



Ideal International Institute Pty Ltd
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Confidential Discussion & Support

If you need to talk about something personal, sensitive, or confidential, our Student Support Team is here to help. All discussions are kept private and handled in accordance with the Privacy Act 1988 & III's Privacy Policy and III's Student Support, Welfare & Wellbeing Policy available on III's website.

Call us on: 1 300 201 247

Email: support@iii.vic.edu.au or apply@iii.vic.edu.au

Note: This service is confidential and free for all III students. If you require additional help, we can connect you with external support services.

External Support Services

Fire, Ambulance, Police (life-threatening emergencies): Ring 000

Service	Contact	Website Link
Helplines & Counselling Services		
Lifeline	13 11 14 (If life is in danger, CALL 000)	lifeline.org.au
Reach Out	Lifeline - 13 11 14, Kids Helpline - 1800 55 1800, Suicide Call Back Service - 1300 659 467, 1800RESPECT - 1800 737 732	au.reachout.com
Men's Line Australia	1300 78 99 78	mensline.org.au
GriefLine	1300 845 745	griefline.org.au
1800RESPECT	1800 737 732	1800respect.org.au
Beyond Blue	1300 22 4636	beyondblue.org.au
St Kilda Crisis Contact Centre	(03) 9536 7777	salvationarmy.org.au
Workplace & Consumer Support		
Fair Work Ombudsman	13 13 94 / 131 394	fairwork.gov.au
Consumer Affairs Victoria	1300 55 81 81	consumer.vic.gov.au
Domestic Violence & Support Services		
Domestic Violence Resource Centre Victoria (DVRCV)	(03) 8346 5200 or (03) 8346 5266	dvrcv.org.au
Alcohol, Drugs & Gambling Support		
Direct Line (Drug & Alcohol Service)	1800 888 236	directline.org.au
ECADS (Alcohol & Drugs)	1800 778 8278	ecads.org.au
Gambling Help Line	1800 858 858	gamblinghelponline.org.au
Crisis Accommodation / Homelessness Services		
Crisis Accommodation Information	1800 825 955 or (03) 9536 7777	housing.vic.gov.au

Hospitals & Medical Centres

The Alfred	(03) 9076 2000	alfredhealth.org.au
Austin Hospital	(03) 9496 5000	austin.org.au
Royal Children's Hospital	(03) 9345 5522	rch.org.au
Royal Women's Hospital	(03) 8345 2000	thewomens.org.au
Royal Melbourne Hospital	(03) 9342 7000	thermh.org.au
St Vincent's Hospital	(03) 9231 2211	svhm.org.au
Melbourne City Medical Centre	61 3 9639 9600	melbournecitymedical.com.au
Emporium Medical Centre	+61 3 9654 5544	N/A
Swanston Street Medical Centre	+61 3 9205 7500	swanstonstreetmedicalcentre.com.au
AIM Health Melbourne Central Medical	(03) 9663 7199	aimhealthmelbourne.com.au
The National Translating and Interpreting Service	131 450 (AU), +61 3 9268 8332 (Outside AU)	tisonational.gov.au

Legal & Dispute Resolution Services

Victoria Legal Aid	1300 792 387	legalaid.vic.gov.au
Resolution Institute	1800 651 650	resolution.institute

Emergency Services

Emergency (Fire, Police, Ambulance)- CALL 000

Victoria Police	(03) 9247 6666	police.vic.gov.au
Fire Rescue Victoria (FRV)	1300 367 617 (non-emergency)	frv.vic.gov.au
Ambulance Victoria	1300 60 60 24 (non-emergency)	ambulance.vic.gov.au

Education & Youth Support

Study Australia	enquiries@studyaustralia.gov.au	studyaustralia.gov.au
Youth Central	1300 650 172	youthcentral.vic.gov.au
Yellow Pages Australia	N/A	yellowpages.com.au

Places of Worship

Churches	Online search	australianchurches.net
Mosques	Online search	https://isv.org.au/
Temples	Online search	hinducouncil.com.au
Sikh Temple	Online search	sikhouthaustralia.com