

Other numbers for counselling and support

- ▶ Lifeline Melbourne - **13 11 14**, free telephone counselling
- ▶ Suicide Helpline Victoria - **1300 651 251**, if you feel suicidal, are worried about someone else who is suicidal, or have lost someone to suicide
- ▶ The Women's Domestic Violence Crisis Service of Victoria - **1800 015 188**, for 24-hour support, assistance, information and referrals
- ▶ WIRE - **1300 134 130**, information and referral service for women
- ▶ MensLine - **1300 78 99 78**, information and support for men
- ▶ Tenants Union of Victoria - **9416 2577**, free tenancy advice
- ▶ CIC Career Services for job information and assistance Level 5
- ▶ Support for those suffering from depression:
www.beyondblue.org.au | www.au.reachout.com
- ▶ Victoria Legal Aid - **1300 792 387**, free and low cost legal services (different languages available)
- ▶ Direct Line - **1800 888 236**, provides confidential alcohol and drug counselling
- ▶ National Pregnancy Support Helpline - **1800 422 213**, 24 hours, non-judgemental counselling and support with unplanned pregnancy
- ▶ Grief Line Community & Family Services - **03 9935 7400**
- ▶ Study Melbourne Student Centre - one stop shop for Victorian international students who need information, and welfare services

Contact us

📍 Level 3, 108 Lonsdale Street,
Melbourne VIC 3000

☎ +61 3 8658 5266

✉ counselling@cic.vic.edu.au

📘 cichighereducation

🌐 www.cic.vic.edu.au

CIC Higher Education Pty Ltd
CRICOS Provider No. 01718J
ABN: 29076527529

Student Welfare Services



We strive to support you by providing a range of services which includes advice and information on issues that can affect your studies and well-being while in Australia.



CIC Higher Education provides a range of services to support our students. The Student Welfare Team is a team of friendly professionals that can assist you in a range of areas.



Hyacinth DaGama Monteiro

Hyacinth worked with students of diverse cultural backgrounds in higher education as a teacher and special Education co-ordinator/psychologist in 3 countries (India, USA & Australia) for over 30 years.

She has extensive experience in mental health issues such as academic stress, learning problems, study and time management skills, adjustment disorders, loneliness, relationship issues, anxiety and depression. She has full registration with the Psychology Board (PsyBA) and is a board-approved Supervisor with Australian Health Practitioner Regulation Agency (AHPRA). She is a full member of the Australian Psychological Society (APS), a full member of the Victorian Teaching Association (VIT), a clinical member of the Australian Counselling Association (ACA) and a member of the National Association of School Psychologists (NASP) in the USA. She was born in India and can both understand as well as respond in Hindi.

Contact details:

✉ hyacinth.dagama@cic.vic.edu.au
☎ +61 433 533 215

Availability: Thursdays



Randolph Monteiro

Randolph has worked as a guidance counsellor in the US, helping students for over 10 years. He speaks Urdu, Hindi, Persina and English, and was an international student

himself. Randolph has a proactive approach to his counselling and is registered with ACA, and is also a registered psychologist with the Australian Health Practitioner Regulation Agency (AHPRA).

Contact details:

✉ randolph.monteiro@cic.vic.edu.au
☎ +61 425 177 171

Availability: Wednesdays and Thursdays



Harpreet Deol

Harpreet has more than eight years' experience in counselling, handling stress management, exam pressures, career planning, work-life balance, positive mental health and relationship

issues. She is currently an Associate Member of the Australian Psychological Association. Harpreet has worked as a counsellor in education, mental health services, and crisis support in India and Australia. She speaks Hindi, Punjabi and English.

Contact details:

✉ harpreet.deol@cic.vic.edu.au
☎ +61 3 8888 6558

Availability: Mondays, Tuesdays and Fridays

Note: Please book an appointment via reception on level 4 or email/call the counsellor's direct line.