

RESOURCE

D017/01b STUDENT SUPPORT LIST (MGCC)

TYPE OF SERVICE	SERVICE PROVIDER	SERVICE DESCRIPTION	COST	CONTACT DETAILS
ACADEMIC SUPPORT				
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	tarn.fisher@nita.edu.au erin.mccormack@nita.edu.au leota.munro-tom@nita.edu.au
Training Contract Help	Apprentice Connect Australian Provider (ACAP)	For any enquiry about your Training Contract including employment conditions, contact the ACAP that arranged your Training Contract. GTNT Group	Free	MEGT 13 69 63 megt.com.au/contact-us
Study Resources	QLD Department of Education	This Government website contains a range of links to free useful resources and activities that you can use for your school studies.	Free	https://education.qld.gov.au/curriculum/learning-at-home/learning-resources

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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
Medical	Apunipima Mossman George Primary Health Care Centre	The Mossman George Clinic is the only community controlled clinic on Cape York. The Mossman George Clinic offers a full range of comprehensive primary health care services including healthy lifestyle programs and tackling Indigenous smoking services. The Mossman George Primary Health Care Centre also services Mossman, Port Douglas, Daintree, and Wujal Wujal.	Free	(07) 4037 7380 4 Kankarr Street MOSSMAN GEORGE QLD 4873
Medical	PORT VILLAGE MEDICAL CENTRE	General Practice Service and Community Health Service OPENING HOURS: Monday to Friday: 8am to 5pm Saturday and Sunday: CLOSED	Bulk Billing and Fees	Shop 17, 11 Macrossan Street Port Douglas QLD 4877 Ph: (07) 4099 5043
Hospital	Mossman Multi-Purpose Health Service	Mossman Multi-Purpose Health Service is a Hospital that looks after the Douglas Shire Region	Free or fee for service	(07) 4084 1200

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PERSONAL HEALTH AND SAFETY – EMERGENCY AND CRISIS				
Sexual Assault	Cairns Sexual Health Service	CSAS services are free and confidential. They have strict guidelines to ensure your information is private and secure. Any records of your contact with us are kept indefinitely, and you can access your records by request. More information on accessing records, privacy and confidentiality is available by contacting the service, and given in your first session	Free	08 8955 4500
Suicidal Tendencies	Suicide Call Back Service		Free	1300 659 467

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PERSONAL HEALTH AND SAFETY – NON-EMERGENCY				
MGCC				
Social Emotional Wellbeing	Wellbeing Team	The Wellbeing Team offers a range of activities to promote social connection and wellness across Voyages. 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	0403 103 752
Trainee Matters and Residential enquires	NITA, MGC Residential Manager	Trainees can provide feedback to Residential Manager, raise concerns, have input on the NITA Program and seek assistance in Wellbeing plans and pathways to services	Free	Res Manager: 0403 103 752 07 4099 7050
Trainee Activities and Services	Mossman Gorge Cultural Centre	There are lots of activities planned specifically for trainees, so get in touch with the 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	Res Supervisors: 0437 840 686
Counselling	Apunipima Wellbeing Centre	Free confidential counselling services	Free	Rob J 0477 629 515
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 MGCC				
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://healthinfo.net.ecu.edu.au/
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.medicarementalhealth.gov.au/living-well/support-aboriginal-torres-strait-islander-people
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)
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

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PERSONAL HEALTH AND SAFETY – NON-EMERGENCY				
OUTSIDE MGCC				
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
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

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OUTSIDE MGCC				
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	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