

National Help Lines

This is a collation of public information for your convenience. Sam Nugent does not personally endorse, recommend, take responsibility for or guarantee the services of any of these organisations or their representatives. Available hours and days may change without notice but were current as of 30 September 2020, but may change or be updated at any time. If you do experience difficulty contacting one of the services, please do not hesitate to search for these organisations online.

If the matter is urgent, or yourself or someone you know is at imminent risk, please call 000 first.

General

24 Hour Phone Access & Crisis Support

Emergency, Police & Ambulance
If you or someone you know is at imminent risk
000

Police Link Australia
For non-urgent police assistance in your state or territory
131 444

Lifeline Telephone Counselling
A generalist and crisis telephone counselling, information and referral service, provided by trained volunteers who are supported by professional staff.
www.lifeline.org.au
13 11 24

Suicide Call Back Service
Provides telephone and online counselling to people 15 years and older who are affected by suicide. This service has information for anyone affected by suicide, including: Anyone who is feeling suicidal, is worried about someone, or has lost someone to suicide as well as information for health professionals supporting individuals.
1300 659 467

Samaritans Crisis Support
135 247

Beyond Blue
Support for Depression, Anxiety & Reducing the Stigma of Mental Illness
1300 22 4636

Counselling Online
A free online and SMS/text-based service providing assistance to Australian residents concerned about alcohol and other drugs
Links to numbers in your states & territories in Australia
<https://www.counsellingonline.org.au>
<https://www.counsellingonline.org.au/covid-19-update>
<http://www.relationshipcounselling.org.au/resources-links/crisis-help-and-support/>
<https://wvna.org.au/need-help/>

Support Options A-Z

24 Hour Support for ADF Members & Families

All Hours Support Line

The All-hours Support Line (ASL) is a confidential telephone service for ADF members and their families that is available 24 hours a day, seven days a week. The ASL is designed as a triage line, which simply means that it is there to help you access ADF or civilian mental health services more easily. Services that you can access include psychology, medical, social work, and chaplain services.

1800 628 036

Open Arms

Support for current and ex-serving ADF personnel & their families

1800 011 046

<https://www.openarms.gov.au/about/news/2020/covid19-calming-and-coping>

Defence Family Helpline

The Defence Family Helpline is your first point of call for support, information and connection with your community, including your local DCO team. The Helpline is available 24-7 and is staffed by qualified human services professionals including social workers and psychologists.

1800 624 608

1800IMSICK

1800 IMSICK is a national 24 hour call service providing world class nurse triage and health support for all ADF entitled personnel within Australia.

1800 467 425

24 Hour Support for Caregivers of People with Dementia

Dementia Support Australia & Alzheimer's Support

For support with dementia related challenging behaviour

Commonwealth Respite and Carelink Centres for urgent carer respite

1800 052 222

Dementia Behaviour Management Advisory Service

1800 699 799

24 Hour Support for Children, and Young Adults

Kids Help Line

For children & young people aged 5 - 25

<https://kidshelpline.com.au>

1800 55 1800

The Line / MYLINE

A national relationships helpline for young people to talk to someone about the relationship issues they may be experiencing, or if they are unclear about where to draw the line between what is, or is not, a respectful relationship.

1800 695 463

24 Hour Support for Drug and Alcohol Issues

Family Drug Support Australia

A telephone support services for users, families and carers in crisis due to alcohol and other drug use.

1300 368 186

Bridging the Gap Divide Support Line: 1300 884 186

Broader Addictions - Alcohol, Food and Drug Addiction:

<https://au.reachout.com/tough-times/addiction>

24 Hour Support for Family Violence or Abuse

Domestic Violence

A national sexual assault, family and domestic violence counselling line for anyone who has experienced, or is at risk of, physical or sexual violence. This service is designed to meet the needs of people with disabilities, Indigenous Australians, young people and callers from culturally and linguistically diverse backgrounds.

<https://www.humanservices.gov.au/individuals/subjects/family-and-domestic-violence>

The above page has a quick exit link to support your privacy

1800RESPECT or 1800 737 732

<https://www.1800respect.org.au/daisy>

Domestic Violence Crisis Service: 1800 656 463

Child Abuse Prevention Service

Family support, abuse prevention and community education services.

1800 688 009

If you need to report child abuse or neglect:

<https://aifs.gov.au/cfca/publications/cfca-resource-sheet/reporting-child-abuse-and-neglect>

24 Hour Support for Gambling Issues

Gambling Helpline

Provides counselling for individuals and families affected by a gambling concern.

1800 858 858

24 Hour Support for Mens Issues

MensLine Australia

A telephone and online support service for men with family and relationship concerns.

<https://www.healthdirect.gov.au/mens-mental-health>

1300 78 99 78

24 Hour Support for Parents

Tresilian

Advice for parents of children 0-5 years from Child and Family Health nurses.

1800 637 357 free call NSW or 02 9787 0855 nationally

Red Nose Grief & Support Line

A free bereavement support line for anyone affected by the unexpected death of a baby or child during birth, pregnancy or infancy, regardless of the cause. A trained volunteer parent is available to chat, advocate and assist with support and services.

1300 308 307

Miracle Babies Foundation

A free support helpline for families with a threatened pregnancy, with a premature baby in a Neonatal Intensive Care Unit or Special Care Nursery or those transitioning to home and onwards. Support is provided by trained family support volunteers.

1300 622 243

SIDS and Kids

Information for parents about Sudden Infant Death Syndrome.

1300 308 307

Non 24 Hours Lines of Support

Crisis Support

It the matter is urgent, please contact 000 or for 24 Hour support, please contact a 24 Hour Support line on Pages 1 - 4.

Lifeline Crisis Support Online Chat

<https://www.lifeline.org.au/get-help/online-services/crisis-chat>

7 Days per Week: 7:00pm - Midnight (Sydney Time)

Outside of these hours, call 13 11 14 (24 hours)

Mens Referral Service

Offers a confidential telephone service provided for men by men. For men who want to stop their violent or abusive behaviour towards their family members. Women can also seek information and help for their male partner, husband, relative or friend.

Live chat Monday to Friday 9:00am - 9:00pm

Saturday and Sunday 10:00am - 3:00pm

<https://www.ntv.org.au/get-help/live-chat/>

1300 766 491

Defence Family Support Line

Email: DefenceFamilyHelpline@defence.gov.au

Email response usually within 24 hours

1800 624 608

GriefLine

Provides support to people experiencing loss and grief, at any stage in life. Also provides online counselling.

1300 845 745

7 Days per Week: 12:00pm - 3:00am AEST

Drug & Alcohol Support

Drug Info - Alcohol and Drug Foundation

A telephone and online service for anyone who needs relevant, up-to-date information about alcohol and other drugs

1300 858 584

9:00am - 5:00pm Monday - Friday.

Mental Health Support & Advice

ADF Members & Families

Open Arms

Support for current and ex-serving ADF personnel & their families

<https://www.openarms.gov.au>

1800 011 046

Aged Care Support and Carers

Ageing

Information for older people and their carers.

1800 500 853

Monday to Friday 8:00am - 8:00pm

Saturday 10:00am - 2:00pm

Carers for People with Disability, Mental Health Issues or Dementia

National Dementia Helpline

<https://www.dementia.org.au/>

Monday to Friday 9:00am - 5:00pm except public holidays

1800 100 500

Web Chat: <https://www.dementia.org.au/helpline/webchat>

Email: helpline.nat@alzheimers.org.au

Chat Service, Moderated Forums, Carers Support & Mental Health Information

www.saneforums.org

www.sane.org

Mind Australia Carer Helpline

Provides free, confidential information, support and referral for family, carers, and friends of people with a mental illness.

Monday to Friday 9:00am to 5:00pm AEST

1300 554 660

Samaritans

Online Forums for Carers or People with Mental Illness

<https://thesamaritans.saneforums.org/t5/Carers-Forum/ct-p/carers-forum>

Support for Reporting Child Sexual Abuse or Survivors of Child Sexual Abuse

Bravehearts

Monday to Friday 8:30am to 4:30pm AEST

1800 272 831

Bravehearts' national information and support line can be accessed by anyone wanting information or support relating to child sexual assault.

ChildWise National Child Abuse Prevention Hotline

Confidential support services for individuals who have experienced abuse in an institutional setting and/or need support and counselling after giving evidence to the Royal Commission into Institutional Responses to Child Sexual Abuse, or for professionals supporting these individuals.

This helpline can provide information, short-term counselling, and referrals.

1800 99 10 99

Monday to Friday 9:00am - 5:00pm AEST

Blue Knot Foundation Helpline

Staffed by trained trauma-informed counsellors, this support line offers information, support and referral to adult survivors of childhood trauma and abuse, and partners, family and friends of survivors. Help, information, support & referral for adult survivors of childhood trauma & abuse.

1300 657 380

7 Days per Week 9:00am - 5:00pm AEST

Support for Eating Disorder Issues

Butterfly Foundation's National Helpline

A free, confidential service providing information, counselling, and referral for people with eating disorders and body image and related issues.

1800 33 4673

7 Days per Week 8:00am - Midnight AEST

Online Chat: <https://thebutterflyfoundation.org.au/our-services/helpline/chat-online/>

Email: support@thebutterflyfoundation.org.au

Support for Children & Young People

Headspace

www.headspace.org.au

Online & Telephone Counselling for Young people aged 12 - 25, their friends & families. 1 on 1 and group options available, or email

Register for email or group options here: <https://headspace.org.au/register/>

<https://headspace.org.au/eheadspace/connect-with-a-clinician/>

1800 650 890

7 Days per Week 9:00am - 1:00am (Melbourne Time)

Financial Support Counselling & Debt Management

National Debt Helpline

<http://www.ndh.org.au>

1800 007 007

A not-for-profit service that helps people in Australia tackle their debt problems.

General Mental Health Support

Mental Health Direct

www.healthdirect.gov.au/mental-health-helplines

SANE Australia Helpline

Provides information, guidance, and referrals to people who are affected by or need support to manage mental health concerns

Weekdays 9:00am - 5:00pm AEST

Phone: 1800 187 263

Email: helpline@sane.org

Support for LGBTIQ+

QLife

QLife are a counselling and referral service for people who are lesbian, gay, bisexual, trans, and/or intersex (LGBTI).

Monday to Friday 3:00pm - 12:00am phone and web chat

<https://qlife.org.au/resources/chat>

1800 184 527

Mental Health Support for Parents

PANDA (Perinatal Anxiety & Depression Australia)

Provides confidential counselling, support, information and referrals to local services for anyone affected by perinatal (during pregnancy and after birth) anxiety and depression.

1300 726 306

Monday to Friday: 10:00am - 5:00pm AEST

Parentline Australia

Support, counselling and parent education.

1300 301 300

Monday to Friday 9:00am - 9:00pm

Pregnancy, Birth & Baby Helpline

Offers free and confidential counselling support and information about pregnancy, infancy and children up to five years of age.

1800 882 436

7 Days per Week: 7:00am - Midnight

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1300 308 307

Miracle Babies Foundation

A free support helpline for families with a threatened pregnancy, with a premature baby in a Neonatal Intensive Care Unit or Special Care Nursery or those transitioning to home and onwards. Support is provided by trained family support volunteers.

1300 622 243

SIDS and Kids

Information for parents about Sudden Infant Death Syndrome.

1300 308 307

Family Relationship Support for Parents

Family Relationship Advice Line

Provides information on family relationship issues and advice on parenting arrangements after separation. It is for anyone -including step-parents, young people and friends - affected by family relationship or separation issues. Referrals to local services are also offered.

1800 050 321

Monday to Friday 8:00am - 8:00pm

Saturday 10:00am - 4:00pm

<https://parentsbeyondbreakup.com>

02 6652 8113

1300 853 437

Monday - Saturday 9:00am - 5:00pm AEST and can be 24/7 subject to volunteer availability.

<https://parentsbeyondbreakup.com/find-help/other-support-links/>

Request a call back here:

<https://parentsbeyondbreakup.com/contact/> or leave a message on the above phone numbers.

Parental Support in Separation

A component of the Family Relationship Advice Line continued:

Separation Checklist

<https://parentsbeyondbreakup.com/find-help/quick-facts-sheet/>

Links for Dads

<https://parentsbeyondbreakup.com/dids-meetings/>

Links for Mums

<https://parentsbeyondbreakup.com/mids-meetings/>

Divorce Resource

<https://www.divorceresource.com.au/resources/crisis-support>

Wildlife & Animal Support

RSPCA

Find the number and details for your state here:

<https://www.rspca.org.au/contact-us>

WIRES

Native or injured wildlife: 1300 094 737

Other Useful Links

Marie Stopes Australia

Family planning support and advice Australia wide

<https://www.mariestopes.org.au/your-choices/>
1300 207 382

Relationships Australia

1300 364 277

<https://www.relationships.org.au/relationship-advice/usefull-links>

Head to Health

<https://headtohealth.gov.au>

MindSpot

<https://mindspot.org.au>

NAACHO

National Aboriginal Community Controlled Health Organisation

<https://www.naccho.org.au>

Support After Suicide

<http://www.supportaftersuicide.org.au>

Mental Health Australia

<https://mhaustralia.org/need-help>

