



## EXTERNAL SUPPORT REFERRAL INFORMATION

This document provides information about external support services available to students studying in Victoria. It is designed to assist staff in referring students to appropriate services when additional support is required beyond the assistance available through the College.

The College is committed to supporting the wellbeing, safety, academic success, and welfare of all students. Where appropriate, students may be referred to external providers that offer specialised support services.

Students should be encouraged to contact the Student Support Team if they require assistance accessing any of the services listed below. Staff will assist students in identifying suitable support services and, where appropriate, facilitate referrals to external providers.

### ENGLISH LANGUAGE AND LEARNING SUPPORT

#### Free Services

##### Reading Writing Hotline

National referral service for adult literacy, numeracy and basic English language support.

**Phone:** 1300 655 506

Services include:

- Information about local English language classes
- Literacy and numeracy support
- Online learning resources
- Referral to community-based language programs

### MENTAL HEALTH, WELLBEING AND COUNSELLING

#### Free Services

##### Lifeline Australia

24-hour crisis support and suicide prevention service.





**Phone:** 13 11 14

**Text:** 0477 13 11 14

### **Beyond Blue**

Support for anxiety, depression and mental wellbeing.

**Phone:** 1300 22 4636

**Website:** [www.beyondblue.org.au](http://www.beyondblue.org.au)

### **Headspace**

Mental health support and counselling for young people aged 12–25 years.

**Phone:** 1800 650 890

**Website:** [www.headspace.org.au](http://www.headspace.org.au)

### **Suicide Call Back Service**

Professional counselling for people affected by suicide.

**Phone:** 1300 659 467

### **1800RESPECT**

National support service for sexual assault, domestic and family violence.

**Phone:** 1800 737 732

**Website:** [www.1800respect.org.au](http://www.1800respect.org.au)

## **INTERNATIONAL STUDENT SUPPORT**

### **Study Melbourne**

The Victorian Government's dedicated support service for international students.

Services include:

- Accommodation advice
- Employment information
- Legal referrals
- Health and wellbeing support





- Emergency assistance
- Social and community engagement programs

**Phone:** 1800 056 449

**Website:** [www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)

### **Study Melbourne Hub**

17 Hardware Lane, Melbourne VIC 3000

## **DISABILITY SUPPORT SERVICES**

### **Disability Gateway**

Information and referrals for disability services throughout Australia.

**Phone:** 1800 643 787

**Website:** [www.disabilitygateway.gov.au](http://www.disabilitygateway.gov.au)

## **LEGAL ASSISTANCE**

### **Victoria Legal Aid**

Provides free legal information and advice.

**Phone:** 1300 792 387

**Website:** [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

### **Study Melbourne Legal Referral Service**

International students may access referrals to legal support through Study Melbourne.

**Phone:** 1800 056 449

## **ACCOMMODATION SUPPORT**

### **Study Melbourne**

Support and guidance on renting accommodation in Victoria.





**Website:** [www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)

### **Tenants Victoria**

Information and advice regarding rental rights and responsibilities.

**Phone:** (03) 9416 2577

**Website:** [www.tenantsvic.org.au](http://www.tenantsvic.org.au)

### **Flatmates**

**Website:** [www.flatmates.com.au](http://www.flatmates.com.au)

### **Homestay Network**

**Website:** [www.homestaynetwork.org](http://www.homestaynetwork.org)

### **EMPLOYMENT SUPPORT**

#### **Study Melbourne Career Resources**

Information on employment rights, job seeking and workplace support.

**Website:** [www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)

#### **SEEK**

**Website:** [www.seek.com.au](http://www.seek.com.au)

#### **Indeed Australia**

**Website:** [www.indeed.com.au](http://www.indeed.com.au)

#### **CareerOne**

**Website:** [www.careerone.com.au](http://www.careerone.com.au)

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### **FINANCIAL SUPPORT AND BUDGETING**

#### **ASIC MoneySmart**

Information on budgeting, managing debt, banking and financial wellbeing.

**Website:** [www.moneysmart.gov.au](http://www.moneysmart.gov.au)





### **National Debt Helpline**

Free financial counselling.

**Phone:** 1800 007 007

**Website:** [www.ndh.org.au](http://www.ndh.org.au)

### **COMMUNITY, CULTURAL AND RELIGIOUS SUPPORT**

Students are encouraged to participate in local community groups, cultural associations, faith-based organisations, sporting clubs and volunteer programs.

Support may be accessed through:

- Local councils
- Community centres
- Religious organisations
- Student associations
- Study Melbourne events and programs

### **HEALTH SERVICES**

#### **Nurse-on-Call Victoria**

24-hour health advice from registered nurses.

**Phone:** 1300 60 60 24

#### **Emergency Services**

**Police, Fire or Ambulance:** 000

#### **State Emergency Service (SES)**

For storm and flood assistance.

**Phone:** 132 500

Students should contact their Overseas Student Health Cover (OSHC) provider for information about medical services covered under their policy.





## SPORTS, FITNESS AND RECREATION

Students are encouraged to maintain a healthy lifestyle through participation in:

- Local gyms and fitness centres
- Community sporting clubs
- Walking and cycling groups
- Recreation centres
- Council-run health and wellbeing programs

Information on local activities can be obtained from the relevant local council website.

## CHILDCARE SERVICES

Students with children may access childcare services through:

### Starting Blocks

Australian Government childcare directory.

**Website:** [www.startingblocks.gov.au](http://www.startingblocks.gov.au)

### Child Care Finder

**Phone:** 1800 670 305

**Website:** [www.childcarefinder.gov.au](http://www.childcarefinder.gov.au)

## STUDENT DECLARATION

I acknowledge that I have been provided with information regarding external support services that may be available to assist me during my studies.

I confirm that the support options and referral services outlined in this document have been explained to me by a Student Support Officer, including information relevant to my circumstances where applicable. I understand that I may access these services independently or seek assistance from the College in arranging a referral.



Marriott Academy | RTO:46016 | CRICOS Code: 04134J

I understand that the College can provide information and referral assistance but does not guarantee the availability, quality, or outcomes of services provided by external organisations.

**Student Name:** \_\_\_\_\_

**Student ID:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_



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