

Register Name: Student Support Services Directory	Issue Number: 2
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Created by: RTO Excellence	Revised by: RTO Excellence

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	www.education.gov.au/adult-migrant-english-program-0	skilling@education.gov.au	English language tuition to eligible migrants
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	(02) 9387 7788 (03) 9529 5948	www.aa.org.au/	aasydneycitycso@bigpond.com info@aamelbourne.org.au	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	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
Centre for Eating and Dieting Disorders	02 8627 5690	www.cedd.org.au/	Link to online enquiry form	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
Disability Services Australia	1300 372 121	www.dsa.org.au/Pages/Home.aspx	customerconnections@dsa.org.au	For helping those with disabilities
House With no Steps	1300 538 746	www.hwns.com.au/	Link to online enquiry form	For helping those with disabilities
Interpreter and Translation Services	13 12 02	www.humanservices.gov.au/customer/services/interpreter-and-translation-services	Refer to website	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 domestic violence

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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
Narcotics Anonymous	1300 652 820	www.na.org.au/index.php?lang=en	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
NSW Rape Crisis	1800 424 017	www.nswrapecrisis.com.au/Home.aspx	Refer to website	Help support during recovery after being raped
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/	rwhotline@det.nsw.edu.au	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
Suicide Helpline	1300 651 251	www.suiceline.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/	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	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 Education and Training	1800 210 210	www.training.qld.gov.au	apprenticeshipsinfo@qld.gov.au	
		www.apprenticeshipsinfo.qld.gov.au		
SA: Department of State Development	1800 673 097	www.skills.sa.gov.au/apprenticeships-traineeships	dsd.tas@sa.gov.au	
TAS: Skills Tasmania	1800 655 846	www.skills.tas.gov.au	skills.tasmania.reception@skills.tas.gov.au	
VIC: Victorian Registration and Qualification Authority	1300 722 603	www.vrqa.vic.gov.au	vrqa.apprenticeships@edumail.vic.gov.au	
WA: Department of Training and Workforce Development Apprenticeship Office	08 6551 5499	www.dtwd.wa.gov.au/apprenticeshipoffice	apprenticeshipoffice@dtwd.wa.gov.au	
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