

Details current as of 19th April 2019

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 38 73	<a href="http://www.education.gov.au/adult-migrant-english-program-0">www.education.gov.au/adult-migrant-english-program-0</a>	<a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a>	English language tuition to eligible migrants
Ageing, Disability & Home Care	1300 555 727	<a href="http://www.adhc.nsw.gov.au/">www.adhc.nsw.gov.au/</a>	Refer to website	Provides support for ageing, disability and home care
Alcoholics Anonymous	(02) 9387 7788	<a href="http://www.aa.org.au/">www.aa.org.au/</a>	<a href="mailto:aasydneycitycso@bigpond.com">aasydneycitycso@bigpond.com</a>	Issues related to alcoholism
	(03) 9529 5948		<a href="mailto:info@aamelbourne.org.au">info@aamelbourne.org.au</a>	
AMES Australia	13 AMES	<a href="http://www.ames.net.au/">www.ames.net.au/</a>	<a href="#">Link to online enquiry form</a>	Range of comprehensive settlement support programs, English language and vocational training, employment, community engagement and volunteering services to migrants, refugees and asylum seekers
	13 26 37			
Auslan Services	1300 AUSLAN	<a href="http://www.auslanservices.com">www.auslanservices.com</a>	<a href="http://bookings.auslanservices.com/">http://bookings.auslanservices.com/</a>	To book an Auslan interpreter
	1300 287 526			
Australian Taxation Office	13 28 65	<a href="http://www.ato.gov.au">www.ato.gov.au</a>	Refer to website	Taxation matters
Beyond Blue	1300 224 636	<a href="http://www.beyondblue.org.au/">www.beyondblue.org.au/</a>	<a href="#">Link to online enquiry form</a>	Provides information and support to help everyone in Australia achieve their best possible mental health
Black Dog Institute	02 9382 2991	<a href="http://www.blackdoginstitute.org.au/">www.blackdoginstitute.org.au/</a>	<a href="mailto:blackdog@blackdog.org.au">blackdog@blackdog.org.au</a>	Provides information and support for those who suffer from anxiety
Centre for Eating and Dieting Disorders	02 8627 5690	<a href="http://www.cedd.org.au/">www.cedd.org.au/</a>	<a href="#">Link to online enquiry form</a>	Support for people with eating disorders
Community Migrant Resource Centre	02 9687 9901	<a href="http://www.cmrc.com.au/">www.cmrc.com.au/</a>	<a href="#">Link to online enquiry form</a>	Provides specialised support services to newly arrived migrants, refugees and humanitarian entrants
Deaf Australia Inc	1800 422 015	<a href="http://www.deafaustalia.org.au/">www.deafaustalia.org.au/</a>	<a href="mailto:info@deafaustalia.org.au">info@deafaustalia.org.au</a>	Assistance for those with hearing impairment
Disability Services Australia	1300 372 121	<a href="http://www.dsa.org.au/">http://www.dsa.org.au/</a>	<a href="mailto:customerconnections@dsa.org.au">customerconnections@dsa.org.au</a>	For helping those with disabilities
House With no Steps	1300 538 746	<a href="http://www.hwns.com.au/">www.hwns.com.au/</a>	<a href="#">Link to online enquiry form</a>	For helping those with disabilities
Translating and Interpreting Services	13 14 50	<a href="https://www.tisnational.gov.au/en">https://www.tisnational.gov.au/en</a>	<a href="#">Link to online enquiry form</a>	National register of interpreters covering over 230 languages
Life Line	13 11 14	<a href="http://www.lifeline.org.au/">www.lifeline.org.au/</a>	Refer to website	Support for people suffering from domestic violence
Just Ask Us		<a href="http://www.justaskus.org.au/">www.justaskus.org.au/</a>	<a href="#">Link to online enquiry form</a>	Help for people with mental health or alcohol and other drug problems

## Student Support Services Directory

Organisation	Phone Number	Website	Email Address	Support Services Provided
MoneySmart Rookie	1300 300 630	<a href="https://www.moneysmart.gov.au/">https://www.moneysmart.gov.au/</a>	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	<a href="http://www.mensline.org.au/">www.mensline.org.au/</a>	<a href="#">Link to online enquiry form</a>	A support service for men with family and relationship concerns
Narcotics Anonymous	1300 652 820	<a href="https://www.na.org.au/multi/">https://www.na.org.au/multi/</a>	<a href="mailto:info@na.org.au">info@na.org.au</a>	Support for those with a drug problem
OzHelp Foundation	1300 694 357	<a href="https://ozhelp.org.au/">https://ozhelp.org.au/</a>	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	<a href="http://www.ncsmc.org.au/">www.ncsmc.org.au/</a>	<a href="mailto:ncsmc@ncsmc.org.au">ncsmc@ncsmc.org.au</a>	Support for single mothers
National Disability Services	02 6283 3200	<a href="http://www.nds.org.au/">www.nds.org.au/</a>	<a href="#">Link to online enquiry form</a>	Helps people with disabilities
NSW Rape Crisis	1800 424 017	<a href="http://www.nswrapecrisis.com.au/Home.aspx">www.nswrapecrisis.com.au/Home.aspx</a>	Refer to website	Help support during recovery after being raped
Physical Disability Australia	1800 732 674	<a href="http://www.pda.org.au/">www.pda.org.au/</a>	<a href="mailto:manager@pda.org.au">manager@pda.org.au</a>	Provides assistance to those with a physical disability
Reading and Writing Hotline	1300 655 506	<a href="http://www.readingwritinghotline.edu.au/">www.readingwritinghotline.edu.au/</a>	<a href="mailto:rw hotline@det.nsw.edu.au">rw hotline@det.nsw.edu.au</a>	For people who require help with reading, writing and numeracy
The Salvation Army	13 72 58	<a href="http://www.salvos.org.au/">www.salvos.org.au/</a>	<a href="#">Link to online enquiry form</a>	For those in crisis and need assistance
Suicide Helpline	1300 651 251	<a href="http://www.suicideline.org.au/">www.suicideline.org.au/</a>	<a href="mailto:enquiries@ontheline.org.au">enquiries@ontheline.org.au</a>	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	<a href="http://www.visionaustralia.org/">www.visionaustralia.org/</a>	<a href="mailto:info@visionaustralia.org">info@visionaustralia.org</a>	Supports people who are blind or have low vision
Wesley Mission Aust. (Poverty Helpline)	(02) 9263 5555	<a href="http://www.wesleymission.org.au/">www.wesleymission.org.au/</a>	Refer to website	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	13 38 73	<a href="http://www.australianapprenticeships.gov.au/">www.australianapprenticeships.gov.au/</a>	Refer to website	Provides quick and easy access to information regarding Australian Apprenticeships
<b>ACT:</b> Skills Canberra	02 6205 8555	<a href="http://www.cmtedd.act.gov.au/skillscanberra">www.cmtedd.act.gov.au/skillscanberra</a>	<a href="mailto:skills@act.gov.au">skills@act.gov.au</a>	<p><b>State and Territory Training Authorities (STAs)</b>                      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"> <li>• Quality of training issues</li> <li>• Quality of VET product</li> <li>• Registration and certification of Australian Apprenticeships training agreements</li> <li>• Registration and monitoring of Group Training Organisations (GTOs)</li> <li>• Employment arrangements surrounding Australian Apprentices</li> <li>• Registration and certifications of qualifications/vocations</li> <li>• Registrations and monitoring of Registered Training Organisations (RTOs)</li> <li>• Allegations of misuse of User Choice training funding</li> </ul>
<b>NSW:</b> Training Services NSW NSW Department of Industry	13 28 11	<a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a>	<a href="mailto:sts.vtu@industry.nsw.gov.au">sts.vtu@industry.nsw.gov.au</a>	
<b>NT:</b> Department of Trade, Business and Innovation Employment and Skilling NT	08 8999 5511	<a href="http://www.nt.gov.au/employ/apprenticeships-and-traineeships">www.nt.gov.au/employ/apprenticeships-and-traineeships</a>	<a href="mailto:training.nt@nt.gov.au">training.nt@nt.gov.au</a>	
<b>QLD:</b> Department of Education and Training	1800 210 210	<a href="http://www.training.qld.gov.au">www.training.qld.gov.au</a> <a href="http://www.apprenticeshipsinfo.qld.gov.au">www.apprenticeshipsinfo.qld.gov.au</a>	<a href="mailto:apprenticeshipsinfo@qld.gov.au">apprenticeshipsinfo@qld.gov.au</a>	
<b>SA:</b> Department of State Development	1800 673 097	<a href="http://www.skills.sa.gov.au/apprenticeships-traineeships">www.skills.sa.gov.au/apprenticeships-traineeships</a>	<a href="mailto:dsd.tas@sa.gov.au">dsd.tas@sa.gov.au</a>	
<b>TAS:</b> Skills Tasmania	1800 655 846	<a href="http://www.skills.tas.gov.au">www.skills.tas.gov.au</a>	<a href="mailto:skills.tasmania.reception@skills.tas.gov.au">skills.tasmania.reception@skills.tas.gov.au</a>	
<b>VIC:</b> Victorian Registration and Qualification Authority	1300 722 603	<a href="http://www.vrqa.vic.gov.au">www.vrqa.vic.gov.au</a>	<a href="mailto:vrqa.apprenticeships@edumail.vic.gov.au">vrqa.apprenticeships@edumail.vic.gov.au</a>	
<b>WA:</b> Department of Training and Workforce Development Apprenticeship Office	08 6551 5499 13 19 54	<a href="http://www.dtwd.wa.gov.au/apprenticeshipoffice">www.dtwd.wa.gov.au/apprenticeshipoffice</a>	<a href="mailto:apprenticeshipoffice@dtwd.wa.gov.au">apprenticeshipoffice@dtwd.wa.gov.au</a>	