



DOMESTIC STUDENT HANDBOOK 2026



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Welcome

Welcome to Greenwood Academy of Animal Care and Agriculture, a Registered Training Organisation (RTO) and a CRICOS registered provider is committed to delivering nationally recognised training and supporting students to achieve their educational and career goals.

By enrolling with Greenwood Academy, you are undertaking training designed to develop the knowledge and practical skills required for employment and further learning across the animal care, agriculture, business, and management industries. Our training and assessment are developed to meet the requirements of nationally endorsed training products and applicable regulatory standards.

At Greenwood Academy, we are committed to providing a learning environment that is professional, inclusive, and supportive. Our courses are:

- Developed to align with current industry practices and training package requirements.
- Delivered using a range of learning and assessment strategies designed to support diverse learning needs.
- Facilitated by appropriately qualified and experienced trainers and assessors.
- Supported by student services that promote student wellbeing, safety, and access to appropriate assistance throughout the course.

This Student Handbook has been prepared to provide important information about studying at Greenwood Academy. It outlines your rights and responsibilities as a student, the services and support available to you, assessment and attendance requirements, relevant policies and procedures, and other information to assist you throughout your enrolment.

Students are encouraged to read this handbook carefully and refer to it throughout their studies. If you require clarification or additional information at any stage, Greenwood Academy staff are available to provide guidance and support.

We look forward to supporting you throughout your learning journey and wish you every success in your studies.



Channel Benjamin
PEO

Greenwood Academy of Animal Care and Agriculture

About Us

Greenwood Academy of Animal Care and Agriculture deliver nationally recognised qualifications in the areas of animal care, agriculture, business, and management.

With comfortable, accessible training facilities, industry-current trainers and assessors, and modern, practical learning resources, Greenwood Academy is a smart choice for students seeking career-ready, real-world education in high-demand fields.

We are a private Registered Training Organisation (RTO) / CRICOS-Registered Provider delivering vocational education and training (VET) — a key component of Australia's education and workforce development system. The VET sector is built on strong partnerships between government and industry to ensure training is aligned with real workplace needs.

Our VET courses are competency-based, which means students are assessed on whether they can demonstrate the required skills and knowledge in each unit. Each assessment outcome is recorded as either:

- Competent (C) – all criteria met
- Not Yet Competent (NYC) – more evidence or practice required

Once you have achieved competency in all units of your course, you will be awarded an Australian Qualifications Framework (AQF) certificate that is nationally recognised and valued by employers across Australia — and increasingly, around the world.

To learn more about the Australian VET system and qualification levels, visit:

<https://www.studyinaustralia.gov.au/English/Australian-Education/Vocational-education>

Enlightened Talent Pty Ltd (ABN 11 651 097 719) trading as Greenwood Academy of Animal Care and Agriculture

Sydney Campus

Suite 2, Level 1, 175 George Street Sydney NSW 2000

Telephone: 02 7252 3611 Email: services@gwacademy.edu.au

Monday to Friday 9:30am to 5:30pm

Student Services Contact: Maddie Nian

Melbourne Campus

25 Saint Mangos Lane Docklands VIC 3008

Telephone: 03 9328 5290 Email: services@gwacademy.edu.au

Monday to Friday 9:00am to 5:00pm

Student Services Contact: Diana Prada

Mission Statement

"When loving them is not enough — train with purpose, care with confidence."

At Greenwood Academy of Animal Care and Agriculture, our mission is to cultivate skilled, compassionate professionals who deliver meaningful care across the animal care, agriculture, business, and allied health sectors.

We are committed to providing an inclusive, supportive learning environment where equity, ethical responsibility, and practical excellence are at the core of every qualification. Through best-practice training and individualised support, we empower students to become confident, capable, and career-ready individuals with the knowledge to care for animals and communities responsibly.

We believe in education as a pathway to self-actualisation, civic engagement, and lifelong professional growth.

Vision Statement

"To nurture skilled, compassionate professionals in animal care and allied industries through quality training and real-world experience."

Our vision is to be recognised as a leading provider of accredited vocational education, producing graduates who are job-ready, ethically grounded, and equipped to meet both local and global industry demands.

Through industry-aligned courses, modern training methods, and strong student engagement, Greenwood Academy aims to consistently exceed expectations — delivering qualifications that translate into meaningful careers, strong communities, and improved animal welfare outcomes.

We are building a future where the next generation of professionals approaches their work with knowledge, purpose, and compassion.

Our Values

We embed the following values in every course, every interaction, and every learning experience:

- Fairness – Equal opportunity in learning, support, and access
- Equality – Respecting the dignity of all students and staff
- Respect – For people, animals, cultures, and learning journeys
- Diversity – Embracing differences as strengths
- Honesty – Transparent, ethical communication and conduct
- Integrity – Doing what's right, even when no one's watching
- Inclusivity – Removing barriers and creating belonging
- Lifelong Learning – Instilling curiosity and continued growth
- Sustainability – Making choices that protect the future
- Environmentalism – Valuing ecosystems and animal welfare

Our Commitments

All courses at Greenwood Academy of Animal Care and Agriculture are designed to deliver:

- Teaching and learning excellence
- Flexibility to suit learner needs
- Practical job readiness
- Alignment with industry expectations
- Personal and professional satisfaction

We maintain a robust quality assurance system underpinned by documented policies, procedures, and controls. These systems ensure our training and assessment services are reliable, consistent, and fully compliant with all relevant legislation and the Standards for RTOs 2025.

Our nationally accredited qualifications are recognised across Australia — and in many cases, respected internationally — giving you transferable skills to build a lasting career in your chosen field.

Our Obligations

As a student, you are also protected under Australian Consumer Law. If you purchase a course from Greenwood Academy, you are entitled to services that match the description provided, are of acceptable quality, and are fit for the stated purpose.

We collect and report student data to government authorities as required. This includes reporting to the National Centre for Vocational Education Research (NCVER). Full details are available in our Privacy Policy.

As a Registered Training Organisation (RTO 45916) Greenwood Academy of Animal Care and Agriculture is regulated by the Australian Skills Quality Authority (ASQA), Greenwood Academy has a legal and ethical obligation to deliver nationally recognised training and assessment to the highest standard.

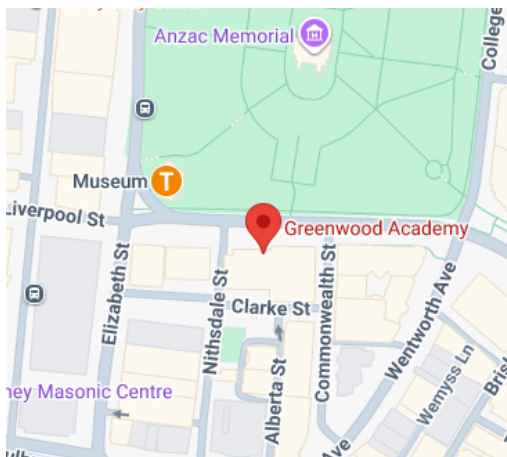
This means:

- We operate under the VET Quality Framework, including the Outcome Standards for RTOs 2025
- We have implemented strong internal systems, quality controls, and student support mechanisms
- We take full responsibility for any third-party training or marketing services provided on our behalf
- We are regularly audited by ASQA and provide required data and compliance evidence
- We will issue your AQF certification upon your successful completion of course requirements

If at any point you believe we have not met these obligations, you have the right to make a formal complaint. Please refer to the Complaints and Appeals section of this handbook for further information.

Our Campuses

Greenwood Academy is easily accessible by public transport and surrounded by cafes, shops, and student-friendly amenities creating a vibrant and accessible learning environment. Our location reflects our commitment to convenience, accessibility, and community connection.



Sydney Campus Suite 2, Level 1, 175 Liverpool Street Sydney NSW 2000

Melbourne Campus 25 Saint Mangos Lane Docklands VIC 3008

Our Locations

Sydney Campus

Our new Sydney campus is near Chinatown, close to transport, food outlets. Sydney is Australia's largest city, known for its diversity, job opportunities, and world-famous landmarks such as the Sydney Opera House and Harbour Bridge.

Public transport is reliable and includes trains, buses, and light rail. We recommend using an Opal Card for travel. Visit transportnsw.info to plan your trip and manage your Opal Card.

Melbourne Campus

Our Melbourne campus is in Docklands, just minutes from the city centre. Melbourne is a multicultural city known for its arts, education, and high quality of life.

Public transport includes trams, trains, and buses. A Myki card is required to travel. Visit ptv.vic.gov.au to learn more about Myki and plan your travel.

Our Courses

Greenwood Academy of Animal Care and Agriculture (RTO 45916) currently deliver the following nationally recognised qualifications:

Animal Care and Veterinary Nursing

- ACM20121 Certificate II in Animal Care
- ACM30122 Certificate III in Animal Care Services
- ACM40418 Certificate IV in Veterinary Nursing

These qualifications prepare students to work in entry-level through to advanced roles in veterinary clinics, shelters, grooming salons, and animal welfare environments.

Business

- BSB50120 Diploma of Business

This qualification develops practical skills in business operations, project management, and leadership - suitable for those pursuing administrative, supervisory, or entrepreneurial roles.

Each course is aligned with the Australian Qualifications Framework (AQF) and delivered in accordance with the Standards for RTOs 2025 and the ESOS framework (for international students).

For full course outlines, visit: www.greenwoodacademy.edu.au/courses (<https://gwacademy.edu.au>)

What is a USI, and Why Do You Need One?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you do not have a USI, then you cannot be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit <https://www.usi.gov.au/>.

For information on exemptions visit: <https://www.usi.gov.au/exemptions>.

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

Recognition of Prior Learning and Credit Transfer

At Greenwood Academy, we acknowledge that students may have acquired skills and knowledge through formal study, work experience, or informal learning. You may be eligible for Recognition of Prior Learning (RPL) or Credit Transfer (CT), which can reduce the length and cost of your course.

Credit Transfer (CT)

Credit Transfer is the recognition of equivalent units of competency previously completed through:

- Another Registered Training Organisation (RTO), or
- A verified VET transcript from the USI Registry.

To apply:

- Indicate your request for Credit Transfer on your enrolment form.
- Submit a certified copy of your Statement of Attainment or USI transcript.
- An initial \$300 fee when you apply for CT.

Greenwood Academy will:

- Notify you in writing of the outcome,
- Adjust your course schedule and fees as required, and

Recognition of Prior Learning (RPL)

RPL is the formal recognition of your existing skills and knowledge gained through non-accredited learning such as employment, volunteering, or life experience.

To apply:

- Indicate your intention on your enrolment form.
- Provide evidence of your competence (e.g., work samples, portfolios, references).
- An initial \$300 fee when you apply for RPL plus \$400 per unit for RPL assessment (if applicable)

For Direct Entry and RPL of ACM40418 Certificate IV in Veterinary Nursing

- Direct Entry: A \$200 fee when you apply for Direct Entry.
- RPL: If you do not hold an Australian Certificate II or III or higher animal science discipline (or equivalent) qualifications, an initial \$300 fee when you apply for RPL plus \$400 per unit for RPL assessment (if applicable)

Once assessed, Greenwood Academy will:

- Issue a written outcome of your application,

- Update your Training Plan to reflect any adjustments,
- Reduce your course duration and fees accordingly,

Need help? Speak with your Sales Representative for guidance on your application.

Course Orientation

At Greenwood Academy, attendance at the Orientation and Induction Session is compulsory for all new students. This session takes the week prior to your first day of your course or is provided information via email, and is designed to help you feel confident, informed, and supported from the very beginning of your learning journey.

Orientation will introduce you to your course structure, campus, responsibilities, and available support services. By attending, you'll gain essential information to help you succeed at GWA and meet your student visa requirements.

What We Cover:

- **Course Overview**
Your qualification, including unit delivery, assessment methods, practical training, and course progress expectations.
- **Campus Facilities**
Classrooms, computer lab, student kitchen, amenities, and Wi-Fi access.
- **Health & Safety**
Emergency evacuation procedures, first aid contacts, and your WHS responsibilities.
- **Your Rights & Responsibilities**
The student code of conduct, academic expectations, respectful behaviour in class and at work placement.
- **Support Services**
Study issues, mental health, accommodation, employment, and more.
- **Critical Incident Management**
Know what to do in an emergency or serious situation — whether on or off campus — and who to contact.
- **Your USI (Unique Student Identifier)**
If you have not already obtained a USI, the registration process will be provided. A USI is required for all students undertaking nationally recognised VET courses in Australia.

What Expected of You during Training and Assessment

At Greenwood Academy, your training is hands-on, relevant, and aligned with current industry practices. Our vocational courses focus on competency-based learning, ensuring that you're gaining the skills, knowledge, and practical abilities required for the animal care industry.

You will undertake training in multiple environments, including:

- Classroom-based learning, where trainers deliver theoretical content and structured practical tasks in simulated settings.
- On-campus practical sessions, where you develop skills using real tools and processes in a supervised environment.
- *Workplace-based training, where you apply your skills during scheduled work placements in industry partner facilities (e.g., veterinary clinic).

Your assessments are designed to reflect real-world tasks. These may include:

- Observation checklists during practical tasks
- Written questions or oral interviews
- Workplace evidence such as logs, photos, or video recordings
- Projects, reports, or case studies

For each assessment task, you'll receive one of two results:

- Satisfactory or Not Satisfactory for individual tasks
- Competent or Not Yet Competent once all tasks for a unit are completed

To be awarded a qualification, you must be marked Competent in every unit of competency that makes up your course. This includes demonstrating capability both in the classroom and in your work placement.

Refer to your timetable for specific units that involve:

- In-house practical sessions (conducted at our campuses)
- Practical workplace activities (Certain units need to be the in an animal care facility, GWA can support you to find facilities that can help you experience the real-life industry. Conditions apply).

If you're unsure where or how an assessment will take place, your Trainer or Student Services can clarify this for each unit.

- work placement requirements

As part of your Animal Care course, you are required to complete a structured practical activity in a real industry setting or an environment that accurately represents workplace conditions. This essential component of your training allows you to apply your learning in practical, hands-on environments — preparing you for employment in the animal care sector.

Required Work Experience Hours

- Certificate IV in Veterinary Nursing: Minimum 240 hours

What is Work Placement?

Student placements can give students the chance to get the skills they need to transition successfully from study to work. At the same time, industry gets the opportunity to enrich student learning experiences and increase the number of work-ready graduates.

Students who wish to complete their placement with a provider that is not part of GWA's approved partner facilities must first notify GWA of their nominated provider. GWA will then review the details to determine whether the facility is suitable and meets the requirements for work placement duties. Approval must be obtained before the student can proceed with the placement.

Placements that meet the definition of a vocational placement under the Fair Work Act 2009 (the FW Act) are lawfully unpaid.

<https://www.fairwork.gov.au/starting-employment/unpaid-work/student-placements>

Greenwood Academy of Animal Care and Agriculture cover your insurance for your work placement if you are not a paid employee of the host workplace. The Work placement guide for host employers and supervisors provides information to your workplace. If you are a paid employee, you will be covered by your employer's Workers Compensation insurance policy.

Work placement is a form of structured workplace learning built into your course. It complements your classroom training and simulates real-world scenarios in a relevant industry setting such as:

- Veterinary clinics

Why is it important?

Participating in work placement gives you the opportunity to:

- ✓ Apply classroom knowledge in real-world situations
- ✓ Develop and demonstrate industry-recognised skills
- ✓ Gain exposure to real workplace expectations and routines
- ✓ Build confidence in handling animals and interacting with clients
- ✓ Connect with potential employers and build your network

Finding a Placement

Greenwood Academy will support you in finding a suitable work placement aligned with your course requirements (Conditions apply). You are also welcome to arrange your own placement, subject to approval by the Academy to ensure the host organisation meets industry and safety standards.

More details — including placement eligibility, documentation, supervision requirements, and insurance coverage — will be provided during your orientation session.

Reassessment Arrangements

If you are assessed as Not Yet Competent in any assessment task, you are entitled to two attempts at no additional cost.

- Your trainer or assessor will discuss the areas for improvement with you and provide feedback to support your progress.
- Reassessment will be scheduled in consultation with your trainer and may require additional learning activities or practical evidence.
- If you have missed your submission deadline a \$200 fee will apply as outlined in the Fees and Refunds Policy and your Student Agreement.
- If you are unsuccessful after two attempts, a reassessment fee of \$200 will apply on your third attempt as outlined in the Fees and Refund Policy and your Student Agreement.
- If third attempt is not yet competent, you will need to repeat the unit and pay \$400 each unit.

Please additional fees and charges.

Fee Type	Amount	Purpose
ID Card Replacement	\$25	Reissue of lost or damaged student ID
Withdrawal Fee	\$500	Administrative and compliance costs for midcourse withdrawal
Monthly Payment Plan Setup	\$400	Setup and management of monthly instalments
Weekly Payment Plan Setup	\$400	Setup and management of weekly instalments, Student must go on direct debit for this option
Late Tuition Payment (7 days overdue)	\$200	Encourages timely payment
Late Tuition Payment (14 days overdue)	\$400	Escalated late fee for continued nonpayment
COE Change (Student initiated)	\$300	Processing enrolment changes (deferral, course change)
3rd Attempt or No Submission Fee	\$200	Processing additional assessment attempts or no submission

Missed Scheduled Practical	\$200	Rescheduling and administration of practical sessions
Special Consideration – Late Assessment	\$100	Processing late assessment extension requests must be submitted before assessment due date. This is limited only for compassionate and compelling reasons.
Special Consideration – Late Evidence	\$100	Processing late evidence submission requests. Must be submitted before assessment due date. This is limited only for compassionate and compelling reasons.
Repeat Unit Fee	\$400	Administration and delivery of repeated units
Catchup Training	\$100/hr	Delivery of additional training sessions
Direct Entry Assessment	\$200	Assessment of direct entry to the Certificate IV in Veterinary Nursing
Credit Transfer (CT)	\$300	Assessment of credit transfer applications
Recognition of Prior Learning (RPL)	\$300 + \$400 per unit	RPL application and unit assessment
Reissue of Testamur/Record of Results	\$50	Reprinting certification documents

Awarding of Qualifications and Employment Disclaimer

Greenwood Academy is committed to delivering high-quality, nationally recognised training that prepares students for real-world employment. However, the following limitations apply:

A qualification or Statement of Attainment will only be issued once you have:

- Been assessed as Competent in all units of competency within your course, and
- Met all course requirements, including attendance, work placement (where applicable), and fee obligations.

While Greenwood Academy will provide the necessary support, resources, and opportunities to help you succeed, the outcome depends on your individual effort and engagement in the training process.

Greenwood Academy cannot guarantee employment outcomes after course completion. While our programs are industry-aligned and designed to enhance job readiness, securing a job is dependent on:

- The local labour market and demand for roles in your sector
- Your personal attributes, work ethic, and job-seeking efforts
- Employer-specific requirements and selection criteria

We are committed to assisting you in developing the skills, confidence, and professionalism needed to pursue your career goals. However, employment is influenced by factors beyond our control.

Academic Integrity

Greenwood Academy of Animal Care and Agriculture uphold the highest standards of academic honesty and ethical conduct. As an international student, you are required to maintain integrity in all coursework and assessments to remain compliant with both your academic obligations and student visa conditions.

All work submitted must be your own original effort unless properly referenced.

Use of Artificial Intelligence (AI)

AI and Large Language Models (LLMs) may be used in limited, ethical ways. Acceptable and unacceptable uses are defined as follows:

Acceptable use

- Using AI for grammar correction, idea generation, or general research
- Using AI tools with trainer approval and correct attribution (if required)

Unacceptable use – treated as plagiarism

- Copying or submitting AI-generated content (e.g., from ChatGPT or similar tools) as your own
- Submitting assessments completed by another person or service (contract cheating)
- Collaborating with others where individual work is required
- Falsifying or fabricating data, references, or practical evidence

These actions are breaches of Greenwood Academy's Academic Integrity and Plagiarism Policy.

Detection and consequences

We use a combination of AI-detection software, text-matching systems, and trainer review to identify potential misconduct. If you are found to have breached academic integrity requirements:

- You may be required to resubmit your assessment or complete a new one

AI and Large Language Models (LLMs) may be used to assist with research, grammar checking, and idea generation.

UNACCEPTABLE USE – TREATED AS PLAGIARISM

- ✓ Using text generated by AI (e.g., ChatGPT) as your own;
- ✓ Copying or submitting content written by AI;
- ✓ Cheating, collusion, or contract cheating



- You may receive a Not Yet Competent result
- Repeated or serious misconduct may result in disciplinary action, including cancellation of your enrolment

If your enrolment is cancelled due to academic misconduct, Greenwood Academy is required to report the change to the Department of Home Affairs. This may affect the status of your student visa.

Support and guidance

You will be informed about academic integrity expectations:

- During your Orientation Session
- In the Academic Integrity and Plagiarism Policy (available from Student Services)
- Throughout your course by your trainer or assessor

If you are ever unsure about referencing, using external sources, or the role of AI tools in your studies, speak to your trainer before submitting your work.

Academic integrity is essential not only for your qualification, but also for your professional reputation and future career.

Student Support and Wellbeing

At Greenwood Academy, we are committed to supporting your success both inside and outside the classroom. We recognise that learners come from diverse backgrounds and may require additional assistance at different stages of their studies.

Support Services Available

All students have access to a range of academic and personal support services, including:

- One-on-one academic assistance from trainers and assessors
- Help with personal matters affecting wellbeing or study
- Access to additional learning resources and tools
- Reasonable adjustments to assessments where required
- Referrals to appropriate external support and community services

Our Student Services Officer is available for confidential conversations regarding any challenges you may face, whether academic, emotional, financial, or otherwise.

Identifying Individual Needs

You may:

- Be returning to study after a break
- Have English as a second language
- Require support with literacy, numeracy, or digital skills

- Have a diagnosed learning difficulty or disability

These needs are identified during your application, enrolment, or orientation. Where required, a tailored Student Support Plan will be developed to ensure you receive equitable access to learning and assessment opportunities.

External Referrals and Emergency Support

While Greenwood Academy provides free access to internal support, any external services (e.g. psychologists, legal aid, housing support) may incur costs. We will assist you in locating and connecting with:

- Mental health and counselling services
- Crisis support and emergency contacts
- Disability support agencies
- Multicultural and language assistance services
- Community networks and student interest groups

A list of important contacts is available in the final section of this handbook. For individualised support, please speak with the Student Services Team in person, by phone, or by email.

Our Commitment

We are here to support your learning, wellbeing, and success throughout your course. Seeking help is always encouraged — we're here to ensure no student is left behind.

Issuing Certificates

Greenwood Academy will issue formal certification in accordance with the Standards for RTOs 2025 and the Student Identifiers Act 2014. You will be issued with the relevant certification within thirty (30) calendar days of being deemed competent, provided the following conditions are met:

Qualification Issuance

You will be issued with:

- A Certificate of Qualification, and
- An official Record of Results

once you have:

- Been assessed as *Competent* in all units required for the qualification
- Paid all course fees (unless otherwise prohibited by law)
- Supplied a valid Unique Student Identifier (USI)

Under the law, we cannot issue any certification without a verified USI.

Statement of Attainment (SoA)

If you withdraw or partially complete your course:

- You will receive a Statement of Attainment for any units you have successfully completed as Competent
- The SoA will be issued within thirty (30) days of your formal withdrawal

Withholding Certification

Greenwood Academy reserves the right to withhold issuance of any certification:

- Where tuition or material fees remain unpaid
- Except where legislation prohibits this (e.g., in the case of government-funded entitlements)

If you need assistance creating your USI, we provide guidance during Orientation or at any time through Student Services.

Reissuing Certification Documents

Greenwood Academy is required by law to retain records of all issued qualifications and Statements of Attainment for a minimum of thirty (30) years.

If you lose or misplace your original certificate or transcript, you may request a reissue by contacting Student Services. A reissue fee \$50 will apply — please outline in the Fees and Refunds Policy.

All reissued documents will:

- Clearly state they are a reissue
- Match the original records held on file
- Only be issued once your identity is confirmed

We recommend you keep your original documents secure, as official replacements take time to process.

Feedback

At Greenwood Academy, your feedback plays a vital role in how we continuously improve our training and services. We welcome your suggestions, ideas, and concerns — whether they're about course delivery, support services, campus facilities, or anything else affecting your experience.

You can provide feedback at any time by:

- Speaking directly with your Trainer or the Student Support Officer
- Emailing or calling our office
- Submitting anonymous suggestions (where available)

Throughout your enrolment, you may also be asked to complete:

- Trainer feedback forms

- Student satisfaction surveys
- National Quality Indicator Surveys (issued by NCVET — the National Centre for Vocational Education Research) and provided online

We strongly encourage you to complete these surveys, as your responses help shape future improvements for all students.

Updating Your Personal Details

It's important that we always have your current contact and emergency information on file. You must notify Greenwood Academy within 7 days of any changes to:

- Phone number
- Email address
- Home or mailing address
- Emergency contact details

If you notice any errors in your personal records or official documentation, please contact Student Services immediately so we can correct them.

Keeping your information up to date ensures you receive important updates about your course, assessments, timetable changes, and certificate issuance.

What Expected of You as A Student

As a student at Greenwood Academy of Animal Care and Agriculture, you are expected to:

- Read, understand, and comply with all policies and procedures outlined in this Student Handbook.
- Maintain awareness of your responsibilities under the Student Code of Conduct, which appears in the next section.
- Actively participate in training, attend scheduled classes and work placements, and complete assessments honestly and to the best of your ability.
- Communicate promptly with staff if you encounter any issues affecting your learning or wellbeing.

This handbook has been developed to support your success and contains key information that will be useful throughout your enrolment. Keep it on hand and refer to it whenever needed.

We look forward to welcoming you to the Academy and wish you every success in your studies!

How to Apply

Complete and send your Application for Enrolment Form to us. Make sure you include any supporting documents if there are entry requirements for your chosen course. These may include verified copies of previous qualifications, your valid passport and previous schooling.



Your application will then be processed and if you are successful, you will be issued with a conditional Offer Letter and Student Agreement. If you were unsuccessful, we will be in touch to advise you of the outcome and provide advice about other suitable options or what you need to do before re-applying.



Carefully review your Offer Letter and Student Agreement and make sure your course fees, duration and payment plan are correctly stated. Read through all the included policies and procedures and if you agree, sign and return to us along with payment of fees.



Once we have received your first payment, you will confirm your enrolment in writing.

You will be also asked to complete a short diagnostic assessment to check your Language, Literacy, Numeracy (LLN), and Digital skills.

If needed, you may also be invited to attend a short entry interview (in person, online or by phone). This helps us determine whether the course is suitable for your current skills, and whether you may benefit from additional support, RPL, or a different learning pathway.

For any questions about this process, contact your Sales Representative or the Admissions Team.

Policies and Processes

Fees and Refunds

Greenwood Academy's fees and refunds are governed by a dedicated policy, which outlines:

- All applicable course fees
- Payment schedule and due dates
- Refund conditions before and after course commencement
- Reassessment, reissue, and deferral charges
- Fee dispute resolution processes

You will receive a copy of this policy with your written agreement (as part of your Letter of Offer and Student Agreement), and it is also available:

- On our website <https://gwacademy.edu.au>
- By request from Student Services

Please ensure you read and understand this policy before signing your Letter of Offer.

Payment options are outlined in the Offer Letter and Student Agreement. All fees and charges must be paid by the due date specified on the invoice. If a student is unable to make payment by the required date, they may contact the office to discuss alternative arrangements.

All payments must be made via bank transfer to the designated account provided to students. Greenwood Academy will maintain sufficient funds in this account to ensure it can refund all tuition fees already paid, if required.

Where fees become overdue and no alternative arrangements have been made, the following communication process will apply:

- **First Warning Letter:** Issued when a student fails to pay an invoice within seven (7) calendar days of receipt and has not contacted Greenwood Academy to arrange an alternative payment plan.
- **Second Warning Letter:** Issued when a student fails to pay within seven (7) calendar days of receiving the first warning letter and has not made alternative arrangements.
- **Notice of Intention to Report:** Issued when a student fails to pay within seven (7) calendar days of receiving the second warning letter and has not made alternative arrangements. This notice outlines that enrolment may be cancelled in accordance with the Fees and Refunds Policy. After receiving the Final Warning Letter (ITR for international students), the student will have twenty (20) working days to submit a written appeal or complaint in accordance with the Complaints and Appeals policy. During this twenty (20) day period, the student's enrolment will remain active.

If this matter remains unresolved and a Second Warning Letter (Non-Payment) is issued, your enrolment will be placed on suspension. During the period of suspension, you may not be permitted to participate in classes, access learning resources, or continue your studies, as applicable. The suspension will remain in effect until the relevant requirements have been met and Greenwood Academy has confirmed, in writing, that the suspension has been lifted.

If enrolment is cancelled due to non-payment of fees, the outstanding debt will be referred to a debt collection agency.

Refunds will be paid in Australian Dollars and will be issued only to the person or entity from whom the original payment was received. Any associated international wire transfer fees, intermediary bank fees, and foreign exchange (FX) losses are typically deducted from the refund amount.

Complaints and Appeals

At Greenwood Academy of Animal Care and Agriculture, we are committed to providing a safe, fair, and supportive learning environment. If you are dissatisfied with any aspect of our services, or if you believe a decision made by the Academy has negatively impacted you, you have the right to raise a complaint or appeal.

We treat all complaints and appeal seriously, with a focus on resolving the issue promptly and fairly and taking corrective action to prevent recurrence where necessary.

What You Can Make a Complaint or Appeal About

You may submit a complaint about:

- Any staff member, trainer, assessor, or learner
- A third-party delivering training, assessment, or recruitment services on our behalf
- Any part of our services, facilities, administration, or policies

You may submit an appeal if you disagree with a decision made by Greenwood Academy, including:

- Assessment outcomes
- Disciplinary actions
- Decisions related to course progress, deferral, suspension, or enrolment cancellation

How We Manage Complaints and Appeals

Greenwood Academy manages complaints and appeals in line with the principles of natural justice and procedural fairness. This means:

- Each party will have the opportunity to present their case
- Decisions will be impartial, timely, and based on evidence
- All complaints and appeals will be handled professionally and confidentially

Accessing the internal complaints and appeals process is free of charge.

Informal Resolution (Recommended First Step)

Before submitting a formal complaint, we encourage you to try resolving the issue informally by speaking directly with the person involved or raising it with your trainer or a staff member. If you are not comfortable doing this, or if the issue remains unresolved, you may proceed with a formal complaint or appeal.

Formal Complaints and Appeals Process

To lodge a formal complaint or appeal:

1. Complete a Complaints and Appeals Form, available from reception or Student Services.
2. Submit your form in writing within:
 - Thirty (30) calendar days of the issue (for complaints)
 - Thirty (30) calendar days of receiving the decision (for appeals)

We will:

- Acknowledge receipt in writing within three (3) business days
- Commence the review within five (5) business days
- Finalise the matter within sixty (60) calendar days, unless an extension is required. In that case, you will be notified in writing with reasons and provided with regular progress updates.

For assessment appeals, we will appoint an independent assessor to review the original decision.

You will receive the outcome in writing, including clear reasons for the decision.

Support and Representation

If a meeting is required, you may bring a support person of your choice. We will ensure that you are treated with respect and your concerns are heard.

Maintaining Enrolment During the Process

Unless there are serious safety concerns, your enrolment will be maintained:

- While the internal complaints or appeals process is ongoing
- If the appeal concerns unsatisfactory course progress or attendance, until the external process is completed and a decision is made
- If the appeal concerns student misbehaviour, the suspension or cancellation will not take effect until after the outcome of the internal process

External Appeals and Independent Review

If you are not satisfied with the outcome, you may request independent mediation through the Resolution Institute or lodge a formal complaint with an external body:

National Training Complaints Hotline

Phone: 13 38 73 (Monday to Friday, 8am–6pm)

Online: [National Training Complaints Form](#)

Australian Skills Quality Authority (ASQA)

You may also notify ASQA, our regulator.

Website: www.asqa.gov.au/complaints

Note: ASQA does not act as an advocate for individuals but may use your information as part of regulatory action.

Course Progress and Attendance Monitoring

At Greenwood Academy of Animal Care and Agriculture, we are committed to supporting your learning success. To remain enrolled and make satisfactory progress in your course, you must meet the following expectations:

Minimum Course Requirements

To maintain satisfactory progress and avoid risk of intervention, students are expected to:

- Attend all scheduled classes, with a minimum attendance rate of 80%
- Complete all assessments to a satisfactory standard
- Actively participate in all learning activities and work placements (where applicable)

Attendance and participation are key indicators of your engagement. Failure to meet these standards may place your enrolment at risk.

Attendance Monitoring

- Attendance is recorded for each class
- Attendance data is reviewed weekly
- If you are absent for five (5) or more consecutive days without approval, we will contact you via SMS, email, and phone
- If ongoing patterns of absence or disengagement are identified, an early intervention strategy will be triggered

Indicators of Risk

You may be considered at risk of unsatisfactory progress if:

- You receive a Not Yet Competent result in any unit
- You consistently miss scheduled classes without valid reason
- You fail to engage in required learning activities or assessments

An exception may be made where your attendance is at least seventy (70) % and you are otherwise demonstrating satisfactory academic progress. In such cases, intervention may still apply to support continued success.

Note: For units with practical assessments requiring work placement (for Certificate IV in Veterinary Nursing students wherein placement is mandatory), students will not be penalised for “Not Yet

Competent” results or incomplete submissions until work placement is scheduled and completed. These units are marked as “In Progress” until practical evidence can be submitted. Progress is only assessed once students have had a fair opportunity to complete all components, including placement.

Intervention Process

Greenwood Academy has a staged process to support students who are at risk of not meeting progress requirements:

Stage 1 – First Warning Letter

- You will be notified in writing of the concern
- You’ll be invited to a meeting to discuss your attendance and/or academic performance
- Together, we will create an Intervention Strategy, which may include catch-up sessions, learning support, or modified timelines

Stage 2 – Second Warning Letter

- If progress does not improve, a second warning will be issued
- A follow-up meeting will be arranged to review or revise your Intervention Strategy

Stage 3 – Notice of Intention to Cancel Enrolment

- If progress remains unsatisfactory, a formal Notice will be issued outlining our intent to cancel your enrolment
- You will have twenty (20) working days to lodge an appeal (refer to the Complaints and Appeals section)

Cancellation Conditions

Greenwood Academy will only proceed with cancelling your enrolment due to unsatisfactory progress if:

- The internal and external complaints and appeals processes are complete, and our decision is upheld, or
- You do not appeal within the twenty (20) day period, or
- You withdraw from the appeal process, or
- You choose not to access the appeal process

Extensions to Course Duration

In limited cases, we may extend your course duration if:

- You provide documented compassionate or compelling circumstances, or
- You are currently undertaking an approved Intervention Strategy designed to support your course completion

Overdue Fees Process

Greenwood Academy expects students to meet agreed payment dates for tuition and non-tuition fees. Where a student does not make payment by the due date and no alternative arrangement has been agreed, the following process applies:

1. First Warning Letter – issued if payment is not received within seven (7) calendar days of the invoice due date.
2. Second Warning Letter – issued if payment is not received within seven (7) calendar days of the first warning letter. Moodle account will be suspended.
3. Intention to Report (Final Notice of Cancellation)– issued if payment is not received within seven (7) calendar days of the second warning letter. This notice outlines that enrolment may be cancelled in accordance with the Fees and Refunds Policy. After receiving the Final Warning Letter (ITR for international students), the student will have twenty (20) working days to submit a written appeal or complaint in accordance with the Complaints and Appeals policy. During this twenty (20) day period, the student's enrolment will remain active.
4. Debt Collection – where enrolment is cancelled due to non-payment, the outstanding debt will be referred to a debt collection agency. The student will remain liable for any additional fees incurred in the recovery of the debt.

If this matter remains unresolved and a Second Warning Letter (Non-Payment) is issued, your enrolment will be placed on suspension. During the period of suspension, you may not be permitted to participate in classes, access learning resources, or continue your studies, as applicable. The suspension will remain in effect until the relevant requirements have been met and Greenwood Academy has confirmed, in writing, that the suspension has been lifted.

These provisions operate in conjunction with Greenwood Academy's Fees and Refunds Policy and do not remove students' rights under the *Australian Consumer Law*. See here: <https://www.accc.gov.au/business/selling-products-and-services/>

These provisions do not remove students' rights under Australian Consumer Law.

Compassionate or Compelling Circumstances

Compassionate or Compelling Circumstances

Many of Greenwood Academy's policies refer to compassionate or compelling circumstances. This term is used to describe personal situations that:

- Are involuntary and beyond your control (e.g. medical emergencies, serious family issues, unexpected changes to living arrangements, or unforeseen enrolment problems); and
- Significantly impact your ability to commence, attend, or progress in your course

Examples include:

- Serious illness or injury, supported by a medical certificate
- Bereavement of an immediate family member
- Major personal crisis or accident
- Significant mental health concerns

- Involuntary changes to employment or care responsibilities
- Delays in course delivery or placement availability caused by the provider

These circumstances must be supported by verifiable evidence (e.g. medical documents, legal letters, official notices).

Deferring Your Course (Before Commencement)

You may apply to defer your course before it begins, which means you are postponing the course start date while keeping your place secured.

Conditions:

- You must submit a Deferral Request Form
- You must provide evidence of compassionate or compelling circumstances
- You may defer for up to twelve (12) months from your original start date

If approved, you will receive:

- A revised Student Agreement reflecting your new commencement date
- Written confirmation of your deferral outcome

Suspension of Your Course - Student Initiated

If you have already commenced your studies, you may apply to suspend your course (take temporary leave) for a maximum of twelve (12) months.

To apply for suspension:

- Submit a suspension request form at least one week prior to the commencement.
- Provide supporting documentation confirming compassionate or compelling circumstances

Important:

- Your application will not be proceeded if you have outstanding tuition or material fees
- If approved, you will receive a new Student Agreement with your revised re-commencement date

You are encouraged to discuss your situation with Student Services before submitting a request, to ensure that suspension is the most suitable option.

Suspension or Cancellation of Your Enrolment by Greenwood Academy

Greenwood Academy reserves the right to suspend or cancel your enrolment in specific situations, including:

- Serious or repeated misconduct (e.g. breaches of the Student Code of Conduct)

- Non-payment of fees
- Failure to maintain satisfactory course progress or attendance

If a suspension or cancellation is being considered, we will:

- Notify you in writing of our intention and the reasons
- Provide you with twenty (20) working days to appeal the decision via our Complaints and Appeals process

Your enrolment will be maintained during the internal appeal process. We will not implement the suspension or cancellation until the process is complete, unless:

- There is an urgent risk to your health or safety
- There is a risk to the safety of other

Transferring to Another Course within Greenwood Academy

Students may request to transfer to a different course within Greenwood Academy if their current program no longer aligns with their goals or needs.

We will approve your transfer request if:

- The proposed course better suits your learning capabilities or career goals
- You provide valid reasons and supporting evidence that your expectations of the original course are no longer being met

We will not approve your request if:

- You have outstanding tuition fees for your current course
- The transfer would breach training package or entry requirement rules

How to Apply

If you wish to transfer to a different course within Greenwood Academy, you must:

1. Complete an Internal Course Transfer Form.
2. Provide a written statement of your reasons for the request
3. Submit any supporting documentation if applicable (e.g. trainer recommendation, career goal alignment)

We will assess your request based on course suitability, academic standing, and fee status.

You will receive a written outcome within ten (10) business days of submitting your form. If your request is approved:

- A new Student Agreement will be issued

- We will confirm your updated enrolment details in writing
 - You will be advised of any additional fees or credit transfer impacts associated with the change
-

Appealing the Transfer Decision

If your application to transfer courses is unsuccessful, you will be notified in writing, including reasons for the decision.

You have the right to appeal under Greenwood Academy's Complaints and Appeals Policy.

- Appeals must be submitted within twenty (20) working days of the decision
 - Submit your appeal using the formal Complaints and Appeals Form
-

Discontinuing Your Studies

We understand that sometimes continuing study may no longer be the right path for you. If you are considering withdrawal:

1. Speak with Student Services or your trainer to explore your options
2. Complete a Withdrawal Form
3. Review the Fees and Refunds Policy to understand how your withdrawal may impact your financial obligations

Note: Your application will not be proceeded if you have outstanding tuition or material fees. Withdrawal request may incur a fee of \$500. Refunds are not generally available once a study period (term) has commenced, except under limited circumstances defined in the Fees and Refunds Policy. You will receive formal confirmation of your withdrawal once processed.

Privacy and Access to Records

Greenwood Academy of Animal Care and Agriculture is committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth), the National Vocational Education and Training Regulator Act 2011 (NVETR Act), and relevant State and Commonwealth legislation.

Why We Collect Your Personal Information

As a Registered Training Organisation (RTO), we are required to collect your personal information to:

- Process and manage your enrolment in nationally recognised vocational education and training (VET)
- Meet reporting obligations to State and Federal government bodies
- Ensure we can provide you with the support and services required to complete your course

If you do not provide the requested personal information, we may be unable to process your enrolment or deliver training services.

How We Use Your Personal Information

Your personal information is used to:

- Administer and deliver your training and assessment
- Communicate with you about your course and student services
- Maintain academic and administrative records
- Support quality assurance, audits, and reporting obligations

We will only use your information for the purposes it was collected, unless authorised or required by law.

Disclosure of Personal Information

Greenwood Academy is required by law to disclose your personal information to:

- The National Centre for Vocational Education Research (NCVER), as part of the National VET Data Collection
- Relevant State and Territory Training Authorities, in accordance with funding or registration obligations

This is authorised under the NVETR Act and supports national monitoring, evaluation, and policy development in the VET sector.

How the NCVER and Other Agencies Handle your Data

The NCVER collects, holds, uses, and discloses your personal information in accordance with the Privacy Act 1988 and the NVETR Act. Your information may be used for:

- Producing authenticated VET transcripts
- Administering VET programs and national reporting
- Conducting research and producing statistics to inform policy and funding decisions
- Supporting surveys and longitudinal studies on education and training outcomes

NCVER may also disclose data to:

- The Department of Employment and Workplace Relations (DEWR)
- Other Commonwealth, State or Territory government bodies involved in education, training, or regulation
- Researchers engaged by NCVER to undertake VET-related studies

The NCVER does **not** intend to disclose your personal information to any overseas recipients.

For more information, see the NCVER Privacy Policy: www.ncver.edu.au/privacy

You can also review the DEWR Privacy Notice here:
www.dewr.gov.au/national-vet-data/vet-privacy-notice

Accessing or Correcting Your Information

You may:

- Request access to the personal information we hold about you
- Ask us to correct inaccurate or outdated details
- Make a privacy complaint if you believe your information has been mishandled

To do so, contact us at:

Email: services@gwacademy.edu.au

Phone: Refer to contact details on page 5k

In person: Visit our reception desk (Sydney or Melbourne)

If you would like a copy of Greenwood Academy's full Privacy Policy, please contact Student Services.

Surveys

Greenwood Academy collects student feedback as part of its commitment to continuous improvement and to meet national reporting requirements set by the National Centre for Vocational Education Research (NCVER).

You may be invited to complete:

- Unit-based NCVER-aligned surveys
Delivered via Moodle, using URLs or QR codes embedded in each subject. These surveys are designed to capture your feedback on individual units throughout your course. Data is collected securely using Microsoft Forms.
- End-of-course surveys
Provided to all graduating students via URL or QR code, these surveys assess the overall quality of your learning experience. Responses are also collected via Microsoft Forms and used for both internal review and external compliance reporting.
- Government surveys
You may be contacted directly by NCVER or a third-party agency acting on behalf of the

government. Participation in these national surveys is voluntary, and you may opt out at the time of contact.

Your feedback contributes to:

- Evaluating and improving training delivery
- Meeting national quality and compliance requirements
- Enhancing the student experience at Greenwood Academy

We strongly encourage your participation in all surveys — your voice helps shape the future of vocational education in Australia.

Student Code of Conduct

The following information outlines what's expected of you.

Your Responsibilities

Policies and Procedures

- You are expected to:
 - Read and comply with all policies in this Handbook.
 - Respond to communications from the Academy promptly.
 - Notify us within seven (7) calendar days of any changes to your contact details (residential address, mobile number, email address, and emergency contact).

Learning and Assessment

- You are expected to:
 - Attend all scheduled classes and training sessions.
 - Participate actively in learning activities.
 - Complete and submit all assessments and homework on time.
 - Maintain academic integrity (no plagiarism, cheating, or collusion).
 - Pay course fees according to your agreement.
 - Seek support early if you experience learning difficulties.

Classroom Conduct

- You are expected to:
 - Arrive on time and be prepared for all sessions.
 - Dress in a manner appropriate to the classroom or placement setting.

- Use mobile phones or devices only when relevant to learning activities.
- Communicate in English during all classes and activities.

Respect and Ethics

- You are expected to:
 - Treat all students, staff, and visitors with respect and professionalism.
 - Respect the beliefs, values, and cultural backgrounds of others.
 - Avoid harassment, bullying, or discrimination of any kind.
 - Use Academy resources appropriately and responsibly.
 - Resolve conflicts calmly and constructively.
 - Respect property belonging to others and the Academy.

Your Rights

Policies and Procedures

- You can expect to:
 - Be informed of key policies, procedures, and any changes.
 - Receive clear and timely communication from the Academy.
 - Learn in a safe and inclusive environment.
 - Have your personal information kept private and secure.
 - Access the personal information and records we hold about you.
 - Provide feedback and have it considered for continuous improvement.

Learning and Assessment

- You can expect to:
 - Receive high-quality training, assessment, and support services.
 - Access additional support if you have special learning needs.
 - Have assessments marked within ten (10) working days.
 - Receive clear feedback if a submission is marked Not Yet Satisfactory.

Classroom Conduct

- You can expect your trainer and assessor to:
 - Be punctual and prepared for every class.

- Deliver engaging and industry-relevant training.
- Dress appropriately and lead by example.
- Use devices only when relevant to training.
- Communicate in English and maintain a professional tone.

Respect and Ethics

- You can expect:
 - To be treated fairly and respectfully by staff and other students.
 - To have your individual background, beliefs, and identity respected.
 - A collaborative, inclusive environment that values diversity.
 - Respect for your personal space, property, and wellbeing.

Emergency Contacts and Other Useful Information

Emergency services

Police Station:

Surry Hills Police Station

Address: 151-241 Goulburn St, Surry Hills NSW 2010

Phone: (02)9265 4144

Website: www.police.nsw.gov.au

Melbourne West Police Station

Address: 313 Spencer Street, Docklands VIC 3008

Phone: (03) 8379 0800

Website: www.police.vic.gov.au



Medical Facilities Near Campus

Hospital (with Emergency Department):

St Vincent's Hospital Sydney

Address: 390 Victoria Street, Darlinghurst NSW 2010

Phone: (02) 8382 1111

Website: www.svhs.org.au

The Royal Melbourne Hospital

Address: 300 Grattan Street, Parkville VIC 3050

Phone: (03) 9342 7000

Website: www.thermh.org.au

Medical Centre:

World Citi Medical

Address: Level 1, 722 George Street NSW 2000

Phone: (02) 9281 7311

Website: www.worldcitimedical.com.au

Victor Harbour Medical Centre

Address: Entrance via, 850 Collins St, Merchant St, Docklands VIC 3008

Phone: (03) 9629 1414

Website: www.victoriaharbourmedicalcentre.com.au

Transport Services

Transport for NSW

Public transport in Sydney is provided by an integrated network of trains, buses, ferries, and light rail services. Students are encouraged to use an Opal Card for convenient access across all modes of transport.

- Website: <https://transportnsw.info>
- Trip Planner: [Plan your trip](#)
- Opal Card Info: <https://www.opal.com.au>

Public Transport Victoria (PTV)

Melbourne's public transport network includes trams, trains, and buses. Students should use a Myki Card to access the system.

- Website: <https://www.ptv.vic.gov.au>
- Journey Planner: [Plan your journey](#)
- Myki Card Info: <https://www.ptv.vic.gov.au/tickets/myki>

Crisis support

LIFELINE 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.



BEYOND BLUE 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au.

See a range of help lines and websites at

<https://www.beyondblue.org.au/get-support/national-help-lines-and-websites> including mental health, groups who may experience discrimination, kids' helpline,

Relationships Australia and Headspace.

