

EXTERNAL SUPPORT GROUPS

QCA recognises that students may have problems that do not directly concern the company but may impinge on their ability to achieve competencies. In this instance QCA will offer advice in referring students to appropriate external support groups for assistance:

EMERGENCIES

In an emergency, telephone 000 for:

Police;
Ambulance;
and/or Fire Brigade.

SUICIDE PREVENTION

Lifeline - <https://www.lifeline.org.au> - 13 11 14

Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services.

Beyond Blue - <https://www.beyondblue.org.au/> - 1300 224 636

Beyond Blue creates mentally healthy environments and supports people across Australia – whatever their age and wherever they live.

Suicide Call Back Service - <https://www.suicidecallbackservice.org.au/phone-and-online-counselling/> - 1300 659 467

The Suicide Call Back Service is a 24-hour, nationwide service that provides free telephone, video and online counselling.

ALCOHOL AND DRUGS

Alcoholics Anonymous Helpline - <http://www.aa.org.au/> - 1300 222 222

National Alcohol and Other Drug Hotline - <https://campaigns.health.gov.au/drughelp/what-services-are-there#national-alcohol-and-other-drug-hotline>
- 1800 250 015

Family Drug Support Australia - <http://www.fds.org.au/family-drug-support-australia> - 1300 368 186

Just Ask Us! - www.justaskus.org.au - (03) 8413 8413

NA – Narcotics Anonymous - <http://na.org.au> - 1300 652 820

Mobile Assistance Patrol (MAP) - <http://asg.org.au/mobile-assistance-patrol-map> - 0411 474 368

DOMESTIC VIOLENCE

Domestic Violence Crisis Line - 24-hours per day, 7 days per week service - 1800 800 098

National Sexual Assault, Domestic and Family Violence Counselling Service - <https://www.1800respect.org.au>
1800 737 732 (1800 RESPECT)

The National Domestic Violence Hotline - <http://www.thehotline.org/> - 1800 799 7233 (1800 799 SAFE)

A vital link to safety for women, men, children, and families affected by domestic violence - 24/7, 365 days a year.

GAMBLING

Gambling Help Online - <https://www.gamblinghelponline.org.au/> - 1800 858 858

HEALTH

Health Direct - <https://www.healthdirect.gov.au/> - 1800 022 222

Safe, practical health information (a free service supported by the Governments of Australia)

Food Poisoning - <https://www.healthdirect.gov.au/food-poisoning>

Food Complaints and Recalls - <http://www.foodstandards.gov.au/consumer/safety/complaints/pages/default.aspx>
(02) 6271 2222

POISONS INFORMATION LINE

Health Direct - Poisoning - <https://www.healthdirect.gov.au/poisoning> - 13 11 26

QUIT SMOKING

Australian Government – Department of Health - <http://www.quitnow.gov.au/> - 13 78 48

HOMELESSNESS

NSW Government - <https://www.facs.nsw.gov.au/view-contact?contact=1838208> - 1800 152 152

SA Government - <https://www.sa.gov.au/topics/housing/emergency-shelter-and-homelessness/accessing-services>
1800 003 308

MEN

MensLine Australia - <https://mensline.org.au/> - 1300 789 978

MensLine Australia is a telephone and online counselling service for men with family and relationship concerns

The National Domestic Violence Hotline - <http://www.thehotline.org/> - 1800 799 7233 (1800 799 SAFE)

A vital link to safety for women, men, children, and families affected by domestic violence - 24/7, 365 days a year.

SEXUAL ASSAULT

National Sexual Assault, Domestic and Family Violence Counselling Service - <https://www.1800respect.org.au>

1800 737 732 (1800 RESPECT)

VICTIM SUPPORT

New South Wales - <https://www.victimsservices.justice.nsw.gov.au/> - 1800 633 063 (Victims Access Line) or

1800 019 123 (Aboriginal Contact Line)

South Australia - <https://www.victimsa.org/> - 1800 842 846 (1800 VICTIM)

WOMEN

The National Domestic Violence Hotline - <http://www.thehotline.org/> - 1800 799 7233 (1800 799 SAFE)

A vital link to safety for women, men, children, and families affected by domestic violence - 24/7, 365 days a year.

National Sexual Assault, Domestic and Family Violence Counselling Service - <https://www.1800respect.org.au>

1800 737 732 (1800 RESPECT)

National Council for Single Mothers and their Children - <http://www.ncsmc.org.au/> - (08) 8354 3856

LANGUAGE, LITERACY AND NUMERACY SERVICES (LLN)

The Reading Writing Hotline - <http://readingwritinghotline.edu.au/> - 1300 655 506

Adult Migrant English Program - www.education.gov.au/adult-migrant-english-program-0 - 1300 566 046