

STUDENT AND INDUSTRY PARTNER SUPPORT SERVICES Directory (2026-2027)

Academic and Non-Academic

Type of Service	Service Provider	Internal or External	Description	Cost	Contact Number/ Email
Non-Academic Support					
Counselling Services and Crisis Support	<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
	<i>Reach Out</i>	External	Counselling Services	Free	www.reachout.com.au
	<i>MensLine Australia</i>	External	Offers 24/7 telephone and online support for men with emotional health and relationship concerns	Free	1300 789 978
	<i>Suicide Call Back Service</i>	External	Offers 24/7 free counselling and support for people at risk of suicide, carers and bereaved	Free	1300 659 467
	<i>Standby – Support After Suicide</i>	External	A Suicide Postvention Program dedicated to assisting people and communities bereaved or impacted by suicide	Free	1300 727 247 Mon-Sun 6:00am-10:00pm

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	<i>QLife</i>	External	Counselling Services LGTBQI+	Free	https://www.qlife.org.au/ 1800 184 527
Emergency Help	<i>Emergency Assistance</i>	External	Ambulance Police Fire Department	Free	000
Financial Support	<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>Centrelink</i>	External	Various Support available through Centrelink	Free	131021
Gambling Support	<i>Gambling Help Online</i>	External	Gambling Support through anonymous help online	Free	https://www.gamblinghelpline.org.au/
Accommodation Support	<i>Homeless Hotline</i>	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
	<i>Ozcare</i>	External	Referral service with a variety of contacts focused on homelessness and drug/alcohol services.	Free	1800 692 273

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	<i>Queensland Department of Public Housing</i>	External	Government department which manages public housing and crisis accommodation.	Free	13 74 68
Asylum Seekers & Refugees	<i>ASRA – Asylum Seeker and Refugee Assistance Multicultural Australia</i>	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 requirements)	3337 5400
Community	<i>Community QLD</i>	External	Crisis Support, Housing and Homelessness Support, Mental Health, Disability, Alcohol & Drug Services, Family Support	Free & Cost	07 3510 2700
Domestic Violence Support	<i>DV Connect</i>	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
	<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
Mental Health	<i>Grow – Mental Wellness Programs</i>	External	Support groups and programs run in numerous locations across Queensland.	Free	07 3394 4344

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	<i>Medical Mental Health</i>	External	A Federal Government platform provides a directory of Australia's most trusted mental health organisations.	Free	1800 595 212 Mon-Fri 8:30am-5:00pm
	<i>SANE Helpline</i>	External	Information, advice and referral for mental illness. Operates Mon – Fri 10.00am until 10.00pm.	Free	1800 187 263
Youth Services	<i>Kids Help Line</i>	External	Counselling and support for anyone aged 5-25, parents and schools. Operates 24 hours a day, 7 days a week.	Free	1800 551 800
	<i>Headspace</i>	External	Counselling and support for young people aged up to 25 years old	Free	www.headspace.org.au
	<i>PCYC Queensland</i>	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	<i>Pregnancy, Birth and Baby Helpline</i>	External	Counselling and advice regarding pregnancy and children up to the age of one years. Operates 7 days a week.	Free	1800 822 436
	<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 300 1300
	<i>Womens Infolink</i>	External	Women's Infolink provides Queensland women and girls with access to information and services across the state.	Free	1800 177 577

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			We respond to your issues, queries and problems, providing confidential information and referral options through our free-call telephone service and our online services.		
NDIS Support	<i>HireUp</i>	External	NDIS registered online platform for people with disability to find, hire and manage support workers who fit their needs and share their interests	Cost	Hello@hireup.com.au
	<i>Wesley Mission</i>	External	Offers people with a disability a wide range of services to enhance wellbeing and promote independence	Cost/Free	1300 086 906
	<i>Care Support Network</i>	External	Care Support Network everyone deserves the opportunity to pursue and achieve their life goals	Cost/Free	Mycsn.com.au
	<i>Endeavour Foundation</i>	External	Endeavour Foundation is an independent foundation to support people with an intellectual disability to live their best life – starting with equal access to educational and life-skills learning	Free	Endeavour.com.au/our-endeavour-foundation
	<i>Young Care</i>	External	Helps high disability, young Australians	Free	Youngcare.com.au
LGBTIQ+	<i>QLife</i>	External	Provides phone and online anonymous LGBTIQ+ support and referral	Free	1800 184 527 3:00pm-12:00am
Aboriginal and Torres Strait Islander	<i>Kurbingui Youth Development</i>	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
	<i>13 Yarn</i>	External	Offer 24/7 national crisis support line for Aboriginal and Torres Strait Islander people	Free	13 92 76
	<i>ABSTUDY</i>	External	Residential Cost Option, Relocation Scholarships or Student Start-up Loans through Services Australia	Free	1800 132 317
	<i>Bulu Yabun</i>	External	Local Aboriginal and Torres Strait Islander – Auntie Christine Stuart	Free Referral	0452 302 225

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	<i>Kalwun Health Services</i>	External	Provides support and guidance to First Nation People.	Free	07 5526 1112
	<i>Kalwun Health Service Bilinga</i>	External	Provides support and guidance to First Nation People	Free	07 5589 6500
	<i>Relationships Australia</i>	External	Provides counselling and support services to persons of Aboriginal and Torres Strait Islander background.	Free	1300 364 277
	<i>Services Australia Confirmation of Identification – Aboriginal and Torres Strait Islander People Form (RA010)</i>	External	Services Australia offer support to confirm and verify identification if no other identification documents are available	Free	https://www.servicesaustralia.gov.au/ra010
	<i>Find and Connect</i>	External	Aboriginal and Torres Strait Islander Affairs Records Offer support to confirm and verify identification if no other identification documents are available	Free	1800 650 230 cph@dsdsatsip.qld.gov.au
Centrelink	<i>Austudy/Youth Allowance Enquires</i>	External	Centrelink hotline regarding Austudy and Youth Allowance enquires. Operates Mon – Fri 8.00am until 5.00pm.	Free	132 490
	<i>ABStudy Enquires</i>	External	Centrelink hotline regarding ABSTUDY – Aboriginal and Torres Strait Islander students enquires.	Free	1800 132 317

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Employment	<i>Fair Work Australia</i>	External	Support with Employment Laws and Rights	Free	1300 799 675
Drug and Substance Abuse	<i>DrugInfo</i>	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	<i>Community</i>	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	<i>Queensland Health Interpreter Service</i>	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.
	<i>TIS - Translating and Interpreting Services</i>	External	Government organisation that provides access to interpreters via the phone or pre-booking.	Cost	131 450
Academic Support					
Department	<i>Department of Trade, Employment and Training (DTET)</i>	External	Prospective apprentices, trainees, students and employers contact for information	Free	1300 369 935
Apprenticeship	<i>Australian Apprenticeship Centre (ACC)</i>	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
Ombudsman	<i>Office of the Queensland Training Ombudsman</i>	External	An independent, free and confidential service in Queensland that resolves issues and complaints	Free	1800 773 048

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			in the vocational education and training (VET) sector for students, apprentices, trainees and employers		
Ombudsman	<i>Fir Work Ombudsman</i>	External	Australia's workplace regulator.	Free	13 13 94
Australian Apprenticeship Provider	<i>MEGT</i>	External	Australia's provider for workforce solutions.	Free	13 69 63
	<i>Busy at Work</i>	External	Australia's provider for workforce solutions.	Free	13 28 79
Disability Support	<i>Skills Disability Support (SDS) Service</i>	External	Support Services to assist students who identify with a disability	Free	1300 369 935
LLND Support	<i>Reading and Writing Hotline</i>	External	Provide information about: Reading and writing classes in your local area How to study by correspondence if you can't attend classes Commonwealth funded programs for migrants and jobseekers	Free	1300 655 506
LLND Support	<i>Language and Literacy Classes</i>	External	Literacy short courses	Free	https://www.qld.gov.au/education/further-ed/short-courses/literacy
AEMP	<i>Adult Migrant English program (AEMP)</i>	External	Join the AEMP Program: If you are aged 18 or over, you can join AEMP if you speak little or no English and you: <ul style="list-style-type: none"> • a permanent resident, or • hold an eligible temporary visa, or • a citizen who held an eligible visa in the past 	Free	https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program 131 881
SEE	<i>Skills for Education and Employment (SEE)</i>	External	Australian Government Program that delivers free language, literacy, numeracy and digital skills training to eligible Australians To be eligible for SEE you need to be either: <ul style="list-style-type: none"> • an Australian citizen, or 	Free	https://www.dewr.gov.au/skills-education-and-employment

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			<ul style="list-style-type: none"> • permanent visa holder, or • provisional or temporary visa with working rights and eligible for the Adult Migrant English program, or • a Pacific Australian Labour Mobility visa holder and: • aged 15 years and over and left school 		
First Aid Skills	HLTAID009 <i>Provide cardiopulmonary resuscitation</i> HLTAID011 <i>Provide first aid</i> HLTAID012 <i>Provide first aid in an early education setting</i>	Internal	Rise Education and Training Course Nationally Accredited	Cost	Contact Rise Education and Training Staff 07 3108 4133
LLND Support	<i>Language, Literacy, Numeracy and Digital</i>	Internal	Contact Rise Education and Training for support with LLND	Free	Contact Rise Education and Training Staff 07 3108 4133
	<i>Academic Support</i>	Internal	Academic support from your Trainer/Assessor	Free	Contact your Trainer/Assessor or 07 3108 4133
	<i>Support and IT</i>	Internal	Support for online students about any matter relating to your studies	Free	Contact Rise Education and Training Staff 07 3108 4133
	<i>Adult Education Resources – Friends of QUINN</i>	External	Online community that offers resources and support for young adults with learning difficulties	Free	www.friendsofquinn.com

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	<i>Reading and Writing Australian Dyslexia Association</i>	External	Assistance for people with dyslexia	Free	Dyslexia.association@gmail.com
Regional Support Qld Toowoomba					
Youth	<i>Hope for our Children</i>	External	Backpacks for at risk or removed children; therapy dogs, Fostering Families Playgroup	Free	07 4638 5768
Counselling	<i>Lifeline</i>	External	Personal counselling for individuals, couples and families. Programs include Positive Relationships, Gambling Help and financial counselling. Assistance with food, clothes and other necessities.	Free	1800 975 252 24/7 131 114
Counselling	<i>Salvation Army</i>	External	Financial, Emotional and Material assistance for those in need.	Free	07 4632 7206
Youth Services (under 18)					
Counselling	<i>Bravehearts</i>	External	Counselling and support to those affected by child sexual abuse	Free	1800 272 831
Family Support	<i>Brisbane Youth Service</i>	External	Crisis and Immediate Support; Housing; Health; Young Women; Family support	Free	07 3620 24400 https://brisyouth.org/

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Mental Health	<i>Headspace</i>	External	Telephone and online mental health support to 12-25 year olds, and their families.	Free	1800 650 890
Youth	<i>Kids Helpline</i>	External	Practical and emotional support for children and young people.	Free	1800 551 800 https://kidshelpline.com.au/get-help/webchat-counselling
LGBTQIA+	<i>LGBTQIA+ Youth Groups</i>	External	Social, peer support and youth groups or services for lesbian, gay, bisexual, transgender, intersex, or queer young people and teens.	Free	https://www.minus18.org.au/
Women	<i>Young Mothers for Young Women</i>	External	Assisting young pregnant and parenting women.	Free	07 3029 7000
Social Support	<i>Youth Advocacy Centre</i>	External	Confidential legal and social support services for young people.	Free	https://yac.net.au/ 07 3356 1002