

Type of Service	Service Provider	Description	Cost	Contact Number and Staff Name
Language/Literacy/ Numeracy	VACCHO	After initial assessment, Language, Literacy and Numeracy Support (LLN Support) will be provided by Mentors and trainers if required.	NA	Mentors/ trainer contact details provided to students upon enrolment
		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.		General enquiries - 9411 9411 Mentors: Nikole Austin - nikolea@vaccho.org.au Kaitlen Whitton-Pettit kaitlenw@vaccho.org.au
		Mentors and Teachers can also be contacted by email and will respond within 48 business hours.		
	Australian Dyslexia Association	Assistance for people with Dyslexia	Free	ada.preassessments@gmail.com









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Type of Service	Service Provider	Description	Cost	Contact Number and Staff Name
	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
Study Support Skills	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. This may be with one of VACCHO's trainers and assessors or a Student Mentor.	Free	Mentors: Nikole Austin - nikolea@vaccho.org.au Kaitlen Whitton-Pettit kaitlenw@vaccho.org.au 9411 9411
	Headspace	Work & study online/career mentoring services/Individual placement and support programme	Free	1800 650 890
Interpreter Services	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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Counselling Services and Crisis Support	VACCHO	Mentors refer students to external services	NA	Mentors: Nikole Austin - nikolea@vaccho.org.au Kaitlen Whitton-Pettit kaitlenw@vaccho.org.au Jesse Williams jessew@vaccho.org.au 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 14 0477 13 14 (SMS)
	Beyond Blue	Crisis Support and assistance with depression related issues. Operates 24 hours a day, 7 days a week.	Free	1300 224 636 Webchat available on website – www.beyondblue.org.au
	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: www.servicesaustralia.gov.au/paym ents-and-support-for-indigenous- australians
	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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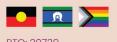


Type of Service	Service Provider	Description	Cost	Contact Number and Staff Name
Domestic Violence	1800RESPECT	Domestic violence related crisis and trauma counselling for victims of sexual assault, domestic violence or family violence. Operates 24 hours a day, 7 days a week.	Free	1800 737 732
			Free	1800 187 263
Mental Health	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
Disability Assistance	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/Applic ation required	0421 865 604
	National Disability Services	Operates services for Australians with all types of disabilities.	Free	1800 800 110









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LGBTQIASB+	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 LGBTIQ+ 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 LGBTIQA+ identifying people and those who have questions or concerns about LGBTIQA+ issues. 3pm to midnight every day.	Free	1800 184 527
	Switchboard	Specialist peer LGBTIQA+ helpline offering referrals and support. 10am-5pm every day.	Free	1800 729 367
Medical/	Police	Operates services for	Free or fee	000
Emergency ONLY Assistance	Fire Ambulance	Emergency response within Australia	for service	
	Nurse on call	24 hour registered nurses available 7 days a week to provide health advice	Free	1300 606 024







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Type of Service	Service Provider	Description	Cost	Contact Number and Staff Name
IT Technical	Broadband for	Help for seniors with using	Free	1300 795 897
Assistance	Seniors	computers, word processing web use, sending emails		
(For trainees only)	Apprenticeship	For any enquiry about your Training Contract	Free	Apprenticeship Support Australia
General Support and	Network Provider	including employment conditions, contact the		1300 363 831
Enquiries about your	(ANP)	AASN which arranged your Training Contract. This		
Training Contract	may be:			 MAS National -1300 627 628
		 MAS National 		 MEGT -13 63 48
	• MEGT			







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