

RESOURCE

D017/01 STUDENT SUPPORT LIST



| TYPE OF SERVICE | SERVICE PROVIDER | SERVICE DESCRIPTION | COST | CONTACT DETAILS |
|-------------------------|---|--|------|--|
| ACADEMIC SUPPORT | | | | |
| LLND | NITA Education, Support and Training Coordinator | Group, one-on-one, on-the-job, off-the-job, in class or study help with any language, literacy, numeracy and digital literacy concerns or needs. | Free | ARRNITATraining@nita.edu.au |
| LLN | Australian Dyslexia Association | Assistance for people with dyslexia | Free | dyslexiaassociation.org.au/contact-us |
| LLN | Reading and Writing Hotline | help with reading, writing or basic maths? We can give you information about: Courses, Teachers + Tutors, Websites + resources, Workbooks | Free | 1300 6 555 06 https://www.readingwritinghotline.edu.au/#contact_us |
| Training and Assessment | NITA Trainer and Assessors | Help with coordinating LLND (Language Literacy Numeracy and Digital) help, in class support, reasonable adjustments, class schedules, work skills | Free | ARRNITATraining@nita.edu.au |
| Training Contract Help | Apprentice Connect Australian Provider (ACAP) | For any enquiry about your Training Contract including employment conditions, contact AASN that arranged your Training Contract. GTNT Group | Free | GTNT Group 08 8980 0600 reception@gtntgroup.com.au |
| Study Resources | NT Department of Education and Darwin Languages Library | This guide contains a range of free useful resources that you can use for your school studies. It also provides information on a range of tools such as 'Google Scholar' and 'Trove' that you can use for free when doing research for school. | Free | https://ntschoools-dedlcl.libguides.com/students |

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| PERSONAL HEALTH AND SAFETY – EMERGENCY AND CRISIS | | | | |
| EMERGENCY ONLY Assistance | <i>Police Fire Ambulance</i> | Operates services for Emergency response | Free or fee for service | 000 |
| Crisis Support – Aboriginal Men | Brother to Brother | 24-hour Crisis line for Aboriginal Men. | Free | 1800 435 799 |
| Crisis Support – Aboriginal and Torres Strait Islander | 13 Yarn | For Aboriginal and Torres Strait Islander people who are going through a tough time and feel like having a yarn. | Free | 13 92 76 https://www.13yarn.org.au/ |
| Crisis Support | Beyond Blue | Crisis Support and assistance with depression related issues. Operates 24 hours a day, 7 days a week. | Free | 1300 224 636 |
| Crisis Support | Lifeline Australia | Crisis support and suicide prevention services. Operates 24 hours a day, 7 days a week. | Free | 13 11 14 |
| Security | Ayers Rock Resort Security Team | Local help with security matters. | Free | 0417 805 137 |
| Medical | Yulara Medical Centre | General Practice Service and Community Health Service | Bulk Billing and Fees | 08 8956 2286 Yulara.clinicmgr@nt.gov.au |
| Hospital | Alice Springs Hospital | Alice Springs Hospital is a public hospital that serves the Central Australia region. https://nt.gov.au/wellbeing/hospitals-health-services/alice-springs-hospital | Free or fee for service | 08 8951 7777 Ask for Crisis Assessment Triage Team, known as the CAT team. |
| Sexual Assault | Sexual Assault Referral Centre (SARC) Alice Springs | The Sexual Assault Resource Centre (SARC) is a free service located in Perth providing crisis services to people who have experienced a recent sexual assault (rape) in the last two weeks and counselling for sexual assault / abuse experienced recently or in the past. Services are available for people of all sexualities and gender identities aged 13 years and above. | Free | 08 8955 4500 |
| Suicidal Tendencies | Suicide Call Back Service | | Free | 1300 659 467 |

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| PERSONAL HEALTH AND SAFETY – NON-EMERGENCY | | | | |
| ARR | | | | |
| Social Emotional Wellbeing | Wellbeing Team | The Wellbeing Team offers a range of activities to promote social connection and wellness across the resort. If you are feeling isolated or homesick, join in community life. If you or your fellow trainees have experienced or witnessed a critical incident or stressful event, talking it out or debriefing may help find relief by understanding, processing and managing your own experiences and responses. | Free | 0448 656 621 wellbeing@voyages.com.au |
| Trainee Activities and Services | Ayers Rock Resort | There are lots of activities planned specifically for trainees, so get in touch with the Youth Worker or Residential Supervisors and find out what's on and coming up. These guys will also help you with finding the most appropriate support services if and when you need it. | Free | Youth Worker: 0476 660 443 Res Supervisors: 0418 982 513 |
| Counselling | Ayers Rock Resort | Free confidential professional counselling services on site at Ayers Rock Resort. | Free | 0448 656 621 wellbeing@voyages.com.au |
| Counselling | Employee Assistance Program | Free confidential professional services. For every individual, our lives are a combination of different activities, pressures and needs which can be difficult to balance. Sometimes, the things that make life strenuous or give us stress are big life events, but often it can be little things that creep up on us that seem to make everything very difficult to manage. Arming yourself with knowledge or information about how to manage those situations can help and if you need to talk, please get in touch. | Free | 1800 629 277 |

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| PERSONAL HEALTH AND SAFETY – NON-EMERGENCY | | | | |
| OUTSIDE ARR | | | | |
| Aboriginal and Torres Strait Islander Health Information | Health Info Net | Helping to close the gap by providing the evidence base to inform practice and policy in Aboriginal and Torres Strait Islander health | Free | https://healthinfolnet.ecu.edu.au/ |
| Aboriginal and Torres Strait Islander Local Health | Mutitjulu Community Health Service | n Aboriginal Community Controlled Health Organisation (ACCHO) established in 1973 to provide primary healthcare services to the residents in and around the community of Mutitjulu. MCHS is one of the remote health services of the Central Australian Aboriginal Congress. | Free | 08 8951 4400 Lot 15, Petermann Road, Mutitjulu |
| Aboriginal and Torres Strait Islander Wellbeing | Well Mob (Healing our Way) | Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People | Free | https://wellmob.org.au/ |
| Aboriginal and Torres Strait Islander Overall Wellbeing Resources | Medicare Mental Health | The section of the Medicare Mental Health website is specific to Aboriginal and Torres Strait Islander peoples. Medicare Mental Health can help you find digital mental health services from some of Australia's most trusted mental health organisations. Provided by the Australian Department of Health, Disability and Ageing, Medicare Mental Health brings together apps, online programs, online forums, and phone services, as well as a range of digital information resources. Whether you are trying to improve your own sense of wellbeing, looking for help with something that is bothering you, or helping someone you care about—Medicare Mental Health is a good place to start. | | https://www.headtohealth.gov.au/supporting-yourself/support-for/aboriginal-and-torres-strait-islander-peoples |
| Anxiety, Stress, Low Mood, Depression | Mindspot | A free telephone and online service for people with anxiety, <u>stress</u> , low mood or depression. It provides online assessment and treatment for anxiety and depression. MindSpot is not an emergency or instant response service. | Free | 1800 61 44 34 |
| Complex Mental Health | SANE Australia | Provides support to anyone in Australia affected by complex mental health issues, as well as their friends, family members and health professionals. | Free | 1800 18 7263 or chat online 10am – 10pm AEST (Mon – Fri) |

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| OUTSIDE ARR | | | | |
| Complex Trauma | Blue Knot Foundation Helpline | National Centre of Excellence for Complex Trauma. It provides support, education and resources for the families and communities of adult survivors of childhood trauma and abuse | Free | 1300 657 380 Monday – Sunday 9am – 5pm AEST helpline@blueknot.org.au |
| Connection | FriendLine | Supports anyone who's feeling lonely, needs to reconnect or just wants a chat. All conversations with FriendLine are anonymous. | Free | 1800 424 287 or chat online 7 days a week |
| Counselling – Men Specific | MensLine Australia | A professional telephone and online counselling service offering support to Australian men | Free | 1300 78 99 78 or chat online or video chat 24 hours/7 days a week |
| Counselling – Youth and Young Adult Specific | eheadspace | Provides free online and telephone support and counselling to young people 12 – 25 and their families and friends. | Free | 1800 650 890 or chat online 9am – 1am AEST 7 days a week |
| Disability Assistance | National Disability Services | Operates services for Australians with all types of disabilities\ | Free | 133 677 TTY/voice calls |
| Domestic Violence | 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 |
| Eating Disorders, Body Image | Butterfly Foundation | National Helpline is a free, confidential service that provides information, counselling and treatment referral for people with eating disorders, and body image and related issues | Free | 1800 33 4673 or chat online 8am-midnight AEST 7 days a week |
| Lesbian peer support | Q Life | Nationwide telephone and web-based services for lesbian peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships. | Free | 1800 184 527 3pm – 12am (midnight) AEST 7 days a week. |
| Mental Health | NT Mental Health Line | Information, advice and referral for mental illness. | Free | 1800 682 288 Mon – Fri 10.00am until 10.00pm. |
| Parental Help | 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 |

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| OUTSIDE ARR | | | | |
| Relationships – Aboriginal and Torres Strait Islander | Interrelate | Our Aboriginal Liaison Workers understand the specific cultural needs of Aboriginal and Torres Strait Islander people and will be there to support you on every step of your journey. | Local call cost Free | 1300 839 359 https://www.interrelate.org.au/programs-services/aboriginal-and-torres-strait-islander-peoples?gclid=CjwKCAjwqauVBhBGEiwAXOepkb25Ai_7QZBiDUVTRK-IEqi_6THSHpno5RZdK6v36PuSssdnhSvk_BoCQEQQA vD_BwE |
| Relationships | Relationships Australia | Relationships Australia works in a variety of ways to support respectful relationships across Australia. With three key pillars at the national level, we provide services and supports to all people, to enable sustainable respectful relationships. Broadly, Relationships Australia advocates and promotes the importance of respectful relationships with respect to positive individual mental health outcomes and general community outcomes. | Local call cost | 1300 364 277 |
| Self Help Tools | Reach Out | ReachOut.com helps under 25s with everyday questions through to tough times. Visit now to get the tools you need to make life easier. | Free | https://au.reachout.com/ |

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| OTHER | | | | |
| Aboriginal and Torres Strait Islander Government Information | Indigenous. Gov.AU | This website is designed to connect Aboriginal and Torres Strait Islander people with Australian Government policies and programs and raise awareness about the initiatives that affect them most. The site shares news and events as well as stories from individuals, communities and organisations across Australia. They are real stories about Aboriginal and Torres Strait Islander people, the challenges and opportunities facing them, and the successes and achievements being demonstrated every day. | Free | https://www.indigenous.gov.au/ |
| Financial Support | St Vincent de Paul Society | Financial support and able to provide food and clothing vouchers. Access to emergency relief funds. | Free | 1800 846 643 Operates Mon – Fri 8.30am to 4.30pm |
| Financial Support | The Salvation Army | Financial Support and emergency relief services. | Free | 1300 371 288 Operates Mon – Fri 9.00am to 5.00pm. |
| Job Provider | Various | They can assist you with travel, uniform including PPE | Free | Ask NITA team to assist if you don't know your Job Provider details. |
| Interpreter Services | Translating and Interpreting Services (TIS) | Government organisation that provides access to interpreters via the phone or pre-booking. | charges incurred by the trainee | 13 14 50 https://www.tisnational.gov.au/ |
| IT Support | ARR IT Helpdesk | If you are having trouble logging on to computers | Free | helpdesk@voyages.com.au |
| Tax Help | Australian Taxation Office Indigenous Helpline | To get help, phone the ATO Indigenous helpline including help at tax time. | Free | 13 10 30 |