



STUDENT WELFARE GUIDE



Contents

STUDENT SUPPORT AND WELFARE..... 3

ADULT MIGRANT ENGLISH PROGRAM 3

THE READING AND WRITING HOTLINE..... 4

SPOKEN AND WRITTEN ENGLISH COURSES 5

CENTRELINK..... 6

DEPARTMENT OF VETERANS AFFAIRS..... 7

BEYOND BLUE..... 7

HANOVER 8

HEADSPACE 9

SALVATION ARMY 10

DOMESTIC VIOLENCE 11

DRUGS & ALCOHOL 11

ST VINCENT DE PAUL SOCIETY 12

WIRE 16

YSAS 16

Student Support and Welfare

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at MST will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved. Whilst all staff employed by MST have the responsibility to provide support to all students, MST has two nominated 'Student Support Officers' who shall be available to all students, on an appointment basis, through the standard MST hours of business.

Students can access the Student Support Officer directly or via Administration and an appointment will be organised as soon as practical.

The Student support officer is able to provide links to external sources of support where the staff at MST is not qualified or it is in the student's best interests to seek professional advice.

In the case of an emergency the student must contact '000' via telephone or 112 via mobile to report the emergency to appropriate authorities

Adult Migrant English Program

The AMEP is a Commonwealth government-funded program that provides 510 hours of free English classes to new migrants and refugees.

AMES offers a number of ways for you to learn English with the AMEP to suit your individual needs:

- In the classroom
- With the Distance Learning service
- With a Volunteer
- A combination of these options.

You may be able to learn English with the AMEP if you hold a permanent visa, have little or no English, and:

- Are an adult (18 years or older)
- Are under 18 years of age and are not attending school. (You may be eligible within the first 12 months of your arrival to Australia)

Access to the AMEP is extended to some temporary visa holders.

Please call 13 AMES (13 26 37) to find out whether you are eligible to learn English for free. Even if you are not eligible for free AMEP classes, you can still attend our classes for a small fee.

The AMES Youth Program offers courses and activities for new arrivals aged 16 to 25 years of age. This specially designed program will give you an opportunity to improve your English and assist you with settling into your new life in Australia.

All courses are full time and free if you are eligible for the Adult Migrant English Program (AMEP).

By joining the AMES Youth Program, you will:

- Learn English with other young people
- Get help to settle into your new life in Australia
- Practice skills that Australian employers want
- Prepare yourself for study at a TAFE college
- Study topics that interest young people
- Improve your computer and internet skills
- Meet young Australian people
- Have fun!

To find out if you are eligible for the AMES Adult Migrant English Program and Youth Program, telephone 13 AMES (13 26 37) or visit an AMES site close to you, giving your visa number and personal details.

Web: www.ames.net.au Phone: 13 AMES (13 26 37)

The Reading and Writing Hotline

A Hotline consultant will talk to you about your reading, writing, spelling or maths needs and give you details of the adult literacy and numeracy classes available in your local area. If there are no suitable classes available locally the Hotline consultant will give you details of how you can get support by distance delivery. We can also help you:

- Get support with your learning if you are a trainee or an apprentice
- Get information about workplace language and literacy programs

If you would like to help others with literacy, we can give you information on how to become an adult literacy volunteer tutor.

Please call 1300 655 506

Spoken and Written English Courses

The language programs at Kangan Institute, deliver training to individuals for whom English is a Second Language (ESL), giving practice in listening, speaking, reading and writing as well as help with grammar and pronunciation. This course aims to provide English language skills to students from non-English speaking backgrounds, at an intermediate level.

Course Code	Course Title	Provider	Provider Contact Details
10362NAT	Certificate I in Spoken and Written English	Kangan Institute	http://www.kangan.edu.au
10363NAT	Certificate II in Spoken and Written English	Kangan Institute	http://www.kangan.edu.au
10364NAT	Certificate III in Spoken and Written English	Kangan Institute	http://www.kangan.edu.au
10365NAT	Certificate IV in Spoken and Written English	Kangan Institute	http://www.kangan.edu.au

Need more information?

Call us on: 13 TAFE (13 8233) or +613 9279 2222

Email us at enquiries@kangan.edu.au

Visit us at: www.kangan.edu.au

Centrelink

1. Centrelink CSC - Werribee 0.3km | [Map](#)

[Address](#) [Hours](#) [Services](#)

89-91 Synnot Street
Werribee VIC 3030

Postal Address

PO Box 7800 Canberra BC ACT 2610

2. Medicare - Werribee 0.3km | [Map](#)

[Address](#) [Hours](#) [Services](#)

cnr Werribee St South
89-91 Synnot Street
Werribee VIC 3030

Postal Address

PO Box 9822 In Your Capital City

3. Medicare - Altona Gate 18.7km | [Map](#)

[Address](#) [Hours](#) [Services](#)

Shop U9 Level 2
Altona Gate Shopping Centre
Cnr Millers Road & Beuron Road
Altona North VIC 3025

Postal Address

PO Box 9822 In Your Capital City

4. Centrelink CSC - Sunshine 20.1km | [Map](#)

[Address](#) [Hours](#) [Services](#)

35-45 Dickson Street
Sunshine VIC 3020

Postal Address

PO Box 7800 Canberra BC ACT 2610

5. Centrelink CSC - Newport 20.9km | [Map](#)

[Address](#) [Hours](#) [Services](#)

433-439 Melbourne Road
Newport VIC 3015

Postal Address

PO Box 7800 Canberra BC ACT 2610

Department of Veterans Affairs

Our mission is to support those who serve or have served in defence of our nation and commemorate their service and sacrifice.

Telephone: 1800 838 372

International callers: 61 2 6289 1133

Email: GeneralEnquiries@dva.gov.au

Hearing or speech impairment assistance

If you are deaf, or have a hearing impairment or speech impairment, contact us through the [National Relay Service](#) [↗] (NRS):

- Talk To You (TTY) users phone [1800 555 677](tel:1800555677) then ask for 1800 838 372
- Speak and Listen users phone [1800 555 727](tel:1800555727) then ask for 1800 838 372
- Internet relay users connect to the [NRS](#) [↗] then ask for 1800 838 372

Beyond Blue

Our mission is to provide a national focus and community leadership to increase the capacity of the broader Australian community to prevent depression and respond effectively.

We aim to build a society that understands and responds to the personal and social impact of depression, works actively to prevent it, and improves the quality of life for everyone affected.

Beyond Blue info line

Phone: 1300 22 4636

Email: infoline@beyondblue.org.au

When you call the beyond blue info line on 1300 224 636, you will speak to a qualified mental health professional who can provide information on depression, anxiety and related disorders, and can discuss a range of referral options, for example where you can access treatment services in your area.

The beyond blue info line service is available 24 hours a day, 7 days a week. Depending on your circumstances and reason for your call, the outcome may vary.

How can I get urgent help?

If you or someone you know is at risk of harming themselves or someone else it is important you get help immediately. You can take the first step in doing this by:

- Speaking to your doctor (GP or psychiatrist)
- Calling the Psychiatric Team at your nearest hospital
- Calling Lifeline 13 11 14 or Suicide Helpline (Victoria only) 1300 651 251

- If the person is threatening to harm you call the police on 000 (triple zero).

Some tips for getting urgent help include:

- Express the urgency of the matter without becoming aggressive
- Speak clearly
- Give the health professional specific examples of concerns
- Give a brief history of self-harm or harm to others
- Ensure that you listen to their advice
- If they are unable to help, ask them why and who you should contact

Hanover

Hanover is a leading Melbourne based community agency. We are independent and have no structural links with churches, institutions or governments. We provide a range of services to Victorians experiencing housing crisis or homelessness. Our services include crisis-, medium- and long-term accommodation, support and education and training and employment solutions.

Hanover was one of the first agencies to use research to investigate the causes and consequences of homelessness and to suggest solutions to help alleviate it. Our award-winning research helps shape our services, influence state and federal government policy and create social change.

Housing

We operate four crisis accommodation centres, providing accommodation for up to six weeks for those in immediate need. We manage 250 transitional housing properties which provide accommodation for up to 12 months.

Support

Hanover provides support to individuals and families to address the issues that led to them being homeless. This involves identifying their goals and challenges and connecting them to the relevant services that can assist; these include doctors, mental health professionals and financial counsellors.

Education and training

Hanover works to engage our clients in education and training – this ranges from supporting children experiencing homelessness to stay in school through to providing support to adult clients in vocational education and training to further their employment prospects.

We're currently developing a Youth Foyer which will be an important education program for young people.

Employment support

Hanover's employment service assists people who are unemployed to build their skills and get back into the workforce. This can involve assistance with resumes and interview training through to wider skill development and job placement support.

Early intervention

A number of Hanover's programs help people to address issues before they end up losing their home. This involves financial assistance as well as helping to improve budgeting and finance skills and building confidence to navigate the services they need.

Address: 52 Haig Street, South Melbourne VIC 3205

Email: southbank@hanover.org.au

Telephone: 03 9699 4566

Fax: 03 9682 2070

Headspace

Hanover is a leading Melbourne based community agency. We are independent and have no structural links with churches, institutions or governments. We provide a range of services to Victorians experiencing housing crisis or homelessness. Our services include crisis-, medium- and long-term accommodation, support and education and training and employment solutions.

Headspace is the National Youth Mental Health Foundation. We help young people who are going through a tough time.

Looking for someone to talk to? If you're 12-25, you can get health advice, support and information from headspace. With centres all around Australia, headspace can help you with:

- General health
- Mental health and counselling
- Education, employment and other services
- Alcohol and other drug services.

So we're here for you if you:

- are feeling down, stressed or can't stop worrying
- haven't felt like yourself for a long time
- can't deal with school or finding it difficult to concentrate
- are feeling sick or worried about your health
- want to cut down on your drinking or drug use
- want to talk about sexuality, identity or relationships
- are having difficulties with friendships
- have sexual health issues or want to find out about contraception
- are being bullied, hurt or harassed

- are worried about work or study or if you're having money trouble

Headspace is a place you can go to talk to someone about any of these issues.

Salvation Army

Victoria	Women's Domestic Violence Crisis Service	1800 015 188
Abbotsford	Anchorage Hostel 81 Victoria Crescent Abbotsford, VIC 3067	Phone: (03) 9417 5820 Fax: (03) 9417 5741
Frankston	Frankston Crisis & Support Services 37 Ross Smith Avenue East Frankston VIC 3199	Phone: (03) 9784 5050 Phone: (03) 9784 5050 Fax: (03) 9783 4701
Glenroy	Jacana Family Housing PO Box 223 Glenroy VIC 3046	Phone: (03) 9309 6289 Fax: (03) 9309 9110
Melbourne	Adult Services 9 Roden Street West Melbourne, VIC 3003	Phone: (03) 9329 5777 Fax: (03) 9329 0533
	Flagstaff Crisis Accommodation 9 Roden Street West Melbourne, VIC 3003	Phone: (03) 9329 4800 Fax: (03) 9329 0966
North Melbourne	The Open Door 166 Boundary Road North Melbourne, VIC 3051	Phone: (03) 9329 6988 Fax: (03) 9329 7764
North Fitzroy	Fitzroy Homeless Youth Program 12 Tranmere Street North Fitzroy, VIC	Phone: (03) 9489 1122 Fax: (03) 9489 3214
St Kilda	St Kilda Crisis Accommodation Centre 27 Grey Street St Kilda, VIC 3182	Phone: (03) 9536 7730 Fax: (03) 9536 7731
	Inner South Domestic Violence Service 29 Grey Street St Kilda, VIC 3182	Phone: (03) 9536 7720 Fax: (03) 9536 7721
Sunshine	Transitional Supported Accommodation for Youth TSAY 34 Devonshire Road Sunshine, VIC 3020	Phone: (03) 9312 3544 Fax: (03) 9312 1131

Domestic Violence

Women's Domestic Violence Crisis Service	1800 015 188
Gippscare Domestic Violence Outreach Service	Phone: (03) 5662 4502 Fax: (03) 5662 4589
Mary Anderson Family Violence Service	Phone: (03) 9353 1013 PO Box 931 Merlynston VIC 3058
Family Violence Outreach Service	Telephone (03) 9536 7777 Toll Free: 1800 627 727 Fax: (03) 9536 7778
Crisis Accommodation for Women	Phone: (03) 5241 9149

Drugs & Alcohol

VIC	Alcohol and Drug Information Services	1800 888 236
Abbotsford	Residential Withdrawal Unit - Abbotsford Detox 81 Victoria Crescent Abbotsford, VIC 3067	Phone (03) 9591 2770
Box Hill	EastCare Specialist Youth Services 31-33 Ellingworth Parade Box Hill, VIC 3128	Phone (03) 9890 7144 Fax (03) 9890 4385
Brunswick	Brunswick AOD Service 256 Albert St Brunswick, VIC 3056	Phone (03) 9387 6746 Fax (03) 9381 2896
Dandenong	Positive Lifestyle Centre Shops 6 & 7, 147 -151 Foster Street, Dandenong Vic 3175	Phone (03) 9794 9533 Fax (03) 9794 9003
Hawthorn	EastCare Drug & Alcohol Counselling Service 16 Church Street Hawthorn, VIC 3122	Phone (03) 9851 7800 Fax (03) 9855 2346
Melbourne	Gambler's Help Service 69 Bourke Street Melbourne, VIC 3000	Phone (03) 9653 3250 Fax (03) 9653 3232

Preston	Bridgehaven 1A Jackman Street	Phone (03) 9521 2270
St Kilda	The Bridge Centre 12 Chapel Street St Kilda, VIC, 3182	Phone (03) 9521 2770 Fax (03) 9521 1426
St Kilda	St Kilda Crisis Contact Centre 29 Grey Street St Kilda, VIC 3182	Phone: (03) 9536 7777 Toll Free: 1800 627 727

St Vincent De Paul Society

Youth Support Service

Youth Support Services in Victoria are funded by the St Vincent de Paul Society and State and Federal Governments under the Homeless and Family Violence Program. The organisation's belief is that with adequate "access" to opportunities, homeless young people can reach their full potential.

Youth Support Services provides short to medium term support to young people, aged 15-25, who are homeless or at risk of becoming homeless. Along with accommodation support, YSS also delivers a number of other programs with a focus on early intervention and support.

Supported Accommodation

Medium term accommodation is offered to young people between 15-25 years of age in a shared capacity. The type and level of support is matched with individual needs, eg: counselling, budgeting, emotional and practical support. The two bedroom properties are semi-furnished.

Outreach Support

The service offers outreach support to young people living in the Northern region of Melbourne, with a particular focus on South-East Asian young women.

Information and Referral

Information provided is aimed at assisting with access to the private rental market and bond assistance as well as tenancy rights and obligations. Information and referral to emergency accommodation is also provided.

Adult Outreach

The Outreach team works with people who are homeless, or at risk of homelessness, to secure and maintain safe and affordable housing and achieve independence in the community.

We provide outreach services to people in their own environment and provide support and assistance to people who may experience a range of issues, including:

- drug and alcohol problems
- gambling
- depression
- mental illness

Support Model

We use a key worker case management approach to deliver a holistic client-focused service.

Staff aim to provide a professional service at all times in supporting clients to achieve realistic goals to attain a maximum level of independence to live in the community.

Ozanam House

CRISIS SUPPORTED ACCOMMODATION SERVICE

Ozanam House provides crisis accommodation for homeless men over the age of 18 years.

Ozanam House aims to:

- Provide a safe, secure and supportive environment for residents, volunteers and staff.
- Provide a flexible, empathic and respectful service focused on the individual needs of each resident.
- Actively support residents to address issues that may create barriers to securing appropriate, accessible and affordable housing.

Our range of services and programs aim to maximise opportunities for social inclusion through affirmative action.

Ozanam House offers:

- 24 hour support
- Information, support and referral to specialist on-site and internal services
- 3 meals a day, including special dietary requirements
- Communal bathrooms/ toilets

Ozanam Community Centre

Ozanam Community Centre provides support to men and women who are homeless and/or marginalised. The Ozanam Community Centre works with a strong team approach, striving to provide a high level of professionalism, best practice, innovative frameworks, respect, mindfulness and flexible services within a consistent, safe and comfortable environment for all.

The centre supports the most marginalised and isolated people in the community, who are unable to access traditional treatment services. The Ozanam Community Centre provides basic needs and community on an ongoing basis, for others the centre facilitates engagement with a wide range of services aiming to generate stable and sustainable living, autonomy, and well-being and community connectedness.

Olive's Place

Olive's Place, located in suburban Melbourne now provides support to women and children from all backgrounds escaping family violence through a case management model of service provision. Olive's Place provides high security refuge accommodation where women and children receive intensive support around risk assessment and safety planning, income establishment, financial and material aid, emotional support, counselling, art therapy, advocacy, court support, support and advocacy with immigration issues, referral, transport, community engagement and help to secure long term, safe accommodation.

Olive's Place aims to assist women and their children to achieve the maximum level of self-reliance and independence.

All referral to Olive's Place are through the Women's Domestic Violence Crisis Service who can be contacted on 1800 015 188 and direct referrals to the service are not taken.

Contact Details:

Youth Support Services	03 9321 2912
Drug and Alcohol Support	03 9419 4874
Homelessness and Drug Dependence	03 9321 2955
Welfare Assistance	1300 305 330
Adult Outreach	03 9321 2977
Women's Domestic Violence Crisis Service	1800 015 188
Ozanam House	03 9329 5100

www.vinnies.org.au/community-services-vic

Wire

About Us

WIRE Women's Information provides Victorian women with free and confidential support, information and referrals on any issues. We take time to listen to and support women and gender diverse people like you via our Telephone Support Service, our Women's Information Centre and email support service.

Why women contact WIRE

Women of all ages and from all walks of life contact us about matters such as family relationships and legal issues; domestic violence; housing and homelessness; emotional well-being; mental health—anxiety, fear, stress and depression; and job search, study options and community volunteering.

Our Women's Information Centre is centrally located in Melbourne CBD at the ground level of the Queen Victoria Women's Centre on 210, Lonsdale Street, Melbourne. Our Centre opens from 10.30am to 5pm on Mondays to Fridays -appointments required.

You can call us on 1300 134 130 and talk to us about anything from 9am to 5pm on Mondays to Fridays.

YSAS

About Us

YSAS (Youth Support and Advocacy Service) is a statewide community service providing a continuum of services for young people aged between 12 and 21 who are experiencing problems related to alcohol and other drugs.

YSAS provides a range of youth specific outreach, treatment, withdrawal, rehabilitation and support programs in 13 locations across Melbourne and regional Victoria.

Programs and Services

YSAS provides a range of programs and services for young people aged 12 to 21 years who are experiencing significant problems related to their alcohol and/or other drug use.

Current programs and services include:

- YSASline 24-hour toll free telephone information and referral service
- Community Programs (including youth outreach)
- Home based withdrawal services
- Intensive residential support
- Residential rehabilitation
- The Research and Education Unit providing services to the health and welfare sector and community groups.

Contact Us

Contact YSASline if you or someone you know has a problem with alcohol and or other drug use.

This 24-hour telephone service provides information and referral to YSAS services and to youth-specific alcohol and drug services throughout Victoria.

Telephone: **1800 014 446** (24 hour toll free service).

DOCUMENT CONTROL INFORMATION

Document Name:	SP 1.1.2 Student Welfare Guide
Document No.:	8815
Revision No.:	1.0
Revision Date:	01-07-2021
Next Review Date:	01-07-2022
Created by:	NOVACORE
Approved by:	CSKINNER
Date Approved:	01-07-2021
Document Location:	NovaCore CMS\DMS\Trade Training Group\MST Quality Management System\3. Support & Progression (SP)\Supporting students\Templates & Forms\