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## Document Control

Document Title	P13 Student Support and Welfare Services Policy and Procedure (International students)
Policy Owner	CEO
Approved By	CEO
Approval Date	17 <sup>th</sup> February 2026
Effective Date	17th February 2026
Review Date	January 2027
Version	5.0

### 1. Purpose

The purpose of this policy is to ensure that Brighton Institute of Technology (BIT) provides appropriate academic and training support services to all VET students throughout their training and makes reasonable adjustments to accommodate students with disability. This supports equity, inclusion, course progress intervention, retention, and successful completion of training products

As per Standard 6.3 of the ESOS National code of practice 2018 BIT offers reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas students' place of study or the mode of study of the course, at no additional cost to the overseas student.

Brighton Institute of Technology (BIT) facilitates access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas students.

BIT has implemented and documented a policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

BIT aims to identify and respond to the learning needs of all students. Diverse student learning needs are addressed, and students are encouraged to express their views about their learning needs at all stages of their learning experience. All support services on-campus are free of charge. Some referred services external to the BIT may come at a charge determined by the provider of the service.

### 2. Scope

This policy applies to:

- All VET students enrolled or intending to enrol at BIT. The standard study period in this policy refers to the one study term as per the intake schedule.
- All staff involved in training delivery, assessment, support, and administration.
- Any third parties delivering services on behalf of BIT.

### 3. Definitions

- ASQA – Australian Skills Quality Authority.
- ESOS – Education Services for Overseas Students legislative framework.



- National Code – National Code of Practice for Providers of Education and Training to Overseas Students.
- RTO – Registered Training Organisation.

## 4. Policy Statement

BIT is committed to providing all VET students equitable access to training support services, academic staff, and learning resources throughout the student lifecycle to ensure timely academic assistance and to maximise participation and achievement. This policy supports RTO compliance with Outcome Standards 2.3 and 2.4 by ensuring equitable training access and reasonable adjustment

In order to foster an inclusive and equitable training environment BIT ensures:

- **All students have access to training support services** tailored to the individual needs of each student, including language, literacy, numeracy and digital literacy (LLND) support, study skills, and wellbeing referrals.
- **All students receive clear and timely communication** about how and when training support can be accessed, including consultation hours, digital platforms, referral options and any other queries raised by students.
- **All students get opportunities to disclose** any disability needs in a safe and confidential manner without any discrimination.
- **Reasonable adjustments implemented** that are purposeful and tailored to the identified disability needs while maintaining the integrity and requirements of the training product.
- Transparency in disclosing where adjustments are not possible due to regulatory or training product constraints as soon as practicable with documented justification.

Under Standard 8 of the National Code 2018 of Practice for Providers of Education and Training to Overseas Students 2018, Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

At BIT we understand and acknowledge that registered providers must:

- monitor the overseas student's course progress and attendance according to the requirements of their sector.
- identify and offer support to those at risk of not meeting course progress or attendance requirements.
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa.
- only deliver online learning following the online learning requirements for their sector.

This policy outlines the steps BIT will take to ensure adherence to the above. All students enrolled/willing to enrol with BIT are informed about the requirements to achieve satisfactory course progress and attendance requirements, where applicable before they begin a course. This is done by navigating the student through the website policies section.



At BIT we understand that the expected duration of study specified on the overseas student’s Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students Standard 8: Overseas Student Visa Requirements (CRICOS) registered duration for the course. This means that we will need to monitor the progress of overseas students to ensure they can complete the course within the expected duration specified on the CoE.

## 5. Responsibilities

CEO	Ensures a culture of equity and inclusion and approves policy.
Compliance Manager	Monitors adherence to this policy, maintenance of records and support continuous improvement.
Trainers and Assessors	Identify support needs, provide support, and implement reasonable adjustments.
Administration Staff	Facilitates disclosure process, coordinates services, and supports students with disabilities. Maintain documentation and records

## 6. Requirements

BIT will ensure that an age and culturally sensitive orientation programmed is delivered and will include information regarding:

- support services available to assist in the transition into life and study in Australia,
- legal services,
- English language and study assistance programs,
- emergency and health services,
- general information on safety and awareness relevant to life in Australia,
- facilities and resources,
- complaints and appeals processes, and
- information on visa conditions relating to course progress and attendance,
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia,
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

BIT will help students to access study support and welfare-related services.

A contact officer or officers are appointed as the official point of contact for students. The students will be informed about the contact officer on the day of the orientation.

Under the National Code 2018, the provider must clearly identify a member or members of staff as the international student contact officer. This member of staff will be the official point of contact and ensure there are adequate support personnel.



As per Standard 6.8 of National code 2018, BIT has its Critical Incident Policy and Procedure in place. This standard mandates that BIT have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, records of the incident and action taken.

BIT has sufficient student support personnel to meet the needs of the overseas students enrolled with the BIT. Every member of BIT Staff will execute the procedural aspects of this policy with specific matters dealt by specialised personnel.

Reasonable steps are taken to provide students with a safe environment on campus and it is advised to students and staff to take actions, which can enhance their personal security and safety. BIT ensures that its staff members who interact directly with overseas students are aware of the BIT's obligations under the ESOS framework and the potential implications for overseas students. BIT provides an opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are free of cost.

**BIT shall organise various student support as outlined below.**

## 7. Support Provided at BIT

### Orientation and Transition period

All students are required to participate in an age and culturally appropriate Orientation Session on their first day at BIT.

The Orientation Session involves:

- Welcoming presentation to Australia,
- Discussion of how study life works in Australia (Melbourne),
- Campus facilities etc.,
- Orientation to Melbourne and a tour of BIT campus,
- Details of the course, timetable, staff members contact details,
- Welfare and Academic issues,
- Details of other Student Services and Support available in International Student Handbook,
- Information provided about the first point of contact (contact officer) for student support,
- Information on other support available e.g., Legal, emergency and health services,
- Visa requirements,
- Student safety,
- Course progress and attendance requirements,
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia,
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman,

When a student completes orientation, they are asked to sign a student induction checklist, which is filed in the student's file.

In addition, students will be introduced to BIT staff and an overview of Student support will be provided. There are also plenty of opportunities to ask questions.

### Student Handbook



All students will be provided with the link to the BIT website. A copy of the International Student Handbook can be accessed from there. The Student Handbook provides information on:

- Student support services available to them
- Services, facilities and resources available to students
- Assessment
- Recognition to Prior Learning (RPL), Credit transfer
- Plagiarism and cheating
- Complaints and Appeals
- Student Code of Behaviour
- Maintaining contact details up to date
- Visa requirements for international students
- Policies and Procedures (Refund policy, Deferment, Suspension and Cancellation Policy, Complaints and Appeals policy etc.)
- Other relevant information in assisting students to adjust to life and study in Australia.

### First class orientation

At the commencement of a student's, first class the BIT Trainer and Assessor will explain in detail the following:

- Delivery structure
- WHS
- Facilities and equipment
- Assessment requirements
- Course Progress requirements
- Attendance requirements (For ELICOS courses)
- Questions

### Counselling

All students needing counselling, study skills assistance or practical help can make an appointment with Student Administration, at the Main Campus. An appointment can be made at reception or by emailing Student Administration at [info@bit.edu.au](mailto:info@bit.edu.au).

Personal Counselling Services will be organised where student is identified as in need of counselling and may take the form of advice or referral to other services. Personal counselling services are provided in accordance with the Institute's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

**For Medical service and support in the vicinity of main campus and other training locations, students may contact the following:**

**BIT Main Campus at William Street, Melbourne**



MYCLINIC MELBOURNE	Ground Floor, 91 William St Melbourne VIC 30000 Phone: (03) 9620 5299
COLLINS STREET MEDICAL CENTRE	Level 7 / 267 Collins Street Melbourne VIC 3000 Phone: (03) 8575 6900

**Reception Services**

- BIT has a Student Services team designated to support students. Reception is open daily from 8.30am – 5.00pm Monday to Friday.
- There will be at least one student support officer during weekend class hours.
- Students are free to approach any BIT 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, etc.
- Students requiring additional assistance will be referred to the appropriate Institute staff, e.g., Student Administrator, Compliance Manager, Trainers, Administration Officer, Chief Executive Officer, or to an appropriate external support provider if this is considered appropriate.
- There are also other staff members available to support students. Their contact details are available in the Student Handbook.

**Disability Support**

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student.

Institute will apply reasonable adjustment for student with disability. However reasonable adjustment applied must not be detrimental for the student to achieve course outcomes. Some of the BIT courses require appropriate level of physical fitness to enter its courses e.g., automotive course students may be required to do heavy lifting and manual handling. BIT will apply reasonable adjustments to the level it can.

**Critical Incidents**

As per Standard 6.8 of National code 2018, BIT has its Critical Incident Policy and Procedures in place. This standard mandates BIT to have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Critical incidents are not limited to, but could include:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse

Non-life-threatening events could still qualify as critical incidents.

**Immediate Action:** On receipt of information regarding a critical incident, Student administration will do following:

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- create for themselves a clear understanding of the known facts,
- contact the relevant emergency services by phoning 000 (life threatening) or appropriate emergency services number,
- contact the Translating and Interpreting Service by calling 131 450, if translators are required,
- Plan an immediate response ensuring that incident does not affect the students and employees and act swiftly to ensure safety of students and staff,
- contact Lifeline on 131 114, if counselling services are required,
- Liaison with doctors, hospital staff and other relevant professionals and Legal assistance if required,
- plan ongoing strategies.

Any action taken regarding a critical incident is recorded.

## Learning Support

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a learner's ability to settle into study. If your studies are being affected by these kinds of issues, please speak with your trainer or any of our staff members, so that we can assist. External counselling will be available for Students seeking further assistance.

We carefully monitor course progress to ensure Students do not fall behind course requirements.

Where a student has been identified as not attending consecutive classes and has not satisfactorily completed assessments, they will be contacted.

Intervention strategies are then put in place to assist Students to achieve the study goal they initially set out to attain. If learners are having any difficulties, they are advised that they should contact student services at the earliest opportunity so that support can be provided.

Students are advised that if they would like to get information on any of the following areas or issues, they can ask at reception or any BIT staff or trainer for assistance:

- Learning pathways and possible RPL opportunities
- Access and equity issues
- Language, Literacy, Numeracy and Digital (LLND) support
- Complaints and appeals
- Course progress and attendance
- Appeals /conflict resolution
- Provision for special learning needs
- Provision for special cultural and religious needs
- Emergency and health services
- Education and career counselling
- Assistance when applying for credit transfer and RPL
- Stress management
- Any other issues

Intervention strategies may include, but are not limited to:

- Academic skills support
- Additional English support
- Additional classes
- Increased monitoring
- Personal counselling
- Placement in a more appropriate class; and



- Reduction in course load
- Reviewing assessment strategies.

## Pre-training review and LLND support

- The pre-training review will be conducted prior to enrolment and a LLN and Digital test will be conducted prior to course commencement; this is to ensure that prospective students are placed into the correct course and to identify any LLND deficiencies.
- If a Trainer and Assessor identify students with LLND difficulties. they implement appropriate strategies to assist them with their learning and those students that require or request additional LL&N support are referred to BIT's English department or other professional organisations if required d e.g. AMEP English programs -<https://www.melbourneamep.com.au/> and The Australian Literacy and Numeracy Foundation-<https://alnf.org/what-we-do/> ( BIT will charge no fee for its services however Cost of buying additional resources from The Australian Literacy and Numeracy Foundation will be covered by the student)
- relevant employees are provided with the necessary training to ensure they have to skills required to manage with LL&N issues as they arise.
- The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy.

## Student Welfare Services

BIT has a designated Student Support Officer to provide a basic counselling service to all students. This service assists students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The student support officer is available to students to help them access study support and welfare-related services such as:

- **Legal Services** – BIT can refer a student who requires to Legal Aid Victoria (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice charged by legal practitioner.
- **Accommodation** – Accommodation advice is available to all international students from the point of application through to the completion of their course. BIT will provide up to date information on accommodation options and or providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- **Emergency and Health Services** – During orientation students are advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to talk with student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g., 000 and inform BIT as soon as appropriate. (More information is given in point 11).
- **Facilities and Resources** – At orientation students are given a guided tour of the campus and all BIT facilities. At this time, they will be told of all available resources.
- **Complaints and appeals processes** – The complaints and appeals policy and procedure is given in detail on the website [www.bit.edu.au](http://www.bit.edu.au) and can be made available from administration upon request.



- Any student visa conditions relating to course progress and or attendance as appropriate – Students are advised at orientation of their requirements to continue to meet their visa conditions.
- BIT can also refer students to external Counselling Service for various issues if necessary, however each issue is dealt with on a case-by-case basis. There is no fee attached to this welfare support and referral service. Two sessions are free while for rest of the sessions, students will pay any cost charged by the external services.

## 8. Procedures

### a. Identifying Training Support Needs

Training support needs are identified through a range of methods in accordance with Performance Indicators 2.3(b) and 2.4(a).

Disability disclosure is voluntary, private, and supports a tailored response, consistent with PI 2.4(a).

- Training support needs may be identified by Admissions Officers, Student Support Officers or Trainers and Assessors and Assessors through:
  - Pre-Enrolment Review
  - LLND assessment and support plan
  - Trainer observations during early study periods
  - Student-initiated requests via Academic Support Request Form
  - Academic progress monitoring.
- Where training support needs are identified, the Student Support Officers or Trainers and Assessors and Assessors schedule a Support Needs Meeting between the student and the Student Support Officers.
- The Student Support Officers discusses the training support needs and appropriate training support plan.
- The agreed upon Training Support is then documented in the Individual Support and Adjustment Plan (ISAP) and the Training Support Log.
- Students are invited (not required) to disclose disability:
  - During enrolment (via application form).
  - Anytime via a Disability Disclosure Form and a confidential discussion with Student Support Officers.
  - All disclosures are treated confidentially and in line with privacy laws.
  - When a disability is disclosed, a Support Needs Meeting is conducted by the Administration Officer with the student consent to identify required adjustments.
  - The Student Support Officers documents the support needs and the support to be provided in the Individual Support and Adjustment Plan (ISAP) to be saved in the student file and the Training Support Log.
  - Input may be requested from medical practitioners, allied health, or previous education providers if appropriate and agreed to by the student.

### b. Student Support Requests

- i. All requests for student support/welfare services can be made in person, by telephone or sending a mail or writing at the reception or with the student support officer.



- ii. Students can call at student services or reach out at reception or alternatively, they can fill up Student support form available at reception and website.
- iii. The contact officer will assign the responsibility to the nominated support officer.
- iv. The nominated support officer will address the request within 7 working days; contact the student and depending upon nature of request, student officer will either provide support or make an appointment to discuss the request for further information.
- v. If appointment is made support officer identifies the nature of request and support options are identified and provided.
- vi. Student support officer will keep contact with student and monitor the support provided until support need is closed.
- vii. In case of written request, the completed form is handed back to the student support officer. The student support officer lodges a corresponding entry into the 'student support services register.

### c. Reasonable Adjustments

- i. Based on the required support needs, reasonable adjustments may include:
  - Alternative assessment formats (e.g. oral instead of written)
  - Assistive technology or accessible formats
  - Extra time in assessments
  - Modified learning materials
  - Adjusted practical tasks (where competency requirements allow)
- ii. Adjustments are documented in an Individual Support and Adjustment Plan (ISAP) by the Student Administration
- iii. If an adjustment is deemed not reasonable (e.g. training package/ licensing constraint, compromises assessment integrity or workplace competency):
  - The rationale is documented.
  - The student is advised in writing of the reason, and alternatives are discussed.
  - A grievance process is available for students who wish to appeal.
- iv. The Trainers and Assessors implement the recommended adjustments with reference to:
  - Individual Support and Adjustment Plan (ISAP) and
  - Training Support Log

## 9. External Support Services

BIT ensures that students are informed about the external support services that are available for personal and study support in Australia.

### Arrival Assistance

Bit can provide students who need help with arrival assistance by informing and guiding them about the arrival assistance provided at Melbourne Airport. There is a Student's Welcome Desk at available at Melbourne airport, run by the government. It is open at key student arrival times and offers information, advice and a Welcome Pack when you arrive. For Welcome Desk opening hours, visit [studymelbourne.vic.gov.au](http://studymelbourne.vic.gov.au).



## Study Melbourne Student Centre (SMSC)

The SMSC offers a wide range of free support services and referrals for international students on health matters, general wellbeing, legal services, accommodation, financial management and safety issues. Interpreters are available on request. SMSC can assist students through personal difficulties by providing emotional and practical support that is sensitive to their circumstances. Support staff can be contacted via a 24-hour free phone line.

SMSC is located on 17 Hardware Lane in Melbourne CBD.

Opening hours: Monday-Friday 9:00am to 5:00pm, or visit <https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>

## Other external support services (Contact details)

Fire, ambulance, police (life-threatening emergencies): Ring 000

### Hospitals and Medical Issues:

The Alfred: (03) 9076 2000

Austin Hospital: (03) 9496 5000

Royal Children's Hospital: (03) 9345 5522

Royal Women's Hospital: (03) 8345 2000

Royal Melbourne Hospital: (03) 9342 7000

St Vincent's Hospital: (03) 9231 2211

Refer to [www.yellowpages.com.au](http://www.yellowpages.com.au) for services near you.

The National Translating and Interpreting Service: 131 450

Lifeline 24-hour Counselling Services: 131 114

### Solicitors/ Lawyer:

The Institute of Arbitrators & Mediators Australia: Free call 1800 651 650

Victoria Legal Aid: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

Study in Australia: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

Youth Central: [www.youthcentral.vic.gov.au](http://www.youthcentral.vic.gov.au)

### Places of Worship

Churches: [www.australianchurches.net](http://www.australianchurches.net)

Mosques: [www.living-in-melbourne.com/muslims-mosques-in-melbourne.html](http://www.living-in-melbourne.com/muslims-mosques-in-melbourne.html)

Temples Australia: [www.hindu council.com.au](http://www.hindu council.com.au)

### Other Support Services

The following support services are free. They can provide you with referrals to help you deal with the issue you are facing.

Lifeline: 13 11 14 (24-hour counselling service)

Men's line Australia: 1300 78 99 78

Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)



Direct Line (Drug and alcohol service): 1800 888 236

Crisis Help: 1800 627 727

Domestic Violence Resource Centre Victoria: 1800 737732 188 or 1800 Respect

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Accommodation Information (Homelessness Help Services): 1800 627 727

The Gambling Help Line: 1800 858 858

## 10. Monitoring and Review

Effectiveness will be monitored through:

- Internal audits
- ASQA audit preparation and review
- Student and stakeholder feedback
- Annual policy review cycle

## 11. Legislative and Regulatory Requirements

- Outcome 2 – VET Student Support, Division 2 – Training Support, Standard 2.3 and 2.4, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth).
- National code of practice for providers of education and training to overseas students 2018 (cth). Standard 10

## 12. Related Documents

- Application Form
- Pre Training Review Form
- LLND Assessment and Support Plan
- Individual Support and Adjustment Plan (ISAP)
- P3 Language Literacy and Numeracy Policy and Procedure
- P2 Pre Training Review Policy and Procedure
- P16 Access and Equity Policy and Procedure
- P9 Course monitoring policy and procedure
- Student Support Register

## 13. Version History

Version	Date	Changes	Approved By
5.0	30/03/2026	Changed layout, address and added more information	CEO



# BIT's STUDENT SUPPORT SERVICES BOOKLET

## Community and Support Services in Melbourne

Melbourne attracts students from all over the world to study at the many leading tertiary institutions in the city. Almost 55 per cent of students living and studying in the city are international students.

The agencies listed in this booklet offer many types of support. These include some free services (such as but not limited to cheap food, accommodation, as well as general counselling, health, drug and alcohol counselling, in addition to emergency and crisis services), plus legal advice.

### EMERGENCY SERVICES

#### **Fire Services dial 000**

Metropolitan Fire Brigade delivers fire and emergency management services. It also focuses on prevention programmes that improve community safety. For more information visit <http://www.mfb.vic.gov.au/>

#### **Police Services Dial 000**

Victoria Police provides a number of services to the public such as information about road accidents, property loss or damage and road safety. They are also committed in providing integrity and accountability to all sections of Victoria police, justice system and community.

For more information visit <http://www.police.vic.gov.au/>

#### **Ambulance Services Dial 000**

Ambulance services dial 000

Ambulance Victoria Mobile application service is currently available. This application is fun and interactive way to learn how to save lives. The various application will assist you in learning how to

- Identify and manage a medical emergency
- Call 000
- Recognise cardiac arrest and perform CPR
- Assist paramedics during emergency
- Party safety

The full cost ambulance treatment and transport applies to people who are not insured against the cost of ambulance services. Some insurance policies may include ambulance coverage more than one trip per year or full cover of air transport or non-emergency fees. For more information visit:

<http://www.ambulance.vic.gov.au/>

#### **Victorian State Emergency Services Dial 132 500**



This service notifies the community in specific region of a potential flood threat from a developing weather condition. It is generally issued in 24-26 hours before any folding and aims to give the community a heads up that folding is possible.

This service provides on the ground support during emergencies, from responding to natural disasters such as flood, storm, earthquake, tsunami and landslide, to road rescue, and supporting other emergency service organisations, in incident management roles such as finance, public information and warnings, intelligence gathering and media.

For more information visit <http://www.ses.vic.gov.au/>

Call 132 500 (Free Call) from anywhere in Victoria for flood, storm, tsunami and earthquake emergency. For life-threatening emergencies call Triple Zero (000).

Current emergency information is available by calling the Vic Emergency Hotline on 1800 226 226. At any time, warnings and advice are available by visiting the Vic Emergency website.

## **Health & Hospital Services**

### **St. Vincent Hospital Melbourne**

Vincent Hospital provides a range of services to medical, surgical, allied health, and medical as well as outpatient services. This hospital provides specialised services in maternity, gynaecology and neonatology and anaesthetics. This hospital provides both public and private services. WELL WOMENS CLINIC- This is part if hospital service. This service offers range of health information and education to women's cultural needs.

*41 Victoria Parade, Fitzroy, Victoria, 3065*

Ph: (03) 9231 2211

For more information visit:

<https://www.svhm.org.au/>

### **The Royal Melbourne Hospital (City Campus)**

The Royal Melbourne Hospital is internationally recognised as world leading research centre in different areas such as oncology, neurology, infectious diseases, cardiology, urology, plastic surgery and other areas. The hospital has allied health services which comprises of Clinical Nutrition, Music Therapy, occupational Therapy, Pastoral care, physiotherapy, prosthetics, orthotics, psychology, social work, transcultural and interpreter services.

*300 Grattan Street (corner of Royal Parade), Parkville, Victoria, 3050*

Ph: (03) 9342 7000

For more information visit:

<http://www.rmh.mh.org.au/>

### **The Alfred Hospital**

This one of the oldest well-known hospital in Melbourne offers range of specialist services state and as well as at National level in Australia. Alfred Hospital provides different Specialist services which include trauma emergency, cancer, blood diseases, cardiology, psychiatry and mental health services to meet the health needs of the people statewide.



## BRIGHTON INSTITUTE OF TECHNOLOGY

CRICOS Provider Code 02552G RTO No 21438

Level 5, 255 William Street, Melbourne, Victoria 3000 Australia.

Phone: +61 3 9642 1770 Email: [info@bit.edu.au](mailto:info@bit.edu.au) Website: [www.bit.edu.au](http://www.bit.edu.au)

55 Commercial Rd, Melbourne, Victoria, 3004

Ph: (03) 9076 2000

For more information visit:

<http://www.alfredhealth.org.au/>

### **Mercy Hospital for Women**

Based in Heidelberg, Victoria, Mercy Hospital for Women is a major public hospital and specialist referral centre with the medical, nursing, midwifery and allied health expertise to provide complex care for obstetric, neonatal and gynaecological needs.

163 Studley Road, Heidelberg, Victoria, 3084

Ph: (03) 8458 4444

For more information visit:

<https://health-services.mercyhealth.com.au/>

## **Support Services**

### **CASA House (Centre Against Sexual Assault)**

CASA offers counselling, advocacy, health, legal services for victims of sexual abuse. These services are free and confidential for victims and survivors of past and recent.

CASA House is a department of the Royal Women's Hospital in Melbourne, Victoria. It is a government funded organisation which provides services on a 24-hour basis. CASA House is committed to ensuring that the silence which surrounds sexual assault continues to be broken and that victim/survivors are provided with necessary support. Services are free and confidential and available to adult victims regardless of gender.

Level 3, 210 Lonsdale Street, Melbourne, 3000

Ph: (03) 9635 3600

E: [casa@thewomens.org.au](mailto:casa@thewomens.org.au)

For more information visit:

<http://www.casahouse.com.au/>

### **Sexual Assault Crisis Line (SACL)**

The Sexual Assault Crisis Line Victoria (SACL) is a state-wide, after-hours, confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault.

If you need a language interpreter, please call the telephone interpreter service on 131 450 and ask them to connect you to SACL on 1800 806 292.

Ph: 1800 806 292 (Free Call)

Police/emergency contact line: (03) 8345 3494

E: [SACLFeedback@thewomens.org.au](mailto:SACLFeedback@thewomens.org.au)

For more information visit:

<https://www.sacl.com.au/>



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Level 5, 255 William Street, Melbourne, Victoria 3000 Australia.

Phone: +61 3 9642 1770 Email: [info@bit.edu.au](mailto:info@bit.edu.au) Website: [www.bit.edu.au](http://www.bit.edu.au)

### Kids Helpline

This service is Australia only free, private and confidential telephone service. A safe place for children and young adolescents to hang out, play games and have fun. It is a 24-Hour Telephone and Online Counselling Service for children and young adolescents aged between 5 and 25 years.

Ph: 1800 55 1800

For more information visit:

<https://kidshelpline.com.au/>

### International Student OSHC World Care

As an International Student, it is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to out of hospital and in hospital medical services to help you maintain your health. Peace of mind - accidents and illness do happen, with Allianz Global Assistance you are covered! You can choose to have your overseas student health cover (OSHC) with another Australian provider; however, you need to arrange this cover yourself.

You can access interpreting services for the following languages: Hindi, Thai, Chinese, Filipino.

Ph: 1800 814 781 (24-hour Free Helpline) or 13 67 42 (General Enquiries OSHC)

For more information visit:

<https://www.oshcallianzassistance.com.au/>

or

<http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1>

### International Student Support Service: Study Melbourne

Visit Study Melbourne Student Centre between 9am to 5pm, Monday to Friday to access free support, information and contacts to help you enjoy living and studying in Victoria.

Services provided by Study Melbourne Student Centre includes crisis intervention and support in emergency situations. They provide information about accommodation, legal services, health services, other specialist services to all international students living in Melbourne.

*599 Little Bourke Street, Melbourne, 3000*

**Phone:** 1800 056 449 (Free Call)

**E:** [studymelbourne@ecodev.vic.gov.au](mailto:studymelbourne@ecodev.vic.gov.au)

For more information visit:

<https://www.studymelbourne.vic.gov.au/>

### International Students: City of Melbourne

Students from all over the world come to Melbourne to study. The City of Melbourne provides a range of services, advice and support for international students.

*120 Swanston Street, Melbourne, 3000*

Ph: (03) 9658 9658 (7:30am to 6:00pm Monday to Friday)



For more information visit:

<https://www.melbourne.vic.gov.au/community/health-support-services/for-young-people/international-students/Pages/international-students.aspx>

### **Federation of Indian Associations of Victoria**

The FIAV's goal was to serve as an umbrella organisation for all the Indian community organisations in Victoria bringing together all the individual organisations as a unified body in order to strengthen the community and provide improved services to the Indian origin population in Victoria.

*3/85 Foster Street, Dandenong, Melbourne, 3175*

Ph: 0400 226 793 (Dr Sharad Gupta - President)

E: [president@fiav.asn.au](mailto:president@fiav.asn.au)

For more information visit:

<https://fiav.org.au/>

### **Overseas Students Ombudsman**

The Overseas Students Ombudsman can investigate complaints about problems that intending, current or former overseas students have with private schools, colleges and universities (education providers) in Australia.

*Level 6, 34 Queen Street, Melbourne, Victoria, 3000*

Ph: 1300 362 072 (Calls from mobile phones at mobile phone rates)

For more information visit:

<http://www.ombudsman.gov.au/about/overseas-students>

### **Corrections, Prisons & Parole**

The CPP provides information; advice and referral to help victims manage and recover from the effects of crime. The service also manages the victims Register, links to all services for Victims of crime Victoria and represents victims of criminal justice system.

Ph: (03) 8684 6600 (Corrections Victoria – General Enquiries)

For more information visit:

<http://www.corrections.vic.gov.au/>

### **Victims of Crime Helpline**

The Victorian Government's Victims of Crime Helpline offers information, advice and support for you and your family. Contacting the helpline is the first step to get free services to help you manage the effects of crime.

Ph: 1800 819 817 (Free Call) or 0427 767 891 (Text Only)

E: [vs@justice.vic.gov.au](mailto:vs@justice.vic.gov.au)

For more information visit:

<https://www.victimsofcrime.vic.gov.au/>



### **Victorian Poisons Information Centre**

The VPIC aims to ensure that anyone who believes that they have been poisoned, receives the most effective treatment promptly, and prevent unnecessary visits to doctors and hospitals.

Ph: 13 11 26 (24-hours a day, 7 days a week)

For more information visit:

<http://www.austin.org.au/poisons>

### **WorkSafe Victoria**

WorkSafe Victoria plays a critical role in the lives of Victorian employers and workers, as well as the general public - as the state's health and safety regulator and as the manager of Victoria's workers compensation scheme. In both capacities, employers and workers are at the heart of their service. Their aim is to keep all workplaces healthy and safe, and to deliver high quality care and treatment when workers are injured.

Ph: 1800 136 089 (Advisory Service) or 13 23 60 (24/7 Emergencies)

For more information visit:

<https://www.worksafe.vic.gov.au/>

### **Victorian Ombudsman**

The Ombudsman investigates complaints about the conduct or behaviour of Victorian Government Departments and Agencies staff. The Ombudsman is independent and impartial and provides a free service only. They will not review a decision made by these Departments or Agencies.

*Level 2, 570 Bourke Street, Melbourne, VIC, 3000*

Ph: (03) 9613 6222 or 131 450 (Telephone Interpreter)

For more information visit:

<https://www.ombudsman.vic.gov.au/>

## **Mental Health Services**

### **Beyond Blue – National Depression Initiative**

Beyond Blue provides mental health services to all people men, women, youth, older people, multicultural people including gay and lesbian people and does research in different areas in collaboration with Universities and the Department of Health Services (DHS). They support people with depression and anxiety related problems, including suicide prevention.

Ph: 1300 224 636 (24 hours /7 days a week)

E: [bb@beyondblue.org.au](mailto:bb@beyondblue.org.au)

For more information visit:

<https://www.beyondblue.org.au>

### **Lifeline**



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Lifeline 24-hour counselling services is available for anyone, anytime, anywhere in Australia. Their services include Relationship and family services, mental health services, coping with grief and loss, change in traumatic expenses. They also provide counselling on abuse and violence, disability illness, suicide prevention and support. This service includes crisis support chat online from 7pm to midnight (Sydney time) 7 days a week.

- Suicidal thoughts or attempts
- Personal crisis
- Anxiety
- Depression
- Loneliness
- Abuse and trauma
- Stresses from work, family or society
- Self-help information for friends and family

Ph: 13 11 14 (24 hours)

For more information visit:

<https://www.lifeline.org.au/>

### Headspace

Headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25-year-olds (free service), along with assistance in promoting young peoples' wellbeing. This covers four core areas: mental health, physical health, work and study support and alcohol and other drug services.

*Level 1, Victoria Park (Social Club Building), Cnr Lulie & Abbott Streets, Abbotsford, Victoria, 3067*

Ph: (03) 9417 0150 (Collingwood) or (03) 9027 0100 (National Office)

E: [reception@collingwoodheadspace.org.au](mailto:reception@collingwoodheadspace.org.au)

For more information visit:

<https://headspace.org.au/>

### SANE Australia

SANE Helpline is a mental health information and referral service.

Ph: 1800 187 263 (9am – 5pm, Monday to Friday)

E: [helpline@sane.org](mailto:helpline@sane.org) or [info@sane.org](mailto:info@sane.org)

For more information visit:

<https://www.sane.org/>

### Suicide Line

Suicide Line is a 24 hour/7 days a week telephone counselling service offering professional support to people at risk of suicide, people concerned about someone else's risk of suicide, and people bereaved



by suicide. This service is designed for people over fifteen (15) years of age.

Ph: 1300 651 251 (24 hours)

For more information visit:

[www.suicideline.org.au](http://www.suicideline.org.au)

### **Mens Line Australia**

Mens Line Australia professional counsellors are experts in men's health, anger management, family violence (using and experiencing), substance abuse, healthy relationships and integrated wellbeing.

Ph: 1300 78 99 78 (24-hours)

For more information visit:

[www.mensline.org.au](http://www.mensline.org.au)

### **Reconnexion**

Reconnexion supports the pathway to well-being for people experiencing tranquilliser dependency, panic, anxiety or depression.

*1939 Malvern Road, Malvern East, Victoria, 3145*

Ph: 1300 273 266 or (03) 9809 8200

E: [info@reconnexion.org.au](mailto:info@reconnexion.org.au)

For more information visit:

<http://www.reconnexion.org.au>

## **Community Services**

### **1800 Respect (For women only)**

1800RESPECT is the national sexual assault, domestic and family violence counselling service. It is a free and confidential service.

Ph: 1800 737 732 (24-hours / 7 days a week)

For more information visit:

<https://www.1800respect.org.au/>

### **Alcoholics Anonymous Australia**

Having trouble with alcohol? Does your drinking worry you? Is it causing you to get into unpleasant or dangerous situations? Are family members complaining about your drinking?

If you are looking for help with a drinking problem, Alcoholics Anonymous runs weekly meetings across Melbourne.

*46 Porter Street, Prahran, Melbourne, 3181*

Ph: (03) 9529 5948 (24-hour) or 1300 222 222 (National Helpline)

E: [info@aamelbourne.org.au](mailto:info@aamelbourne.org.au)

For more information visit:



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<https://aa.org.au/meetings/find-meetings/>

### **Gamblers Help Line**

This organisation provides support for gamblers who wish to change their behaviours.

Ph: 1800 156 789 (Free call)

For more information visit:

<https://www.gamblinghelponline.org.au/>

### **Family Violence Response and Referral Line**

Family violence incidents can be reported to the Family Violence Response and Referral Line. Calls requiring an immediate response to a family violence incident will have a police intervention team dispatched. Those not requiring an immediate 'safety' response are referred to appropriate counselling, information and support services.

Ph: 1800 633 937 or Triple Zero (000) in emergency situations

For more information visit:

<https://www.police.tas.gov.au/what-we-do/family-violence/>

### **Grief Line**

Grief Line listens, cares and supports people experiencing loss and grief, at any stage in their life.

Ph: 1300 845 745 (National - Landline Only)

For more information visit:

<https://griefline.org.au/>

### **Victoria Legal Aid**

Victoria Legal Aid is service to all Victorians for free legal advice. There are no fees for appointments.

*570 Bourke Street, Melbourne, 3000*

Ph: 1300 792 387

For more information visit:

<https://www.legalaid.vic.gov.au/>

### **Youth Substance Abuse Service**

This service provides people aged between 12-21 years services only for city and North West clients only. They provide Drug relief services, accommodation and referral.

*L1 Victoria Park, Lulie Street, Abbotsford, Victoria, 3067 (YSAS at Headspace Collingwood)*

Ph: (03) 9417 0150 (Collingwood YSAS)

E: [contact@ysas.org.au](mailto:contact@ysas.org.au)

For more information visit:

<http://www.ysas.org.au/>



### **Domestic Violence and Incest Resource Centre**

The Domestic Violence Resource Centre Victoria (DVRCV) is a state-wide service in Melbourne, Victoria. They provide training, publications, research and other resources to those experiencing (or who have experienced) family violence, and practitioners and service organisations who work with family violence survivors.

*52 Cardigan St, Carlton, Victoria, 3053*

Ph: (03) 8346 5200 (Monday to Friday: 9am - 5pm)

For more information visit:

<http://www.dvrcv.org.au/>

### **Women's Information and Referral Exchange (WIRE)**

This organisation provides free and confidential support to women on any issues they do support through telephone chat as well as direct support and email support services. This organisation supports women of all ages from all over Victoria about matters such as family relationships, legal issues, domestic violence, housing and homelessness, emotional wellbeing, mental health- anxiety, fear, stress and depression, job search, study options and community.

*372 Spencer St, West Melbourne (corner Jeffcott & Spencer Streets)*

Ph: 1300 134 130 (Free Call)

E: [support@wire.org.au](mailto:support@wire.org.au)

For more information visit:

<http://www.wire.org.au/>

### **Victims of Crime Helpline**

This service is a free service to people who suffer from a variety of psychological problems as a result of being a victim of crime; it is a compensation and counselling service for all Victorians.

*163 Victoria Parade Fitzroy, Melbourne, 3065*

Ph: 1800 000 055

E: [support@victimsofcrime.com.au](mailto:support@victimsofcrime.com.au)

For more information visit:

<http://victimsofcrime.com.au/>

### **Turning Point**

Turning Point offers the following services listed below:

- Outpatient services
- Drug and alcohol services
- Specialist methadone program



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- Psychiatric services
- Needle exchange

All services are free except the specialist methadone treatment which costs \$5 per dose.

*110 Church Street, Richmond, 3121*

Ph: (03) 8413 8444

E: [Info\\_Group@turningpoint.org.au](mailto:Info_Group@turningpoint.org.au)

For more information visit:

<https://www.turningpoint.org.au/>

### **Flagstaff Crisis Accommodation**

This service is dedicated to providing accessible housing and support for those most in need, for as long as they need.

*9 Roden St, West Melbourne (near Victoria St)*

Ph: (03) 9329 4800

E: [adultservices@aus.salvationarmy.org](mailto:adultservices@aus.salvationarmy.org)

For more information visit:

<https://www.salvationarmy.org.au/>

### **Travellers Aid Southern Cross Station**

Travellers' Aid. This non-profit organisation provides the following services

- Food vouchers
- Laundry vouchers
- Shower
- Lockers
- Met tickets
- Subsidised travel tickets (V-line)
- Disability services (e.g. wheelchair hire and charge up)

*99 Spencer Street, Docklands, Victoria, 3008*

Ph: (03) 9670 2072

E: [scs@travellersaid.org.au](mailto:scs@travellersaid.org.au)

For more information visit:

<https://www.travellersaid.org.au/>

### **De Paul House**

De Paul House is a residential drug withdrawal service. Admission is by appointment only. The length of stay usually is about 5 to 7 days. Males and females 18 years and over can apply for the service at no cost (free service).

To go on the waiting list, phone 9288 2016 between 1.30pm – 3.30pm, Monday to Friday.



9 Brunswick Street, Fitzroy, 3065

Ph: (03) 9231 2016 (Monday to Friday, Business hours)

For more information visit:

<https://www.healthdirect.gov.au/australian-health-services/20035258/depaul-house-community-based-withdrawal-unit-9-brunswick-street/services/fitzroy-3065-brunswick>

### **Melbourne Sexual Health Centre**

This organisation provides support services such as sexual health information, immunisation, pregnancy testing and counselling support. It also provides a pharmacy, needle exchange, and other drug services etc.

580 Swanston Street, Carlton, Victoria, 3053

Ph: 1800 032 017 (Free Call) or (03) 9341 6200

For more information visit:

<https://www.mshc.org.au/>

### **Inner Melbourne Community Legal**

This service provides free legal advice and assistance to the community.

2/508 Queensberry Street, North Melbourne, Victoria, 3051 (Office Location)

Ph: (03) 9328 1885 (Appointment only)

For more information visit:

<https://imcl.org.au/>

### **Wesley Central Mission**

The Wesley Central Mission offers support services for family violence, families, community support, no interest loans and eastern homelessness network.

505 Little Collins Street, Melbourne, 3000 (Office)

Ph: (03) 9662 2355

E: [ADMIN@WESLEY.ORG.AU](mailto:ADMIN@WESLEY.ORG.AU)

For more information:

<https://www.wesley.org.au/>

### **Women's Housing Limited**

- Community housing
- Medium term accommodation for women
- Tenancy assistance
- Housing information and referral
- No waiting lists, over the phone assessments, need to have a low income
- Can access funding for international students if they meet the criteria (private renting only)
- No crisis accommodation is available.



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Ph: (03) 9412 6868 (9:00am to 5:00pm)

E: [info@womenshousing.com.au](mailto:info@womenshousing.com.au)

For more information visit:

<http://womenshousing.com.au/>

### **Young People's Health Service (YPHS)**

The YPHS is a free service for people between the ages of 12 to 24 years-of-age who are experiencing homelessness and/or marginalisation. This service also provides support on drug and alcohol issues and sexual health.

Ph: (03) 9611 2409 - available Monday–Friday, 11:30am–5pm

For more information visit:

[https://www.melbournecitymission.org.au/services/homelessness-justice/young-people-25-years/frontyard-youth-services/program-detail/young-people's-health-service-\(yphs\)](https://www.melbournecitymission.org.au/services/homelessness-justice/young-people-25-years/frontyard-youth-services/program-detail/young-people's-health-service-(yphs))