Who to contact for support at University and TAFE in Queensland?
National Disability Co-ordination Officers (NDCOs) play a valuable role helping to increase the access and participation rates of students with disabilities to study at university or at TAFE and then move to employment. They perform a range of functions which are focused on the provision of practical assistance and support to organisations who assist students with disabilities to make the transition from school to university or from school to TAFE and then to employment.

### NDCO Region 18

**Region:** SE Qld Inc Brisbane, Redcliffe, Ipswich, Lockyer Valley.

- **Officer:** Theresa Madson
- **Phone:** (07) 3817 3271
- **Mobile:** 0437 205 850
- **Email:** Theresa.madson@tafe.qld.edu.au

- **Address:** TAFE Queensland South West
  - Mary Street
  - Bundamba
  - Qld
  - 4304
- **Website:** [www.ndcogld.org](http://www.ndcogld.org)

### NDCO Region 19

**Region:** Logan City, Gold Coast, Redlands and Beaudesert

- **Officer:** Emma Killick
- **Mobile:** 0418 757 714
- **Email:** emma.killick@busyatwork.com.au

- **Address:** Busy At Work
  - Gold Coast
- **Website:** [www.ndcogld.org](http://www.ndcogld.org)

### NDCO Region 20

**Region:** Moreton SD, Toowoomba, Darling Downs SD, South West, Sunshine Coast, Central West

- **Officer:** Debbie Rooskov
- **Phone:** 5458 3063
- **Mobile:** 0400 721 451
- **Email:** debbier@stepsgroup.com.au

- **Address:** STEPS Group Australia
  - 9 George Street
  - Caloundra.
- **Website:** [www.ndcogld.org](http://www.ndcogld.org)

### NDCO Region 21

**Region:** Bundaberg, Hervey Bay City, Wide Bay-Burnett SD, Rockhampton, Gladstone, Fitzroy SD

- **Officer:** Julie Irwin
- **Phone:** (07) 49328000
- **Fax:** (07) 4926127
- **Mobile:** 0407 226147
- **Email:** Julie.Irwin@communitysolutions.org.au

- **Address:** Community Employment Options Inc
  - 189 Musgrave Street, North Rockhampton, 4701
- **Website:** [www.ndcogld.org](http://www.ndcogld.org)

### NDCO Region 22

**Region:** Townsville, Thuringowa, Northern SD, Cairns City, Far North SD, North West, Mackay City, Mackay SD

- **Officer:** David Swayn
- **Phone:** (07) 47272608
- **Fax:** (07) 47272666
- **Mobile:** 0488794483
- **Email:** davids@stepsgroup.com.au

- **Address:** Steps Group Australia
  - Shop 4, Level 1
  - 281-285 Ross River Road,
  - Aitkenvale. Q. 4814
- **Website:** [www.ndcogld.org](http://www.ndcogld.org)

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The National Disability Coordination Officer (NDCO) Program is funded by Australian Government Department of Education & Training. The views expressed here are those of the author and do not necessarily represent the views of the Australian Government Department of Education and Training.
With the right services, students with a disability can participate and achieve in vocational education and training. TAFE and University Disability Services Officers provide information and assistance to students with a disability.

Disability Services Officers work collaboratively with students to identify their support requirements. Students who believe their studies may be affected by a disability should contact the Student Services available at each tertiary institute at the earliest possible opportunity.

If required, reasonable adjustments can be made that give the students the same opportunities in training as a person without a disability.

**How disability services can help you**

Disability services are aimed at ensuring equity of education. These services are provided in confidence and in accordance with privacy regulations. Students have the right to choose what they wish to disclose about themselves during discussions with the Disability Services Officer. Where necessary, students are asked to sign a 'Consent to Release Information' form to assist services to be provided.

Students are encouraged to answer the questions on the enrolment form related to disability. Answering these questions will not affect enrolment. The information collected is used to assist your tertiary educator's planning.

Services that meet students’ needs can only be arranged when students contact the Disability Services Officer. It does not necessarily happen automatically when ‘disability’ is ticked on the enrolment form.

Remember early notification assists educators to meet student’s specific support requirements. Late notification or failure to disclose disability may mean that services and support are not able to be organised within the time needed by the student.

Some courses have entry requirements or core competencies that must be achieved to receive a qualification. As well, some industries have particular licensing requirements that may also prevent a full qualification being achieved. It is recommended that the prospective student research these requirements prior to enrolment, as this may influence choice regarding pathways. For examples APRHA Registration is a requirement to practice nursing – you can check the registration requirements here: http://www.ahpra.gov.au/Registration/Registration-Process.aspx
Individual assistance and advice may include:
- development of a disability support plan
- advice on available learning support options
- options for course delivery and assessment arrangements
- referral to other agencies.

You can contact the Disability Services Officer if you think your studies may be affected in some way by a disability or chronic medical condition such as:
- hearing impairment (deaf or hard of hearing)
- vision impairment (blind or low vision)
- mobility impairment (wheelchair user, chronic pain, amputee, back injury, severe arthritis)
- psychiatric disability
- medical condition (asthma, epilepsy, diabetes, heart condition)
- learning difficulties
- intellectual disability

Examples of services offered to students with disabilities

Examples of services that may be offered to students with disabilities at TAFE Queensland and universities include:
- advice regarding apps and other assistive technology for in-class note-taking or other supports where needed
- additional support via a mentor or coach
- reduced study load (with faculty approval), various modes of delivery, including distance and online (depending on the program being undertaken)
- alternative formatting of resources and assessment
- interpreters for deaf or hearing impaired students
- alternative examination arrangements eg time and place
- assistive technology and software, or specialised equipment
- library and reference material assistance
<table>
<thead>
<tr>
<th>Area</th>
<th>Address</th>
<th>Phone numbers</th>
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<tbody>
<tr>
<td>North</td>
<td><a href="http://tafenorth.edu.au/">http://tafenorth.edu.au/</a></td>
<td>Cairns - (07) 4042 2380</td>
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<tr>
<td></td>
<td></td>
<td>Townsville – (07) 4750 5652</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Either number for other locations</td>
</tr>
<tr>
<td>South West inc Ipswich and Toowoomba</td>
<td><a href="http://tafesouthwest.edu.au/">http://tafesouthwest.edu.au/</a></td>
<td>(07) 4694 1613</td>
</tr>
<tr>
<td>Gold Coast</td>
<td><a href="http://www.goldcoast.tafe.qld.gov.au">www.goldcoast.tafe.qld.gov.au</a></td>
<td>(07) 5581 8300</td>
</tr>
<tr>
<td>Brisbane</td>
<td><a href="http://tafebrisbane.edu.au/">http://tafebrisbane.edu.au/</a></td>
<td>(07) 3244 5095</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:studentsupportservices@tafe.qld.edu.au">studentsupportservices@tafe.qld.edu.au</a></td>
<td>Press 1 for Bracken Ridge, Caboolture, Grovely or Redcliffe</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Press 2 for Alexandra Hills, Loganlea or Mount Gravatt</td>
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<td>Press 3 for Southbank</td>
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<tr>
<td>Skills Tech</td>
<td><a href="http://www.skillstech.tafe.qld.gov.au">www.skillstech.tafe.qld.gov.au</a></td>
<td>1800 782 000</td>
</tr>
<tr>
<td>East Coast</td>
<td><a href="http://tafeeastcoast.edu.au/">http://tafeeastcoast.edu.au/</a></td>
<td>1300 656 188</td>
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# Queensland Universities – Disability Liaison Officers

## Australian Catholic University

<table>
<thead>
<tr>
<th>Equity and Disability Unit</th>
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<tbody>
<tr>
<td>T: (07) 3623 7248</td>
</tr>
<tr>
<td>E: <a href="mailto:disabilityadviser.mca@acu.edu.au">disabilityadviser.mca@acu.edu.au</a></td>
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## Bond University

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<tr>
<th>Disability Services</th>
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<tbody>
<tr>
<td>T: (07) 5595 4002</td>
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<tr>
<td>E: <a href="mailto:disabilitysupport@bond.edu.au">disabilitysupport@bond.edu.au</a></td>
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## Central Queensland University

<table>
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<tr>
<th>Inclusion and Accessibility Service</th>
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<tbody>
<tr>
<td>T: 07 4930 9456</td>
</tr>
<tr>
<td>E: <a href="mailto:accessibility@cgu.edu.au">accessibility@cgu.edu.au</a></td>
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## Griffith University

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<th>Disability Support Services</th>
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<tbody>
<tr>
<td>T: 3735 7470</td>
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<tr>
<td>E: <a href="mailto:disability@griffith.edu.au">disability@griffith.edu.au</a></td>
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## James Cook University

<table>
<thead>
<tr>
<th>AccessAbility Services - Townsville</th>
<th>AccessAbility Services - Cairns</th>
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<tbody>
<tr>
<td>T: 07 4781 4711</td>
<td>T: 07 4232 1150</td>
</tr>
<tr>
<td>E: <a href="mailto:accessability.tsv@jcu.edu.au">accessability.tsv@jcu.edu.au</a></td>
<td>E: <a href="mailto:accessability.cns@jcu.edu.au">accessability.cns@jcu.edu.au</a></td>
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## Queensland University of Technology

<table>
<thead>
<tr>
<th>Equity Services</th>
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<tbody>
<tr>
<td>T: (07) 3138 5601</td>
</tr>
<tr>
<td>E: <a href="mailto:equityeng@qut.edu.au">equityeng@qut.edu.au</a></td>
</tr>
</tbody>
</table>
University of Queensland
Student Services
T:  (07) 3365 1704
E:  ss@uq.edu.au

University of the Sunshine Coast
Student Wellbeing
T:  (07) 5430 1226
E:  disabilitysupport@usc.edu.au

University of Southern Queensland
Student Success and Wellbeing
T:  (07) 4631 2372
E:  student.services@usq.edu.au

University of Canberra
Southbank Campus
Student Support Services
T:  3244 5095 (Option 3)
E:  UCBrisbane@canberra.edu.au
Or studentsupportservices@tafe.qld.edu.au

***Please note that all contact details are current at time of printing but are subject to change. Please advise Theresa.madson@tafe.qld.edu.au of any updates or outdated information
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