

External Support Services

Purpose

This document provides students with the contact details of free national providers for English language, digital literacy, mental health, disability, community, financial, and childcare support.

English Language Support

Reading Writing Hotline

Phone: 1300 655 506

Website: <https://readingwritinghotline.edu.au/>

For help with reading, writing, and basic maths. Provides referrals to local classes, remote help, connections to qualified teachers, and directs to websites or books that assist with learning.

Digital Literacy Support

- Be Connected

National online and in-person digital skills training for adults and beginners.

Website: beconnected.esafety.gov.au

- Digital Literacy Foundation

Free tech help one-on-one, online or in-person.

Website: digitalliteracy.org.au

- Community libraries/neighbourhood houses/local councils

Most offer free digital skills workshops – check local council or library event listings.

- Brotherhood of St. Laurence Digital Literacy

Personalised digital skills support delivered by volunteers.

Website: bsl.org.au

- Adult Learning Australia Digital Hubs

Free classes in libraries/neighbourhood houses.

Website: ala.asn.au/bridging-the-digital-divide

Financial Support

ASIC MoneySmart

Trusted advice on debt, budgeting, fraud, and money issues.

Website: moneysmart.gov.au

Disability Support

Disability Gateway

Info and referrals for all disabilities, families, carers.

Phone: 1800 643 787

Website: disabilitygateway.gov.au

External Support Services

Mental Health, Wellbeing and Counselling

- *Lifeline* – Crisis support (24/7)
Phone: 13 11 14 | Text: 0477 13 11 14
Website: lifeline.org.au
- *Beyond Blue* – Depression and anxiety
Phone: 1300 224 636
Website: beyondblue.org.au
- *FriendLine* – For loneliness
Phone: 1800 424 287
Website: <https://friendline.org.au/>
- *Kids Helpline* (Ages 5–25, 24/7)
Phone: 1800 55 1800
Website: <https://kidshelpline.com.au/>
- *Headspace* (Young people/families)
Phone: 1800 650 890
Website: <https://headspace.org.au/>
- *MensLine Australia* – For men
Phone: 1300 789 978
Website: <https://mensline.org.au/>
- *SANE Australia* – Complex mental health
Phone: 1800 187 263
Website: <https://www.sane.org/contact-us>
- *Blue Knot Foundation* – Trauma/abuse
Phone: 1300 657 380
Website: <https://blueknot.org.au/>
- *13 YARN* – Aboriginal & Torres Strait Islander Crisis Support Line
Phone: 13 92 76
Website: <https://www.13yarn.org.au/>
- *Additional services:*
Eating Disorders QLD ph: 07 3844 6055
Butterfly Foundation ph:1800 334 673
QLife (LGBTIQ+) ph:1800 184 52
Griefline ph:1300 845 745
Arafmi (carers) ph: 1300 554 660
Women's Wellbeing Line ph:1800 496 636

Topics include suicide prevention, mental health, family/domestic violence, loss, financial worries, addiction, and more.

External Support Services

Deaf and Hard of Hearing

- *Deaf Australia*
National advocacy group for Deaf, Deafblind, and hard-of-hearing.
Website: deafaustralia.org.au
- *Deaf Connect*
Major Australian service for deaf/hard-of-hearing.
Website: deafconnect.org.au
- *Deaf Victoria*
Support and advocacy for Deaf/hard-of-hearing (Vic., with national resources).
Email: info@deafvictoria.org.au
Website: deafvictoria.org.au
- *National Relay Service (NRS)*
Phone: 1800 555 660 | TTY: 1300 555 630 | SMS: 0416 001 350
Helpdesk Chat
Website: nrschat.nrscall.gov.au

Blind and Vision Impaired

- *Vision Australia*
National service for blind/vision-impaired; tech and emotional support.
Phone: 1300 847 466
Email: info@visionaustralia.org
Website: visionaustralia.org.au
- *See Differently (RSB)*
Services, group activities, accessible tech.
Phone: 1300 944 306
- *Guide Dogs Australia*
Mobility support and training.
Website: guidedogs.com.au
Phone: 1800 484 333

Childcare

- *Childcare Subsidy (CCS) & Free Child Care*
Government subsidised childcare is available to nearly all families; ask your local service or use the online “Child Care Finder” tool.
Website: Starting Blocks
3-day subsidised guarantee launches 2026
- *Local Council, Starting Blocks, or Australian Government’s “Childcare Finder”*
For nearby low-cost childcare options.

External Support Services

Local, Cultural, Religious, and Community Groups

- *Cultural & Religious Networks*
Use [Google Maps](#) or online community boards (e.g. “mosque Sydney”, “Hindu temple Melbourne”) to locate places of worship or gatherings.
- *Online Student/Cultural Networks*
Find groups like Chinese language meetups in major cities:
[meetup.com/en-AU/topics/chinese-language/au/brisbane](https://www.meetup.com/en-AU/topics/chinese-language/au/brisbane)