
At FEC, we provide a range of on-site academic and non-academic support services to meet the diverse needs of our learners. Our goal is to ensure every learner has the resources and assistance they need to succeed. Here's how we can support you.

1

Academic Support

- **Enrolment and Course Advice:** Get guidance on selecting the right courses for your career goals.
- **One-to-One Support:** Benefit from individualised sessions to meet the needs of our neurodiverse learners..
- **Catch-Up Classes:** Attend extra classes facilitated by our Trainers and Assessors.
- **Modified/Negotiated Training Course Schedules:** Adjust your schedule for extenuating circumstances, such as health issues.
- **Reasonable Adjustments:** Receive support in line with RTO Standards.
- **Additional Time:** Obtain extra time to complete training and assessments (for extenuating circumstances, such as health issues).
- **Support Resources:** Access tools like our Learning Management System, talk-to-text software, hardcopy Learner Guides and loan laptops.
- **Resource Library:** Utilise our collection of videos, templates, and publications for additional help.
- **Modified Classroom:** Ensure proper access and equity in your learning environment.
- **Practical Placement Assistance:** Get help in securing practical placements.
- **Loan Digital Devices:** Borrow digital devices as needed.
- **Multimedia Learning Tools:** Engage with educational videos and our interactive Learning Management System.
- **Flexible Learning Options:** Choose from face-to-face, online learning, tenders, and traineeships.
- **Guest Speakers:** Learn from industry experts through guest lectures.
- **Student Events:** Participate in social and cultural events.
- **Career Pathway Opportunities:** Receive advice on career options, job opportunities, and workshops on resume writing and interview skills.

Non-Academic Support

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- **External Support Services:** Get referrals and support for family and domestic violence, mental health, and well-being.
- **Health Services:** Access basic healthcare and referrals.
- **Support for Students with Disabilities:** Benefit from customised resources and assistance.
- **Language Support:** Receive help if English is not your first language.
- **Accommodation Services:** Get information to access suitable housing.
- **Financial Support:** Explore payment plans and if eligible funded courses (tenders).

3 Feedback and Improvement

- **Student Feedback Mechanisms:** Share your feedback for continuous improvement of our services.
- **Complaint Resolution Services:** Have your concerns addressed effectively.

External Support Services

4

We also maintain a list of external support services to ensure comprehensive assistance:

Australian Red Cross

37 Market Street, Fremantle WA 6160
0404 015 193

Australian Red Cross Will Service WA - East Perth

Meals on Wheels

The service is nonintrusive, so no questions are asked, and anyone who approaches the van is served. Meals are provided seven days a week, 365 days a year.

110 Goderich Street, East Perth WA 6004
1800 810710

St Patricks Community Support Services

Homeless Service provides emergency relief services, including food hampers, showers, clean towels, toiletries and clothing for those who find themselves with nowhere else to go

12 Queen Victoria Street, Fremantle WA, 6160
08 94304159

Crisis Care Helpline

Support Services provided by the Department for Child Protection and Family Support

1800 124 684

Entrypoint

Free assessment and referral services for people experiencing homelessness or at risk of homelessness.

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Anglicare WA

Financial counselling and assistance - 1300 11 44 46 14 Council Ave, Rockingham 6189

Domestic Violence and advocacy support service

Shop 13, 100 Clive St, Katanning 6317

Child Sexual Abuse Therapy Service - 1300 11 44 46 14 Council Ave, Rockingham 6168

08 9821 9661

Fremantle Community Legal Centre

Provides a range of legal and non-legal services to low-income members of the local community.

Non-profit organisation managed by the City of Fremantle.

Level 1, Suite 31 Fremantle Malls

35 William Street, Fremantle WA 6160

08 9432 9790

Womens' Domestic Violence Helpline

1800 007 339

1800RESPECT

Services for those experience of domestic, family or sexual violence.

18007370732

Mens' Domestic Violence Helpline

1800 000 599

MensLine Australia

24/7 support, referrals and counselling service for men

1300 789 978

Lifeline

24/7 crisis support and suicide prevention service.

13 11 14

Kids Helpline

24/7 counselling and support for young people aged 5 to 25

Kids call: 1800 551 800

Parents call: 1800 654 432

Youth Beyond Blue

24/7 support for young people aged 12 to 25

1300 224 636

Headspace

For 12 to 25 year olds, the family and friends

1800 650 890

CarersWA

General: 1300 227 377

Counselling: 1800 007 332

Alcohol and Drug Support Line

08 9442 5000

1800 198 024

Parent and Family Drug Support Line

08 9442 5050

1800 653 203

ATSI Support

13 Yarm

24/7 crisis support. Run by ATSI.

Thirrili

24/7 phone service for ATSI people who are bereaving after losing someone from suicide.

Wungening Moort

Keeping children and young people safely at home with family and connected with country, culture, and community. The service offers culturally secure, responsive, and practical support, delivered by four Aboriginal Community-Controlled Organisations.

211 Royal Street, East Perth, WA 6004

(08) 9221 1411

Want more information?

Please get in touch with your trainer or speak to our Client Service Representatives.

We are here to help you succeed!

Fremantle Education Centre

Corner of Parry & Cantonment Streets

FREMANTLE WA 6160

Phone: 08 9335 5444

Postal Address: PO Box 452, Fremantle, WA 6959

Email: succeed@fec.org.au

Website: www.fec.org.au

Facebook: FEC- Fremantle Education Centre