

PROJECT:					
Parabellum International Training RTO 51786					
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PIT-ISS-GDL-003					
DOCUMENT TITLE:					
Training and Wellbeing Support Service List					
OA	25.06.2025	Initial Draft	I. Clover	C. Coupland	C. Coupland
REVISION	DATE	DESCRIPTION OF REVISION	ORIGINATOR	CHECKED	APPROVED

EMERGENCY CONTACTS			
Police		131 444 or 000 if life threatening	
Ambulance		000	
Fire		000	
OTHER CONTACTS			
WA Poisons Information Centre		131 126	
Translating and Interpreting Service		131 450	
HELP LINES AND CRISIS SUPPORT			
Lifeline	13 11 14 lifeline.org.au	24 hours, 7 days	Access to 24-hour crisis support and suicide prevention services
Suicidal Call Back Service	1300 659 467 suicidecallbackservice.org.au/phone-and-online-counselling/	24 hours, 7 days	Free professional phone and online counselling
MensLine Australia	1300 789 978 mensline.org.au	24 hours, 7 days	Counselling service offering support for Australian men
The Samaritans Help Line	0863 839 850 Youthline WA 1800 198 313 thesamaritans.org.au	8am – 8pm	Anonymous emotional support
Beyond Blue	1300 22 4636 beyondblue.org.au	24 hours, 7 days	Support and/or information for depression and anxiety
Headspace	1800 650 890 headspace.org.au	9am – 1am AEDT 7 days	Free and secure space where young people 12 - 25 or their family can chat, email or speak on the phone with a qualified youth mental health professional
Mental Health Emergency Response Line	Metro 1300 555 788 Peel 1800 676 822	24 hours, 7 days	Assessment, specialist intervention and support for people experiencing a mental health emergency
Salvation Army	13 SALVOS (13 72 58) salvationarmy.org.au	24 hours, 7 days	Alcohol and other drug services, homelessness support and accommodation, women’s support
Women’s Domestic Violence Helpline	Free call: 1800 007 339		Support and counselling for women experiencing family and domestic violence
Men’s Domestic Violence Helpline	Free call: 1800 000 599		Counselling and referrals for men who are concerned about their violent and abusive behaviours, as well as men experiencing family and domestic violence
FINANCIAL AND LEGAL SUPPORT			
National Debt Helpline	1800 007 007 ndh.org.au	9.30am - 4.30 pm, Mon - Fri	Free and confidential telephone or live chat
Legal Aid WA	1300 650 579 legalaid.wa.gov.au	9.30am - 4pm, Mon – Fri (WST)	Free or low-cost legal service

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Legal Yarn	1800 319 803	9am – 4pm, Mon – Fri (WST)	Free telephone information service for Aboriginal and Torres Strait Island People
Citizens Advice Bureau - Legal Advice	(08) 9221 5711 cabwa.com.au/get-legal-advice	9.30am - 4pm, Mon - Fri (WST)	Low-cost legal advice service on a wide range of issues and prepare various simple legal documents
SUPPORT FOR MENTAL HEALTH, HEALTH ISSUES, CRISIS, SEXUAL ASSAULT			
Health Direct	1800 022 222 healthdirect.gov.au	24-hours a day	
1800RESPECT	1800 737 732 Text: 0458 737 732 1800respect.org.au	24 hours, 7 days	National sexual assault, domestic violence counselling (telephone and online)
WAAC	(08) 9482 0000 Country Callers: 1800 671 130 waac.com.au	24 hours, 7 days	Confidential and anonymous phone line that you can call for information about HIV, STIs and other sexual health issues.
ALCOHOL AND DRUG SUPPORT			
Alcohol and Drug Support Line	(08) 9442 5000 Country Callers: 1800 198 024 drugaware.com.au	24 hours a day	For information and confidential counselling, support and referral
Alcoholics Anonymous	1300 22 22 22 aaperthwa.org	24 hours a day	Speak confidentially with a qualified alcohol and other drug counsellor
WA Quitline	13 78 48 Text: 0482 090 634 quitlinewa.org.au/quitline-wa/	8am – 8pm, Mon - Fri	Confidential advice and information service for people who want to quit smoking
Parent and Family Drug Support Line	(08) 9442 5050 Country Callers: 1800 653 203	24 hours a day	Information and confidential counselling, support and referral
SEXUAL HEALTH AND LGBTQ			
Qlife	1800 184 527 qlife.org.au	3pm - 12am, 7 days	Anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships
The Freedom Centre	(08) 9482 0000 freedom.org.au		Support and information and by maintaining a safe social space with healthy attitudes towards sexuality, gender, sex, respect, empowerment, self-esteem and education.
CHILDCARE, CHILDREN AND FAMILIES			
Child Care Access Hotline	1800 670 305 copme.net.au	8am – 6pm, Mon - Fri	Information on childcare services, types of care available and government help with the cost of childcare
Family and Relationships Advice Line	1800 050 321	8am - 8pm AEST, Mon – Fri, 10am - 4 pm	Providing information about family relationships at all stages
COMPLAINTS AND DISCRIMINATION			
Equal Opportunity Commission	(08) 9216 3900 1800 198 149 https://www.wa.gov.au/organisation/equal-opportunity-commission		Provide a means of redress to individuals who allege unlawful discrimination
Fair Work Ombudsman	131 394 fairwork.gov.au	8am - 5.30pm, Mon-Fri	Information and advice about pay and entitlements, free calculators, templates, help

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			resolving workplace issues, investigates and enforces breaches of workplace laws
Australian Human Rights Commission	humanrights.gov.au		The Australian Human Rights Commission is an independent statutory organisation, established by an act of Federal Parliament
DISABILITY			
People with Disabilities WA Inc	(08) 9420 7279 Text: 0488 798 615 Country Callers: 1800 193 331 pwdwa.org		Advocating for the rights of people with disability in Western Australia
Citizen Advocacy Perth	(08) 9445 9991 capw.org.au		A not-for-profit organisation funded by the federal government, which aims to promote, facilitate and support advocacy for people with intellectual disability
Australian Dyslexia Association	In the event of an urgency: Text: 0410 850 185 dyslexiaassociation.org.au		Assistance for people with Dyslexia
DSF Literacy and Clinical Services (The Dyslexia - SPELD Foundation of WA inc.	(08) 9217 2500 dsf.net.au		Advice and support to families and educators on successful literacy acquisition, evidence-based practice, and the strategies most likely to improve literacy outcomes for all students
Life Without Barriers	1800 935 483 SMS relay 0423 677 767 lwb.org.au/disability/	9am – 4:30pm, Mon – Fri (AEST)	Disability services and programs
Senses WA	1300 111 881 senses.org.au		Information, support and services to people with disability, their families and carers
VisAbility	1800 847 466 (08) 9311 8202 visability.com.au	8:30am - 4:30pm, Mon – Fri (WST)	Support for people living with blindness or vision impairment
Deaf Connect - Perth	1800 893 855 deafconnect.org.au		Services for all members of the community in four different areas; interpreting, support services, NDIS advocacy and navigation, and Auslan and training
NATIONAL TRAINING SUPPORT, LANGUAGE, LITERACY AND NUMERACY (LLN)			
StudyAssist (DEWR)	studyassist.gov.au		Info about study options, support services & payments
Skills for Education & Employment (SEE program)	servicesaustralia.gov.au		LLN & digital literacy for job seekers
Read Write Now!	1800 018 802 read-write-now.org		Volunteer tutors provide free one-on-one assistance for adults to help improve Reading; Writing; Spelling; and Maths
Adult Migrant English Program (AMEP)	131 881 immi.homeaffairs.gov.au/settling-in-australia/amep/service-providers		Free English language tuition through the Adult Migrant English Program (AMEP). You may be eligible for AMEP if you are a migrant or humanitarian visa entrant

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Be Connected	1300 795 897 beconnected.esafety.gov.au	9am – 5pm, Mon – Fri (AEST/AEDT)	Help for seniors with using computers, word processing web use, sending emails
Reading Writing Hotline	1300 655 506 readingwritinghotline.edu.au		Assistance with LLN - national telephone referral service for adult literacy and numeracy
VOCATIONAL LEARNING SUPPORT & RESOURCES			
ASQA Student Support Info	asqa.gov.au/students		Info on student rights, RTO standards, complaints
My Skills (National VET Directory)	myskills.gov.au		Info on VET courses, training providers & job pathways
NCVER (National Centre for Vocational Education Research)	ncver.edu.au		Research & resources on VET, employment trends
FIRST NATIONS STUDENT SUPPORT SERVICES			
13YARN	13 92 76 13yarn.org.au		A free and confidential crisis support line run by Aboriginal and Torres Strait Islander people, for Aboriginal and Torres Strait Islander people.
Aboriginal Health Council (State-based)	naccho.org.au		Provides health and social support services across each state or territory. Find your local ACCHO (Aboriginal Community-Controlled Health Organisation).
Aboriginal Legal Services (ALS)	alsnswact.org.au or your local ALS		Legal advice, court support, and advocacy for Aboriginal and Torres Strait Islander people. Each state/territory has a branch.
Link-Up (Australia)	aiatsis.gov.au → Link-Up Services		Supports First Nations people who were affected by past government policies (e.g. Stolen Generations) to reconnect with family and culture.
Black Dog Institute – Aboriginal and Torres Strait Islander Programs	blackdoginstitute.org.au		Resources and mental health programs designed in collaboration with Indigenous communities.
Deadly Connections	deadlyconnections.org.au		Support services focusing on community, justice, and cultural healing for Aboriginal people.
Headspace – Yarn Safe	headspace.org.au/yarn-safe		Mental health support for young Aboriginal and Torres Strait Islander people. Culturally safe and youth-friendly.
EMPLOYMENT & CAREER SUPPORT			
Jobactive / Workforce Australia	workforceaustralia.gov.au		Government-funded employment services.
SEEK	seek.com.au		Private job platform.
CareerOne	careerone.com.au		Career & resume resources.
Skillsroad	skillsroad.com.au		Career planning for students.

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