

ICLA's National Recovery Services Referral Guide

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Demographic Description

eFriend is a National service for Australians 18+. eFriend Peers are trained to identify whether someone has accessed or would benefit from a referral to a specialist service. Below that are potential referrals we could utilize during the service.

Referrals

National Service Directory

Organisation	Service	Description	Contact Information/Hours
Ask Izzy	Directory of services	<p>An easy-to-use national database of services to find housing, meals, healthcare, counselling, legal advice, addiction treatment and a whole lot more.</p> <p>If you're on the Telstra mobile network, you can access Ask Izzy even if you don't have credit.</p>	Website

Crisis Help Lines

National Services

Organisation	Service	Description	Contact Information/Hours
Lifeline	Free professional crisis support: <ul style="list-style-type: none"> ○ Telephone ○ Text ○ Online chat/video 	A national helpline providing all Australians experiencing emotional distress with access to suicide prevention services.	<p><u>Website</u></p> <p><u>13 11 44</u> Telephone crisis support, Available 24/7</p> <p><u>0477 13 11 14</u> Text crisis support 6pm - midnight (AEST), 7 days</p> <p><u>Webchat</u> Online crisis support 7pm - midnight (AEST), 7 days</p>
Suicide Call Back Service	Free professional crisis support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat/video 	Suicide Call Back Service is a nationwide service that provides professional support to people who are affected by suicide.	<p><u>Website</u></p> <p><u>1300 659 467</u> Telephone crisis support Available 24/7</p> <p><u>Webchat</u> Online & Video crisis support Available 24/7</p>
Head to Health	Directory of crisis support & counselling services	Mental Health Lines for each State	<p><u>Website</u></p> <p>Scroll to bottom of page</p>

Mental Health

National Services

Organisation	Service	Description	Contact Information/Hours
Black Dog Institute	Support Groups listed by State	Online and in person support groups that allow people to discuss their experiences, problems, and strategies for coping.	Website (02) 9382 4530 9am - 5pm Monday – Friday
Beyond Blue	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online ○ Online Forum ○ Peer Support 	One-on-one phone and online chats with a trained mental health professional plus a moderated online community exploring 'mental health conditions', 'people like me' and 'caring for myself and others'.	Website Online Forums 1300 22 4636 Telephone support Available 24/7 Webchat Online support 3pm - midnight (AEDST) 7 days
eFriend	Free peer support: <ul style="list-style-type: none"> ○ Telephone ○ Online video 	eFriend is a virtual peer support service which offers weekly 30-minute conversations with the same peer worker over multiple sessions	Website efriend@icla.org.au 9.30am-7pm (AEST) Monday-Friday
Health Direct	Find a FREE mental health professional	A government website that allows you to search by postcode for health services that bulk bill.	Website

Kids Helpline (5-25 years)	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat ○ Email 	Free, private and confidential phone and online counselling service for young people.	<u>Website</u> <u>1800 551 800</u> Available 24/7 <u>Webchat</u> Online support Available 24/7
MensLine	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat/video 	Telephone and online counselling service for men with emotional health and relationship concerns.	<u>Website</u> <u>1300 78 99 78</u> Available 24/7
SANE Helpline	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat/video ○ Online Forum ○ Peer Support 	One-on-one phone and online chats with a trained mental health professional plus moderated online forums: 'Lived Experience' and 'Family, Friends and carers'	<u>Website</u> <u>1800 187 7263</u> 10am - 10pm (AEST) Monday - Friday

Telehealth

Organisation	Service	Description	Contact Information/Hours
HeadSpace (12 - 25 years) (waitlist)	Free ongoing Psychologist sessions: <ul style="list-style-type: none"> ○ In person ○ Telephone ○ Online chat/video ○ Group Chats 	Medical and mental health support through 100 Headspace Centres plus online and phone support. It's confidential and can be anonymous. There is a waitlist for ongoing therapy sessions.	Website info@headspace.com 1800 650 890 9am-1am (AEST) 7 days
Rural & Remote (now working with people in urban areas as well)	10 free psychologist sessions: <ul style="list-style-type: none"> ○ Telephone ○ Online chat/video 	Emerge Psychology provides 10 bulk billing (free) telehealth sessions with a psychologist to people in rural & remote areas.	Website
The Winn Clinic (Medicare subsidised Psychiatrists - patients pay 15%-25% of the fee)	A referral service to help connect people seeking ongoing treatment with independent mental health practitioners (psychiatrists & psychologists)	<p>For a small fee, a Winn clinic psychoanalyst will meet with you over TWO sessions, to get to know you and find out what you're looking for. They will then refer you on to someone for ongoing treatment.</p> <p>If you ask for a PSYCHIATRIST (rather than a psychologist) you can receive a Medicare rebate and so only pay the gap fee. Their psychologists can only provide 10 free sessions per year if you have a Mental Health Plan, which you get from a GP.</p> <p>Their website says they are only in Sydney and Melbourne, but with Covid they are</p>	Website

		now taking telehealth calls throughout Australia.	
Welysn (Free for people with a Mental Health Plan)	10 free psychologist sessions: <ul style="list-style-type: none"> ○ Telephone ○ Online chat/video 	Everyone with a Medicare card is eligible for 10 free sessions per year with a psychologist, if you have a Mental Health Plan, which you get from a GP. Appointments with Welysn psychologists are on the phone or by video.	Website
Mosh – Mental Health	Medicare funded psychology sessions. \$150 per session – claimable on Medicare Gap: Clinical Psychologist: \$21.60 Registered psychologists \$62.55	Psychological support from the comfort of your own home. Mosh provides personal and professional profiles for each of their psychologists, to ensure that you can choose someone who will be the best fit for you.	Website

Online Courses – Free, evidence based & self-guided

Organisation	Service	Description	Contact Information/Hours
Bite Back (13-16 years) (Blackdog Institute)	Free online treatment program	Bite Back teaches practical self-management skills that are based on Positive Psychology, for young people	Website
Blackdog Institute	Self-Assessment tools	<p>The Self Tests ask 5 quick questions to give you an idea of the likelihood that you are dealing with depression, anxiety or bi-polar disorder.</p> <p>The Online Clinic takes you through a range of clinical assessments for common mental health conditions. At the end you will receive a personalised report with suggested support services and free or low-cost resources for you to access. This report can be downloaded, printed or emailed to share with your family or doctor.</p>	Depression Self-Test Anxiety Self-Test Bi-Polar Self-Test Online Clinic
eCentre Clinic	Free 5-week online treatment courses, some with brief weekly contact with mental health professional.	<p>The following courses teach practical self-management skills:</p> <ul style="list-style-type: none"> ○ Wellbeing - with specific courses for Adults, Seniors, Youth, ○ Chronic conditions ○ Neurological conditions ○ Obsessive Compulsive Disorder ○ Pain with Spinal Cord Injury ○ PTSD ○ Uni students 	Website

e-Couch	Free online treatment course	e-Couch courses teach practical self-management skills that are based on Cognitive Behavioural Therapy (CBT): <ul style="list-style-type: none"> ○ Depression ○ Anxiety & worry ○ Social anxiety ○ Divorce & separation ○ Bereavement & Loss 	Website
HeadGear (Blackdog Institute)	Free 30-day online program	30-day mental fitness challenge designed to build resilience and wellbeing and prevent things like depression and anxiety	Website
Healthy Mind (Intellectual Disability) (Blackdog Institute)	Free online treatment program	Healthy Mind is an online Easy Read tool designed to help people with Intellectual Disability (ID) to recognise and regulate their thoughts and feelings.	Website
MindSpot	Free 8-week online treatment courses with weekly contact with mental health professional	MindSpot courses teach practical self-management skills that are based on Cognitive Behavioural Therapy (CBT), Interpersonal Therapies, relaxation and physical activity: <ul style="list-style-type: none"> ○ Wellbeing Courses - with specific courses for Adults, Seniors, Youth, Indigenous people ○ Obsessive Compulsive Disorder ○ PTSD ○ Pain 	Website <u>1800 61 44 34</u>
MoodGym	Free online treatment course	Moodgym course teach practical self-management skills that are based on Cognitive Behavioural Therapy (CBT): <ul style="list-style-type: none"> ○ Depression & Anxiety 	Website

<p>MyCompas (Blackdog Institute)</p>	<p>Free online treatment courses, ideally done over 7 weeks</p>	<p>MyCompas course teach practical self-management skills that are based on Cognitive Behavioural Therapy (CBT). Its core features include personalised interactive learning activities and a lifestyle tracking feature to help users better understand themselves and learn strategies to improve their mental health. Depression, Anxiety & Stress - with specific courses for Adults, Men, people with Diabetes</p>	<p><u>Website</u></p>
<p>This Way Up</p>	<p>Free online treatment courses</p>	<p>Free evidence based, free short courses</p> <ul style="list-style-type: none"> ○ Intro to Mindfulness ○ Coping with Stress ○ Managing Insomnia <p>Student Wellbeing</p>	<p><u>Website</u></p>

Peer Support Services

Organisation	Service	Description	Contact Information/Hours
BEING Supported	Free telephone peer support service	Mental Health Peer Support Line staffed by trained and experienced Peer Support Specialists with their own lived experience of mental health issues.	Website 1800 151 151 10am - 4pm 6pm - 10pm 7 days
SafeHaven	Sydney Drop-in centre providing free support for people struggling with suicide and their families.	SafeHaven is a new option for suicide support. You can chat to a peer worker with lived experience, have a tea or coffee, join in an activity or sit in a quiet spot and listen to music.	Visit the centre at 20/24 Belgrave St, Kogarah – no appointment or Medicare card required. For opening hours please call 9113 2981, or email SESLHD-Safehaven@health.nsw.gov.au
Sane.org	Online Peer Support forums and online meet ups in real time.	SANE Australia is a national mental health charity making a real difference in the lives of people affected by complex mental health issues through support, research and advocacy.	Website 1800 18 7263 Monday to Friday, 10am - 10pm (Australian Eastern Standard Time)

Grow.org.au	A range of services incorporating Peer Support to assist people at different stages of their recovery.	GROW is a community-based organisation that has helped thousands of Australians with their recovery from mental ill-health through a unique program of mutual support and personal development.	<u>Website</u> <u>1800 558 268</u>
The Big Feels Club	<ul style="list-style-type: none"> - Write articles and make podcasts about life + feelings. - Make strange but tender online experiments, like Kinder Mind, a guided audio course to calm your inner critic. - Run occasional meet ups (online and in real life) 	The Big Feels Club create spaces for people to talk about big, scary feelings with one another. They share what they've learned from our own trips down the existential plughole.	<u>Website</u>

Coronavirus/COVID-19

National Services

Organisation	Service	Description	Contact Information/Hours
National Coronavirus Helpline	Telephone information service	Information about COVID-19 directly from the Department of Health including the COVIDSafe App	Website 1800 020 080 Available 24/7

Health Support

Organisation	Service	Description	Contact Information/Hours
Get Healthy	Assist people to get healthy/prevent health conditions	<p>The Service is free and open to anyone aged 16 years and over.</p> <p>Access a qualified personal health coach to help you make healthy lifestyle changes. Your health coach could help you to:</p> <ul style="list-style-type: none"> • Eat healthily • Get active • Reduce alcohol intake • Achieve and maintain a healthy weight • Gain or maintain a healthy amount of weight during pregnancy. 	<p><u>1300 806 258</u></p> <p><u>NSW Website</u></p> <p><u>Queensland</u></p> <p><u>South Australian Website</u></p>

Victims of Crime

National Services

Organisation	Service	Description	Contact Information/Hours
Victims Services	A support & referral service assisting people who have experienced a crime	Supports include: <ul style="list-style-type: none"> ○ Counselling (free) ○ Financial assistance for immediate needs ○ Financial assistance for economic loss ○ Recognition payment 	<u>ACT Website</u> <u>NSW Website</u> NSW Victims Access Line: <u>1800 633 063</u> <u>Northern Territory Website</u> <u>Queensland Website</u> <u>South Australian Website</u> <u>Tasmanian Website</u> <u>Victorian Website</u> <u>Western Australian Website</u>

Financial Counselling

National Services

Organisation	Service	Description	Contact Information/Hours
National Debt Helpline	Free professional telephone support	Confidential financial counselling, including advice on managing debt.	Website 1800 007 007 9.30am - 4pm Monday – Friday
Money Smart	Information	Understanding your options and how to get help with: problems paying bills, managing on a low income and seeking urgent help.	Website

Food Support

National Services

Organisation	Service	Description	Contact Information/Hours
Food Bank	Referral	Use the website to select your state to see what food support is available in your location	Website

Senior Citizens (Elderly)

National Services

Organisation	Service	Description	Contact Information/Hours
1800 ELDERHelp	Free professional telephone support	This number will automatically redirect you to a helpline in the state or territory you are calling from.	<u>Website</u> 1800 353 374 Call operating times vary depending on the service you are redirected to
National Dementia Helpline	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat/video 	Support through sharing information and advice, emotional support, connections to support services/programs, and discuss government support pathways e.g. NDIS.	<u>Website</u> 1800 100 500 8am-8pm Monday - Friday <u>Webchat</u> 9am-5pm (AEST) Monday - Friday
My Aged Care	Information	Government resource for anyone starting their aged care journey. Find and access the government-funded services needed e.g. aged care homes or in-home services	<u>Website</u> 1800 200 422 8am - 8pm Monday – Friday 10am - 2pm Saturdays

Alcohol & Drug Dependency

National Services

Organisation	Service	Description	Contact Information/Hours
National Alcohol & Other Drug Hotline	Free & confidential telephone support	You will be automatically directed to the Alcohol Drug Information Service in the state or territory you are calling from.	<u>1800 250 015</u> Available 24/7
Counselling Online	Free professional support: <ul style="list-style-type: none"> ○ Online chat/video ○ Online Forum ○ Peer Support 	Provides free online counselling to Australians concerned about alcohol & other drugs, for themselves or a family member, relative or friend.	Website Online Forum Available 24/7
Family Drug Support Australia	Free & confidential telephone support	Provides practical help, information and support to families and friends impacted by someone's drug and/or alcohol use.	Website <u>1300 368 186</u> Available 24/7
Alcohol & Drug Foundation (ADF) Info Line	Telephone referral	Offering information and referrals to support services on alcohol or drugs.	Website <u>1300 85 85 84</u> 9am - 5pm Monday – Friday

Front-Line Staff

National Services

Organisation	Service	Description	Contact Information/Hours
DRS4DRS	Telephone helpline staffed by senior GPs and experienced counsellors trained in doctors' health	Support with physical or mental health for any doctor or medical student across Australia.	Website (website lists numbers for each state/territory) Available 24/7
GP Support Program	Free sessions with clinical psychologist	The Royal Australian College of General Practitioners (RACGP) offers free Employee Assistance Program sessions to Australian Members.	Website 1300 361 008 8.30am - 6pm Monday - Friday
Nurse & Midwife Support	Free professional support: <ul style="list-style-type: none"> • Telephone • Email 	A national support service for nurses and midwives providing access to confidential health advice and referral.	Website <u>1800 667 877</u> Available 24/7

Domestic Violence

National Services

(Also see Domestic Violence services listed under [LGBTQI](#) and [Multicultural & Refugee Services](#))

Organisation	Service	Description	Contact Information/Hours
1800 RESPECT	Free professional support: <ul style="list-style-type: none"> • Telephone • Online chat 	Counselling, information and referral for those experiencing sexual, domestic or family violence.	Website Webchat <u>1800 737 732</u> Available 24/7
	Web Apps	<p>Daisy: connects people experiencing violence or abuse to services in their local area</p> <p>Sunny: for women with disability who have experienced violence and abuse</p>	<u>Available to download</u>
MensLine	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat/video 	Telephone and online counselling service for men with emotional health and relationship concerns.	Website <u>1300 78 99 78</u> Available 24/7

ACT Services

Organisation	Service	Description	Contact Information/Hours
Domestic Violence Crisis Service (DVCS)	Free professional support: <ul style="list-style-type: none"> ○ Crisis telephone line ○ Support Groups ○ Long term support 	Crisis intervention, legal advocacy, safety planning and referrals for people who have been impacted by domestic and family violence, including those who are at risk of using violence.	Website <u>02 6280 0900</u> Available 24/7

NSW Services

Organisation	Service	Description	Contact Information/Hours
The Deli Women's & Children's Centre	Free professional support: <ul style="list-style-type: none"> • Counselling • Casework • Educational & therapeutic groups • Playgroup • Individual Parenting Support & Advice 	Seeks to ensure that women, children and families, particularly those affected by domestic violence, are happy, healthy, safe and resilient; and able to participate in connected and strong families and communities.	Website <u>02 9667 4664</u> 9am-3pm Monday - Friday
The Domestic Violence Line	Free professional support: <ul style="list-style-type: none"> ○ Crisis telephone line ○ Referral 	NSW state-wide telephone crisis counselling and referral service for women. Female counsellors can help you get in contact with police, legal help, hospital care, family support, obtaining an AVO, developing a safety plan and finding emergency accommodation	Website <u>1800 65 64 63</u> Available 24/7

Victims Access Line (VAL)	Free support: <ul style="list-style-type: none"> ○ Counselling ○ Financial support 	A single-entry point for victims of crime in NSW to access services including counselling and financial support.	<u>Website</u> Victims Access Line <u>1800 633 063</u> Aboriginal Contact <u>1800 019 123</u> 9.00am - 5.00pm Monday – Friday
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Queensland Services

Organisation	Service	Description	Contact Information/Hours
DV Connect	Free professional support: <ul style="list-style-type: none"> ○ Crisis telephone line ○ Counselling ○ Care of Pets for families experiencing DV 	Helping Queenslanders find pathways to safety, away from violence. Providing free emergency transport & accommodation, safety planning, crisis counselling, intervention, information & referrals.	<u>Website</u> Women’s Line <u>1800 811 811</u> Available 24/7 Men’s Line <u>1800 600 636</u> 9am – midnight 7 days Sexual Assault Help Line <u>1800 010 120</u> 7.30am – 11.30pm 7 days

South Australian Services

Organisation	Service	Description	Contact Information/Hours
Domestic Violence Crisis Line (Women's Safety Services SA)	Free professional support: <ul style="list-style-type: none"> ○ Crisis telephone line ○ Counselling ○ Education & referral 	Supporting anyone in South Australia experiencing domestic violence by providing information, counselling and safe accommodation options.	Website <u>1800 800 098</u> Available 24/7

Tasmanian Services

Organisation	Service	Description	Contact Information/Hours
Safe at Home Family Violence Response & Referral Line	Free professional support: <ul style="list-style-type: none"> ○ Crisis telephone line ○ Referral 	An integrated criminal justice response to family violence by the Tasmanian Government, involving a range of services working together to protect and support victim-survivors of family violence, while making offenders responsible for their behaviour.	Website <u>1800 633 937</u> Available 24/7
Family Violence Counselling & Support Service	Free professional support: <ul style="list-style-type: none"> ○ Counselling ○ Programs 	Provides information, counselling and support to assist children, young people and adults affected by family violence.	Website <u>1800 608 122</u> 9am - Midnight Monday - Friday 4pm-Midnight Weekends & Public Holidays

Victorian Services

Organisation	Service	Description	Contact Information/Hours
Domestic Violence Resource Centre Victoria	<ul style="list-style-type: none"> ○ Information ○ Support groups 	Their 'Knowledge Centre' has lots of great information, videos and podcasts. They also have a list of Victorian support groups.	Website
Safe Steps	Free professional support: <ul style="list-style-type: none"> ○ Crisis telephone line ○ Online chat/video 	Safe steps is the state-wide access point for those who need to leave a violent situation and access emergency crisis accommodation.	Website 1800 015 188 Available 24/7 Webchat 9am – 9pm Monday - Friday

Western Australian Services

Organisation	Service	Description	Contact Information/Hours
Women's Domestic Violence Hotline	Free professional support: <ul style="list-style-type: none"> ○ Crisis telephone line ○ Referral 	Support and counselling for women experiencing family and domestic violence, including phone counselling, information and advice, referral to local advocacy and support services, liaison with police if necessary and support in escaping situations of family and domestic violence.	Website 1800 007 339 Available 24/7

Men's Domestic Violence Helpline	Free professional support: <ul style="list-style-type: none"> ○ Crisis telephone line ○ Referral 	Counselling for men who are concerned about their violent and abusive behaviours, including information about accessing legal advice, accommodation and other support services for people who have been served with a violence restraining order. Information and supports are also available for men who have experienced family and domestic violence.	<p><u>1800 000 599</u></p> <p>Available 24/7</p>
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Parents/Guardians/Carers

NSW Services

Organisation	Service	Description	Contact Information/Hours
Parentline NSW	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat ○ Email 	Counselling and support for parents & carers	<p><u>Website</u></p> <p><u>1300 1300 52</u> 9am - 9pm Monday - Friday</p> <p>4pm-9pm Saturday – Sunday</p>

Queensland & Northern Territory Services

Organisation	Service	Description	Contact Information/Hours
ParentLine Queensland & Northern Territory	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat 	Counselling and support for parents & carers.	Website 1300 30 1300 8am - 10pm 7 days WebChat 8am - 9pm 7 days

Victorian Services

Organisation	Service	Description	Contact Information/Hours
Parentline	Free professional support: <ul style="list-style-type: none"> ○ Crisis telephone line ○ Referral 	Counselling and support for parents & carers.	Website 13 22 89 8am-midnight 7 days

South Australian Services

Organisation	Service	Description	Contact Information/Hours
Parenting SA	Information	Free seminars, 'Parent Easy Guides' and videos	Website (08) 8303 1660 Office hours

Western Australian Services

Organisation	Service	Description	Contact Information/Hours
Ngala Parenting Line	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Workshops ○ Residential parenting service 	The parenting helpline aims to provide timely responses for immediate parenting concerns and connect parents and carers to relevant services and resources. Open to families of children aged 0 to 18.	Website Metro <u>08 9368 9368</u> Regional <u>1800 111 546</u> 8am – 8pm 7 days

ACT Services

Organisation	Service	Description	Contact Information/Hours
Parenting ACT	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Counselling 	Free counselling, support and referrals for parents and carers.	Website <u>(02) 6287 3833</u> 9am – 5pm Weekdays 10am-noon Saturdays

Tasmanian Services

Organisation	Service	Description	Contact Information/Hours
Parent Line	Free professional support: <ul style="list-style-type: none"> ○ Crisis telephone line ○ Referral 	Information and support for parents and carers.	Website <u>1300 808 178</u> Available 24/7

Children

National Services

Organisation	Service	Description	Contact Information/Hours
Kids Helpline (5-25 years)	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat ○ Email 	Free, private and confidential phone and online counselling service for young people.	Website <u>1800 551 800</u> Available 24/7 Webchat Online 'chat' support Available 24/7
Act for Kids	Free professional support: <ul style="list-style-type: none"> ○ Counselling ○ Family intervention ○ Education 	Free therapy and support services to children and families who have experienced or are at risk of child abuse and neglect.	Website Numbers available on website

Pregnancy & Early Parenthood

National Services

Organisation	Service	Description	Contact Information/Hours
GIDGET Foundation	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Counselling ○ Support groups 	Support for families suffering emotional distress during pregnancy and early parenting	Website <u>1300 851 758</u>
Perinatal Anxiety & Depression Australia (PANDA)	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online forum 	A free, national helpline service for women, men and their families affected by perinatal anxiety and depression.	Website <u>1300 726 306</u> 9.00am - 7.30pm (AEST) Monday – Friday
Bears of Hope	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat ○ Email ○ Support groups ○ Workshops 	Providing support for families who experience the loss of their pregnancy or infant, counsellors have personal experience as bereaved parents.	Website <u>1300 11 4673</u>
SANDS	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat ○ Email ○ Support groups ○ Peer support 	Offering support to those who have experienced miscarriage, stillbirth or newborn death. All volunteers have lived experience.	Website <u>1300 072 637</u> Available 24/7

Youth

National Services

(Also see national [Mental Health Services](#) & [Online Courses](#))

Organisation	Service	Description	Contact Information/Hours
Beyond Blue (12-25 years)	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online ○ Online Forum ○ Peer Support 	One-on-one phone and online chats with a trained mental health professional plus a moderated online community	<p>Website</p> <p>1300 22 4636 Telephone support Available 24/7</p> <p>Webchat Online support 3pm - midnight (AEDST) 7 days</p>
HeadSpace (12 - 25 years)	Free professional support: <ul style="list-style-type: none"> ○ In person ○ Telephone ○ Online chat/video Group Chats 	Medical and mental health support through 100 Headspace Centres plus online and phone support. It's confidential and can be anonymous.	<p>Website</p> <p>info@headspace.com</p> <p>1800 650 890 9am-1am (AEST) 7 days</p>
Kids Helpline (5-25 years)	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat ○ Email 	Free, private and confidential phone and online counselling service for young people.	<p>Website</p> <p>1800 551 800 Available 24/7</p> <p>Webchat Online support Available 24/7</p>

iBobby (Blackdog Institute)	Free online treatment program (Aboriginal & TSI youth)	Emotional wellbeing self-help app for young Aboriginal and Torres Strait Islander Australians aged 15 years and over	Website
Bite Back (13-16 years) (Blackdog Institute)	Free online treatment program	Bite Back teaches practical self-management skills that are based on Positive Psychology, for young people	Website

Men

National Services

Organisation	Service	Description	Contact Information/Hours
MensLine	Free professional counselling: <ul style="list-style-type: none"> ○ Telephone ○ Online chat/video 	Telephone and online counselling service for men with emotional health and relationship concerns.	Website <u>1300 78 99 78</u> Available 24/7
Australia Changing for Good	Free professional counselling: <ul style="list-style-type: none"> ○ Telephone ○ Support group 	This MensLine program help men to stop using violence in their family and relationships.	Website <u>1300 015 120</u> Leave voicemail for a call-back within 24hrs

Homelessness/Housing/Tenants

NSW Services

Organisation	Service	Description	Contact Information/Hours
Link2home Info Line	Telephone information, assessment & referral	A state-wide telephone service providing information, assessment and referral to specialist homelessness services, temporary accommodation and other appropriate services for people who are homeless or at risk of homelessness.	Website 1800 152 152 link2home@facs.nsw.gov.au Available 24/7
Sydney Homeless Connect Guidebook 2019	Information	A pocket-sized booklet listing services and organisations that could be useful to you if you're homeless or at risk of homelessness.	Website
Tenants Union of NSW	Free professional telephone advice, information & advocacy	Information and advice for people renting privately, plus boarders, lodgers, public and community housing tenants.	Website 1800 251 101 10am-1pm & 2pm-5pm Monday

Northern Territory Services

Organisation	Service	Description	Contact Information/Hours
ShelterMe	Directory of housing & other services	An online directory of services for homeless Territorians, operated by NT Shelter. Links to services to provide accommodation, food, money, legal help, and more.	Website

Tenant's Advice Service (Darwin Community Legal Service)	Free professional telephone advice, information & advocacy	Information, advice and advocacy for people renting privately, plus boarders, lodgers, supported accommodation and caravan park residents plus more.	Website 1800 812 953 9:00am – 5:00pm Monday – Friday 9:00am – 1:00pm Wednesday
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South Australian Services

Organisation	Service	Description	Contact Information/Hours
Homelessness Gateway	Telephone information, assessment & referral	Providing intake, assessment, referral, access to emergency accommodation (determined by assessment and availability), plus referral to Specialist Homelessness Service for longer term support advocacy.	Website 1800 003 308 Available 24/7
Tenants' Information & Advisory Service	Free professional telephone advice & information	Information and advice for people renting privately, plus public and community housing tenants.	Website 1800 060 462 9:00am – 5:00pm Monday - Friday

Queensland Services

Organisation	Service	Description	Contact Information/Hours
Homeless Hotline	Telephone information & referral	A phone information and referral service for people who are experiencing homelessness or are at risk of homelessness, providing information about where you can find support, accommodation, meals or showers.	Website 1800 474 753 Available 24/7
Queensland State-wide Tenant Advice Referral Service	Free professional telephone advice & information	Information and advice for people renting in Queensland.	Website 1300 744 263 9am - 5pm Monday, Thursday & Friday 9am - 7pm Tuesday & Wednesday

Tasmanian Services

Organisation	Service	Description	Contact Information/Hours
Housing Connect	Telephone information, assessment & referral	A one-stop shop for ALL your housing and support needs. One assessment for everything from emergency accommodation to a long-term home.	Website 1800 800 588 Available 24/7

Victorian Services

Organisation	Service	Description	Contact Information/Hours
Crisis Accommodation Service	Free professional support: <ul style="list-style-type: none"> ○ Crisis telephone line ○ Referral 	Offering help if you are homeless or at risk of homelessness or family violence. The 1800 number will direct your call to a service closest to you, or if the call is outside business hours, it will be directed to Salvation Army Crisis Services.	Website <u>1800 825 955</u> 5pm - 9am Monday - Friday 24 hours on weekends & public holidays
Tenants Victoria	Free professional telephone advice, information & advocacy	Information, advice and advocacy for people renting privately, plus boarders, lodgers, supported accommodation and caravan park residents plus more.	Website <u>9416 2577</u> 10am - 2pm Monday - Friday

ACT Services

Organisation	Service	Description	Contact Information/Hours
OneLink	Information & referral	Provides information and connections for support services in the ACT, including services for people who are homeless or at risk of homelessness and services for families and young people.	Website <u>1800 176 468</u> 8am - 6pm Monday – Friday

WA Services

Organisation	Service	Description	Contact Information/Hours
Home Hub	Directory of crisis housing services & application point for long term housing	Home Hub allows people to search, choose and apply for social and affordable housing quickly and easily. Use the service directory to find crisis accommodation.	Website
Tenancy WA	Free professional telephone advice, information & advocacy	Information, advice and advocacy for people renting privately, plus boarders, lodgers, supported accommodation and caravan park residents plus more.	Website (08) 9221 0088 (Metropolitan) 1800 621 888 (Country Free Call) 9:00am - 4:30pm Monday - Friday
WA Connect	Directory of housing & other services	Directory of emergency relief service providers. You can search for food relief, financial counsellors, and emergency accommodation in the location that is convenient.	Website

Carers

National Services

Organisation	Service	Description	Contact Information/Hours
Carers Gateway	Free professional support: <ul style="list-style-type: none"> ○ Telephone call-back service ○ In-person & telephone Counselling ○ Online skills courses & coaching ○ Online Forum ○ Peer Support ○ Respite 	The Carer Gateway website and call centre are an entry point for carers to access practical information and advice, online supports, and services in their local area.	<u>Website</u> <u>1800 422 737</u> 8am - 5pm (local time) Monday – Friday
National Counselling & Referral Service	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Referral ○ Information 	Support for people with a disability, their carers or support workers/advocates who have experienced or been affected by abuse, neglect, violence and exploitation.	<u>Website</u> <u>1800 421 468</u> 9am-6pm (AEST) Monday – Friday 9am-5pm (AEST) Sat, Sun & public holidays

Grief

National Services

Organisation	Service	Description	Contact Information/Hours
Blue Knot Foundation	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online assistance to find referrals & information ○ Referral database 	Blue Knot counsellors provide empathetic, informative and empowering support for adult survivors of childhood trauma and abuse, including referrals to specialised healthcare providers or support with redress applications.	Website <u>1300 657 380</u> 9am - 5pm (AEST) Monday - Sunday helpline@blueknot.org.au
Cancer Council Counselling Service	Free professional counselling	When you call this service a Cancer Council Nurse will take the call, ask some questions and connect you with one of their counsellors if appropriate.	Website <u>13 11 20</u> 9am-5pm (local time) Monday – Friday
GriefLine	Free counselling: <ul style="list-style-type: none"> ○ Telephone ○ Online chat/video ○ Text One-off calls or a 6-8 session program on grief/loss/trauma or insomnia	Offering confidential support to people experiencing grief, loss and/or trauma. Their counselling support also provides early intervention and prevention of mental health difficulties which may compound a person’s experience of grief, loss and trauma.	Website <u>1300 845 745</u> Available 24/7

National Centre for Childhood Grief	Free counselling: <ul style="list-style-type: none"> ○ Telephone ○ Online ○ Support groups (3-18 & 18-25 years) 	<p>The NCCG provides, through its programs, a safe environment where bereaved children and their families can be encouraged to share their experiences.</p> <p>This process enables bereaved children to learn how to integrate grief into their everyday lives. The NCCG has developed and uses an internationally recognised therapeutic model and applies this model in ways that meet the needs of individual children and the group.</p>	<p><u>Website</u></p> <p><u>1300 654 556</u></p> <p>9am - 5pm (AEST) Monday - Sunday</p>
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NSW Services

Organisation	Service	Description	Contact Information/Hours
National Association for Loss & Grief (NSW)	Free trained volunteer counselling: <ul style="list-style-type: none"> ○ Telephone ○ Support Groups ○ Training 	In addition to phone support NALG runs the <u>Blue Healers</u> program that teaches coping strategies to people experiencing mild to moderate depression, anxiety and stress.	<p><u>Website</u></p> <p><u>(02) 6882 9222</u></p>

Disability

National Services

Organisation	Service	Description	Contact Information/Hours
Disability Advocacy	Free professional advocacy	Advocates support or work on behalf of a person with disability to help them to speak out and defend their rights and interests.	Website
National Counselling & Referral Service	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Referral ○ Information 	Support for people with a disability, their carers or support workers/advocates who have experienced or been affected by abuse, neglect, violence and exploitation.	Website <u>1800 421 468</u> 9am-6pm (AEST) Monday – Friday 9am-5pm (AEST) Sat, Sun & public holidays
NDIS – applying & appealing decisions	Information & support	Disability Advocacy organisations can help people to apply for the NDIS and appeal decisions. Contact the Wayfinder Hub to find the best service for you	Website <u>1800 843 929</u> Leave voicemail for a call-back info@wayfinderhub.com.au
Wayfinder Hub (People with Disability Australia)	Information & referral	Wayfinder Hub is a national disability information and referral service that will help to link people with disability and the specialist and mainstream services they need. This includes an Individual and Group Advocacy Service.	Website <u>1800 843 929</u> Leave voicemail for a call-back info@wayfinderhub.com.au

NSW Services

Organisation	Service	Description	Contact Information/Hours
Embark (ICLA)	Information & hands-on support	Embark provides direct support to people in Sydney experiencing homelessness & mental illness to access the NDIS.	Website Support Brochure 02 9281 3338 9am - 5pm (AEST) Monday - Friday

Business

National Services

Organisation	Service	Description	Contact Information/Hours
Business.gov.au	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online Chatbot 	Help to find information about government grants, programs and services, provide information to help you start, run or grow your business.	Website 13 28 46 8am - 8pm 7 days

Natural Disasters

National Services

Organisation	Service	Description	Contact Information/Hours
Disaster Assist	Information	Federal government service listing local government areas that have been declared disaster areas and how to apply for recovery payments.	Website

Deinstitutionalisation support

NSW Services

Organisation	Service	Description	Contact Information/Hours
Women's Justice Network	Youth and adult mentoring	A grassroots community organisation committed to advancing the prospects and wellbeing of women and female youth affected by the criminal justice system. They offer youth and adult mentoring programs.	Website <u>(02) 8011 0699</u>

LGBTQI

National Services

Organisation	Service	Description	Contact Information/Hours
QLife	Free professional counselling: <ul style="list-style-type: none"> ○ Telephone ○ Online Chat ○ Support groups ○ Workshops ○ Referral 	Provides anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships	Website 1800 185 527 3pm-midnight 7 days
The Safe Relationships Project	Free professional telephone support	Provides men and women who are experiencing domestic violence in Same Sex relationships with support, advocacy, referral and information.	Website 1800 244 481 9am - 5pm (AEST) Monday - Friday srp@iclc.org.au

NSW Services

Organisation	Service	Description	Contact Information/Hours
2010	Free professional counselling: <ul style="list-style-type: none"> ○ Telephone ○ Support Groups ○ Drop In 	Counselling service for people up to 25 years old	Website 02 8594 9555

ACON	Free professional counselling: <ul style="list-style-type: none"> ○ Telephone ○ Support Groups 	Help for LGBTI people and people with HIV take control of their mental health by providing a range of counselling services and a care coordination program for people with complex needs.	Website Contact Information
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For referral to services in other states people can ring [QLife](#)

Eating Disorders

National Services

Organisation	Service	Description	Contact Information/Hours
Butterfly Foundation	Free professional counselling: <ul style="list-style-type: none"> ○ Telephone ○ Online Chat ○ Support Groups ○ Skills Programs ○ Information & Referral 	Free and confidential support for anyone concerned about eating disorders or body image issues	Website 1800 33 4673 8am-midnight (AEST) 7 days

Gambling

National Services

Organisation	Service	Description	Contact Information/Hours
Gambling Help	Free professional support: <ul style="list-style-type: none">○ Crisis telephone line○ Online chat○ Goal setting○ Information & Referral	Support for people across Australia who are affected by gambling, including family and friends.	Website 1800 858 858 Available 24/7
Gamblers Anonymous Australia	Support Groups	A fellowship of men and women who share their experience strength and hope with each other that they may solve their common problem and help others recover from a gambling problem.	Website Contact Information

Veterans

National Services

Organisation	Service	Description	Contact Information/Hours
All-hours Support Line	Telephone referral	A triage line, which 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.	Website 1800 628 036 Available 24/7
Bravery Trust	Financial assistance	Provides emergency financial relief to serving & ex-serving members of the Australian Defence Force who have a serious injury or illness as a result of their service.	Website 1800 272 837
Open Arms	Free professional counselling: <ul style="list-style-type: none"> ○ Crisis telephone line ○ Treatment programs & workshops ○ Peer Support ○ Crisis accommodation 	Mental health and wellbeing support for current and ex-serving Australian Defence Force personnel and their families.	Website 1800 011 046 Available 24/7

Multicultural & Refugee Services

National Services

Organisation	Service	Description	Contact Information/Hours
Embrace Multicultural Mental Health	Referral & Information	A directory of national and state mental health services in a range of languages	Website

NSW Services

Organisation	Service	Description	Contact Information/Hours
Asylum Seekers Centre	Free professional support: <ul style="list-style-type: none"> ○ Health Clinic ○ Accommodation ○ Employment ○ Support groups 	The ASC offers a range of services including a free Health Clinic plus accommodation, employment, nutrition and social support	Website 02 9078 1900 9am - 4pm, Monday - Friday
Service for the Treatment and Rehabilitation of Torture and Trauma Survivors	Free professional support: <ul style="list-style-type: none"> ○ Counselling ○ Physiotherapy ○ Support groups 	STARTTS provides specialist refugee trauma counselling plus physiotherapy, acupuncture, a nutritionist, social support groups, youth camps and more. They have branch offices throughout NSW. Call head office to find the closest to you.	Website 02 9646 6700
Transcultural Mental Health Centre	Free professional counselling	Their <u>Clinical Consultation and Assessment Service</u> provides free services to people from culturally and linguistically diverse communities experiencing a mental health issue.	Website 1800 648 911 8.30am - 5pm Monday - Friday

Victorian Services

Organisation	Service	Description	Contact Information/Hours
Asylum Seeker Resource Centre	Free professional support: <ul style="list-style-type: none"> o Health Clinic o Accommodation o Employment o Basic needs 	The ASRC offers a range of services including a free Health Clinic. For housing, basic needs/food and employment support. Call to arrange a call back from a ASRC case worker	Website 03 9326 6066 10am - 5pm Monday - Friday
In Touch - Multicultural Centre Against Family Violence	In language support, information & referral	In Touch workers work alongside other specialist family violence services and will provide you with information and support over the phone. They will discuss your options with you, give you information, provide cultural and emotional support, and help you access other helpful services and help these services to be able to work with you.	Website 1800 755 988
Victorian Refugee Health Network	Free Public Health Services for Asylum Seekers	Visit the website for a full list of public health services for asylum seekers.	Website

Legal

Two different organisations provide free legal help in Australia – [Legal Aid](#) and [Community Legal Centres \(CLCs\)](#). CLCs help people who cannot get Legal Aid. This may be because you need assistance for something that Legal Aid does not do, or because you do not qualify for Legal Aid assistance. CLCs are not part of Legal Aid.

National Services

Organisation	Service	Description	Contact Information/Hours
Community Legal Centres	Free professional information & support	CLCs are independent, community-based organisations providing free legal help, including information, referrals, legal education, advice, casework and representation.	ACT Website Northern Territory Website NSW Website Queensland Website South Australian Website Tasmanian Website Victoria Website Western Australia Website

<p>Specialist Community Legal Centres</p>		<p>Some Centres provide services in a specialist area of law, or to a community or group. There are specialist services for:</p> <ul style="list-style-type: none"> • women • refugees & asylum seekers • older persons • children & youth • people with disability • social security law • tenancy & housing • credit & debt • Immigration <p>Visit the website for a list of services.</p>	<p><u>Website</u></p>
<p>Legal Aid</p>		<p>Legal Aid in Australia is legal assistance provided by the government. Each state and territory has its own Legal Aid Commission, which is responsible for administering Legal Aid. There are Legal Aid offices in cities, suburbs and towns across Australia.</p>	<p><u>ACT Website</u></p> <p><u>NSW Website</u></p> <p><u>Northern Territory Website</u></p> <p><u>Queensland Website</u></p> <p><u>South Australian Website</u></p> <p><u>Tasmanian Website</u></p> <p><u>Victoria Website</u></p> <p><u>Western Australia Website</u></p>

Workplace Issues

National Services

Organisation	Service	Description	Contact Information/Hours
Australian Human Rights Commission	Free and confidential information, referral and advice on how to make a complaint to the Commission, or deal with specific discrimination issues	The Commission investigates and resolves complaints (under federal laws) of bullying based on a person's: <ul style="list-style-type: none"> • Sex • Disability • Race • Age • criminal record, • political opinion • religion or social origin 	Website National Information Service 1300 656 419 9.00am - 5pm (AEST) Monday - Friday
Fair Work Commission (FWC)	Free and confidential information & referral plus support to make a complaint to the Commission	The Fair Work Commission provides information about resolving an issue or dispute in the workplace and it investigates and resolves complaints on issues such as BULLYING.	Website Disputes at work
Fair Work Ombudsman (FWO)	Free and confidential information & referral plus support to make a complaint to the Ombudsman	The Fair Work Ombudsman provides information about resolving an issue or dispute in the workplace and it investigates and resolves complaints about breaches of workplace laws and awards.	Website How the FWO can help