



Dental Nursing Australia

Student Support Services Policy and Procedure

Student Support Policy

Dental Nursing Australia management and staff are committed to the provision of support services for enrolled students, with staff in place who are appointed for contact and referral for course and academic enquiries, student support and general welfare matters. All enrolling overseas students are provided with an orientation event which includes guidance concerning student support services.

Staff in this area and general staff who are available attend annual CISWA Staff development sessions to enhance Student Support Services in Western Australia and other relevant programmes provided throughout the year by ACPET and the DTWFD. Staff who attend these sessions are recorded in the Staff Development Data Base each year for Dental Nursing Australia.

Student Support Procedure

The Student Support Officers (SSO) are identified and provided with duty statements of the tasks and skills they are to deliver in these roles at Dental Nursing Australia for local students.

SSO remain designated members of staff at Dental Nursing Australia and provide a contact point for all overseas students. The SSO shall ensure that where staff has identified, or enrolled students who have indicated their need of support or welfare, the SSO shall seek further advice from the student and research information for their needs accordingly.

Equipped with advice from the student the SSO shall:

- Respond to questions concerning academic or course progress and refer the student to any relevant training staff for further advice.
- Where an accommodation or general welfare issue arises, refer the student to specialist personnel of specialist companies, who will provide appropriate advice on accommodation, Western Australian Public services, counseling assistance with personal, emotional or cultural issues etc.
- The student should be advised that the support services of Dental Nursing Australia are at no extra cost.
- Students are comfortable in the knowledge that Dental Nursing Australia has the appropriate resource processes and initial information to direct them to the appropriate specialists in Western Australia who can professionally assist with their issues or concerns.
- Dental Nursing Australia have experienced and qualified Councilors / Physiologists attached to our contract list.
- Issues of major concern are always referred to the CEO for comment and additional advice.
- Student requests are kept strictly confidential, unless permission to further discuss or attain further information on behalf of the students has been obtained. All information

and discussions are documented. Information also placed on DNA Data base for Student Services reviews.

Student Support Services Review

The Student Support Officer shall maintain a log of student support service events and enquiries and:

- Liaise with and maintain advice on current progress with students referred to either training staff.
- Prepare a quarterly report of student support services accessed by students and submit to Dental Nursing Australia management for review.
- Attend suitable staff development sessions when they become available, make these sessions available to Lecturing Staff if available and suitable.
- Arrange “In House” staff development sessions, minimum once a year, to share knowledge and skills gained attending further educational events in Student Support Services, to all staff in Organization.

The CEO shall ensure that Student support services are reviewed quarterly in Dental Nursing Australia management meetings and that corrective actions required are applied.

Regular Management meetings are held and issues discussed and documented when arise.

Useful information for Student Services

Emergency Services

Police, Fire & Ambulance Phone: 000

Police General Enquiries (24 hr) Phone: 131 444

Family & Community services offers support services when you need help and advice including:

Crisis Care – 24hr week free counselling Phone: 9223-1111

Lifeline www.lifelinewa.org.au

24hr crisis / suicide line Phone: 13-1114

Salvation Army www.salvationarmy.org.au/wa/

Salvo Care Line – 24 hr crisis Phone: 9442-5777

Samaritans www.thesamaritans.org.au

24 hr Suicide line Phone: 9381-5555 Youthline Phone: 9388-2500

Medical & Health

Department of Health

<https://www.health.wa.gov.au/services/>

Health Services Directory – lists medical services, emergency medical transport, 24hour counselling services, crisis assistance and psychiatric or drug related emergencies.

Database list of medical practitioners

Phone: 1300-135-030

Family Planning WA <http://www.fpwa.org.au>

Sexual Health Helpline Phone: 9227-6177

Offers confidential advice on sexual health matters, family planning, clinical services, education, contraception, pregnancy and sexually transmitted infections.

Alcohol & Drug Information Centre

<http://www.dao.health.wa.gov.au>

Addresses drug/alcohol issues Phone: 9442-5000

Legal Services - Community Legal Centres

Community Legal Centres (CLCs) are not for profit, non-government organisations that provide legal and welfare services. There are some services that specialise in certain areas such as the legal problems of youth, tenants, migrants and Centrelink benefit recipients. Others offer more general services within their local communities. Services provided by CLCs include legal information, advice and representation to individuals and groups, community education and law reform activities and advice to governments on policy issues. Most services are free or very low cost.

The following services are not Legal Aid WA services. Legal Aid WA expressly disclaims any liability and responsibility for the advice and information provided by any of these services. There may be other organizations able to provide you with similar advice and information.

WA Community Legal Centres

Citizen Advice Bureau

25 Barrack Street, Perth WA 6000

Ph: (08) 9221 5711

Fax: (08) 9221 5356

Consumer Credit Legal Service (WA)

Level 1, 231 Adelaide Terrace

Perth WA 6000

Ph: (08) 9221 7066

Fax: (08) 9221 7088

Disability Discrimination Unit

Sussex Street Community Law Service

Ph: (08) 9470 2676

Freecall: 1800 642 791

TTY: (08) 9470 2831

Fax: (08) 9470 1805



Success Training Company Pty Ltd

Dental Nursing Australia

Provider No: 52556

Policies and Procedures

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Responsibility: Compliance Manager

Record of updates and changes

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Version 3.0		
Version 4.0		
Version 5.0		
Version 6.0	July 2014	Changes to format only