

## VPS27 STUDENT SUPPORT SERVICE POLICY AND PROCEDURE

### Abbreviations:

<b>ATMC (The Company)</b>	Australian Technical and Management College
<b>CEO</b>	Chief Executive Officer
<b>ESOS</b>	Education Services for Overseas Students
<b>SSM</b>	Student Support Manager

### Policy

#### 1 Purpose

- 1.1 The purpose of this Policy and Procedure is to provide a framework, and reflecting underpinning principles, that ensures ATMC provides effective, and appropriate levels of, student support.

#### 2 Scope

This Policy and Procedure applies to students, staff and members of ATMC decision-making bodies.

#### 3 Principles

- 3.1 Effective student support is a key enabler of students' academic success and achievement of learning outcomes, mitigates academic risk, and contributes to delivering equitable opportunities across the student cohort,
- 3.2 Effective student support underpins a safe study environment and contributes to the health, safety and wellbeing of students,
- 3.3 The structure of student support reflects the characteristics of the student cohort, considering trends and changes in the student cohort and reflecting the needs of particular groups in areas such as cultural transition, health, English language support, disability and wellbeing,
- 3.4 Student support services are resourced to ensure that students needing support can access support of an appropriate quality.
- 3.5 ATMC will:
- 3.5.1 Provide sufficient student support personnel for the number of students enrolled.
- 3.5.2 Provide student support officers at each campus to direct or arrange appropriate student support services.
- 3.5.3 Provide appropriate and well-informed support services including study and learning advice and help, language assistance, help with meeting and dealing with course requirements, attendance, and welfare issues.
- 3.5.4 Maintain and deliver up-to-date and correct information for students relating to support services; study issues; emergency, legal and health services; and facilities and resources.

- 3.5.5 Make accessible to students information on institutional complaints and appeals procedures.
  - 3.5.6 Regularly review and deliver a comprehensive orientation program that includes all of the above as well as information on course progress, attendance and visa conditions (applicable only to International students).
  - 3.5.7 Provide welfare-related support services at no cost to the students including referrals to any additional services.
  - 3.5.8 Ensure staff who interact directly with students are aware of ATMC's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations
- 3.6 Orientation and Transition Support
- 3.6.1 All students go through an Orientation Program during their first week at ATMC.
    - 3.6.1.1 The Orientation program involves familiarisation with the campus, facilities and living and studying in the state where they are enrolled to study.

## 4 Policy Statements

- 4.1 Academic Success, Equity and Wellbeing
  - 4.1.1 ATMC is committed to the equitable delivery of high-quality courses which all students may actively engage in, in order to achieve relevant learning outcomes at both the course and unit level, and through which students may progress in a timely manner to completion.
  - 4.1.2 ATMC acknowledges that honouring this commitment requires the resourcing and deployment of a system of student support within the institution which mitigates key risk factors that may impede engagement, equitable access, and achievement of learning outcomes, timely completion, and academic success.
  - 4.1.3 The risk factors managed through ATMC's system of student support are varying, often intersecting, characteristics of the student cohort. These include but are not limited to:
    - 4.1.3.1 Students who are employed,
    - 4.1.3.2 Students with young children,
    - 4.1.3.3 Students with carer responsibilities,
    - 4.1.3.4 Students with health difficulties,
    - 4.1.3.5 Students with financial difficulties,
    - 4.1.3.6 Students from culturally and linguistically diverse backgrounds,
    - 4.1.3.7 Students experiencing personal crises,
    - 4.1.3.8 Students experiencing discrimination,
    - 4.1.3.9 Students who are sexually or gender diverse,

- 4.1.3.10 Students from traditionally under-represented groups in higher education, such as Aboriginal and Torres Strait Islander peoples, students with a disability, first in family engaged in tertiary studies, students from remote and regional areas, student from low socio-economic backgrounds,
  - 4.1.3.11 Students requiring assistance with language, literacy or numeracy, and
  - 4.1.3.12 Students with a disability or special learning need who require additional learning support.
  - 4.1.4 ATMC has in place as system of student support which is informed by regularly updated knowledge of its student cohort, proactively and clearly communicated to current and impending students, delivered by capable staff, regularly reviewed and continuously improved, and supplemented by external sources of support it identifies and communicates to students.
- 4.2 Communication and Information
- 4.2.1 Clear, comprehensive, accurate and easily accessible information regarding the range of student support services provided by ATMC, and accessible from external sources, is published on the website, in the Student Handbook and in pre-commencement information, including pre-arrival information for international students. This information will include comprehensive details for accessing student support services, including contact details.
  - 4.2.2 Information provided in written and online form is also provided in ATMC's orientation program for commencing students, in particular for international students. The orientation program is easily accessible for all commencing students, and will include detailed information on the range of services available, details for accessing services and relevant contact details.
  - 4.2.3 Information provided in written and online form is regularly and proactively reviewed to ensure accuracy and currency. Inaccuracies are immediately corrected, and changes to ATMC's system of student support are immediately reflected in texts and presentations.
  - 4.2.4 Ongoing monitoring of the external environment, including of regulatory and legislative changes, ensure currency of information.
- 4.3 Staff Capabilities, Training and Resourcing
- 4.3.1 Effective student support requires that staff providing support services or providing advice regarding access to support services have the appropriate and current knowledge and skills as well as a clear understanding of their responsibilities and accountabilities.
  - 4.3.2 ATMC ensures that those of its staff who have these responsibilities have the requisite knowledge, skills and understanding. In particular, ATMC ensures that their staffs that interact directly with overseas students are aware of their obligations under the National Code of Practice for Providers of Education and Training to Overseas Students (ESOS) 2018 and the implications for the support of overseas students arising from these obligations.

- 4.3.3 In order to ensure that staff providing support services or providing advice regarding access to support services have the requisite knowledge skills and understanding, ATMC provides staff induction with appropriate content and clear role statements indicating responsibilities and accountabilities. ATMC also ensures that currency is maintained through professional development activities, including refreshing awareness of ESOS obligations.
- 4.3.4 ATMC acknowledges that there are limits to the kinds and levels of student support that it can offer directly. Consequently, ATMC has identified relevant and current external sources of student support.
- 4.4 Review and Improvement
- 4.4.1 In providing student support services, ATMC may uncover systemic, as well as particular, issues which it must address as a preventive measure.
- 4.4.1.1 Staff should, therefore, be both attentive and reflective in their consideration of interactions with students in need of support, statements made, and perspectives offered; looking beyond the particulars of a case to more general implications.
- 4.4.1.2 Thus, the system of student support is a component of ATMC's commitment to continuous improvement in its operations and provision of services and in building a culture that supports this.
- 4.4.2 More broadly, the system of student support is regularly reviewed, including through the use of external experts and consultation with, and feedback from, students and staff and those who have been involved.
- 4.4.3 Deficiencies identified in such reviews are expeditiously remedied and opportunities for improvement are pursued where feasible.

## 5 Student Engagement prior to Enrolment

- 5.1 Prior to ATMC accepting a student, or an intending student, for enrolment in a course, ATMC will provide, in print or through referral to an electronic copy, current and accurate information regarding the following:
- 5.1.1 The requirements for acceptance into a course;
- 5.1.2 The minimum level of English language proficiency;
- 5.1.3 Educational qualifications or work experience required and whether course credit or RPL may be applicable;
- 5.1.4 The course content and duration, qualification offered if applicable, modes of study and assessment methods;
- 5.1.5 Campus locations and a general description of facilities, equipment, and learning and library resources available to students;

- 5.1.6 Details of any arrangements with another registered provider, person or business to provide the course or part of the course;
  - 5.1.7 Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies;
  - 5.1.8 Information about the grounds on which the student's enrolment may be deferred, suspended or cancelled;
  - 5.1.9 A description of the ESOS framework made available electronically by DET; and
  - 5.1.10 Relevant information on living in Australia, including indicative costs of living; and relevant accommodation options.
- 5.2 Arrival in Australia
- 5.2.1 ATMC can arrange for students to be met at the airport and taken to their accommodation. Applicants are asked to indicate the need of this service when submitting the application form.
- 5.3 Orientation and Transition Support
- 5.3.1 Orientation is provided to all commencing students, and required for international students, is a foundational component in ATMC's system of proactive student support. The orientation program is accessible, age and culturally appropriate, and provides all students with key information about, but not limited to:
    - 5.3.1.1 Facilities and resources,
    - 5.3.1.2 Rules and expectations,
    - 5.3.1.3 Attendance requirements and requirements regarding course progression,
    - 5.3.1.4 Learning support and English language support,
    - 5.3.1.5 Support services available from the ATMC or otherwise easily and affordably accessible from external sources,
    - 5.3.1.6 Complaints and appeals processes,
    - 5.3.1.7 Legal services,
    - 5.3.1.8 Matters to do with safety and wellbeing; including sexual assault and sexual harassment,
    - 5.3.1.9 Emergency and health services,
    - 5.3.1.10 Details of where to find important information.

- 5.3.2 For international students, the orientation provides information regarding:
  - 5.3.1.1 Services providing information on employment rights and conditions,
  - 5.3.1.2 Resolution of workplace issues, including through the fair work ombudsman,
  - 5.3.1.3 Services providing assistance with general or personal circumstances adversely affecting their education,
  - 5.3.1.4 Services providing assistance to international students in adjusting to study and life in Australia,
  - 5.3.1.5 Actions students can take to enhance their personal security and safety,
  - 5.3.1.6 How to seek assistance for, or report, any incident that significantly impacts their wellbeing,
  - 5.3.1.7 Social and cultural norms students need to be aware of while in Australia, and
  - 5.3.1.8 General information on safety and awareness relevant to life in Australia.
- 5.3.2 For international students, the orientation program must be available for late arrivals and to students who are not commencing with ATMC at the beginning of a course.
- 5.3.3 Information presented in the orientation program must be provided on the website, in the Student Handbook, and in the “Support Course” module in Moodle so that it may easily be revisited by students seeking that information and so that it might be accessed by students before they accept an offer of admission.
- 5.3.4 The orientation program is complemented by workshops held in Orientation week designed to assist students with the transition to higher education study and campus life.
- 5.4 Student Handbook
  - 5.4.1 All students are directed to the availability of a copy of the Student Handbook during their orientation at ATMC.
  - 5.4.2 It contains information on:
    - 5.4.2.1 Services, facilities and resources available to students,
    - 5.4.2.2 Visa requirements for international students,
    - 5.4.2.3 Relevant policies and procedures such as attendance and progress policy and Suspension of studies,
    - 5.4.2.4 Other relevant information in assisting students to adjust to life & study in Australia.

## 6 Student Support Services

- 6.3 This Initial points of contact for students to the ATMC Student Services team:
  - 6.3.1 Student support services are open daily from 9.00am – 5.30 pm Monday to Saturday. Reception at the administration office is opened from 9am to 5.30pm Monday to Saturday.

- 6.3.2 Students are free to approach any ATMC staff member for any help or make general enquiries, for example: directions, public transport and other day to day needs, banking, access to other services.
- 6.3.3 The initial point of contact for students is the Student Support Officer who has access to up to date details of ATMC's support services.
- 6.3.4 Student Support Officers/Manager is highlighted during Orientation and information can be found in the student handbook.
- 6.4 All other staff members are also available to support students at all times.
- 6.5 Academic, Language and Learning Support
  - 6.5.1 ATMC provides students with academic support and with English language and Learning support, which includes, among other things:
    - 6.5.1.1 Study advice,
    - 6.5.1.2 Additional tutorials,
    - 6.5.1.3 Study and assessment skills, access to study groups,
    - 6.5.1.4 Literacy and numeracy skills,
    - 6.5.1.5 Information and communications technology skills, advice on academic integrity,
    - 6.5.1.6 Referencing techniques, and
  - 6.5.2 Academic support is the responsibility of the Trainers.
  - 6.5.3 Students are advised to approach their Trainers, Course Coordinator, the Student Support Officers or Student Support Manager if they need assistance in meeting course requirements.
  - 6.5.4 Teaching staff regularly remind students of the availability of English Language and academic support.
  - 6.5.5 Teaching, or other staff, who become aware of a student's need for English Language support or academic support proactively and sensitively encourage the student to seek support, including in feedback on assessment items.
  - 6.5.6 The Student Support Officer and Student Support Manager can assist students with the following:
    - 6.5.6.1 Study Skills,
    - 6.5.6.2 Timetables,
    - 6.5.6.3 Learning Support Strategies,
    - 6.5.6.4 Any other academic issues.
  - 6.5.7 Students newly arrived in Australia, whether as permanent residents or international students may experience issues relating to language.

- 6.5.7.1 Domestic students typically undertaking Certificate I or II qualifications or units may in addition, experience difficulties with Literacy and/or Numeracy.
- 6.5.7.2 If any member of staff, suspects issues here, they should discuss with the relevant coordinator of the course and the Course Coordinator/VET Manager with a view of early intervention.
- 6.5.7.3 Failure to support a student in this area can lead to a student beginning to fail or not attend classes.
- 6.5.7.4 Dependent upon the needs, an intervention strategy should be put in place with the agreement of the student to aid and support them.
- 6.5.7.5 They may be some additional coaching, mentoring, pairing or attendance on English Language classes.
- 6.5.8 Whilst the Student Support Officer or Student Support Manager may lead any intervention plan, it should be agreed with the course coordinator and may also use the services of the English Department for additional support.
- 6.5.9 Student in Skills First Funding Contract program where computer-aided learning takes place during an industry or practical placement and involves the Eligible Individual student being temporarily located interstate or overseas for a defined period.
- 6.5.10 No more than 50% of the total scheduled hours applying to the Training Services in which the Eligible Individual is enrolled may be delivered online during this period.
- 6.6 Student Welfare Services
  - 6.6.1 ATMC has designated Student Support Officer and Student Support Manager to provide basic counselling services to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The table “Support Organisations” – Appendix 1, contains contact details of a non-exhaustive list of appropriate support organisations.
  - 6.6.2 The Student Support Officer is available to students to help them access study support and welfare-related services such as;
    - 6.6.2.1 Legal Services,
    - 6.6.2.2 Accommodation,
    - 6.6.2.3 Emergency and Health Services,
    - 6.6.2.4 Facilities and Resources,
    - 6.6.2.5 Complaints and appeals processes, and
    - 6.6.2.6 Course progress and or attendance as appropriate.
  - 6.6.3 ATMC can refer students to external Counselling Service for various issues if necessary.
    - 6.6.3.1 Each case is dealt with on a case by case basis.
    - 6.6.3.2 There is no fee attached to the internal welfare support and referral service.



6.6.3.3 However any cost charged by the external service provider will be paid by students.

## **7 Counselling, Health and Mental Health Support**

- 7.1 ATMC is committed to the promoting the health, mental health and wellbeing of its students and accordingly provides expert, confidential counselling and health-related services, sometimes through referring students to external service providers.
- 7.2 Detailed and current information on the nature of the support provided and on how to access this support is provided on the website and in the Student Handbook.
- 7.3 Staff who become aware of a student's need for health, mental health or wellbeing support, proactively and sensitively encourage the student to seek support.
- 7.4 Where ATMC is unable to provide directly the kind or level of support required, it will refer the student free of charge to an affordable external service provider.

## **8 Special Needs**

- 8.1 Students with disability are encouraged to disclose the nature of their disability and their special needs during enrolment process through the Pre-training review.
- 8.2 Administration staff will then notify Student support manager and Course coordinator of the courses in which the students with disability are enrolled.
- 8.3 The student with disability will be documented in the training plan
- 8.4 The Student support Manager shall be responsible for:
  - 8.4.1 Academic counseling services for students with disabilities,
  - 8.4.2 The supervision and review of the progress of the students with disabilities,
  - 8.4.3 The development of teaching and assessment methods appropriate to students with disabilities.
- 8.5 The Course coordinator of the relevant course shall be responsible for:
  - 8.5.1 Monitoring the students with disability.
  - 8.5.2 Communicating with the Student support manager to facilitate appropriate teaching and assessment methods (where applicable).
  - 8.5.3 Assigning qualified trainer to assist and provide extra support to the students.
  - 8.5.4 Allocating suitable classroom for students who may have mobility issues.

## **9 Indigenous Students**

- 9.1 Any individual who in the application for enrolment answers "Yes" to the question: "Are you of Aboriginal or Torres Strait Islander origin?" may be referred to:
  - 9.1.1 The Victorian Aboriginal Education Association,
    - 9.1.1.1 Phone (03) 9480 0800,

9.1.1.2 Email [vaeai@vaeai.org.au](mailto:vaeai@vaeai.org.au),

9.1.1.3 Website [vaeai.org.au](http://vaeai.org.au), or

9.1.1.4 The Victorian Aboriginal Education Association may be consulted by ATMC when determining the most appropriate support strategies (if required) for students who answered "yes" to this question.

## 10 Contact Point for International Students

10.1 As required by the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 6), ATMC designates at least one (1) member of staff (the "Contact Officer") as the official point of contact for international students.

10.2 Accurate and complete information on how to contact the Contact Officer is easily accessible on the website and is available in the Student Handbook, in the "Support Course" module in Moodle, in pre-arrival information, and is provided in the orientation program.

10.3 The Contact Officer has access to accurate and complete information regarding ATMC's student support services, including those provided internally and those that may be delivered through external service providers.

## 11 Contact Points for all Students

11.1 All students are able to make an appointment to speak with appropriate Student Support staff about any non-academic issues regarding their studies, including about personal circumstances adversely impacting their study, or about their enrolment.

11.2 Accurate and complete information on how to contact Student Support staff is easily accessible on the website and is available in the Student Handbook and is provided in the orientation program.

11.3 Students should contact their trainers and assessors directly regarding academic issues.

## Procedure

### 12 Access to support services

12.1 All students will have unlimited access to our student support services by making initial contact with the Student Support Officer/Manager or Student Contact Officer (for details of the contact names and phone numbers, refer to student handbook).

12.2 Reception will keep a list of day to day information that might be needed by a newly arriving student such as local banks, doctors, telephone providers etc. This list should be continuously updated as information such as this loses its currency quickly.

12.3 Where the nature of the request is more than basic information or instructions on how to find something, then the student should speak to the Student Support Manager (SSM).

12.4 Where the service required to assist the student is beyond the scope of the SSM, then the SSM should offer to refer the student to an appropriate 3rd party service provider. The SSM is authorised to refer the student to any professional welfare assistance (Centrelink Social Workers, Legal Aid, etc) as they see fit. Refer to Appendix 1" for a list of contact details of appropriate support organisations.

- 12.5 Many third party support services provider are free, however some provider may charge consultation fees. The SSM will make it clear to the student that ATMC does not charge for their services and also does not pay for the third party services on behalf of the student.
- 12.6 The SSM must respond to all questions relating to the student's progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate.
- 12.7 The Student Support Officer/Manager will assist with accommodation or general welfare issues, through providing appropriate advice and direction. However Student Support Officer/Manager is NOT an accommodation agency and should not undertake this role, but refer students to external agencies. For further information, please refer to Student Handbook and refer to Appendix 1.

### **13 Recording of Support Services**

- 13.1 For internal support the Student Support Officer/Manager should ensure that a note covering the issue is recorded in "Student Communication Log". It may become important later to be able to trace the history of a developing issue.
- 13.2 A note should be made on the Student File (counselling form) that such information exists.
- 13.3 Any external referral should also be noted on the file and followed up with the student to ensure a satisfactory outcome.
- 13.4 The CEO shall ensure that the Student Support Services are reviewed in management meetings, and corrective actions are applied as appropriate.
- 13.5 ATMC may refer students to the following organisations for support, or alternatively, ATMC's staff may refer to these organisations when determining the best support strategies for students

### **14 Responsibilities**

- 14.1 VET Manager is responsible for:
- 14.1.1 Overseeing the operation of the system of student support and assigning requisite responsibilities and accountabilities, including designating the Contact Officer referred to in Clause 10 of this Policy and Procedure;
  - 14.1.2 Monitoring the performance and effectiveness of staff involved in providing student support services and related advice, and ensuring adequate induction programs and ongoing training for staff, including ESOS obligations; and
  - 14.1.3 Ensuring that in the budget process adequate resources are provided for student support services.
  - 14.1.4 Is responsible for implementation of this policy and ensure that staff and students are aware of its application and that the Student Support Coordinator and/or Operations Manager will execute its procedures.

## 14.2 Staffs are responsible for:

- 14.2.1 Discharging the responsibilities of their role in relation to student support services; and
- 14.2.2 Participating in inductions and undertaking professional development and training calibrated to their involvement in providing student support services and related advice, including ensuring a current understanding of their ESOS obligations.

## 14.3 Students are expected to:

- 14.3.1 Be aware of supports available and seek help where relevant, and
- 14.3.2 Undertake support that has been recommended as a result of risk identification and interventions.

### Definitions:

<b>Adjustment</b>	<p>A measure or action taken to assist a student with a disability to participate in education and training on the same basis as other students.</p> <p>An adjustment is reasonable if it achieves this purpose while taking into account the student's learning needs and balancing the interests of all parties affected</p>
<b>Disability</b>	<p>In the context of this policy and procedure is someone who has temporary or permanent disabilities; physical intellectual, sensory, neurological, learning or psychosocial disabilities, diseases or illnesses, physical disfigurement, medical conditions, or work-related injuries.</p>

### Legislation

- [Education Services for Overseas Students Act 2000](#)
- [National Code of Practice 2018](#) – Standard 6 (6.1.1, 6.1.8, 6.1.9, 6.2, 6.3, 6.4, 6.5, 6.6)
- [Standards for Registered Training Organisations \(RTO's\) 2015](#) – Standard 1 (1.3b, 1.7)

### Related Documents

- Assessment Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Completion within Expected Duration Policy and Procedure
- Course Progress Policy and Procedure (only applicable to overseas student)
- Critical Incidents Policy and Procedure
- Defer, Suspend or Cancel Policy and Procedure
- Fees and Refunds Policy and Procedure
- Academic Misconduct – Plagiarism and Cheating Policy and Procedure
- Student Code of Behaviour
- Students with Special Needs Policy and Procedure

## Version Control

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V1.0	September 2017	New Document	VET Manager	September 2019
V1.2	December 2019	Review, feedback and input and update of general information	VET Manager	December 2021
V1.3	June 2021	Review and format	Compliance Manager	June 2023
V1.4	March 2023	Review, update links, formatting and version control table	Compliance Manager	March 2025
<b>Organisation</b>	Australian Technical and Management College			
<b>Document Controller</b>	Compliance Manager			

## APPENDICES

### Appendix 1

Support Organisations	
<b>Alcoholics Anonymous</b>	<b>ARAFEMI (Association of Relatives and Friends of the Emotionally and Mentally Ill) – Carers Australia VIC</b>
Website: <a href="http://www.aa.org.au/">http://www.aa.org.au/</a> Telephone: Toll free 1300 222 222	Website: <a href="https://www.carersvictoria.org.au/contact-assets/mental-health-support/arafemi/">https://www.carersvictoria.org.au/contact-assets/mental-health-support/arafemi/</a> Telephone Helpline: 1300 550 265
<b>Beyond Blue</b>	<b>BrainLink</b>
Website: <a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a> Telephone: Toll free 1300 22 4636	Website: <a href="http://www.brainlink.org.au">www.brainlink.org.au</a> Email <a href="mailto:admin@www.brainlink.org.au">admin@www.brainlink.org.au</a> Toll free: 1800 677 579 Landline: 03 9845 2952
<b>Centre for Developmental Disability Health (CDDH) Victoria, Monash Health</b>	<b>Department of Families, Fairness and Housing State Government of Victoria</b>
Website: <a href="https://cddh.monashhealth.org/">https://cddh.monashhealth.org/</a> Email: <a href="mailto:cddh@monashhealth.org">cddh@monashhealth.org</a> Address: 67 Power Road, Doveton, Victoria, 3177 Telephone: (03) 9792 7888	Website: <a href="https://services.dffh.vic.gov.au/">https://services.dffh.vic.gov.au/</a> <b>Disability</b> Website: <a href="https://services.dffh.vic.gov.au/disability">https://services.dffh.vic.gov.au/disability</a> Telephone: 1300 475 170
<b>Domestic Violence Victoria</b>	<b>Dyslexia Melbourne</b>
Website: <a href="http://dvvic.org.au/">http://dvvic.org.au/</a> Email: <a href="mailto:admin@dvvic.org.au">admin@dvvic.org.au</a> Telephone: (03) 9921 0828	Website: <a href="https://dyslexiamelbourne.com/">https://dyslexiamelbourne.com/</a> Email: <a href="mailto:jayne@dyslexiamelbourne.com">jayne@dyslexiamelbourne.com</a> Telephone: +61 420 305 405
<b>Gambling help hotline</b>	<b>Headspace</b>
Website: <a href="https://www.gamblinghelponline.org.au/">https://www.gamblinghelponline.org.au/</a> Telephone: 1800 858 858	Website: <a href="https://headspace.org.au/">https://headspace.org.au/</a> Telephone: Headspace National Office: (03) 9027 0100
<b>Learning Difficulties Australia</b>	<b>Lifeline</b>
Website: <a href="https://ldaustralia.org/">https://ldaustralia.org/</a> Email: <a href="mailto:enquiries@ldaustralia.org">enquiries@ldaustralia.org</a> Telephone: 1300 756 206	Website: <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a> Telephone: 13 11 14 Telephone: Kids Helpline – 1800 55 1800
<b>Mental Health Foundation Australia</b>	<b>National LGBTI Health Alliance</b>
Website: <a href="https://www.mhfa.org.au/">https://www.mhfa.org.au/</a> Telephone: helpline: 1300 643 287	Website: <a href="http://lgbtihealth.org.au/">http://lgbtihealth.org.au/</a> Email: <a href="mailto:info@lgbtihealth.org.au">info@lgbtihealth.org.au</a> Telephone: (02) 8568 1123
<b>Q Life</b>	<b>SANE Helpline</b>
Website: <a href="https://qlife.org.au/">https://qlife.org.au/</a> Telephone: 1800 184 527	Website: <a href="https://www.sane.org/">https://www.sane.org/</a> Telephone: 1800 187 263
<b>Scope</b>	<b>St Vincent de Paul Society</b>
Website: <a href="https://www.scopeaust.org.au/">https://www.scopeaust.org.au/</a>	Website: <a href="https://www.vinnies.org.au/">https://www.vinnies.org.au/</a>

Support Organisations	
Telephone: 1300 472 673	Telephone: (03) 9895 5800
<b>The Salvation Army</b>	<b>Victorian Aboriginal Education Association</b>
Website: <a href="https://www.salvationarmy.org.au/">https://www.salvationarmy.org.au/</a> Telephone: (03) 8878 4500	Website: <a href="https://www.vaeai.org.au/">https://www.vaeai.org.au/</a> Email: <a href="https://www.vaeai.org.au/">https://www.vaeai.org.au/</a> Telephone: (03) 9481 0800
<b>VicDeaf</b>	<b>Vision Australia</b>
Website: <a href="https://www.deafvictoria.org.au/">https://www.deafvictoria.org.au/</a> Email: <a href="mailto:info@deafvictoria.org.au">info@deafvictoria.org.au</a> TTY (03) 9473 1199 Telephone: (03) 9473 1111	Website: <a href="https://www.visionaustralia.org/">https://www.visionaustralia.org/</a> Email: <a href="mailto:info@visionaustralia.org">info@visionaustralia.org</a> Telephone: 1300 84 74 66 International Callers: +612 9334 3200
<b>Yooralla Community Learning and Living Centre</b>	
Website: <a href="https://www.yooralla.com.au/services/">https://www.yooralla.com.au/services/</a> Email: <a href="mailto:yooralla@yooralla.com.au">yooralla@yooralla.com.au</a> Telephone: (03) 9666 4500 Telephone: TTY (03) 9916 5899	
Please note: this list is not exhaustive, and further research may be necessary to find the most appropriate support option.	