

Student Support

English language support

BCC Institute offers after class individual English language support with a qualified EAL teacher. This service is available upon trainer or student request.

BCC Institute offers advice and/or referrals to external service providers for students in the following areas:

- Language Literacy and Numeracy support (LLN)
- Health
- Legal matters
- Domestic violence
- Sexual assault
- Drugs and Alcohol
- Depression, Anxiety and Mental Health
- Housing

Details of how to access these services below.

Support Services Contacts

Reading and Writing Hotline

Tel: 1300 655 506 Website: <http://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Anti-Discrimination Board

Tel: 9268 5544 Website: <http://www.antidiscrimination.justice.nsw.gov.au/>

Level 4, 1745 Castlereagh Street Sydney

Legal Aid

Tel: 9707 4555 Website: <https://www.legalaid.nsw.gov.au/>

Level 8, Civic Tower, 66-72 Rickard Road Bankstown

Commonwealth Ombudsman

Tel: 1300 362 072 Website: www.ombudsman.gov.au/about/overseas-students

Can investigate complaints about problems that intending, current or former overseas students have with private schools, colleges and universities in Australia.

Lifeline

Tel: 13 11 14

Anyone can call Lifeline. The 13 11 14 number offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support

services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: <https://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people. Below is a list of other external support providers.

Problem	Website	Telephone Number
Alcoholism	www.aa.org.au	1300 222 222
Anxiety (including phobias & Obsessive-Compulsive Disorder)	https://wayahead.org.au/	1300 794 991
Anxiety	https://www.sane.org/services/help-centre	1800 187 263
Asthma	https://asthma.org.au/	1800 645 130
Consumer credit and debt	http://ndh.org.au/	1800 007 007
Crimestoppers (report crime anonymously)	https://nsw.crimestoppers.com.au/	1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org/	9951 5522 / 13 11 14
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 224 636
Disabilities	www.ideas.org.au/	1800 029 904
Domestic Violence Legal Service	https://www.wlsnsw.org.au/legal-services/domestic-violence-legal-service/	1800 810 784
Domestic violence	https://www.facs.nsw.gov.au/domestic-violence	1800 656 463
Drug addiction: Narcotics Anonymous	https://www.na.org.au/multi/	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au/	8004 1214
Drugs and mental health	www.thewaysidechapel.com/	9581 9100
Families & friends with mental illness	http://www.mentalhealthcarersnsw.org/about-us/	1300 554 660

Eating disorders	www.edf.org.au/	9412 4499
Eczema	www.eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au/	1300 374 537
Family planning information	https://www.fpnsw.org.au/	1300 658 886
Gambling counseling	https://www.gamblinghelponline.org.au/services-in-your-state/new-south-wales	1800 858 858
Lesbian, Gay, Bisexual, Trans & Intersex (LGBTI) counselling	https://qlife.org.au/	1800 184 527
Grief support	www.solace.org.au/	9519 2820
Hepatitis C	https://www.hepatitisaustralia.com/	1800 437 222
HIV/AIDS	https://www.healthdirect.gov.au/hiv-infection-and-aids	1800 737 669
Telephone Interpreter Service		131 450
Legal information and advice	www.lawaccess.nsw.gov.au/	1300 888 529
Overseas Student Ombudsman	https://www.ombudsman.gov.au	1300 362 072
Poison Information Centre	https://www.health.gov.au/contacts/poisons-information-centre	131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au/	1300 792 798
Rape Crisis Centre	www.nswrapecrisis.com.au/	1800 424 017
Relationship counselling	www.interrelate.org.au/	1300 473 528
Schizophrenia	www.sfnsw.org.au/	1800 843 539
Serious illness (sufferers & families)	https://lifecircle.org.au/	1300 364 673
Smoking – Quitline	https://www.icanquit.com.au/	13 78 48
Suicide Prevention	www.suicideprevention.com.au/	1800 465 366

Smart & Skilled: Student Support



Victims of crime support	https://www.victimsservices.justice.nsw.gov.au/	1800 633 063
Women's refuge referral service	https://www.facs.nsw.gov.au/	1800 152 152

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