring pastoral care support during their studies should contact the Registrar who may refer students to a member of faculty or Alexia Horton our Women's Ministry Advisor.

Safety, wellbeing and sexual assault and sexual harassment

If you ever need immediate assistance and its within office hours, call the College on 9228 9067. If there is an emergency, call 000 or one of the support service numbers listed below.

If you ever have a concern about the safety or wellbeing of anybody at TTC, or need to report an incident, you can contact any of our [safe ministry contacts](#) directly.

The Safe ministry contacts listed are employees of TTC and will be ready to listen and help figure out what action might be required to keep people safe.

TTC is committed to providing a safe environment that is free from sexual assault and sexual harassment (SASH) and follows Australian College of Theology SASH [policy](#) and [procedure](#).

These policies explain how a person can inform TTC SASH Contact Officers of any SASH incidents, whether past or ongoing, and set out the processes we will follow if we receive information about a SASH incident.

Two of our Safe Ministry Contacts are designated SASH Contact Officers, and can be contacted directly about any SASH incidents. [Kelly Penhale](#) is available to provide support and information on-site or via phone or email, and [Ali Bentley](#) works remotely, and is contactable via phone or email.

Safe ministry training and screening

Students, staff and volunteers at TTC are required to complete certain training and screening requirements, to protect the safety and wellbeing of those in the TTC community.

If you have any questions about training or screening requirements, you can contact safeministry@ttc.wa.edu.au.

Student Advocacy

The Trinity Student Council exists to promote community within and support the student body. This is done by organising events and providing services as decided by the Student Council. In the past this has included such things as provision of a student canteen, organising the end of year dinner, helping with orientation events, organising college lunches and advocating improvements to services/facilities on behalf of students.

The Trinity Student Council consists of four to six elected Student Councillors, and a member of faculty.

EXTERNAL SUPPORT SERVICES

Accommodation

From time to time, friends of Trinity communicate to the college property that is available to rent for Trinity students. Please check on the Community page of Moodle or contact the Registrar for any rentals that may be available. You can also access the [Real Estate Institute of WA \(REIWA\)](#) website for accommodation outside the Trinity community.

Transport

- [FuelWatch](#) for finding the cheapest fuel available.
- [Transperth Tertiary SmartRider](#) for concessions on public transport.

Health, Safety & Emergency Services

Emergency Health, Safety and Security	
<p>EMERGENCY</p> <p>The Triple Zero (000) service is the quickest way to get the right emergency service to help you and operates 24 hours a day. It should be used to contact POLICE, FIRE and AMBULANCE services in life threatening or emergency situations only. Calls to 000 and 112 are free.</p> <p>Emergency 000 lines should not be used for general medical assistance.</p> <p>POLICE</p> <p><i>Police Assistance Line – 131 444</i></p> <p><i>Crime Stoppers – 1800 333 000</i></p>	<p>000 or if from a mobile phone</p> <p>112</p>

<p>In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police station directly.</p> <p>FIRE</p> <p>The fire brigade and Country Fire Authority (CFA) extinguish fires, rescue people from fires in cars and buildings, and help in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.</p> <p>AMBULANCE</p> <p>Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000</p>	
<p>State Emergency Service (SES)</p> <p>The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions.</p>	<p>132 500</p> <p>13 3337 for emergency info.</p>
<p>Poisons Information Line</p> <p>The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings</p>	<p>131 126.</p>
Non-Emergency Health, Safety and Security	
Nearest Police Station and reporting a crime	131 444
National Security Hotline	1800 123 400
Department of Fire and Emergency Services (DFES) emergency information line relating to natural disasters and emergency incidents threatening life & property.	13 33 37
Legal Assistance: Legal Aid Western Australia	1300 650 579
Fair Work Ombudsman - Employment Rights and Workplace Issues	
ACCC - Consumer Rights	
Health and Wellbeing Services	
<p>Nearest Doctor: Oxford Street Medical Centre - 329 Oxford Street Leederville</p> <p>Online appointments can be made via their website https://www.oxfordstreetgp.com.au/</p>	<p>9444 3700</p>
Nearest Pharmacy: Leederville Community Pharmacy 143 Oxford St Leederville closes 7PM	9444 8219
Health Direct – 24 Hour Health Advice Line	1800 022 222
Mental Health Emergency Response Line	1300 555 788
Lifeline (counselling service available 24 hours 7 days a week)	13 11 44

Beyond Blue (Depression/Suicidal)	1300 224 636
Family and Domestic Violence Support and Advice	
Family Relationship Advice Line	1800 050 321
Parenting Helpline	
NGALA Parenting Line	9368 9368
Sexual Assault Resource Centre	6458 1828
National Sexual Assault, Domestic Family Violence Counselling Service	1800 199 888
Family and Domestic Violence Support Agencies for overseas students https://immi.homeaffairs.gov.au/visas/domestic-family-violence-and-your-visa	