

## Support Services List – INFO015

Whilst trainers and assessors are qualified in their field of expertise, they are not trained to provide counselling services. Should you need help with personal issues relating to employment, harassment, discrimination or health, the following organisations may be able to assist, including:

### Victoria

- Apprentices/Trainees Employee Assistance Program Phone:1300 687 327
  - Neurodiversity Specialist support:1300 687 327
  - Aboriginal and Torres Strait Islander helpline:1300 287 432
  - LGBTIQ+ helpline:1300 542 874
  - Domestic and Family Violence helpline:1300 338 465
- National Aboriginal Community Controlled Health Organisation (NACCHO) Phone: (02) 6246 9300
- Victorian Equal Opportunity and Human Rights Commission Phone: 1300 891 848 / 1300 292 153
- Legal Services Ombudsman Phone:(03) 9679 8001 / (03) 9613 6222 / 1800 806 314 (between 9am-5pm Monday to Friday) Online Complaints: <https://www.ombudsman.vic.gov.au/complaints>
- Fair Work Australia Phone:1300 799 675 Monday to Friday (except for public holidays)

Support could also be sought from these organisations:

- Sexual Assault Crisis Support Service Phone:1800 806 292
- Migrant Resource Centres at:
  - Altona Nth Phone:(03) 9391 3355
  - Dallas Phone:(03) 9977 9000
  - St Albans Phone:(03) 9367 6044
- Aboriginal and Torres Strait Islander Resource Centres at:
  - Aboriginal Health Services Phone:(03) 9419 3000
  - ARA Indigenous Services :1300 889 210
  - VACCA Phone:(03) 9108 3500
  - Djirra Phone:1800 105 303
  - Oonah Aboriginal Health And Community Services Phone:(03) 5962 2940
  - Dandenong & District Aborigines Co-Operative Limited Phone:(03) 8902 9700
  - National Aboriginal Community Controlled Health Organisation (NACCHO) Phone: (02) 6246 9300
- AIDS Council (Thorne Harbour Health) Phone:(03) 9865 6700
- Women's Information Wire Phone: 1300 134 130
- Gay and Lesbian Switchboard QLife Phone:1800 184 527
- 24/7 Crisis Centres/Hotlines:
  - Aboriginal or Torres Strait Islander Crisis Support Phone:13 92 76
  - Housing and Support Phone:1800 825 955
  - Safe Steps Family Violence Response Centre Phone:1800 015 188

- Lifeline Phone:13 11 14 (Text: 0477 13 11 14)
- Kids Helpline Phone:1800 55 1800 (5-25 years old)
- Beyond Blue Phone:1300 22 4636
- MensLine Australia Phone:1300 789 978
- Domestic, Family and Sexual Violence Phone:1800 737 732 (1800RESPECT)
- Suicide Call Back Service Phone: 1300 659 467

### New South Wales

- Anti-Discrimination Commissioner Phone:(02) 9268 5544 or 1800 670 812
- Commissioner for Public Employment Phone:(02) 9272 6000
- Human Rights and Equal Opportunity Commission (in Sydney) Phone:(02) 9284 9600 or 1300 369 711
- Ombudsman Phone:(02) 9286 1000 or 1800 451 524

Support could also be sought from these organisations:

- Sexual Assault Support Services Phone:(02) 9819 6565 or 1800 737 732
- Migrant Resource Centre:
  - Auburn Phone:(02) 9649 6955
  - Parramatta Phone:(02) 9687 9901
  - Liverpool (02) 8778 1200
  - Ashfield (02) 9798 1701
- Aboriginal and Torres Strait Islander Resource Centres at:
  - Canterbury-Bankstown First Nations Cultural Hub and Resource Centre Phone: (02) 9796 2930
  - The Aboriginal Health & Medical Research Council of NSW (AH&MRC) Phone: (02) 9212 4777
  - Blue Mountains Aboriginal Culture and Resource Centre Phone: (02) 4782 6569
  - National Aboriginal Community Controlled Health Organisation (NACCHO) Phone: (02) 6246 9300
  - Office of Aboriginal Affairs Phone:1800 019 998
- AIDS Council (ACON) Phone:(02) 9206 2000
- Women's Support Service Phone: 1800 937 638
- Gay and Lesbian Switchboard QLife Phone: 1800 184 527
- 24/7 Crisis Centres/Hotlines:
  - NSW Mental Health Line Phone:1800 011 511
  - Aboriginal or Torres Strait Islander Crisis Support Phone:13 92 76
  - Lifeline Phone:13 11 14 (Text: 0477 13 11 14)
  - Kids Helpline Phone:1800 55 1800 (5-25 years old)
  - Beyond Blue Phone:1300 22 4636
  - MensLine Australia Phone:1300 789 978

- Domestic, Family and Sexual Violence Phone:1800 737 732 (1800RESPECT)
- Suicide Call Back Service Phone: 1300 659 467

### Queensland

- Queensland Human Rights Commission Phone:1300 130 670
- Queensland Public Sector Commission Phone:(07) 3003 2800
- Queensland Ombudsman Phone:(07) 3005 7000 or 1800 068 908
- Fair Work Australia Phone:1300 799 675

Support could also be sought from these organisations:

- Sexual Assault Support Services Phone:1800 010 120
- Migrant Resource Centre: Southport Phone:(07) 5591 7261
- Aboriginal and Torres Strait Islander Resource Centres at:
  - Aboriginal Health Services Phone:(07) 3328 8500
  - Aboriginal and Torres Strait Islander community services Phone:(07) 3829 8999
  - Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP) Phone:(07) 3102 4119
  - Office of Aboriginal Affairs (Queensland Govt) Phone:13 74 68
  - National Aboriginal Community Controlled Health Organisation (NACCHO) Phone: (02) 6246 9300
- AIDS Council Phone:(07) 3017 1777
- Women's Support Service Phone:1800 811 811
- Gay and Lesbian Switchboard QLife Phone:1800 184 527
- QLD Legal Aid, [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au), Phone:1300 651 188
- 24/7 Crisis Centres/Hotlines:
  - Queensland Mental Health Line Phone: 1300 642 255 (1300 MH CALL)
  - Aboriginal or Torres Strait Islander Crisis Support Phone:13 92 76
  - Queensland Health Phone:13 43 25 84 (13 HEALTH)
  - Lifeline Phone:13 11 14 (Text: 0477 13 11 14)
  - Kids Helpline Phone:1800 55 1800 (5-25 years old)
  - Beyond Blue Phone:1300 22 4636
  - MensLine Australia Phone:1300 789 978
  - Domestic, Family and Sexual Violence Phone:1800 737 732 (1800 RESPECT)
  - Suicide Call Back Service Phone: 1300 659 467

### Canberra

- Human Rights Commission Phone:(02) 6205 2222

- ACT Ombudsman Phone: (02) 6276 3773

Support could also be sought from these organisations:

- Sexual Assault Support Services Phone:1800 737 732 (24 Hrs)
- Migrant Resource Centre Phone:(02) 6248 8577
- Aboriginal and Torres Strait Islander Resource Centres at:
  - Winnunga Nimmityjah Aboriginal Health Services Phone:(02) 6284 6222
  - Office for Aboriginal and Torres Strait Islander Affairs Phone:(02) 6207 9784
  - National Aboriginal Community Controlled Health Organisation (NACCHO) Phone: (02) 6246 9300
- Women's Information Service Phone:(02) 6282 3777
- QLife (LGBTQIA+ support services) Phone:1800 184 527
- Diversity ACT (Community Services) Phone:(02) 6231 3126
- ACT Legal Aid Phone:1300 654 314
- 24/7 Crisis Centres/Hotlines:
  - Access Mental Health Line Phone: (02) 6205 1065 or 1800 629 354
  - Aboriginal or Torres Strait Islander Crisis Support Phone:13 92 76
  - Lifeline Phone:13 11 14 (Text: 0477 13 11 14)
  - Kids Helpline Phone:1800 55 1800 (5-25 years old)
  - Beyond Blue Phone:1300 22 4636
  - MensLine Australia Phone:1300 789 978
  - Domestic Violence Crisis Service (DVCS) Phone: (02) 6280 0900
  - Domestic, Family and Sexual Violence Phone:1800 737 732 (1800 RESPECT)
  - Suicide Call Back Service Phone: 1300 659 467

### Tasmania

- Equal Opportunity Tasmania Phone: (03) 6165 7515 or 1300 305 062
- Tasmanian Ombudsman Phone:1800 001 170
- Fair Work Australia Phone:1300 799 675

Support could also be sought from these organisations:

- Sexual Assault Support Services Phone: (03) 6231 0044 or 1800 697 877 (24 Hrs)
- Migrant Resource Centre Phone:(03) 6221 0999
- Aboriginal and Torres Strait Islander Resource Centres at:
  - Aboriginal Health Service Phone:(03) 6332 3800 or 1800 132 260
  - Office of Aboriginal Affairs Phone:(03) 6232 7569 or 1300 135 513
  - Karadi Aboriginal Corporation Phone: (03) 6272 3511
  - Aboriginal Education Services Phone:(03) 6165 5478

- National Aboriginal Community Controlled Health Organisation (NACCHO) Phone: (02) 6246 9300
- Women's Support Service Phone:(03) 6231 3212 or 1800 675 028
- QLife (LGBTQIA+ support services) Phone:1800 184 527
- TAS Legal Aid Phone:1300 366 611
- 24/7 Crisis Centres/Hotlines:
  - Access Mental Health Line Phone:1800 332 388
  - Aboriginal or Torres Strait Islander Crisis Support Phone:13 92 76
  - Lifeline Phone:13 11 14 (Text: 0477 13 11 14)
  - Kids Helpline Phone:1800 55 1800 (5-25 years old)
  - Beyond Blue Phone:1300 22 4636
  - MensLine Australia Phone:1300 789 978
  - Domestic, Family and Sexual Violence Phone:1800 737 732 (1800 RESPECT)
  - Suicide Call Back Service Phone:1300 659 467

#### South Australia

- Equal Opportunity Commission Phone:(08) 7322 7070 or 1800 188 163
- South Australia Ombudsman Phone: (08) 7322 7020 or 1800 182 150
- Fair Work Australia Phone:1300 799 675

Support could also be sought from these organisations:

- Sexual Assault Support Services Phone:1800 737 732 (24 Hrs)
- Migrant Resource Centre Phone:(08) 8217 9500
- Aboriginal and Torres Strait Islander Resource Centres at:
  - Aboriginal Health Council of South Australia (AHCSA) Phone:(08) 8273 7200
  - Office of Aboriginal Affairs and Reconciliation Phone:(08) 8226 8900 / (08) 7322 7057 or 1800 127 001
  - Aboriginal Family Support Services Phone: Adelaide (08) 8205 1500
  - National Aboriginal Community Controlled Health Organisation (NACCHO) Phone: (02) 6246 9300
  - Brother to Brother Phone:1800 435 799
- Women's Information Service Phone:(08) 8303 0590 or 1800 188 158
- Positive Life (Gay and Lesbian) Phone:0410 707 923
- Legal Services Commission of South Australia Phone:(08) 8111 56460 or 1300 366 424
- 24/7 Crisis Centres/Hotlines:
  - Urgent Mental Health Care Centre (UMHCC) Phone:(08) 8448 9100
  - Aboriginal or Torres Strait Islander Crisis Support Phone:13 92 76
  - Mental Health Triage Service Phone:13 14 65
  - Homeless Connect SA Phone:1800 003 308

- Lifeline Phone:13 11 14 (Text: 0477 13 11 14)
- Kids Helpline Phone:1800 55 1800 (5-25 years old)
- Beyond Blue Phone:1300 22 4636
- MensLine Australia Phone:1300 789 978
- Domestic, Family and Sexual Violence Phone:1800 737 732 (1800 RESPECT)
- Suicide Call Back Service Phone:1300 659 467
- Safe Steps Family Violence Response Centre Phone:1800 015 188
- Domestic Violence Crisis Line Phone:1800 800 098

### Western Australia

- Equal Opportunity Commission Phone:(08) 9216 3900 or 1800 198 149
- Western Australia Ombudsman Phone:(08) 9220 7555 or 1800 117 000
- Fair Work Australia Phone:1300 799 675

Support could also be sought from these organisations:

- Sexual Assault Resource Centre (SARC) Phone:(08) 6458 1828 or 1800 199 888
- Metropolitan Migrant Resource Centre Phone:(08) 9345 5755 or 1800 022 222
- Aboriginal and Torres Strait Islander Resource Centres at:
  - Aboriginal Health Council of Western Australia Phone: (08) 9227 1631 or (08) 9228 1099
  - Office of Aboriginal Affairs (Department of Planning, Lands and Heritage) Phone: (08) 6551 8002 or (08) 6551 8004
  - National Aboriginal Community Controlled Health Organisation (NACCHO) Phone: (02) 6246 9300
- Women's Information Service Phone:1800 199 174
- Gay and Lesbian Switchboard (QLife) Phone:1800 184 527
- WA Legal Aid Phone:1300 650 579
- 24/7 Crisis Centres/Hotlines:
  - Mental Health Emergency Response Line Phone: 1300 555 788 (Metro) or 1800 676 822 (Peel)
  - Aboriginal or Torres Strait Islander Crisis Support Phone:13 92 76
  - Crisis Care Phone: 1800 199 008 (Country) or (08) 9223 1111 (Metro)
  - Lifeline Phone:13 11 14 (Text: 0477 13 11 14)
  - Kids Helpline Phone:1800 55 1800 (5-25 years old)
  - Beyond Blue Phone:1300 22 4636
  - MensLine Australia Phone:1300 789 978
  - Domestic, Family and Sexual Violence Phone:1800 737 732 (1800 RESPECT)
  - Suicide Call Back Service Phone:1300 659 467

### Northern Territory

- Anti-Discrimination Commissioner Phone:(08) 8999 1444 or 1800 813 846
- Northern Territory Ombudsman Phone:(08) 8999 1818 or 1800 806 380
- Fair Work Australia Phone:1300 799 675

Support could also be sought from these organisations:

- Sexual Assault Referral Centre Phone:(08) 8922 6472 (Darwin)
- Multicultural Community Services of Central Australia Phone:(08) 8952 8776
- Aboriginal and Torres Strait Islander Resource Centres at:
  - Aboriginal Medical Services Alliance NT Phone:(08) 8944 6666 (Darwin) or (08) 8959 4600 (Alice Springs)
  - Office of Aboriginal Affairs Phone:(08) 8999 8905
  - National Aboriginal Community Controlled Health Organisation (NACCHO) Phone: (02) 6246 9300
- Women's Support Service (1800Respect) Phone:1800 737 732
- Gay and Lesbian Switchboard (QLife) Phone:1800 184 527
- Beyond Blue Phone:1300 22 4636
- NT Legal Aid Phone:1800 019 343
- 24/7 Crisis Centres/Hotlines:
  - NT Mental Health Line Phone:1800 682 288
  - Aboriginal or Torres Strait Islander Crisis Support Phone:13 92 76
  - Lifeline Phone:13 11 14 (Text: 0477 13 11 14)
  - Kids Helpline Phone:1800 55 1800 (5-25 years old)
  - Beyond Blue Phone:1300 22 4636
  - MensLine Australia Phone:1300 789 978
  - Domestic, Family and Sexual Violence Phone:1800 737 732 (1800 RESPECT)
  - Suicide Call Back Service Phone:1300 659 467

### Legal Services

Free legal advice and referral services are available from a number of national and state organisations, including:

- Victorian Legal Aid, [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au), Phone: 1300 792 387.
- NSW Legal Aid, [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au), Phone: 1300 888 529.
- QLD Legal Aid, [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au), Phone: 1300 651 188.
- Australian Capital Territory Legal Aid, <https://www.legalaidact.org.au/>, Phone: 1300 654 314.
- Tasmania Legal Aid, [www.legalaid.tas.gov.au](http://www.legalaid.tas.gov.au), Phone: 1300 366 611.
- SA Legal Aid, [www.lsc.sa.gov.au](http://www.lsc.sa.gov.au), Phone: 1300 366 424.
- WA Legal Aid, [www.legalaid.wa.gov.au](http://www.legalaid.wa.gov.au), Phone: 1300 650 579.
- NT Legal Aid, [www.legalaid.nt.gov.au](http://www.legalaid.nt.gov.au), Phone: 1800 019 343.

iTFE is aware that students may become overwhelmed with their study and life commitments and feel anxious, and may need support. iTFE recommends the following free online courses:

- Lifeline Wellbeing Course and is provided by MindSpot.  
<https://toolkit.lifeline.org.au/articles/resources/the-wellbeing-course> or
- This Way Up’s Student Wellbeing Program <https://thiswayup.org.au/programs/student-wellbeing-program/> or
- For those with Intellectual Disabilities – the BlackDog Institute have a free program – Healthy Mind <https://www.blackdoginstitute.org.au/resources-support/digital-tools-apps/healthy-mind/>

Students funded by Skills SA can seek free confidential support from the moment they enrol, throughout their studies, and for 12 weeks after they’ve completed their course via Interskills.

- Paul Malloy ([paul.malloy@wiseemployment.com.au](mailto:paul.malloy@wiseemployment.com.au)) 0425 533 174
- Alison Jutilane ([alison.jutilane@interskills.edu.au](mailto:alison.jutilane@interskills.edu.au)) 0437 298 954
- Yvette Wijayasekera ([yvette.wijayasekera@interskills.edu.au](mailto:yvette.wijayasekera@interskills.edu.au)) 0429 687 005

## Document Control

<b>Document Number:</b>	INFO105	<b>Developed by:</b>	Compliance
<b>Policy Owner:</b>	Chief Executive Officer	<b>Approver Name &amp; Role:</b>	Craig McGrath, CEO
<b>Evidence of Approval:</b>	email	<b>Electronic Record:</b>	
<b>Version No:</b>	V2025.01	<b>Review Due To:</b>	Check contact details
<b>Date Approved:</b>		<b>Next Review Due:</b>	
<b>Department: ALL Staff</b>		<b>RTO Outcome Standards 2025: STD 2 - Learner Support Section/s - 2.4 2.6 Additional Section</b>	

## Revision Record:

Date	Version	Revision description
08/04/2025	V2025.01	Initial - A more extensive list than the student handbook