

Updated Information June 2024

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

Student Support Services Directory

Organisation	Contact Number	Website	Email	Support Provided
Adult Migrant English Program		Adult Migrant English Program (homeaffairs.gov.au)	Refer to website for providers and locations.	English language tuition to eligible migrants
Adult Migrant English Program Distance Learning	1300 362 418	AMEP Distance Learning - TAFE NSW	amepdl@tafensw.edu.au	AMEP Distance Learning through TAFE NSW
Ageing – Services Australia	1300 555 727	Ageing - Services Australia		Information portal for support for ageing, disability and home care
Alcoholics Anonymous	1300 222 222	www.aa.org.au/	Online chat available on website.	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
Auslan Services	1300 AUSLAN 1300 287 526	www.auslanservices.com	admin@auslanservicesbookings.com	To book an Auslan interpreter
Australian Taxation Office	13 28 61	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
Butterfly Foundation	1800 33 4673	Helpline - Butterfly Foundation	https://butterfly.org.au/get-support/chat-online/	Support for people with eating disorders
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
Deaf Australia Inc	1800 422 015	www.deaaustralia.org.au/	info@deaaustralia.org.au	Assistance for those with hearing impairment
Scope - Disability Services Australia	1300 472 673	Scope Australia: Disability Support Service Provider	contact@scopeaust.org.au	Assistance for those with intellectual, physical & multiple disabilities in NSW
Aruma	1300 538 746	www.aruma.com.au	Contact us Aruma	For helping those with disabilities
Lifeline Australia	13 11 14	www.lifeline.org.au/	https://www.lifeline.org.au/crisis-chat/	Support for people suffering from domestic violence

Student Support Services Directory (Continued...)

Organisation	Contact Number	Website	Email	Support Provided
Just Ask Us		www.justaskus.org.au/	Link to online enquiry form	Help for people with mental health or alcohol and other drug problems
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 24/7
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/	Link to online enquiry form	Mental health support organisation for the building and construction industry with a focus on early intervention suicide prevention, and the provision of support
Single Mother Families Australia Inc.	1800 758 150	www.ncsmc.org.au/	Contact Us Single Mother Families Australia (smfa.com.au)	Support for single mothers
NDIS	02 6283 3200	www.nds.org.au/	Online chat available on website	Helps people with disabilities
Respect	1800 737 732	www.1800respect.org.au	Online chat available on website 24/7	The National Sexual Assault, Family & Domestic Violence Counselling Line
Physical Disability Australia	1800 732 674	www.pda.org.au/	manager@pda.org.au	Provides assistance to those with a physical disability
Reading and Writing Hotline	1300 655 506	www.readingwritinghotline.edu.au/	Link to online enquiry form	For people who require help with reading, writing and numeracy
The Salvation Army	13 72 58	www.salvos.org.au/	Link to online enquiry form	For those in crisis and need assistance
Translating and Interpreting Services	13 14 50	https://www.tisnational.gov.au/en	Link to online enquiry form	National register of interpreters covering over 230 languages
Suicide Line Victoria	1300 651 251	www.suicideline.org.au/	Online chat available on website	Provides support to people at risk of suicide, people concerned about someone else's risk of suicide, and people bereaved by suicide
Suicide Call Back Service	1300 659 467	Mental health counselling Suicide Call Back Service	Online chat available on website	24/7 support to people at risk of suicide. Phone and online counselling.
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/	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	Contact Number	Website	Email	Support Provided
Australian Apprenticeships	1300 488 064	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	13 28 11	www.training.nsw.gov.au	Link to online enquiry form	
NT: Workforce Territory	08 8999 5511	Home Workforce Territory (nt.gov.au)	Refer to website	
QLD: Department of Education and Training	1800 210 210	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	Link to online enquiry form	
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@education.vic.gov.au	
WA: Department of Training and Workforce Development	08 6551 5499 13 19 54	www.dtwd.wa.gov.au/apprenticeshipoffice	apprenticeshipoffice@dtwd.wa.gov.au	