

**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)

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

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).

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Referrals

National Service Directories

Organisation	Service	Description	Contact Information/Hours
Ask Izzy	Directory of services	An easy-to-use national database of services to find housing, meals, healthcare, counselling, legal advice, addiction treatment and a whole lot more. If you're on the Telstra mobile network, you can access Ask Izzy even if you don't have credit.	Website
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
Head to Health	Directory of crisis support & counselling services	Mental Health Lines for each State	Website Scroll to bottom of page

Mental Health

24-Hour Help Lines

Organisation	Service	Description	Contact Information/Hours
Beyond Blue	Free professional support: <ul style="list-style-type: none"> ○ Telephone 24/7 ○ Online chat/video ○ 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'.	<u>Website</u> Immediate support <u>Online Forums</u> <u>1300 22 4636</u> Telephone support Available 24/7 <u>Webchat</u> Online support 3pm - midnight (AEDST) 7 days
Lifeline	Free professional crisis support: <ul style="list-style-type: none"> ○ Telephone 24/7 ○ Text ○ Online chat/video 	A national helpline providing all Australians experiencing emotional distress with access to suicide prevention services.	<u>Website</u> <u>13 11 44</u> Telephone support Available 24/7 <u>0477 13 11 14</u> Text crisis support 6pm – midnight, 7 days <u>Webchat</u> Online crisis support 7pm – midnight, 7 days

Suicide Call Back Service	Free professional crisis support: <ul style="list-style-type: none"> ○ Telephone 24/7 ○ 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> <u>1300 659 467</u> Telephone crisis support</p> <p><u>Webchat</u> Online & Video crisis support Available 24/7</p>
Kids Helpline (5-25 years)	Free professional support: <ul style="list-style-type: none"> ○ Telephone 24/7 ○ Online chat ○ Email 	Free, private and confidential phone and online counselling service for young people.	<p><u>Website</u> <u>1800 551 800</u> Available 24/7</p> <p><u>Webchat</u> Online support Available 24/7</p>
Men's Line	Free professional support: <ul style="list-style-type: none"> ○ Telephone 24/7 ○ Online chat/video 	Telephone and online counselling service for men with emotional health and relationship concerns.	<p><u>Website</u> <u>1300 78 99 78</u> Available 24/7</p>

Other Help Lines

Organisation	Service	Description	Contact Information/Hours
Listening Ear	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.	Website <u>02 9477 6777</u> 9am – 9pm 7 days
SANE Australia	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'	Website <u>1800 187 7263</u> 10am - 10pm (AEST) Monday - Friday

Peer Support - Services

Organisation	Service	Description	Contact Information/Hours
Being	Suicide Support & Awareness Peer Support	The Suicide Support & Awareness Program is a six-week peer support group program, providing a confidential space for people to share with their experiences with mental health issues and suicidal crisis, and gain strategies, support and ideas for working through a suicidal crisis. Groups are supported by facilitators who have 'been there and get it'. Being are currently seeking expressions of interest to form new groups across NSW.	Website
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
The Big Feels Club	Peer support: <ul style="list-style-type: none"> ○ Blog ○ Podcast ○ Newsletter ○ Online Forum (members only) ○ Course & Meet ups (occasional) 	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. <i>Kinder Mind</i> , is a tailored guided audio course to 'help calm your inner critic - cause when your mind's a scary place, you shouldn't have to go there alone' (offered periodically and promoted through the Newsletter).	Website

eFriend	Free peer support: <ul style="list-style-type: none"> ○ Telephone ○ Online video ○ Online chat 	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
Grow.org.au	Peer support: <ul style="list-style-type: none"> ○ Free Course ○ Online Support Groups and forum ○ Face-to-face Support Groups ○ Youth Groups ○ Young Adult Groups 	Grow offers: <ul style="list-style-type: none"> ○ Growing Resilience Program: Six weekly 1-hour group sessions on Zoom ○ Grow Groups program (online and in person): weekly 2-hour sessions in groups of 3-10 people based on a 12-step program of personal growth, mutual help and support. 	Website <u>1800 558 268</u>
Project Air Strategy for personality disorders	Lived Experience videos & stories	Project Air has developed a set of resources to assist people living with a personality disorder, their families, partners and carers, health professionals and educators.	Website
SANE Australia	Free 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'	Website <u>1800 187 7263</u> 10am - 10pm (AEST) Monday – Friday
STRIDE (Located in QLD, NSW, Bendigo & Canberra)	Free support: <ul style="list-style-type: none"> ○ Peer group support ○ 1-on-1 support ○ Assistance applying for NDIS 	A recovery-oriented service that supports adults, young people, kids, families, and those seeking NDIS support. They can assist with individual sessions with a therapist, group support, community outreach, or finding a job or home and more.	Website

Peer Support – Workforce Training & Resources

Organisation	Service	Description	Contact Information/ Hours
Being	Training in peer support	Being's Leadership Academy offers short courses and workshops for people living with mental health issues in Australia, in order to enhance knowledge, build skills and to open educational pathways: <ul style="list-style-type: none"> ○ Introduction to Zoom as a Learning Platform ○ Introduction to Peer Work ○ Communication Skills for Peer Workers ○ Employment & leadership skills for Peer Workers 	Website
Centre for Excellence in Peer Support	Resources & directory listing training in peer support	The Centre of Excellence in Peer Support (CEPS) is a centralised online resource centre for mental health peer support.	Website
Mind Australia	Professional development course (for people who already work or study in Mental Health)	Mind Australia delivers a five-day professional development course called 'Professional Practice for Peer Workers'. The course is for people with a lived experience of mental illness or recovery who would like to get into doing peer support work and are already working or studying in the Mental Health sector.	Website
Mental Health Coordinating Council (MHCC)	Training in Safe Storytelling (Online)	This 2-hour online workshop will improve the skills of people who use their lived experience in service provision.	Website

My Skills	Certificate IV in Mental Health Peer Work	The National Careers Institute 'My Skills' website lists organisations throughout Australia that offer the 'Certificate IV in Mental Health Peer Work (CHC43515)'.	Website
SHARC	Training in peer support	Self Help Addiction Resource Centre (SHARC) offers peer worker training programs including the renowned Intentional Peer Support program.	Website

Suicide Prevention & Recovery Support (including Peer Support)

For immediate support please see the organisations listed under [24-Hour Help Lines](#).

Organisation	Service	Description	Contact Information/Hours
Alternatives 2 Suicide	Suicide prevention peer support groups; Online (national), in-person (Canberra & Sydney)	Alternatives to Suicide is a peer-based response to supporting people who have made suicidal attempts or who have experienced suicidal thoughts. Groups are facilitated and are NOT required to report people to crisis management services.	Website
DISCHARGED	Suicide prevention peer support groups; Online (national), in-person (Perth)	A place for people to talk about, vent, sit with, or make sense of suicidal experiences - without fearing hospitalisation or the police being called. They offer open community groups and trans and gender diverse groups. Currently (Feb 2022) the open groups are on hold as more facilitators are trained.	Website
Off The Wall	Suicide prevention peer support groups, Online (national)	Facilitated peer-led groups where people with experiences of suicidal thoughts/actions come together and talk about suicidal experiences and emotional distress. The groups allow people to discuss, sit with, understand, and possibly move through suicidal thoughts. They are NOT required to report people to crisis management services.	Website
Postvention Australia	Free support groups: <ul style="list-style-type: none"> ○ Peer groups ○ Facilitated groups ○ Open & closed options 	Support and resources for those bereaved by suicide.	Website

<p>SP Peer Care Connect (by 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><u>Website</u> 1800 777 377 Leave a message 24/7, receive a call back within 48 hours.</p>
<p>StandBy – Support After Suicide</p>	<p>Free support:</p> <ul style="list-style-type: none"> ○ Telephone 24/7 ○ Individualised support ○ Support Groups ○ Workshops ○ Resources 	<p>The StandBy program offers coordinated evidence-based support and resources (including connections to local services and groups) that is individualised for each person’s unique circumstance. This support is continued for up to two years to ensure those that engage with StandBy are not alone and receive ongoing support.</p>	<p><u>Website</u> 1300 727 247 Available 24/7</p>
<p>Suicide Call Back Service</p>	<p>Information:</p> <ul style="list-style-type: none"> ○ Blogposts/articles 	<p>Information for people who are feeling suicidal and/or have tried to take their own life and for those who support them.</p>	<p><u>Feeling Suicidal Worried About Someone Lost Someone to Suicide</u></p>
<p>Suicide Prevention Australia</p>	<p>Best Practice Directory</p>	<p>The services listed in the <i>Best Practice Directory</i> have all met certain standards. You can search for services in your area such as:</p> <ul style="list-style-type: none"> ○ Aftercare ○ Lived experience and peer support ○ Postvention or Prevention ○ Safe Space or safe haven ○ Suicide Prevention Network 	<p><u>Website</u></p>
<p>Way Back Support Service (by Beyond Blue)</p>	<p>Information:</p> <ul style="list-style-type: none"> ○ booklet 	<p>Information for people who have tried to take their own life and for those who support them.</p>	<p><u>Information booklets</u> (scroll to end of page)</p>

Telehealth Services

Psychological Services by Phone or Video

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 <u>psychiatrist</u> (instead of a psychologist) you can receive a Medicare rebate and so only pay the gap fee ongoing. Their psychologists can only provide 10 subsidised 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 they are now taking telehealth calls throughout Australia.</p>	Website

<p>Welysn (Free for people with a Mental Health Plan)</p>	<p>10 free psychologist sessions:</p> <ul style="list-style-type: none"> ○ Telephone ○ Online chat/video 	<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>Website</p>
<p>Mosh – Mental Health</p>	<p>Medicare funded psychology sessions.</p> <p>\$150 per session – claimable on Medicare</p> <p>Gap: Clinical Psychologist \$21.60</p> <p>Registered psychologist \$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>Website</p>

Online Mental Health Courses

Free, Evidence-Based & Self-Guided

Organisation	Service	Description	Contact Information/Hours
Bite Back (13-16 years) (by 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 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) (by 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>
Minds Together (by Every Mind)	Free online program for carers <ul style="list-style-type: none"> ○ Seeking trial participants 	Minds Together is an online program for people who support someone with depression or anxiety The program aims to support carers in their role and promote their mental health and wellbeing.	Website

MoodGym	Free online treatment course	The Moodgym course teaches practical self-management skills that are based on Cognitive Behavioural Therapy (CBT), focused on Depression & Anxiety.	Website
MyCompass (by Blackdog Institute)	Free online treatment courses, ideally done over 7 weeks	MyCompass courses teach practical self-management skills that are based on Cognitive Behavioural Therapy (CBT). 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.	Website
This Way Up	Free online treatment courses	Free evidence based, short courses <ul style="list-style-type: none"> ○ Intro to Mindfulness ○ Coping with Stress ○ Managing Insomnia ○ Student Wellbeing 	Website

Apps for Mental health

Organisation	Service	Description	Contact Information/Hours
Better Stop Suicide	Free Safety Planning app	This app helps you to press your own stop button when suicidal thoughts come up. You can record yourself a life-saving message in your own words, to listen to when you are in distress.	Website
Beyond Now (by Beyond Blue)	Free Safety Planning app	The <i>Beyond Now</i> app helps you make your own safety plan to support you through difficult times. You can make it on your phone and carry it with you to access anywhere and anytime. The app guides you step-by-step, with suggestions. You can update it anytime and easily share with others if you want.	App store or online . Information Sheet
Dare App	Free (for basic access) app for in-the-moment support	A clear and easy to use app that can walk you through difficult situations as they arise: <ul style="list-style-type: none"> ○ Stop panic attacks ○ Anxiety relief ○ End Insomnia ○ Overcome worry ○ Health anxiety 	Website
Head Gear (by Black Dog Institute)	Free 30-day mental fitness challenge	Head Gear guides you through a 30-day mental fitness challenge designed to build resilience and wellbeing – it's even been found to prevent depression. Using evidence-based techniques, it features a range of simple engaging daily activities to help reduce and manage stress, improve sleep, connect better with friends and deal with difficult situations.	Website

Other Services

Drug and Alcohol/ Addiction/ Harm Reduction

Organisation	Service	Description	Contact Information/Hours
Al-Anon Family Groups Australia	Free professional support: <ul style="list-style-type: none"> ○ Peer Support groups (online and in-person) ○ Adult Groups ○ Teen Groups ○ Podcast 	Al-Anon offers support to families and friends of alcoholics to help them recover from the effects of living with someone whose drinking is a problem. Similarly, Alateen is our recovery program for young people. Alateen groups are sponsored by Al-Anon members. Alateen provides support for teenagers affected by the problem drinking of a parent or other family member.	Website
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
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

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.	<u>Website</u> <u>1800 858 858</u> Available 24/7
Gamblers Anonymous Australia	Peer Support Groups	A fellowship of people 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.	<u>Website</u> <u>Contact Information</u>
Smart Recovery Australia	Free professional support: <ul style="list-style-type: none"> ○ Peer Support groups (online and in-person) ○ Support groups for Family & Friends (online) 	The SMART Recovery Program supports people with any type of addiction. Support meetings are guided by trained facilitators and participants set their own goals and path to success using a range of evidence-based tools and techniques.	<u>Website</u>
Alcohol and Drug Foundation of AU (ADF)	Free support: Resources for safer drug use Indigenous specific resources Harm reduction Support Services Advice and Information free-call line.	ADF supports people with Alcohol and other drug issues by providing pathways to support, information, and harm reduction.	<u>1300 85 85 84</u>

Business

Organisation	Service	Description	Contact Information/Hours
Ahead for Business (by Every Mind)	Free support: <ul style="list-style-type: none"> ○ Peer support ○ Personalised action plans 	<i>Ahead for Business</i> is a digital hub designed to support the mental health of small businesses owners by providing tailored resources, peer support, check-ups and personalised action plans.	Website
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

Carers

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 ○ 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.	Website <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.	Website <u>1800 421 468</u> 9am-6pm (AEST) Monday – Friday 9am-5pm (AEST) Sat, Sun & public holidays

Children & Youth

Also see *Grief & Childhood Trauma* in this directory.

Organisation	Service	Description	Contact Information/ Hours
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
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	Website 1300 22 4636 Telephone support Available 24/7 Webchat Online support 3pm - midnight (AEDST) 7 days
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
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.	Website Email 1800 650 890 9am-1am (AEST) 7 days

IBobby Aboriginal & TSI youth (Blackdog Institute)	Free online treatment program	Emotional wellbeing self-help app for young Aboriginal and Torres Strait Islander Australians aged 15 years and over.	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.	Website <u>1800 551 800</u> Available 24/7 Webchat Online chat support Available 24/7

Coronavirus/COVID-19

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 <u>1800 020 080</u> Available 24/7

Disability

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 Email
Wayfinder Hub (by 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 Email

Domestic Violence

Go to [Ask Izzy](#) and type in words such as 'domestic violence', 'multicultural domestic violence' or 'gay domestic violence' to find support services in your State.

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

Eating Disorders

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

Financial Counselling

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

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

Grief & Childhood Trauma

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 1300 657 380 9am - 5pm (AEST) Monday - Sunday Email
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 13 11 20 9am-5pm (local time) Monday – Friday
GriefLine	Free counselling: <ul style="list-style-type: none"> ○ Telephone ○ Online chat/video ○ Text 	Offering confidential support to people experiencing grief, loss and/or trauma. Calls can be one-off, or part of a 6-8 session program. 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 1300 845 745 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) 	NCCG programs provide a safe environment where bereaved children and their families can be encouraged to share their experiences. This process enables bereaved children to learn how to integrate grief into their everyday lives.	Website 1300 654 556 9am - 5pm (AEST) Monday - Sunday
Postvention Australia	Free support: <ul style="list-style-type: none"> ○ Support groups: ○ Peer groups ○ Facilitated groups ○ Open groups ○ Closed groups 	Support and resources for those bereaved by suicide.	Website
StandBy – Support After Suicide	Free professional support: <ul style="list-style-type: none"> ○ Telephone 24/7 ○ Individualised support ○ Support Groups ○ Workshops ○ Resources 	The StandBy program offers coordinated evidence-based support and resources (including connections to local services and groups) that is individualised for each person’s unique circumstance. This support is continued for up to two years to ensure those that engage with StandBy are not alone and receive ongoing support.	Website 1300 727 247 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. Access a qualified personal health coach to help you make healthy lifestyle changes.</p> <p>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>NSW Website</p> <p>Queensland</p> <p>South Australian Website</p>

Homelessness/Housing/Tenants

Go to [Ask Izzy](#) and type in words such as 'housing', 'tenancy' and 'crisis accommodation' to find support services in your State.

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.

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 NT Website NSW Website Queensland Website SA Website Tasmanian Website Victoria Website WA Website
Specialist Community Legal Centres	See website for full list of services.	<p>Some Centres provide services in a specialist area of law, or to a community or group. Some of the areas of specialist services include:</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 	Website

Legal Aid	Legal support	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.	ACT Website NSW Website NT Website Queensland Website SA Website Tasmanian Website Victoria Website WA Website
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LGBTQI

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
Say It Out Loud	Resources to develop healthy relationships and exiting unhealthy ones	Resources for LGBTQ+ communities to have healthy relationships, get help for unhealthy relationships and support their friends	Website

Men

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 1300 78 99 78 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 1300 015 120 Leave voicemail for a call-back within 24hrs

Multicultural & Refugee 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

Natural Disasters

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

Parents/Guardians/Carers

Go to [Ask Izzy](#) and type in words such as 'parenting' to find support services in your State.

Pregnancy & Early Parenthood

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 individuals and their families affected by perinatal anxiety and depression.	Website <u>1300 726 306</u> 9am-7.30pm, Mon-Fri
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>
Sand	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
Birthline	Free professional support: <ul style="list-style-type: none"> ○ 24/7 phone counselling ○ Resources and information 	Support for people considering their options when pregnant. Anyone wanting to talk about pregnancy related issues or pregnancy loss can readily access emotional support through compassionate, confidential, non-judgmental and cost-free services.	Website <u>1300 655 156</u>

Senior Citizens

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.	Website 1800 353 374 Operating times vary
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.	Website 1800 100 500 8am - 8pm Monday - Friday Webchat 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 eg. aged care homes or in-home services	Website 1800 200 422 8am - 8pm, Mon-Fri 10am - 2pm, Saturday
Stitch	Online social network	Stitch is an online platform that creates community & companionship for anyone over 50. It is created by members, for members and can be used as a way of finding people with similar interests globally or in your area.	Website

Sex Worker & HIV support

Organisation	Service	Description	Contact Information/Hours
Sex Worker Outreach Project (SWOP)	Free and confidential support from Peers (NSW), workshops and resources (national)	SWOP is a NSW-based service, but offer nationally-available online workshops (for sex workers only), and links to Australia-wide sex worker supports. Those in NSW can also access safe sex supplies, peer support, counselling, outreach, referrals, and legal advice.	Website
Scarlet Alliance (Australian Sex Workers Organisation)	Free and confidential support for Sex Workers from Peers	Scarlet Alliance offers resources for Sex Worker specific information and resources nationally.	Website
NAPWHA	National Association of People with HIV Australia	NAPWHA provides Peer Support, resources + much more for people living with HIV in Australia.	Website HIV peer support <u>1800 259 666</u>

Veterans

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 ○ 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

Victims of Crime

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>NT Website</u> <u>Queensland Website</u> <u>SA Website</u> <u>Tasmanian Website</u> <u>Victorian Website</u> <u>WA Website</u>

Workplace Issues

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