

## LIST OF STUDENT SUPPORT SERVICES (2018)

Type of Service	Service Provider	Internal or External	Description	Cost	Contact Number
<b>Counselling Services and Crisis Support</b>	<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
<b>Financial Support</b>	<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
<b>Gambling Support</b>					
<b>Accommodation Support</b>	<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
	<i>Queensland Department of Public Housing</i>	External	Government department which manages public housing and crisis accommodation.	Free	13 74 68
<b>Domestic Violence Support</b>	<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
<b>Mental Health</b>	<i>Grow – Mental Wellness Programs</i>	External	Support groups and programs run in numerous locations across Queensland.	Free	07 3394 4344
	<i>SANE Helpline</i>	External	Information, advice and referral for mental illness. Operates Mon – Fri 10.00am until 10.00pm.	Free	1800 187 263
<b>Youth Services</b>	<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>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
<b>Parents Support</b>	<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 30 1300
<b>Aboriginal and Torres Strait Islander</b>	<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>Relationships Australia</i>	External	Provides counselling and support services to persons of Aboriginal and Torres Strait Islander background.	Free	1300 364 277
<b>Centrelink</b>	<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

<b>Language/Literacy/Numeracy</b>	<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
<b>Interpreter Services</b>	<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.	charge incurred – speak to a career Keys' staff member to organise the session	131 450