



**Australian
Childhood
Foundation**

Student Support Services List

Type of Service and location NATIONAL	Service Provider	Australian Childhood Foundation or External	Description	Cost	Contact Number and Staff Name (where applicable)
Language/Literacy/Numeracy (National)	<i>Australian Dyslexia Association</i>	External	Assistance for people with Dyslexia		dyslexia.association@gmail.com
	<i>Reading Writing Hotline</i>	External	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
	<i>ACF</i>	Internal	On demand tutorial sessions will be organised on a 1:1 or group arrangement.	Free	support@childhood.org.au
Study Support Skills	<i>ACF</i>	Internal	On demand study support sessions will be organised on a 1:1 or group arrangement.	Free	support@childhood.org.au
Interpreter Services (National)	<i>TIS - Translating and Interpreting Services</i>	External	Government organisation that provides access to interpreters via the phone or pre-booking.	charge incurred – speak to an RTO staff member to	131 450



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				organise the session	
Counselling Services and Crisis Support (National)	<i>Lifeline Australia</i>	External	Crisis support and suicide prevention services. Operates 24 hours a day, 7 days a week.	Free	13 11 14
	<i>Beyond Blue</i>	External	Crisis Support and assistance with depression related issues. Operates 24 hours a day, 7 days a week.	Free	1300 224 636
Financial Support (National)	<i>St Vincent de Paul Society</i>	External	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 846 643
	<i>The Salvation Army</i>	External	Financial Support and emergency relief services. Operates Mon – Fri 9.00am to 5.00pm.	Free	1300 371 288
	<i>1800RESPECT</i>	External	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



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Mental Health (National)	<i>SANE Helpline</i>	External	Information, advice and referral for mental illness. Operates Mon – Fri 10.00am until 10.00pm.	Free	1800 187 263
	<i>Parentline</i>	External	Advice and counselling regarding any issue that affects you as a parent. Operates between 8.00am until 10.00pm, 7 days a week.	Free	1300 30 1300
Disability Assistance (National)	<i>National Disability Services</i>	External	Operates services for Australians with all types of disabilities	Free	TTY/voice calls 133 677
Medical/ Emergency ONLY Assistance (National)	<i>Police Fire Ambulance</i>	External	Operates services for Emergency response within Australia	Free or fee for service	000
Technical Assistance (National)	<i>Broadband for Seniors</i>	External	Help for seniors with using computers, word processing web use, sending emails	Free	1300 795 897
Cultural Support (National)	<i>Australian Government Indigenous Initiatives</i>	External	Information of interest for indigenous persons	Free	www.indigenous.gov.au Email via webpage



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Study Skills Support (National)	<i>Australian Childhood Foundation RTO</i>	Internal	Provided to all participants on request (Provided by Australian Childhood Foundation RTO): <ul style="list-style-type: none"> ➤ Pre-enrolment materials; ➤ Mentoring sessions for participants undertaking full qualifications; ➤ Limited IT support; ➤ Virtual and face to face study groups, assignment workshops and tutorials; ➤ Learning materials in large print on request; ➤ Contextualised skills practice and assessment scenarios to meet participant individual needs; ➤ Consultation with Australian Childhood Foundation RTO Trainers and Assessors on request; ➤ Reasonable adjustment during assessment; and ➤ Limited language, literacy and numeracy support. 	Free	support@childhood.org.au
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Type of Service and location Queensland	Service Provider	Australian Childhood Foundation or External	Description	Cost	Contact Number and Staff Name (where applicable)
Language/Literacy/Numeracy (Queensland)	<i>Queensland Council for Adult Literacy</i>	External	The council may be able to connect you with literacy providers in your area.	Free	https://www.qcal.org.au/contact-us/ contact through website
	<i>AMEP</i>	External	The Adult Migrant English Program (AMEP) delivers free English lessons to new migrants to Australia. The program offers up to 510 hours of basic English language classes to help you develop your English language skills and settle confidently into your new life in Australia.	Free	https://tafeqld.edu.au/courses/tells/adult-migrant-english-program.html contact through website
Counselling Services and Crisis Support (Queensland)	<i>Women's Infolink</i>	External	Women's Infolink offer free confidential information and referrals to community organisations and government departments that support women.	Free	1800 177 577
	<i>Centacare</i>	External	Children's Programs, Community Service Programs, Family Dispute Resolution Services, Family Relationship Counselling Services, Family Relationship Education	Pay for service	1300 236 822



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			Services, Domestic and Family Violence Support		
Financial Support (Queensland)	<i>Footprints in Brisbane Inc</i>	External	Services include assistance in obtaining and sustaining housing, street outreach, individual case management, counselling and support, advocacy and mediation, information and referrals, ongoing individual support.	Free	07 3252 3488
Mental Health (Queensland)	<i>PHaMS</i>	External	Personal Helpers & Mentors (PHaMS) is a service which runs to assist people with mental illness, their families and carers to manage the impact of mental illness. Provides increased opportunities for recovery by helping participants, using a strength based and culturally appropriate service approach. This program also focus on people experiencing at risk of homelessness.	Free	1300 554 419 07 3367 7222
Disability Assistance (Queensland)	<i>Disability Information Services</i>	External	Free information, resource and referral service on disability issues in Queensland .	Free	1800 177 120



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Medical Assistance (Queensland)	<i>13 HEALTH</i>	External	24 hour health line. Qualified staff will give you advice on who to talk to and how quickly to do it. Advice is not diagnostic and does not replace medical consultation.	Cost of a local call	07 1343 2584
Legal Support (Queensland)	<i>Legal Aid Queensland</i>	External	Legal Aid Queensland provide free legal information, advice and help to financially and socially disadvantaged Queenslanders.	Free	1300 651 188
Cultural Support (Queensland)	<i>Kummara Family Care Centre</i>	External	Kummara Family Care Centre is an indigenous family support centre. The Stronger Indigenous Families Centre provides services such as referral, advocacy, education and training. Kummara also offers social and recreational groups in which families have the opportunity to meet and interact with other indigenous families.	dependant on service	07 3846 5654
Type of Service and location New South Wales	Service Provider	Australian Childhood Foundation or External	Description	Cost	Contact Number and Staff Name (where applicable)
Language/Literacy/Numeracy (New South Wales)	<i>NSW Adult Literacy & Numeracy Council</i>	External	The professional body for adult literacy and numeracy in NSW	Free	02 9514 3478 nswalnc@gmail.com



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Interpreter Services (New South Wales)	<i>Multicultural NSW's Language Services</i>	External	You can book an interpreter using Multicultural NSW's Language Services. Language Services offers on-site, face-to-face interpreters 24 hours a day, 7 days a week for a wide range of situations.	charge incurred – speak to an RTO staff member to organise the session	languageservices@multicultural.nsw.gov.au
Counselling Services and Crisis Support (New South Wales)	<i>Relationships Australia</i>	External	If you need an opportunity to talk about issues that concern you with a professionally trained person in a supportive and respectful environment, our face-to-face counselling service may be suitable for you.	Fee for service	1300 364 277
Financial Support (New South Wales)	<i>Wesley Mission-Financial Counselling Services</i>	External	Wesley Financial Counselling Services provides free, independent and confidential face-to-face counselling. Our counsellors can help you if you're in financial difficulty or would like to manage your money more effectively.	Free	1300 827 638



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Mental Health (New South Wales)	<i>NSW Mental Health Access Line</i>	External	The NSW Mental Health Line is a state-wide telephone number which puts you in touch with your local mental health service. Staffed by mental health professionals, the line gives NSW residents access to expert mental health advice, support and referrals for people dealing with a mental health problem and their families and carers	Free	1800 011 511
Medical Assistance (New South Wales)	<i>Health Direct</i>	External	The NSW Mental Health Line is a state-wide telephone number which puts you in touch with your local mental health service. Staffed by mental health professionals, the line gives NSW residents access to expert mental health advice, support and referrals for people dealing with a mental health problem and their families and carers	Free	1800 022 222
Transport Information (New South Wales)	<i>Transport for NSW</i>	External	Travel on public transport with Opal Card. Opal is the smartcard ticketing system used to pay for travel on public transport in Sydney, the Blue Mountains, Central Coast, the Hunter and the Illawarra. Add value before you travel and tap on and off to pay your fare.	Fee for Service	https://transportnsw.info/



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Cultural Support (New South Wales)	<i>SydWest Multicultural Services</i>	External	SydWest Multicultural Services is a leading organisation for all cultural diversity issues responding to community needs and opportunities. It offers flexible and integrated service models across the life course of refugees and migrants, supporting the self-determination and empowerment of our diverse communities.	Dependant on service	info@sydwestms.org.au
Type of Service and location Victoria	Service Provider	Australian Childhood Foundation or External	Description	Cost	Contact Number and Staff Name (where applicable)
Language/Literacy/Numeracy (Victoria)	Speld Victoria	External	Assistance for people with Dyslexia	Free	03 9480 422 1800 051 533 infoline@speldvic.org.au
Interpreter Services (Victoria)	<i>Language Loop</i>	External	VITS LanguageLoop, the Victorian Interpreting & Translating Service, is a Victorian Government owned Government Business Enterprise.	charge incurred – speak to an RTO staff member to	03 9280 1941



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Counselling Services and Crisis Support (Victoria)	<i>Victorian Counselling and Psychological Services</i>	External	Our team of specialists are here to assist you, regardless your walk of life. We ensure every step forward is personalised and tailored to your specific needs.	Fee for service	03 9419 7172 reception@vcps.com.au
Financial Support (Victoria)	<i>Anglicare Victoria</i>	External	Financial support and able to provide food and clothing vouchers. Access to emergency relief funds. Operates Mon – Fri 8.30am to 4.30pm.	Free	03 9549 5288 efcp@anglicarevic.org.au
Mental Health (Victoria)	<i>Relationships Australia Victoria</i>	External	Preventative and early intervention mental health services.	Fee for service	1300 364 277
Medical Assistance (Victoria)	<i>Nurse on Call</i>	External	NURSE-ON-CALL puts you directly in touch with a registered nurse for caring, professional health advice around the clock.	Free	1300 60 60 24
Cultural Support (Victoria)	AMES Victoria	External	Adult Multicultural Education Services (AMES) is Australia's largest provider of specialist, multicultural language, employment and settlement services	Free	13 AMES



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Type of Service and location ACT	Service Provider	Australian Childhood Foundation or External	Description	Cost	Contact Number and Staff Name (where applicable)
Language/Literacy/Numeracy (ACT)	Australian Dyslexia Association	External	Assistance for people with Dyslexia	Free	dyslexia.association@gmail.com
Interpreter Services (ACT)	<i>TIS - Translating and Interpreting Services</i>	External	Government organisation that provides access to interpreters via the phone or pre-booking.	charge incurred – speak to an RTO staff member to organise the session	131 450
Counselling Services and Crisis Support (ACT)	<i>Lifeline Australia</i>	External	Crisis support and suicide prevention services. Operates 24 hours a day, 7 days a week.	Free	13 11 14



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Financial Support (ACT)	<i>St Vincent de Paul Society</i>	External	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 846 643
Mental Health (ACT)	<i>SANE Helpline</i>	External	Information, advice and referral for mental illness. Operates Mon – Fri 10.00am until 10.00pm.	Free	1800 187 263
Medical Assistance (ACT)	National Disability Services	External	Operates services for Australians with all types of disabilities	Free	TTY/voice calls 133 677
Cultural Support (ACT)	Australian Government Indigenous Initiatives	External	Information of interest for indigenous persons	Free	www.indigenous.gov.au Email via webpage
Type of Service and location Tasmania	Service Provider	Australian Childhood Foundation or External	Description	Cost	Contact Number and Staff Name (where applicable)
Language/Literacy/Numeracy (Tasmania)	Australian Dyslexia Association	External	Assistance for people with Dyslexia	Free	dyslexia.association@gmail.com



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Interpreter Services (Tasmania)	<i>TIS - Translating and Interpreting Services</i>	External	Government organisation that provides access to interpreters via the phone or pre-booking.	charge incurred – speak to an RTO staff member to organise the session	131 450
Counselling Services and Crisis Support (Tasmania)	<i>Lifeline Australia</i>	External	Crisis support and suicide prevention services. Operates 24 hours a day, 7 days a week.	Free	13 11 14
Financial Support (Tasmania)	<i>St Vincent de Paul Society</i>	External	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 846 643
Mental Health (Tasmania)	<i>SANE Helpline</i>	External	Information, advice and referral for mental illness. Operates Mon – Fri 10.00am until 10.00pm.	Free	1800 187 263



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Medical Assistance (Tasmania)	National Disability Services	External	Operates services for Australians with all types of disabilities	Free	TTY/voice calls 133 677
Cultural Support (Tasmania)	Australian Government Indigenous Initiatives	External	Information of interest for indigenous persons	Free	www.indigenous.gov.au Email via webpage
Type of Service and location Western Australia	Service Provider	Australian Childhood Foundation or External	Description	Cost	Contact Number and Staff Name (where applicable)
Language/Literacy/Numeracy (Western Australia)	Australian Dyslexia Association	External	Assistance for people with Dyslexia	Free	dyslexia.association@gmail.com
Interpreter Services (Western Australia)	<i>TIS - Translating and Interpreting Services</i>	External	Government organisation that provides access to interpreters via the phone or pre-booking.	charge incurred – speak to an RTO staff member to organis	131 450



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Counselling Services and Crisis Support (Western Australia)	<i>Lifeline Australia</i>	External	Crisis support and suicide prevention services. Operates 24 hours a day, 7 days a week.	Free	13 11 14
Financial Support (Western Australia)	<i>St Vincent de Paul Society</i>	External	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 846 643
Mental Health (Western Australia)	<i>SANE Helpline</i>	External	Information, advice and referral for mental illness. Operates Mon – Fri 10.00am until 10.00pm.	Free	1800 187 263
Medical Assistance (Western Australia)	National Disability Services	External	Operates services for Australians with all types of disabilities	Free	TTY/voice calls 133 677
Cultural Support (Western Australia)	Australian Government Indigenous Initiatives	External	Information of interest for indigenous persons	Free	www.indigenous.gov.au Email via webpage



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Type of Service and location Northern Territory	Service Provider	Australian Childhood Foundation or External	Description	Cost	Contact Number and Staff Name (where applicable)
Language/Literacy/Numeracy (Northern Territory)	Australian Dyslexia Association	External	Assistance for people with Dyslexia	Free	dyslexia.association@gmail.com
Interpreter Services (Northern Territory)	<i>TIS - Translating and Interpreting Services</i>	External	Government organisation that provides access to interpreters via the phone or pre-booking.	charge incurred – speak to an RTO staff member to organise the session	131 450
Counselling Services and Crisis Support (Northern Territory)	<i>Lifeline Australia</i>	External	Crisis support and suicide prevention services. Operates 24 hours a day, 7 days a week.	Free	13 11 14



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Financial Support (Northern Territory)	<i>St Vincent de Paul Society</i>	External	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 846 643
Mental Health (Northern Territory)	<i>SANE Helpline</i>	External	Information, advice and referral for mental illness. Operates Mon – Fri 10.00am until 10.00pm.	Free	1800 187 263
Medical Assistance (Northern Territory)	National Disability Services	External	Operates services for Australians with all types of disabilities		TTY/voice calls 133 677
Cultural Support (Northern Territory)	Australian Government Indigenous Initiatives	External	Information of interest for indigenous persons		www.indigenous.gov.au Email via webpage
Type of Service and location South Australia	Service Provider	Australian Childhood Foundation or External	Description	Cost	Contact Number and Staff Name (where applicable)
Language/Literacy/Numeracy (South Australia)	Australian Dyslexia Association	External	Assistance for people with Dyslexia		dyslexia.association@gmail.com



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Interpreter Services (South Australia)	<i>TIS - Translating and Interpreting Services</i>	External	Government organisation that provides access to interpreters via the phone or pre-booking.	charge incurred – speak to an RTO staff member to organise the session	131 450
Counselling Services and Crisis Support (South Australia)	<i>Lifeline Australia</i>	External	Crisis support and suicide prevention services. Operates 24 hours a day, 7 days a week.	Free	13 11 14
Financial Support (South Australia)	<i>St Vincent de Paul Society</i>	External	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 846 643
Mental Health (South Australia)	<i>SANE Helpline</i>	External	Information, advice and referral for mental illness. Operates Mon – Fri 10.00am until 10.00pm.	Free	1800 187 263



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Medical Assistance (South Australia)	National Disability Services	External	Operates services for Australians with all types of disabilities	Free	TTY/voice calls 133 677
Cultural Support (South Australia)	Australian Government Indigenous Initiatives	External	Information of interest for indigenous persons	Free	www.indigenous.gov.au Email via webpage