

# Student Support List



| Type of Service                | Service Provider                | Description   | Cost | Contact Number and Staff Name   |
|--------------------------------|---------------------------------|---|------|---|
| Language/Literacy/<br>Numeracy | VACCHO                          | <p>After initial assessment, Language, Literacy and Numeracy Support (LLN Support) will be provided by Mentors and trainers if required.</p> <p>Focus is given to vocational reading, writing, numeracy (maths) and communication (speaking, presenting and listening) skills. LLN support is flexible, and assistance is provided in classrooms trainers as well as one on one/small group tutorials. Students are contacted by Mentors or teachers based on their Core Skills Diagnostic Profile from initial PTR testing. Contact is maintained throughout the year.</p> <p>Mentors and Teachers can also be contacted by email and will respond within 48 business hours.</p> | NA   | <p>Mentors/ trainer contact details provided to students upon enrolment</p> <p>General enquiries – 9411 9411</p> <p>Mentors:<br/>Nikole Austin – <a href="mailto:nikolea@vaccho.org.au">nikolea@vaccho.org.au</a><br/>Kaitlen Whitton-Pettit <a href="mailto:kaitlenw@vaccho.org.au">kaitlenw@vaccho.org.au</a></p> |
|                                | Australian Dyslexia Association | Assistance for people with Dyslexia   | Free | <a href="mailto:ada.preassessments@gmail.com">ada.preassessments@gmail.com</a>  |



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|-----------------------------|---|---|---------------------------------|--|
|                             | Reading Writing Hotline                     | Provides information on classes close to you, finding teachers who can help you as well as referring you to websites and books that can help you learn.   | Free                            | 1300 655 506   |
| <b>Study Support Skills</b> | VACCHO                                      | On demand study support sessions will be organised on a 1:1 or group arrangement. This can include support with any on-line studies and use of the on-line learning platform.<br><br>This may be with one of VACCHO's trainers and assessors or a Student Mentor. | Free                            | Mentors:<br>Nikole Austin - <a href="mailto:nikolea@vaccho.org.au">nikolea@vaccho.org.au</a><br>Kaitlen Whitton-Pettit <a href="mailto:kaitlenw@vaccho.org.au">kaitlenw@vaccho.org.au</a><br>9411 9411 |
|                             | Headspace                                   | Work & study online/career mentoring services/Individual placement and support programme  | Free                            | 1800 650 890   |
| <b>Interpreter Services</b> | Translating and Interpreting Services (TIS) | Government organisation that provides access to interpreters via the phone or pre-booking.  | charges incurred by the student | 131 450 - speak to a VACCHO member to organise the session   |



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| <b>Counselling Services and Crisis Support</b> | VACCHO  | Mentors refer students to external services  | NA                                    | Mentors:<br>Nikole Austin -<br><a href="mailto:nikolea@vaccho.org.au">nikolea@vaccho.org.au</a><br>Kaitlen Whitton-Pettit<br><a href="mailto:kaitlenw@vaccho.org.au">kaitlenw@vaccho.org.au</a><br>Jesse Williams<br><a href="mailto:jessew@vaccho.org.au">jessew@vaccho.org.au</a><br>03 9411 9411 |
|  | Yarning Safe & Strong                           | Counselling service for Aboriginal and Torres Strait Islander People   | Free                                  | 1800 959 563  |
|  | Indigenous Mental Health and Suicide Prevention | National Indigenous Postintervention Service   | Free                                  | 1800 805 801  |
|  | Brother to Brother Crisis Support Line          | The 'Brother to Brother' crisis line provides phone support for Aboriginal men who need someone to talk to about relationship issues, family violence, parenting, drug and alcohol issues or who are struggling to cope for other reasons. | Free                                  | 1800 435 799  |
|  | Aboriginal Advancement League                   | Family support, neighbourhood house, advocacy, counselling and educational programs, drug and alcohol awareness. Only Aboriginal Funeral service provider in Melbourne   | Eligibility requires health care card | (03) 9480 7777  |



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|                   | Lifeline Australia             | Crisis support and suicide prevention services. Operates 24 hours a day, 7 days a week.  | Free                                 | 13 11 14<br>0477 131 114 (SMS)  |
|                   | Beyond Blue                    | Crisis Support and assistance with depression related issues. Operates 24 hours a day, 7 days a week.                                    | Free                                 | 1300 224 636<br>Webchat available on website – <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>   |
|                   | 24 hr Telephone Crisis Support | Crisis support and information and referral service  | Paid (local call) & Free (mobile ph) | 13 11 14  |
| Financial Support | Yarning Safe & Strong          | Counselling service for Aboriginal and Torres Strait Islander People   | Free                                 | 1800 959 563  |
|                   | Services Australia             | Payments and Support for Indigenous Australians  | NA                                   | Website: <a href="http://www.servicesaustralia.gov.au/payments-and-support-for-indigenous-australians">www.servicesaustralia.gov.au/payments-and-support-for-indigenous-australians</a> |
|                   | The Salvation Army             | Financial Support and emergency relief services. Operates Mon – Fri 9.00am to 5.00pm.  | Free                                 | 13 72 58  |
|                   | St Vincent de Paul Society     | Financial support and able to provide food and clothing vouchers. Access to emergency relief funds. Operates Mon – Fri 8.30am to 4.30pm. | Free                                 | 1800 305 330  |



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| <b>Domestic Violence</b>     | 1800RESPECT  | Domestic violence related crisis and trauma counselling for victims of sexual assault, domestic violence or family violence. Operates 24 hours a day, 7 days a week.   | Free                      | 1800 737 732                  |
|                              | SANE Helpline  | Information, advice and referral for mental illness. Operates Mon – Fri 10.00am until 10.00pm.   | Free                      | 1800 187 263                  |
| <b>Mental Health</b>         | Parentline   | Advice and counselling regarding any issue that affects you as a parent. Operates between 8.00am until 10.00pm, 7 days a week.   | Free                      | 13 22 89                      |
|                              | Yarning Safe & Strong  | Counselling service for Aboriginal and Torres Strait Islander People   | Free                      | 1800 959 563                  |
| <b>Disability Assistance</b> | Australian Disability and Indigenous Peoples' Education Fund | People with disabilities of any age living in Australia may apply for any assistance to help with both formal and informal education. While people may need assistance to complete the application, we would like a letter in the persons own words telling us why they want to learn. | Free/Application required | 0421 865 604                  |
|                              | National Disability Services                                 | Operates services for Australians with all types of disabilities.  | Free                      | 1800 800 110                  |



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| <b>LGBTQIASB+</b>                                 | BlaQ                        | Case-by-case support for Aboriginal and Torres Strait Islander LGBTQ+SB people who require individualised support.   | Free                    | 0490 420 900                  |
|   | Thorne Harbour Health       | Offer a range of health services and programs aimed at LGBTQ+ communities and people living with HIV including STI testing, a Gender Clinic and an Aboriginal and Torres Strait Islander Health program. | Free or fee for service | (03) 9865 6700                |
|   | Queerspace                  | Peer non-judgemental, queer affirmative counselling service.   | Free                    | (03) 9663 6733                |
|   | QLife                       | This free peer based service is for LGBTIQ+ identifying people and those who have questions or concerns about LGBTIQ+ issues. 3pm to midnight every day.   | Free                    | 1800 184 527                  |
|   | Switchboard                 | Specialist peer LGBTIQ+ helpline offering referrals and support. 10am-5pm every day.   | Free                    | 1800 729 367                  |
| <b>Medical/<br/>Emergency ONLY<br/>Assistance</b> | Police<br>Fire<br>Ambulance | Operates services for Emergency response within Australia  | Free or fee for service | 000                           |
|   | Nurse on call               | 24 hour registered nurses available 7 days a week to provide health advice   | Free                    | 1300 606 024                  |



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| IT Technical Assistance   | Broadband for Seniors                 | Help for seniors with using computers, word processing web use, sending emails  | Free | 1300 795 897  |
| (For trainees only)<br>General Support and Enquiries about your Training Contract | Apprenticeship Network Provider (ANP) | For any enquiry about your Training Contract including employment conditions, contact the AASN which arranged your Training Contract. This may be: <ul style="list-style-type: none"> <li>MAS National</li> <li>MEGT</li> </ul> | Free | Apprenticeship Support Australia<br>1300 363 831 <ul style="list-style-type: none"> <li>MAS National -1300 627 628</li> <li>MEGT -13 63 48</li> </ul> |



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