

# **eFriend - National Recovery Services Directory**

## Finding Services

eFriend is a National service for Australians 18+. eFriend Peers cannot refer you to specific providers, but we can talk you through the process of seeking out services if that is something you'd like support with.

## Ask Your Primary Health Network

Free mental health services (including visa holders)

If you ever find yourself in need of FREE support and don't know where to go, you can contact your Primary Health Network (PHN).

- There are 31 Primary Health Networks (PHNs) across Australia.
- PHNs are independent organisations that coordinate primary health care in their region.
- PHNs are government funded and are free. Visa holders can use these services for free.

[Find your local Primary Health Network here.](#)

What services do PHNs provide?

PHNs provide services based on the needs of their community. Give them a call to find out what's on offer in your area. You could ask if they run these programs:

### **Life coaching for individuals & small business owners/sole traders**

New Access Coaching ([www.beyondblue.org.au/get-support/newaccess](http://www.beyondblue.org.au/get-support/newaccess))

Free coaching service for people who are not using a mental health service but may be experiencing anxiety and/or depression. Coaches can work with people who may be feeling unhappy, angry, stressed or unable to concentrate due to life pressures. At the first appointment a coach will work with you to identify needs, set practical goals and develop a tailored program.

### **Short-term therapy for people on low incomes**

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Psychological Support Service (PSS) program

Free short-term psychological support for people on low incomes, including people without Medicare. (For those with an individual income below \$55,000 or family income below \$130,000)

**Short-term therapy for people who have attempted suicide or are thinking of harming themselves**

Suicide Prevention Support Service (PSS - SPS)

12 individual sessions within a 2-month period for people living in the community for people who have attempted suicide or are thinking of harming themselves.

**Psychosocial support for people outside the NDIS**

National Psychosocial Support (NPS) program

Psychosocial support from a mental health or peer worker for people with a significant mental illness and reduced psychosocial skills, who are not receiving psychosocial supports through the National Disability Insurance Scheme (NDIS).

# Services Directory

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# Referrals

## National Service Directory

| Organisation    | Service               | Description   | Contact Information/Hours |
|-----------------|-----------------------|---|---------------------------|
| <b>Ask Izzy</b> | 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> | <a href="#">Website</a>   |

# Mental Health

## Crisis Help Lines

### National Services

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



## General Mental Health

### National Services

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

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Kids Helpline</b><br>(5-25 years) | Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat</li> <li>○ Email</li> </ul>                                      | Free, private and confidential phone and online counselling service for young people.  | <a href="#"><u>Website</u></a><br><b><u>1800 551 800</u></b><br>Available 24/7<br><br><a href="#"><u>Webchat</u></a><br>Online support<br>Available 24/7 |
| <b>Listening Ear</b>                 | Free non-crisis telephone support service   | A free telephone support service for people who stressed, lonely, or simply need someone to talk to. Calls are answered by trained volunteers, and you can call daily. | <a href="#"><u>Website</u></a><br><br><b><u>02 9477 6777</u></b><br>9am - 9pm, 7 days  |
| <b>MensLine</b>                      | Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat/video</li> </ul>   | Telephone and online counselling service for men with emotional health and relationship concerns.  | <a href="#"><u>Website</u></a><br><br><b><u>1300 78 99 78</u></b><br><br>Available 24/7  |
| <b>SANE Helpline</b>                 | Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat/video</li> <li>○ Online Forum</li> <li>○ Peer Support</li> </ul> | One-on-one phone and online chats with a trained mental health professional plus moderated online forums: 'Lived Experience' and 'Family, Friends and carers'          | <a href="#"><u>Website</u></a><br><br><b><u>1800 187 7263</u></b><br><br>10am - 10pm (AEST)<br>Monday - Friday   |

## Telehealth

| Organisation  | Service  | Description  | Contact Information/Hours  |
|---|--|--|--|
| <b>HeadSpace</b><br>(12 - 25 years)<br>(waitlist)   | Free ongoing Psychologist sessions: <ul style="list-style-type: none"> <li>○ In person</li> <li>○ Telephone</li> <li>○ Online chat/video</li> <li>○ Group Chats</li> </ul> | 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.   | <a href="#">Website</a><br><a href="mailto:info@headspace.com">info@headspace.com</a><br><b>1800 650 890</b><br>9am-1am (AEST)<br>7 days |
| <b>Rural &amp; Remote (now working with people in urban areas as well)</b>                      | 10 free psychologist sessions: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat/video</li> </ul>  | Emerge Psychology provides 10 bulk billing (free) telehealth sessions with a psychologist to people in rural & remote areas.   | <a href="#">Website</a>  |
| <b>The Winn Clinic</b><br>(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 <u>psychiatrist</u> (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 Sydney and Melbourne, but with Covid they are now taking telehealth calls throughout Australia.</p> | <a href="#">Website</a>  |

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| <p><b>Welysn</b></p> <p>(Free for people with a Mental Health Plan)</p> | <p>10 free psychologist sessions:</p> <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat/video</li> </ul>   | <p>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.</p> <p>Appointments with Welysn psychologists are on the phone or by video.</p> | <p><a href="#">Website</a></p> |
| <p><b>Mosh – Mental Health</b></p>                                      | <p>Medicare funded psychology sessions.</p> <p>\$150 per session – claimable on Medicare</p> <p><b>Gap:</b><br/>Clinical Psychologist:<br/>\$21.60</p> <p>Registered psychologists<br/>\$62.55</p> | <p>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.</p>                  | <p><a href="#">Website</a></p> |

## Online Courses – Free, evidence based & self-guided

| Organisation  | Service   | Description  | Contact Information/Hours  |
|---|---|--|--|
| <b>Bite Back</b><br>(13-16 years)<br>(Blackdog Institute) | Free online treatment program   | Bite Back teaches practical self-management skills that are based on Positive Psychology, for young people   | <a href="#">Website</a>  |
| <b>Blackdog Institute</b>                                 | 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> | <a href="#">Depression Self-Test</a><br><a href="#">Anxiety Self-Test</a><br><a href="#">Bi-Polar Self-Test</a><br><a href="#">Online Clinic</a> |
| <b>eCentre Clinic</b>                                     | 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"> <li>○ Wellbeing - with specific courses for Adults, Seniors, Youth,</li> <li>○ Chronic conditions</li> <li>○ Neurological conditions</li> <li>○ Obsessive Compulsive Disorder</li> <li>○ Pain with Spinal Cord Injury</li> <li>○ PTSD</li> <li>○ Uni students</li> </ul>   | <a href="#">Website</a>  |

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|--|--|--|--|
| <b>e-Couch</b>   | 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"> <li>○ Depression</li> <li>○ Anxiety &amp; worry</li> <li>○ Social anxiety</li> <li>○ Divorce &amp; separation</li> <li>○ Bereavement &amp; Loss</li> </ul>  | <a href="#">Website</a>                                |
| <b>HeadGear</b><br>(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  | <a href="#">Website</a>                                |
| <b>Healthy Mind</b><br>(Intellectual Disability)<br>(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.  | <a href="#">Website</a>                                |
| <b>MindSpot</b>  | 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"> <li>○ Wellbeing Courses - with specific courses for Adults, Seniors, Youth, Indigenous people</li> <li>○ Obsessive Compulsive Disorder</li> <li>○ PTSD</li> <li>○ Pain</li> </ul> | <a href="#">Website</a><br><b><u>1800 61 44 34</u></b> |
| <b>MoodGym</b>   | 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"> <li>○ Depression &amp; Anxiety</li> </ul>  | <a href="#">Website</a>                                |

|  |   |   |                                       |
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| <p><b>MyCompass</b><br/>(Blackdog Institute)</p> | <p>Free online treatment courses, ideally done over 7 weeks</p> | <p>MyCompass courses 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 &amp; Stress - with specific courses for Adults, Men, people with Diabetes</p> | <p><a href="#"><u>Website</u></a></p> |
| <p><b>This Way Up</b></p>                        | <p>Free online treatment courses</p>                            | <p>Free evidence based, free short courses</p> <ul style="list-style-type: none"> <li>○ Intro to Mindfulness</li> <li>○ Coping with Stress</li> <li>○ Managing Insomnia</li> <li>○ Student Wellbeing</li> </ul>   | <p><a href="#"><u>Website</u></a></p> |

## Peer Support Services

| Organisation       | Service  | Description   | Contact Information/Hours   |
|--------------------|--|---|---|
| <b>Grow.org.au</b> | 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. | <p><a href="#">Website</a></p> <p><b>1800 558 268</b></p>   |
| <b>SafeHaven</b>   | 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.       | <p>Visit the centre at 20/24 Belgrave St, Kogarah – no appointment or Medicare card required.</p> <p>For opening hours please call 9113 2981, or email <a href="mailto:SESLHD-Safehaven@health.nsw.gov.au">SESLHD-Safehaven@health.nsw.gov.au</a></p> |
| <b>Sane.org</b>    | 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.             | <p><a href="#">Website</a></p> <p><b>1800 18 7263</b></p> <p>Monday to Friday, 10am - 10pm (Australian Eastern Standard Time)</p>   |



|  |   |  |  |
|--|---|--|--|
| <p><b>The Big Feels Club</b></p>                                 | <p>Offering articles and make podcasts about life + feelings.</p> <p>They also make strange but tender online experiments, like Kinder Mind, a guided audio course to calm your inner critic.</p> <p>Run occasional meetups (online and in person).</p> | <p>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.</p> | <p><a href="#"><u>Website</u></a></p>  |
| <p><b>SP Peer Care Connect</b><br/>(from Roses in the Ocean)</p> | <p>Suicide prevention warmline call-back service.</p>   | <p>Speak with someone who has a similar lived experience of suicide, whether you're experiencing thoughts, caring for someone else who does, or have lost someone to suicide.</p>        | <p><a href="#"><u>Website</u></a></p> <p><b><u>1800 777 377</u></b><br/>Leave a message 24/7, receive a call back within 48 hours.</p> |

# Other Services

## Alcohol & Drug Dependency

### National Services

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

## Business

### National Services

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

## Carers

### National Services

| Organisation                                       | Service  | Description  | Contact Information/Hours   |
|--|--|--|---|
| <b>Carers Gateway</b>                              | Free professional support: <ul style="list-style-type: none"> <li>○ Telephone call-back service</li> <li>○ In-person &amp; telephone Counselling</li> <li>○ Online skills courses &amp; coaching</li> <li>○ Online Forum</li> <li>○ Peer Support</li> <li>○ Respite</li> </ul> | 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. | <a href="#"><u>Website</u></a><br><b><u>1800 422 737</u></b><br>8am - 5pm (local time)<br>Monday – Friday                                   |
| <b>National Counselling &amp; Referral Service</b> | Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Referral</li> <li>○ Information</li> </ul>  | Support for people with a disability, their carers or support workers/advocates who have experienced or been affected by abuse, neglect, violence and exploitation.    | <a href="#"><u>Website</u></a><br><b><u>1800 421 468</u></b><br>9am-6pm (AEST) Monday – Friday<br>9am-5pm (AEST) Sat, Sun & public holidays |

# Children

## National Services

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

## Coronavirus/COVID-19

### National Services

| Organisation                         | Service                       | Description   | Contact Information/Hours  |
|--------------------------------------|-------------------------------|---|--|
| <b>National Coronavirus Helpline</b> | Telephone information service | Information about COVID-19 directly from the Department of Health including the COVIDSafe App | <a href="#">Website</a><br><b>1800 020 080</b><br>Available 24/7 |

## Deinstitutionalisation support

### NSW Services

| Organisation                   | Service                   | Description  | Contact Information/Hours                        |
|--------------------------------|---------------------------|--|--|
| <b>Women's Justice Network</b> | 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. | <a href="#">Website</a><br><b>(02) 8011 0699</b> |

# Disability

## National Services

| Organisation   | Service   | Description   | Contact Information/Hours   |
|--|---|---|---|
| <b>Disability Advocacy</b>                                 | 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.  | <a href="#">Website</a>   |
| <b>National Counselling &amp; Referral Service</b>         | Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Referral</li> <li>○ Information</li> </ul> | Support for people with a disability, their carers or support workers/advocates who have experienced or been affected by abuse, neglect, violence and exploitation.   | <a href="#">Website</a><br><b>1800 421 468</b><br>9am-6pm (AEST) Monday – Friday<br>9am-5pm (AEST) Sat, Sun & public holidays                               |
| <b>NDIS – applying &amp; appealing decisions</b>           | 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  | <a href="#">Website</a><br><b>1800 843 929</b><br>Leave voicemail for a call-back<br><a href="mailto:info@wayfinderhub.com.au">info@wayfinderhub.com.au</a> |
| <b>Wayfinder Hub</b><br>(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. | <a href="#">Website</a><br><b>1800 843 929</b><br>Leave voicemail for a call-back<br><a href="mailto:info@wayfinderhub.com.au">info@wayfinderhub.com.au</a> |

## NSW Services

| Organisation            | Service                        | Description   | Contact Information/Hours  |
|-------------------------|--------------------------------|---|--|
| <b>Embark</b><br>(ICLA) | Information & hands-on support | Embark provides direct support to people in Sydney experiencing homelessness & mental illness to access the NDIS. | <a href="#">Website</a><br><br><a href="#">Support Brochure</a><br><br><b><u>02 9281 3338</u></b><br><br>9am - 5pm (AEST)<br>Monday - Friday |



## Domestic Violence

### National Services

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

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

## ACT Services

| Organisation                                   | Service   | Description  | Contact Information/Hours  |
|--|---|--|--|
| <b>Domestic Violence Crisis Service (DVCS)</b> | Free professional support: <ul style="list-style-type: none"> <li>○ Crisis telephone line</li> <li>○ Support Groups</li> <li>○ Long term support</li> </ul> | 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. | <a href="#">Website</a><br><b>02 6280 0900</b><br>Available 24/7 |

## NSW Services

| Organisation                                    | Service  | Description   | Contact Information/Hours  |
|---|--|---|--|
| <b>The Deli Women's &amp; Children's Centre</b> | Free professional support: <ul style="list-style-type: none"> <li>• Counselling</li> <li>• Casework</li> <li>• Educational &amp; therapeutic groups</li> <li>• Playgroup</li> <li>• Individual Parenting Support &amp; Advice</li> </ul> | 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.  | <a href="#">Website</a><br><b>02 9667 4664</b><br>9am-3pm<br>Monday - Friday |
| <b>The Domestic Violence Line</b>               | Free professional support: <ul style="list-style-type: none"> <li>○ Crisis telephone line</li> <li>○ Referral</li> </ul>   | 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 | <a href="#">Website</a><br><b>1800 65 64 63</b><br>Available 24/7            |

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

## Queensland Services

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

## South Australian Services

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

## Tasmanian Services

| Organisation   | Service  | Description  | Contact Information/Hours   |
|--|--|--|---|
| <b>Safe at Home Family Violence Response &amp; Referral Line</b> | Free professional support: <ul style="list-style-type: none"> <li>○ Crisis telephone line</li> <li>○ Referral</li> </ul> | 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. | <a href="#">Website</a><br><b><u>1800 633 937</u></b><br>Available 24/7   |
| <b>Family Violence Counselling &amp; Support Service</b>         | Free professional support: <ul style="list-style-type: none"> <li>○ Counselling</li> <li>○ Programs</li> </ul>           | Provides information, counselling and support to assist children, young people and adults affected by family violence.   | <a href="#">Website</a><br><b><u>1800 608 122</u></b><br>9am - Midnight<br>Monday - Friday<br><br>4pm-Midnight<br>Weekends & Public<br>Holidays |

## Victorian Services

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

## Western Australian Services

| Organisation                             | Service  | Description   | Contact Information/Hours  |
|--|--|---|--|
| <b>Women's Domestic Violence Hotline</b> | Free professional support: <ul style="list-style-type: none"> <li>○ Crisis telephone line</li> <li>○ Referral</li> </ul> | 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. | <a href="#">Website</a><br><b>1800 007 339</b><br>Available 24/7 |

|  |   |   |   |
|--|---|---|---|
| <p><b>Men's Domestic Violence Helpline</b></p> | <p>Free professional support:</p> <ul style="list-style-type: none"> <li>○ Crisis telephone line</li> <li>○ Referral</li> </ul> | <p>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> | <p><b><u>1800 000 599</u></b></p> <p>Available 24/7</p> |
|--|---|---|---|

## Eating Disorders

### National Services

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

## Financial Counselling

### National Services

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

## Food Support

### National Services

| Organisation     | Service  | Description   | Contact Information/Hours |
|------------------|----------|---|---------------------------|
| <b>Food Bank</b> | Referral | Use the website to select your state to see what food support is available in your location | <a href="#">Website</a>   |



## Front-Line Staff

### National Services

| Organisation                       | Service   | Description   | Contact Information/Hours   |
|------------------------------------|---|---|---|
| <b>DRS4DRS</b>                     | 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.  | <a href="#">Website</a><br>(website lists numbers for each state/territory)<br><br>Available 24/7 |
| <b>GP Support Program</b>          | Free sessions with clinical psychologist  | The Royal Australian College of General Practitioners (RACGP) offers free Employee Assistance Program sessions to Australian Members. | <a href="#">Website</a><br><br><b>1300 361 008</b><br>8.30am - 6pm<br>Monday - Friday             |
| <b>Nurse &amp; Midwife Support</b> | Free professional support: <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Email</li> </ul> | A national support service for nurses and midwives providing access to confidential health advice and referral.                       | <a href="#">Website</a><br><br><u>1800 667 877</u><br><br>Available 24/7                          |

# Gambling

## National Services

| Organisation                        | Service  | Description  | Contact Information/Hours  |
|-------------------------------------|--|--|--|
| <b>Gambling Help</b>                | Free professional support: <ul style="list-style-type: none"><li>○ Crisis telephone line</li><li>○ Online chat</li><li>○ Goal setting</li><li>○ Information &amp; Referral</li></ul> | Support for people across Australia who are affected by gambling, including family and friends.  | <a href="#">Website</a><br><b>1800 858 858</b><br>Available 24/7 |
| <b>Gamblers Anonymous Australia</b> | 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. | <a href="#">Website</a><br><a href="#">Contact Information</a>   |

# Grief

## National Services

| Organisation                              | Service  | Description   | Contact Information/Hours   |
|---|--|---|---|
| <b>Blue Knot Foundation</b>               | Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online assistance to find referrals &amp; information</li> <li>○ Referral database</li> </ul>               | 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.                               | <a href="#">Website</a><br><b>1300 657 380</b><br>9am - 5pm (AEST)<br>Monday - Sunday<br><a href="mailto:helpline@blueknot.org.au">helpline@blueknot.org.au</a> |
| <b>Cancer Council Counselling Service</b> | 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.  | <a href="#">Website</a><br><b>13 11 20</b><br>9am-5pm (local time)<br>Monday – Friday   |
| <b>GriefLine</b>                          | Free counselling: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat/video</li> <li>○ Text</li> </ul> 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. | <a href="#">Website</a><br><b>1300 845 745</b><br>Available 24/7  |

|  |  |   |   |
|--|--|---|---|
| <b>National Centre for Childhood Grief</b> | Free counselling: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online</li> <li>○ Support groups (3-18 &amp; 18-25 years)</li> </ul> | <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><a href="#"><u>Website</u></a></p> <p><b><u>1300 654 556</u></b></p> <p>9am - 5pm (AEST)<br/>Monday - Sunday</p> |
|--|--|---|---|

## NSW Services

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

## Health Support

| Organisation       | Service  | Description   | Contact Information/Hours   |
|--------------------|--|---|---|
| <b>Get Healthy</b> | 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"> <li>• Eat healthily</li> <li>• Get active</li> <li>• Reduce alcohol intake</li> <li>• Achieve and maintain a healthy weight</li> <li>• Gain or maintain a healthy amount of weight during pregnancy.</li> </ul> | <p><b><u>1300 806 258</u></b></p> <p><a href="#"><u>NSW Website</u></a></p> <p><a href="#"><u>Queensland</u></a></p> <p><a href="#"><u>South Australian Website</u></a></p> |

## Homelessness/Housing/Tenants

### NSW Services

| Organisation                                  | Service  | Description   | Contact Information/Hours  |
|---|--|---|--|
| <b>Link2home Info Line</b>                    | 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. | <a href="#">Website</a><br><b>1800 152 152</b><br><a href="mailto:link2home@facs.nsw.gov.au">link2home@facs.nsw.gov.au</a><br>Available 24/7 |
| <b>Sydney Homeless Connect Guidebook 2019</b> | Information  | A pocket-sized booklet listing services and organisations that could be useful to you if you're homeless or at risk of homelessness.  | <a href="#">Website</a>  |
| <b>Tenants Union of NSW</b>                   | Free professional telephone advice, information & advocacy | Information and advice for people renting privately, plus boarders, lodgers, public and community housing tenants.  | <a href="#">Website</a><br><b>1800 251 101</b><br>10am-1pm & 2pm-5pm<br>Monday   |

### Northern Territory Services

| Organisation     | Service                               | Description   | Contact Information/Hours |
|------------------|---------------------------------------|---|---------------------------|
| <b>ShelterMe</b> | 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. | <a href="#">Website</a>   |

|   |  |  |  |
|---|--|--|--|
| <b>Tenant's Advice Service (Darwin Community Legal Service)</b> | 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. | <a href="#">Website</a><br><b>1800 812 953</b><br>9:00am – 5:00pm Monday – Friday<br><br>9:00am – 1:00pm Wednesday |
|---|--|--|--|

### South Australian Services

| Organisation                                       | Service  | Description   | Contact Information/Hours   |
|--|--|---|---|
| <b>Homelessness Gateway</b>                        | 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. | <a href="#">Website</a><br><b>1800 003 308</b><br>Available 24/7                  |
| <b>Tenants' Information &amp; Advisory Service</b> | Free professional telephone advice & information | Information and advice for people renting privately, plus public and community housing tenants.   | <a href="#">Website</a><br><b>1800 060 462</b><br>9:00am – 5:00pm Monday - Friday |

## Queensland Services

| Organisation  | Service  | Description  | Contact Information/Hours  |
|---|--|--|--|
| <b>Homeless Hotline</b>                                     | 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. | <a href="#">Website</a><br><b>1800 474 753</b><br>Available 24/7   |
| <b>Queensland State-wide Tenant Advice Referral Service</b> | Free professional telephone advice & information | Information and advice for people renting in Queensland.   | <a href="#">Website</a><br><b>1300 744 263</b><br>9am - 5pm<br>Monday, Thursday & Friday<br><br>9am - 7pm<br>Tuesday & Wednesday |

## Tasmanian Services

| Organisation           | Service                                      | Description   | Contact Information/Hours  |
|------------------------|--|---|--|
| <b>Housing Connect</b> | 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. | <a href="#">Website</a><br><b>1800 800 588</b><br>Available 24/7 |



## Victorian Services

| Organisation                        | Service  | Description   | Contact Information/Hours   |
|-------------------------------------|--|---|---|
| <b>Crisis Accommodation Service</b> | Free professional support: <ul style="list-style-type: none"> <li>○ Crisis telephone line</li> <li>○ Referral</li> </ul> | Offering help if you are homeless or at risk of homelessness or family violence.<br>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. | <a href="#">Website</a><br><br><b><u>1800 825 955</u></b><br>5pm - 9am<br>Monday - Friday<br><br>24 hours on weekends & public holidays |
| <b>Tenants Victoria</b>             | 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.  | <a href="#">Website</a><br><br><b><u>9416 2577</u></b><br>10am - 2pm<br>Monday - Friday   |

## ACT Services

| Organisation   | Service                | Description   | Contact Information/Hours   |
|----------------|------------------------|---|---|
| <b>OneLink</b> | 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. | <a href="#">Website</a><br><br><b><u>1800 176 468</u></b><br>8am - 6pm<br>Monday – Friday |

## WA Services

| Organisation      | Service  | Description   | Contact Information/Hours   |
|-------------------|--|---|---|
| <b>Home Hub</b>   | 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.        | <a href="#">Website</a>   |
| <b>Tenancy WA</b> | 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.                    | <a href="#">Website</a><br><b>(08) 9221 0088</b><br>(Metropolitan)<br><b>1800 621 888</b><br>(Country Free Call)<br>9:00am - 4:30pm Monday - Friday |
| <b>WA Connect</b> | 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. | <a href="#">Website</a>   |

## 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  |
|--------------------------------|---|--|--|
| <b>Community Legal Centres</b> | Free professional information & support | CLCs are independent, community-based organisations providing free legal help, including information, referrals, legal education, advice, casework and representation. | <a href="#">ACT Website</a><br><a href="#">Northern Territory Website</a><br><a href="#">NSW Website</a><br><a href="#">Queensland Website</a><br><a href="#">South Australian Website</a><br><a href="#">Tasmanian Website</a><br><a href="#">Victoria Website</a><br><a href="#">Western Australia Website</a> |

|  |  |   |   |
|--|--|---|---|
| <p><b>Specialist Community Legal Centres</b></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"> <li>• women</li> <li>• refugees &amp; asylum seekers</li> <li>• older persons</li> <li>• children &amp; youth</li> <li>• people with disability</li> <li>• social security law</li> <li>• tenancy &amp; housing</li> <li>• credit &amp; debt</li> <li>• Immigration</li> </ul> <p>Visit the website for a list of services.</p> | <p><a href="#"><u>Website</u></a></p>   |
| <p><b>Legal Aid</b></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><a href="#"><u>ACT Website</u></a></p> <p><a href="#"><u>NSW Website</u></a></p> <p><a href="#"><u>Northern Territory Website</u></a></p> <p><a href="#"><u>Queensland Website</u></a></p> <p><a href="#"><u>South Australian Website</u></a></p> <p><a href="#"><u>Tasmanian Website</u></a></p> <p><a href="#"><u>Victoria Website</u></a></p> <p><a href="#"><u>Western Australia Website</u></a></p> |



# LGBTQI

## National Services

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

## NSW Services

| Organisation    | Service   | Description  | Contact Information/Hours                      |
|-----------------|---|--|--|
| <b>Twenty10</b> | Free professional counselling: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Support Groups</li> <li>○ Drop In</li> </ul> | Counselling and Social Support service for LGBTQIA young people up to 25 years old | <a href="#">Website</a><br><b>02 8594 9555</b> |

|             |   |   |  |
|-------------|---|---|--|
| <b>ACON</b> | Free professional counselling: <ul style="list-style-type: none"><li>○ Telephone</li><li>○ Support Groups</li></ul> | Help for LGBTQIA 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. | <a href="#"><u>Website</u></a><br><a href="#"><u>Contact Information</u></a> |
|-------------|---|---|--|

For referral to services in other states people can ring [QLife](#)

## Men

### National Services

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



## Multicultural & Refugee Services

### National Services

| Organisation                               | Service                | Description  | Contact Information/Hours |
|--|------------------------|--|---------------------------|
| <b>Embrace Multicultural Mental Health</b> | Referral & Information | A directory of national and state mental health services in a range of languages | <a href="#">Website</a>   |

### NSW Services

| Organisation  | Service   | Description  | Contact Information/Hours   |
|---|---|--|---|
| <b>Asylum Seekers Centre</b>  | Free professional support: <ul style="list-style-type: none"> <li>○ Health Clinic</li> <li>○ Accommodation</li> <li>○ Employment</li> <li>○ Support groups</li> </ul> | The ASC offers a range of services including a free Health Clinic plus accommodation, employment, nutrition and social support   | <a href="#">Website</a><br><br><b>02 9078 1900</b><br>9am - 4pm,<br>Monday - Friday   |
| <b>Service for the Treatment and Rehabilitation of Torture and Trauma Survivors</b> | Free professional support: <ul style="list-style-type: none"> <li>○ Counselling</li> <li>○ Physiotherapy</li> <li>○ Support groups</li> </ul>                         | 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. | <a href="#">Website</a><br><br><b>02 9646 6700</b>                                    |
| <b>Transcultural Mental Health Centre</b>   | 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.  | <a href="#">Website</a><br><br><b>1800 648 911</b><br>8.30am - 5pm<br>Monday - Friday |

## Victorian Services

| Organisation   | Service  | Description   | Contact Information/Hours   |
|--|--|---|---|
| <b>Asylum Seeker Resource Centre</b>                           | Free professional support: <ul style="list-style-type: none"> <li>○ Health Clinic</li> <li>○ Accommodation</li> <li>○ Employment</li> <li>○ Basic needs</li> </ul> | 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   | <a href="#">Website</a><br><b>03 9326 6066</b><br>10am - 5pm<br>Monday - Friday |
| <b>In Touch - Multicultural Centre Against Family Violence</b> | 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.<br><br>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. | <a href="#">Website</a><br><b>1800 755 988</b>                                  |
| <b>Victorian Refugee Health Network</b>                        | Free Public Health Services for Asylum Seekers   | Visit the website for a full list of public health services for asylum seekers.   | <a href="#">Website</a>   |

## Natural Disasters

### National Services

| Organisation           | Service     | Description  | Contact Information/Hours |
|------------------------|-------------|--|---------------------------|
| <b>Disaster Assist</b> | Information | Federal government service listing local government areas that have been declared disaster areas and how to apply for recovery payments. | <a href="#">Website</a>   |

## Parents/Guardians/Carers

### NSW Services

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

### Queensland & Northern Territory Services

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

## Victorian Services

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

## South Australian Services

| Organisation        | Service     | Description                                    | Contact Information/Hours  |
|---------------------|-------------|--|--|
| <b>Parenting SA</b> | Information | Free seminars, 'Parent Easy Guides' and videos | <a href="#">Website</a><br><b>(08) 8303 1660</b><br>Office hours |

## Western Australian Services

| Organisation                | Service  | Description  | Contact Information/Hours   |
|-----------------------------|--|--|---|
| <b>Ngala Parenting Line</b> | Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Workshops</li> <li>○ Residential parenting service</li> </ul> | 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. | <a href="#">Website</a><br>Metro<br><b>08 9368 9368</b><br>Regional<br><b>1800 111 546</b><br>8am – 8pm<br>7 days |

## ACT Services

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

## Tasmanian Services

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

## Pregnancy & Early Parenthood

### National Services

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

## Senior Citizens (Elderly)

### National Services

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



## Veterans

### National Services

| Organisation                  | Service  | Description  | Contact Information/Hours   |
|-------------------------------|--|--|---|
| <b>All-hours Support Line</b> | 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. | <a href="#">Website</a><br><b><u>1800 628 036</u></b><br>Available 24/7 |
| <b>Bravery Trust</b>          | 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.   | <a href="#">Website</a><br><b><u>1800 272 837</u></b>                   |
| <b>Open Arms</b>              | Free professional counselling: <ul style="list-style-type: none"> <li>○ Crisis telephone line</li> <li>○ Treatment programs &amp; workshops</li> <li>○ Peer Support</li> <li>○ Crisis accommodation</li> </ul> | Mental health and wellbeing support for current and ex-serving Australian Defence Force personnel and their families.  | <a href="#">Website</a><br><b><u>1800 011 046</u></b><br>Available 24/7 |

## Victims of Crime

### National Services

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

## Workplace Issues

### National Services

| Organisation                              | Service  | Description  | Contact Information/Hours  |
|---|--|--|--|
| <b>Australian Human Rights Commission</b> | 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"> <li>• Sex</li> <li>• Disability</li> <li>• Race</li> <li>• Age</li> <li>• criminal record,</li> <li>• political opinion</li> <li>• religion or social origin</li> </ul> | <a href="#">Website</a><br>National Information Service<br><br><b>1300 656 419</b><br>9.00am - 5pm (AEST)<br>Monday - Friday |
| <b>Fair Work Commission (FWC)</b>         | 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.   | <a href="#">Website</a><br>Disputes at work  |
| <b>Fair Work Ombudsman (FWO)</b>          | 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.   | <a href="#">Website</a><br>How the FWO can help  |

# Youth

## National Services

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

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

|  |   |   |                         |
|--|---|---|-------------------------|
| <b>iBobby</b><br>(Blackdog<br>Institute)                     | Free online treatment<br>program<br><br><b>(Aboriginal &amp; TSI youth)</b> | Emotional wellbeing self-help app for<br>young Aboriginal and Torres Strait<br>Islander Australians aged 15 years<br>and over | <a href="#">Website</a> |
| <b>Bite Back</b><br>(13-16 years)<br>(Blackdog<br>Institute) | Free online treatment<br>program  | Bite Back teaches practical self-<br>management skills that are based on<br>Positive Psychology, for young people             | <a href="#">Website</a> |