

**ICLA -
National Recovery
Services Directory**

Finding Services

eFriend and PARC are National services for Australians 18+.

eFriend 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).

Services Directory

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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'. | <p><u>Website</u> Immediate support</p> <p><u>Online Forums</u></p> <p><u>1300 22 4636</u> Telephone support Available 24/7</p> <p><u>Webchat</u> Online support 3pm - midnight (AEDST) 7 days</p> |
| 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. | <p><u>Website</u></p> <p><u>13 11 44</u> Telephone support Available 24/7</p> <p><u>0477 13 11 14</u> Text crisis support 6pm – midnight, 7 days</p> <p><u>Webchat</u> Online crisis support 7pm – midnight, 7 days</p> |

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| 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></p> <p><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></p> <p><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></p> <p><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 02 9477 6777 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 1800 187 7263 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 |

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| 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 |

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| 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 |

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| <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 |
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| 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 |

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| <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 |

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| 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 |

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| 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 |

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| 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 |

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| 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 |

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|--|---|--|---|
| 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><u>NSW Website</u></p> <p><u>Queensland</u></p> <p><u>South Australian Website</u></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. | Some Centres provide services in a specialist area of law, or to a community or group. Some of the areas of specialist services include: <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 |
|------------------|---------------|--|---|

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 1300 851 758 |
| 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 1300 726 306 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 1300 11 4673 |
| 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 1300 072 637 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 1300 655 156 |

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 | ACT Website NSW Website NSW Victims Access Line: <u>1800 633 063</u> NT Website Queensland Website SA Website Tasmanian Website Victorian Website WA Website |

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 |