

Register Name: Student Support Services Directory Version: 1.0
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 Created by: Dylan Revised by: CEO

Note: This is not a comprehensive guide of all possible available support services

Student Support Services Directory

Organisation	Phone Number	Website	Email Address	Support Services Provided
Adult Migrant English Program	13 18 81	https://immi.homeaffairs.gov.au/settling-in-australia/amep		English language tuition to eligible migrants
Skills for Education and Employment	13 28 50	Skills for Education and Employment (workforceaustralia.gov.au)		Providing training to help job seekers address language, literacy and numeracy barriers.
Ageing, Disability & Home Care	1300 555 727	www.adhc.nsw.gov.au/	Refer to website	Provides support for ageing, disability and home care
Alcoholics Anonymous	1300 222 222	www.aa.org.au/	https://www.aa.org.au/contact-aa/	Issues related to alcoholism
AMES Australia	13 AMES 13 26 37	www.ames.net.au/	Link to online enquiry form	Range of comprehensive settlement support programs, English language and vocational training, employment, community engagement and volunteering services to migrants, refugees and asylum seekers
Aruma Disability Services	1300 538 746	Aruma Disability services. Putting you first.	Contact us Aruma Disability services. Putting you first.	Formerly House with No Steps & The Tipping Foundation. Provides support with disability.
Auslan Services	1300 AUSLAN 1300 287 526	www.auslanservices.com	http://bookings.auslanservices.com/	To book an Auslan interpreter
Australian Taxation Office	13 28 65	www.ato.gov.au	Refer to website	Taxation matters
Beyond Blue	1300 224 636	www.beyondblue.org.au/	Link to online enquiry form	Provides information and support to help everyone in Australia achieve their best possible mental health
Black Dog Institute	02 9382 2991	www.blackdoginstitute.org.au/	blackdog@blackdog.org.au	Provides information and support for those who suffer from anxiety
Blue Hope	1300 00 2583	https://bluehope.org.au/	https://bluehope.org.au/contact	Not for profit charity that provides support to current and former police officers from all around Australia.
Butterfly	1800 334 673	https://butterfly.org.au/	support@butterfly.org.au	Support for people with eating disorders & body image issues
Community Migrant Resource Centre	02 9687 9901	www.cmrc.com.au/	Link to online enquiry form	Provides specialised support services to newly arrived migrants, refugees and humanitarian entrants
Counselling Online				Previously: Just Ask Us. Provides alcohol and drug support services for people within Australia.
Deaf Australia Inc		www.deafaustalia.org.au/	info@deafaustalia.org.au https://deafaustalia.org.au/contact/	Assistance for those with hearing impairment
Disability Services Australia	1300 372 121	www.dsa.org.au/Pages/Home.aspx	customerconnections@dsa.org.au	For helping those with disabilities
Full Stop Australia	1800 385 578	Our services Full Stop Australia	Contact Us Full Stop Australia	Provides free 24/7 telephone and online counselling. If you have experienced violence or abuse we are here to help you. If you are a non-offending family member or friend of someone who has experienced violence, we can also support you.
Translating & Interpreting Service	131 450 (Immediate) 1300 575 847 (free services)	https://www.tisnational.gov.au/	https://www.tisnational.gov.au/en/Help-using-TIS-National-services/Contact-TIS-National	National register of interpreters covering over 230 languages
Life Line	13 11 14	www.lifeline.org.au/	Refer to website	Support for people suffering from emotional distress, also provides 24 hour crisis support and suicide prevention services.
Living Well	1300 318 940	Living Well Support for male sexual abuse and sexual assault		Australia wide support for men who have experienced sexual abuse or sexual assault as well as to their partners and loved ones.
MoneySmart Rookie	1300 300 630	https://www.moneysmart.gov.au/	Refer to website	Young Australians can avoid common 'rookie errors' when they make first time financial decisions thanks to MoneySmart Rookie
Men's Helpline Australia	1300 789 978	www.mensline.org.au/	Link to online enquiry form	A support service for men with family and relationship concerns
Narcotics Anonymous	1300 652 820	https://www.na.org.au/multi/	info@na.org.au	Support for those with a drug problem
OzHelp Foundation	1300 694 357	https://ozhelp.org.au/	Refer to website	Mental health support organisation for the building and construction industry with a focus on early intervention suicide prevention, and the provision of support for workers and apprentices
National Council of Single Mothers and their Children	1800 758 150	www.ncsmc.org.au/	ncsmc@ncsmc.org.au	Support for single mothers
National Disability Services	02 6283 3200	www.nds.org.au/	Link to online enquiry form	Helps people with disabilities
Open Arms - Veterans	1800 011 046	https://www.openarms.gov.au	https://www.openarms.gov.au/contact	Mental health support for Navy, Army and Air Force personnel, veterans & their families. Also transition support from the military into civilian life.
Physical Disability Australia	1800 732 674	www.pda.org.au/	manager@pda.org.au	Provides assistance to those with a physical disability
Police Post Trauma Support Group	0432 569 589	https://ppts.org.au/	Help@ppts.org.au	Not for profit organisation which supports and assists serving and former police officers and their families. Its aim is to provide support to those suffering from PTSD, anxiety, depression and addictions.
Reading Writing Hotline	1300 655 506	www.readingwritinghotline.edu.au/	https://www.readingwritinghotline.edu.au/#contact-us	For people who require help with reading, writing and numeracy
RSL Defence Care	02 8088 0388	https://rslifecare.org.au/veteran-services/	https://rslifecare.org.au/veteran-services/get-in-touch	RSL DefenceCare is a charity and not-for-profit organisation helping Australian veterans and their families in times of need.
The Salvation Army	13 72 58	www.salvos.org.au/	Link to online enquiry form	For those in crisis and need assistance
Settlement Services International	(02) 8799 6700	http://www.ssi.org.au/	Link to online enquiry form	Provides a range of services in the areas of refugee settlement, migrant support services, asylum seeker assistance, housing, multicultural foster care, disability support, employment services and youth support in NSW.
Soldier On - Veterans	1300 620 380	https://soldieron.org.au/	https://soldieron.org.au/contact-2/	Fully integrated support services provider for members of the Australian Defence Force (ADF) and their families.
Suicide Line Victoria	1300 651 251	www.suicideline.org.au/	enquiries@ontheline.org.au	Provides support to people at risk of suicide, people concerned about someone else's risk of suicide, and people bereaved by suicide
Vision Australia	1300 84 74 66	www.visionaustralia.org/	info@visionaustralia.org	Supports people who are blind or have low vision
Wesley Mission Aust. (Poverty Helpline)	(02) 9263 5555	www.wesleymission.org.au/	wesley.mission@wesleymission.org.au	Provides a diverse range of services that address the needs of the whole person, not just their current challenges

Government Training Authorities

Organisation	Phone Number	Website	Email Address	Support Services Provided
Australian Apprenticeships	1300 566 046	www.australianapprenticeships.gov.au/	Refer to website	Provides quick and easy access to information regarding Australian Apprenticeships
ACT: Skills Canberra	02 6205 8555	www.cmtedd.act.gov.au/skillscanberra	skills@act.gov.au	<p>State and Territory Training Authorities (STAs) State Training Authorities are government departments in each State or Territory responsible for the operation of the Vocational Education and Training (VET) system (including Australian Apprenticeships) within that jurisdiction.</p> <p>Each STA participates in the formulation of national policy, planning and objectives, and promotes and implements the agreed policies and priorities in the State or Territory.</p> <p>Specific areas of State or Territory responsibility include:</p> <ul style="list-style-type: none"> • Quality of training issues • Quality of VET product • Registration and certification of Australian Apprenticeships training agreements • Registration and monitoring of Group Training Organisations (GTOs) • Employment arrangements surrounding Australian Apprentices • Registration and certifications of qualifications/vocations • Registrations and monitoring of Registered Training Organisations (RTOs) • Allegations of misuse of User Choice training funding
NSW: Training Services NSW NSW Department of Industry	13 28 11	www.training.nsw.gov.au	sts.vtu@industry.nsw.gov.au	
NT: Department of Trade, Business and Innovation Employment and Skilling NT	08 8999 5511	www.nt.gov.au/employ/apprenticeships-and-traineeships	training.nt@nt.gov.au	
QLD: Department of Employment, Small Business and Training	13 74 68	www.training.qld.gov.au www.apprenticeshipsinfo.qld.gov.au	apprenticeshipsinfo@qld.gov.au	
SA: Department of State Development	1800 673 097	www.skills.sa.gov.au/apprenticeships-traineeships	skills@sa.gov.au	
TAS: Skills Tasmania	1800 655 846	www.skills.tas.gov.au	enquiries@skills.tas.gov.au	
VIC: Victorian Registration and Qualification Authority	1300 722 603	www.vrqa.vic.gov.au	vrqa.apprenticeships@education.vic.gov.au	
WA: Department of Training and Workforce Development Apprenticeship Office	08 6551 5499 13 19 54	www.dtwd.wa.gov.au/apprenticeshipoffice	apprenticeshipoffice@dtwd.wa.gov.au	