

# STUDENT SUPPORT AND WELLBEING FACT SHEET

At Allens Training, we are dedicated to your success in your studies. We understand that along the way, challenges such as language, literacy, and numeracy (LLN), emotional, physical, or mental hurdles may arise. It's important to know that facing these challenges is a natural part of the learning journey, and you are not alone.

If you or someone you know is finding things difficult, or if they simply feel overwhelmed, it's okay to seek support. We've compiled a list of information to help you easily access free advice and support from various organisations.

Your wellbeing matters to us, and we're here to support you every step of the way.

**If you, or someone you know is in  
immediate danger.**

**PLEASE CALL 000**



## LANGUAGE SUPPORT – I DON'T SPEAK ENGLISH

Translation and interpreter services are available in more than 100 languages. [FIND OUT MORE](#)

## 24/7 CRISIS SUPPORT SERVICES

If you or someone you care for is in need of immediate assistance, you can contact the below National 24/7 crisis support services:



13 11 14  
**Available  
24/7**

[Online Chat](#)  
**Available 24/7**

**About this helpline:**

This is a confidential service providing support to anyone in Australia who is feeling overwhelmed, having difficulty coping or thinking about suicide.



1800 55 1800  
**Available  
24/7**

[Online Chat](#)  
**Available 24/7**

**About this helpline:**

Kids Helpline is Australia's only free 24/7 support service specifically for children and young people aged 5 to 25 years, offering confidential and private counselling and mental health and wellbeing information and referrals.



1800 55 1800  
**Available  
24/7**

[Online Chat](#)  
**Available 24/7**

**About this helpline:**

Beyond Blue is a confidential space designed to help all people in Australia achieve their best possible mental health. They offer 24-hour contact and Urgent help.

## 24/7 STATE SPECIFIC SUPPORT SERVICES

<b>ACT</b>	<p><b>ACT Crisis Assessment and Treatment Team</b></p> <p>Access Mental Health offer mental health services if you need immediate support and assistance.</p>	<p><b>1800 629 354</b></p> <p>Available 24/7</p>
<b>NSW</b>	<p><b>Mental Health Line</b></p> <p>Mental Health Line is staffed by mental health professionals who will provide advice and referrals to local mental health services, including urgent support if required.</p>	<p><b>1800 011 511</b></p> <p>Available 24/7</p>
<b>NT</b>	<p><b>Mental Health Line</b></p> <p>The NT mental health line can provide advice and support if you are concerned about your mental health or that of someone close to you.</p>	<p><b>1800 682 288</b></p> <p>Available 24/7</p>
<b>QLD</b>	<p><b>1300 MH CALL</b></p> <p>1300 MH CALL is a confidential mental health telephone triage service that provides the first point of contact to public mental health services to Queenslanders. It can provide support, information, advice and referral.</p>	<p><b>1300 64 22 55</b></p> <p>Available 24/7</p>
<b>SA</b>	<p><b>Mental Health Triage Service</b></p> <p>The SA Health Mental Health Triage Service is staffed by mental health clinicians. You can call to access SA mental health services and advice and information in a mental health emergency or crisis situation.</p>	<p><b>13 14 65</b></p> <p>Available 24/7</p>
<b>TAS</b>	<p><b>Access Mental Health</b></p> <p>Access Mental Health is a mental health support, triage, and referral phone line that can provide immediate counselling support over the phone and help make a referral to a public mental health service.</p>	<p><b>1800 332 388</b></p> <p>9am to 10pm everyday</p>
<b>VIC</b>	<p><b>Mental health triage services</b></p> <p>On the website you can find information about accessing Victorian mental health services for children, adolescents and adults.</p> <p>NURSE-ON-CALL puts Victorians directly in touch with a registered nurse for caring, professional health advice around the clock.</p>	<p>NURSE-ON-CALL - <b>1300 60 60 24</b></p> <p>Available 24/7</p>
<b>WA</b>	<p><b>Mental Health Emergency Response Line</b></p> <p>For residents of the Perth metropolitan area and Peel, the MHERL connects you with a trained mental health clinician for assessment, support and referral.</p> <p>For people living in regional and remote areas of Western Australia, Rurallink provides an equivalent service from 4.30pm – 8.30am weeknights and 24 hours on weekends and public holidays</p>	<p>Metro -<b>1300 555 788</b> Peel -<b>1800 676 822</b> Rural link -<b>1800 552 002</b></p> <p>4.30pm - 8.30am weeknights and 24 hours on weekends and public holidays. TTY -<b>1800 720 101</b> Available 24/7</p>

## OTHER SUPPORT AND COUNSELLING SERVICES



1300 22 4636  
Available 24/7

[Online Chat](#)  
Available 24/7

The Beyond Blue Phone Support Service provides mental health support for people who are concerned about anxiety, depression or suicide. Give us a call any time to talk to a trained counsellor. We'll be there to offer support, provide information and advice, and point you in the right direction.



1300 789 978  
Available 24/7

[Online Chat](#)  
Available 24/7

MensLine Australia is a free telephone and online counselling service offering support for men anywhere, anytime. Qualified counsellors specialise in family and relationship issues, including relationship breakdown, separation and divorce, parenting, family violence, and emotional wellbeing.



1300 659 467  
Available 24/7

[Online Chat](#)  
Available 24/7

Suicide Call Back Service offers free 24/7 phone and online counselling for people at risk of suicide, concerned about someone at risk, and bereaved by suicide. Staffed by professional counsellors, the service offers immediate single-session counselling or appointment multi-session counselling.



1800 737 732  
Available 24/7

[Online Chat](#)  
Available 24/7

We are open 24 hours to support people affected by domestic, family, and sexual violence.



1800 184 527  
3pm – 12am

[Online Chat](#)  
3pm – 12am

QLife provides anonymous, LGBTIQ+ peer support and referral for people in Australia wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships. Our services are for LGBTIQ+ individuals, their friends and families, and health professionals.



1800 33 4673  
8am – 12am  
(AEST/AEDT)

[Online Chat](#)  
8am – 12am  
(AEST/AEDT)

Free and confidential support for all Australians impacted by eating disorders and body image issues, and for the families, friends and communities who support them.

## How does phone support work?

1

### Call

These helplines are FREE, even from your mobile.

2

### Wait

A counsellor will take your call.

Try taking some deep breaths if you feel nervous while you wait.

3

### Speak with a counsellor

They will ask some questions and work with you to understand your situation and explore options for support.

You'll be listened to without judgment and treated with respect.

Your conversation will be private and confidential.

## Language support / I don't speak English



If you need mental health support in your language, call TIS National on 131 450 or visit [www.tisnational.gov.au](http://www.tisnational.gov.au) to get an interpreter. TIS National covers more than 100 languages and is available 24 hours a day, 7 days a week, for the cost of a local call.

**Call 131 450**