

STUDENT SUPPORT SERVICES – ACADEMIC AND NON-ACADEMIC 2022

Type of Service	Academic Support Service	Description	Cost	Contact
Academic	Academic Support	Academic support from your Trainer/Assessor	FREE	Contact Trainer/Assessor Directly
Support and IT	Support and Help Desk	Support for online students about any matter relating to your studies	FREE	Contact Rise Education and Training admin@reiseeducation.edu.au
Reading and Writing	Reading and Writing Hotline	Provides information on classes close to you, finding teachers who can help you as well as referring you to websites	FREE	1300 655 506
Reading and Writing	Australian Dyslexia Association	Assistance for people with dyslexia	FREE	Dyslexia.association@gmail.com
English Second Language	Translation and Interpreters	Provides access to interpreters via phone or pre-booking	Charges incurred by the student	131 450
Adult Education Resources	Friends of QUINN	Online community that offers resources and support for young adults with learning difficulties	FREE	www.friendsofquinn.com

Type of Service	Non-Academic Support Service	Description	Cost	Contact
Financial	Centrelink	Various Support available	FREE	131021 www.centrelink.gov.au
Counselling	Lifeline	Crisis Support and Counselling	FREE	13 11 14
Counselling	Kids Help Line	Counselling	FREE	1800 55 1800 www.kidshelpline.com.au
Counselling	Headspace	Counselling for young up to age 25 years	FREE	www.headspace.org.au
Employment	Fair Work Australia	Support with Employment Laws	FREE	1300 799 675 www.fwa.gov.au/index.cfm
Counselling	Reach Out	Counselling Service	FREE	www.reachout.com.au
Counselling	Beyond Blue	Counselling Service	FREE	1300 22 4636
Counselling Services and Crisis Support	Lifeline Australia	Crisis support and suicide prevention services. Operates 24 hours a day, 7 days a week	FREE	13 11 14

Counselling	Beyond Blue	Crisis Support and assistance with depression related issues. Operates 24 hours a day, 7 days a week.	FREE	1300 224 636
Financial Support	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 846 643
Financial Support	The Salvation Army	Financial Support and emergency relief services. Operates Mon – Fri 9.00am to 5.00pm.	FREE	1300 371 288
Gambling Support	Gambling Help Online	Free and confidential support	FREE	1800 858 858
Accommodation Support	Homeless Hotline	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
Homelessness	Ozcare	Referral service with a variety of contacts focused on homelessness and drug/alcohol services.	FREE	1800 692 273
Housing	Queensland Department of Public Housing	Government department which manages public housing and crisis accommodation.	FREE	13 74 68
Domestic Violence Support	DV Connect	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

Counselling	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
Mental Health	Grow – Mental Wellness Programs	Support groups and programs run in numerous locations across Queensland.	FREE	07 3394 4344
Counselling	SANE Helpline	Information, advice and referral for mental illness. Operates Mon – Fri 10.00am until 10.00pm.	FREE	1800 187 263
Youth Services	Kids Help Line	Counselling and support for anyone aged 5-25, parents and schools. Operates 24 hours a day, 7 days a week.	FREE	1800 551 800
Youth Services	PCYC Queensland	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	Counselling and advice regarding pregnancy and children up to the age of one years. Operates 7 days a week.	FREE	1800 822 436
Parent Support	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	1300 30 1300
Aboriginal and Torres Strait Islander	Kurbingui Youth Development	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
Relationship Counselling	Relationships Australia	Provides counselling and support services to persons of Aboriginal and Torres Strait Islander background.	FREE	1300 364 277



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Centrelink	Austudy/Youth Allowance Enquires	Centrelink hotline regarding Austudy and Youth Allowance enquires. Operates Mon – Fri 8.00am until 5.00pm.	FREE	132 490
Student Support	ABStudy Enquires	Centrelink hotline regarding ABSTUDY – Aboriginal and Torres Strait Islander students enquires.	FREE	1800 132 317