

Student Support Services List

Academic / Traineeship Support

Future Force Tel: 03 9375 3100	The first and most obvious area of support is with Future Force itself. Your trainer is available to you not only through their training visits, but via telephone (incl. mobile) at any time should you require assistance or support either with your training or with other issues within the workplace or elsewhere. Where your trainer is unable to assist, the trainer will engage management who shall personally provide support or endeavour to provide an alternative to assist you.
The Reading & Writing Hotline www.literacyline.edu.au Tel: 1300 655 506	For assistance with literacy and advice on short courses
Sarina Russo www.sarina.russo.com.au	For assistance with your government traineeship registration or for any information regarding your traineeship
Victorian Department of Education & Training www.skills.vic.gov.au	This may be useful if the situation arises where a field officer is required. Field officers can assist with such things as investigating disputes between trainees and employers, or simply providing advice to trainees

Financial Support

Centrelink www.humanservices.gov.au	For information concerning all Centrelink activities (income assistance, healthcare cards etc...)
Department of Human Services www.humanservices.gov.au	Administers social and health payments and services. E.g. Centrelink, Medicare, child support

Discrimination and Legal Advice

Legal Aid www.legalaid.vic.gov.au www.legalaid.nsw.gov.au www.legalaid.qld.gov.au	Helping protect the rights of socially and economically disadvantaged Australians by providing advice in all many areas of law.
The Victorian Equal Opportunity and Human Rights Commission www.humanrightscommission.vic.gov.au Tel: (03) 9281 7100	For resolution of individual and representative complaints about discrimination, sexual harassment and racial and religious vilification
Fair Work Australia www.fwa.gov.au Tel: 1800-639 629	For information concerning minimum wages, employment conditions and other workplace matters

Personal Crisis and Support

Beyond Blue www.beyondblue.org.au Tel: 1300 22 46 36	Mental health referral and information resource
Lifeline www.lifeline.org.au Tel: 13 11 14	Free counselling service that respects everyone's right to be heard, understood and cared for.