

# STUDENT AND INDUSTRY PARTNER SUPPORT SERVICES



## Academic and Non-Academic

**Date of Implementation:** 13 June 2025

**Approved by:** Chief Executive Officer

TYPE OF SERVICE	SERVICE PROVIDER	INTERNAL OR EXTERNAL	DESCRIPTION	COST	CONTACT NUMBER/ EMAIL
<b>NON-ACADEMIC SUPPORT</b>					
Counselling Services and Crisis Support	Lifeline Australia	External	Crisis support and suicide prevention services. Operates 24 hours a day, 7 days a week.	Free	13 11 14
	Beyond Blue	External	Crisis support and assistance with depression related issues. Operates 24 hours a day, 7 days a week.	Free	1300 224 636
	Reach Out	External	Counselling Services	Free	<a href="http://www.reachout.com.au/">http://www.reachout.com.au/</a>
	QLife	External	Counselling Services LGBTQI+	Free	<a href="https://www qlife.org.au/">https://www qlife.org.au/</a> 1800 184 527
Financial Support	St Vincent de Paul Society	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
	The Salvation Army	External	Financial support and emergency relief services. Operates Mon - Fri 9:00am to 5:00pm	Free	1300 371 288
	Centrelink	External	Various support available through Centrelink	Free	131021
Gambling Support	Gambling Help Online	External	Gamling support through anonymous help online	Free	<a href="http://gamblinghelponline.org.au/">gamblinghelponline.org.au/</a>

Accommodation Support	Homeless Hotline	External	Government run service which provides information about where you can find support, accommodation, meals or showers. Operates 24 hours a day, 7 days a week	Free	1800 474 753
	Ozcare	External	Referral service with a variety of contacts focused on homelessness and drug/alcohol services.	Free	1800 682 273
	Queensland Department of Public Housing	External	Government department which manages public houses and crisis accommodation	Free	13 74 68
Asylum Seekers & Refugees	ASRA - Asylum Seeker and Refugee Assistance Multicultural Australia	External	Emergency relief and ASRA referrals (access to monthly emergency relief payments, crisis intervention, case management support, housing support, support to access health services, pathways to employment)	Free (eligibility)	3337 5400
Community		External	Crisis Support, Housing and Homelessness Support, Mental Health, Disability, Alcohol & Drug Services, Family Support	Free & Cost	3510 2700
Domestic Violence Support	DV Connect	External	Domestic Violence support services including counselling, emergency accommodation and shelters and pet crisis line.  Women's line operates 24 hours a day, 7 days a week.  Men's line operates 09:00am until midnight, 7 days a week.	Free	Women - 1800 811 811  Men - 1800 600 636
	1800RESPECT	External	Domestic violence related crisis and trauma counselling for victims for sexual assault, domestic violence, or family violence. Operates 24 hours a day, 7 days a week.	Free	1800 732 732

Mental Health	Grow - Mental Wellness Programs	External	Support groups and programs run in numerous locations across Queensland	Free	07 3394 4344
	SANE Helpline	External	Information, advice and referral for mental illness. Operates Mon - Fri 10:00am until 10:00pm	Free	1800 187 263
Youth Services	Kids Help Line	External	Counselling and support for anyone ages 5-25, parents and schools. Operates 24 hours a day, 7 days a week.	Free	1800 551 800
	Headspace	External	Counselling and support for young people aged up to 25 years old	Free	<a href="http://www.headspace.org.au/">http://www.headspace.org.au/</a>
	PCYC Queensland	External	Focuses on a broad range of youth centred activities and programs, outside hours school care as well as gym and fitness. Operated by the Queensland Police. Contact during regular business hours of 9.00am until 5.00pm Mon- Fri.	Free	07 3909 9555
Parents Support	Pregnancy, Birth and Baby Helpline	External	Counselling and advice regarding pregnancy and children up to the age of one years. Operates 7 days a week.	Free	1800 822 436
	Parentline	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
	Womens Infolink	External	Women's Infolink provides Queensland women and girls with access to information and services across the state. We respond to your issues, queries and problems, providing confidential information and referral options through our free-call telephone service and our online services.	Free	1800 177 577

Aboriginal and Torres Strait Islander	Kurbingui Youth Development	External	Provides support and guidance to young persons of Aboriginal and Torres Strait Islander background. Operates during business hours of 9.00am until 5.00pm Mon- Fri.	Free	07 3156 4800
	Kalwun Health Services	External	Provides support and guidance to First Nation People.	Free	07 5526 1112
	Kalwun Health Service Bilinga	External	Provides support and guidance to First Nation People	Free	07 5589 6500
	Relationships Australia	External	Provides counselling and support services to persons of Aboriginal and Torres Strait Islander background.	Free	1300 364 277
Centrelink	Austudy/Youth Allowance Enquires	External	Centrelink hotline regarding Austudy and Youth Allowance enquires. Operates Mon – Fri 8.00am until 5.00pm.	Free	132 490
	ABStudy Enquires	External	Centrelink hotline regarding ABSTUDY – Aboriginal and Torres Strait Islander students enquires.	Free	1800 132 317
Employment	Fair Work Australia	External	Support with Employment Laws and Rights	Free	1300 799 675
Drug and Substance Abuse	DrugInfo	External	DrugInfo is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms	Free	1300 858 584
English Language Support	Community	External	Community holds English classes for beginners to advanced at their community centres, Kelvin Grove, New Farm and Acacia Ridge.	Free and Cost	07 3510 2700

Interpreter Services	Queensland Health Interpreter Service	External	Provides interpreters in Queensland Public Health facilities in more than 130 languages. Can be on site or via the phone. Operates 24 hours a day, 7 days a week.	Free	Accessed via staff at any public health facility.
	TIS - Translating and Interpreting Services	External	Government organisation that provides access to interpreters via the phone or pre-booking.	Cost	131 450
<b>ACADEMIC SUPPORT</b>					
Australian Apprenticeship	Australian Apprenticeship Centre (ACC)	External	ACC handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies	Cost	13 38 73
Language / Literacy / Numeracy	Reading Writing Hotline	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
	Language, Literacy, Numeracy and Digital	Internal	Contact Lead Institute for support with LLND	Free	Contact Lead Institute Group Staff 1300 170 895
	Academic Support	Internal	Academic support from your Trainer/Assessor	Free	Contact your Trainer/Assessor or 1300 011 144
	Support and IT	Internal	Support for online students about any matter relating to your studies	Free	Contact Lead Institute Staff 1300 170 895
	Adult Education Resources - Friends of QUINN	External	Online community that offers resources and support for young adults with learning difficulties	Free	<a href="https://www.friendsofquinn.com/">https://www.friendsofquinn.com/</a>
	Reading and Writing Australian Dyslexia Association	External	Assistance for people with dyslexia	Free	Dyslexia.association@gmail.com

### REGIONAL SUPPORT QUEENSLAND MACKAY

Aboriginal & Torres Strait Islander	Department of Treaty, Aboriginal & Torres Strait Islander Partnerships, Communities, and the Arts	External	Community recovery hotline		1800 173 349 (Hotline) 13 74 68 (General Enquiries)
	13Yarn	External	Aboriginal or Torres Strait Islander Crisis Support		13 92 76
General	Australian Red Cross	External			1800 733 276
	Gambling Help Line	External	24/7 online support		1800 858 858
	St Vincent de Paul	External	Food and essentials support, disaster recovery, and housing.		1800 846 643
	Salvation Army	External	Financial, Emotional and Material assistance for those in need.		1300 371 288
Accommodation	Homeless Hotline	External	24/7 support		1800 474 753
Counselling	Lifeline Telephone Counselling	External	24/7 Crisis support		13 11 14
Domestic Violence	DVConnect	External	Free helpline to support men and women who are experiencing abuse.	Free	1800 600 636 (Mensline) 1800 811 811 (Womensline)
	Kids Helpline	External	24/7 Dedicated helpline for children and adolescents.		1800 551 800
REGIONAL SUPPORT QLD TOOWOOMBA					
	Hope for our Children	External	Backpacks for at risk or removed children; therapy dogs, fostering families playgroup		07 4638 5768
	Lifeline	External	Personal counselling for individuals, couples and families. Programs include Positive Relationships, Gambling Help and financial counselling. Assistance with food, clothes and other necessities.		1800 975 252 24/7 131 114

	Salvation Army		Financial, Emotional and Material assistance for those in need.		07 4632 7206
<b>YOUTH SERVICES (UNDER 18)</b>					
	Bravehearts	External	Counselling and support to those affected by child sexual abuse	Free	1800 272 831
	Brisbane Youth Service	External	Crisis and Immediate Support; Housing; Health; Young Women; Family support	Free	07 3620 24400 <a href="https://brisyouth.org/">https://brisyouth.org/</a>
	Headspace	External	Telephone and online mental health support to 12-25 year olds, and their families.	Free	1800 650 890
	Kids Helpline	External	Practical and emotional support for children and young people.	Free	1800 551 800 <a href="https://kidshelpline.com.au/get-help/webchat-counselling">https://kidshelpline.com.au/get-help/webchat-counselling</a>
	LGBTQIA+ Youth Groups	External	Social, peer support and youth groups or services for lesbian, gay, bisexual, transgender, intersex, or queer young people and teens.	Free	<a href="https://www.minus18.org.au/">https://www.minus18.org.au/</a>
	Young Mothers for Young Women	External	Assisting young pregnant and parenting women	Free	07 3029 7000
	Youth Advocacy Centre	External	Confidential legal and social support services for young people.		<a href="https://yac.net.au/">https://yac.net.au/</a> 07 3356 1002