

**ICLA -
National Recovery
Services Directory**

eFriend referrals

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.

Find free psychologists

You do NOT need a Medicare card to use the services with a *

Head to Health *

– Speak with a mental health professional who can give advice and connect you to the local mental health services or support that is right for you. This may involve referring you to your local *Head to Health Centre* or *Head to Health Pop-Up Clinic*. More information in the directory below under *National Directories*.

SANE Australia's Guided Service *

– 12 weeks of support from a specialised team of mental health professionals. More information in the directory below under *Psychologist (free services)*.

Health Direct

– Search for 'Bulk Billing (no fees)' psychologists or counsellors by postcode. More information in the directory below *National Directories*.

Mental Health Treatment Plan

– Some psychologists provide free services by 'Bulk Billing' Medicare. To find them try typing these search terms into Google:

- 'bulk bill psychologist online Australia' or
- 'bulk bill psychologist Sydney'

Before your first appointment you will need to go to your doctor (GP) and ask for a *Mental Health Treatment Plan*. This will give you up to 20 individual psychologist appointments per year. If the psychologist does not 'bulk bill' you will need to pay a 'gap' fee.

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Mental Health

National Directories

Organisation	Service	Description	Contact Information/Hours
Ask Izzy	Directory of services	<p>An easy-to-use national database of services to find housing, meals, healthcare, counselling, legal advice, addiction treatment and a whole lot more.</p> <p>If you're on the Telstra mobile network, you can access <i>Ask Izzy</i> even if you don't have credit.</p>	Website
Embrace Multicultural Mental Health	<p>Information and directories in 31 languages:</p> <ul style="list-style-type: none"> ○ mental health services & support near me ○ multicultural & community groups in my area 	<i>Embrace Multicultural Mental Health</i> is run by Mental Health Australia and provides a national platform for multicultural communities to access resources, services and information in a culturally accessible format.	Website
Health Direct	Find a free mental health professional	A government website that allows you to search by postcode for 'Bulk Billing (no fees)' psychologists or counsellors (on the homepage select 'Service finder').	Website
Head to Health	Free telephone advice, referral & support	When you call <i>Head to Health</i> you will speak with a mental health professional who can give advice and connect you to the local mental health services or	Website 1800 595 212

	(NO Medicare card needed)	support that is right for you. This may involve referring you to your local <i>Head to Health Centre</i> or <i>Head to Health Pop-Up Clinic</i> .	Monday - Friday 8:30-5:00pm
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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 with discussions grouped by: <ul style="list-style-type: none"> • Mental health conditions • People like me • Caring for myself & others 	<u>Website</u> <u>Online Forums</u> 1300 22 4636 Telephone support Available 24/7 <u>Webchat</u> Online support 3pm - midnight (AEDST) 7 days
Brother-to-Brother Crisis Line	Free support for Aboriginal men by Aboriginal men: <ul style="list-style-type: none"> ○ Telephone 24/7 ○ Peer Support 	Phone support for Aboriginal men who need someone to talk to about relationship issues, family violence, parenting, drug and alcohol issues or who are struggling to cope for other reasons. The line is staffed by Aboriginal men, including Elders, who have a lived experience in these issues.	<u>Website</u> 1800 435 799 Available 24/7
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.	<u>Website</u> 1800 551 800 Available 24/7 <u>Webchat</u> Online support Available 24/7

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>
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>
Suicide Call Back Service	Free professional crisis support: <ul style="list-style-type: none"> ○ Telephone 24/7 ○ Online chat/video 	<i>Suicide Call Back Service</i> 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>

Other Help Lines

Organisation	Service	Description	Contact Information/Hours
FriendLine	Free non-crisis telephone support service	<i>FriendLine</i> is for anyone who needs to reconnect or just wants a chat. All conversations with <i>FriendLine</i> are anonymous and our friendly volunteers are ready for a yarn and to share a story or two.	Website 1800 424 287 10am – 8pm 7 days a week
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: Drop in Services	Free non-crisis professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat ○ Online Forum ○ Peer Support 	One-on-one phone and online chats (one off) with a trained mental health professional plus online forums which are moderated 24 hours a day: <ul style="list-style-type: none"> • Lived Experience • Family & Friends 	Website <u>1800 187 263</u> 10am - 10pm (in your time zone) Monday - Friday

Psychologist (free services)

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
Emerge Psychology	Free* Psychologists: <ul style="list-style-type: none"> ○ Telephone ○ Online video ○ 10 sessions <p>* Free for rural & remote plus some urban people</p>	Free Psychologists who are available for video and telephone counselling 7 days a week, for people with a Mental Health Care Plan which you get from your doctor if you have a Medicare card. You can read the profile of individual psychologists and book online.	Website
MindSpot Teletherapy Program	Free therapy sessions: <ul style="list-style-type: none"> ○ Telephone ○ 4 sessions ○ Help to connect with ongoing support ○ Aged 18+ 	MindSpot offers up to four sessions with a therapist qualified as a registered psychologist, accredited social worker, registered nurse, registered occupational therapist, or counsellor. Complete an assessment online, then schedule a phone appointment to discuss the service. After this you can book your teletherapy sessions online.	Website

<p>SANE Australia: Guided Service</p>	<p>12 weeks of free* professional support based on a personalised mental health support plan</p> <p>* NO Medicare card needed</p>	<p>Over 12-weeks, the Guided Service offers:</p> <ul style="list-style-type: none"> • personalised mental health support plan • one-on-one peer support • one-on-one counselling • community forums & activities <p>Who:</p> <ul style="list-style-type: none"> • People with complex mental health issues, meaning your mental health significantly affects your day-to-day life, relationships or your work. • NO Medicare card needed <p>Where:</p> <ul style="list-style-type: none"> • Many Primary Health Networks (PHNs) throughout Australia 	<p>Website</p>
<p>Someone.health</p>	<p>Free psychologists:</p> <ul style="list-style-type: none"> ○ Telephone ○ Online video ○ 10 sessions 	<p>Bulk-billing psychologists who are available for video and telephone counselling 7 days a week. You will need a Mental Health Care Plan, which you get from your doctor if you have a Medicare card. You can read the profile of individual psychologists and book online.</p>	<p>Website</p>
<p>Welysn</p>	<p>Free psychologists:</p> <ul style="list-style-type: none"> ○ Telephone ○ Online video ○ 10 sessions 	<p>Bulk-billing psychologists who are available for video and telephone counselling 7 days a week. You will need a Mental Health Care Plan, which you get from your doctor if you have a Medicare card. You can read the profile of individual psychologists and book online.</p>	<p>Website</p>

<p>The Winn Clinic</p>	<p>A referral service to help connect people seeking <i>ongoing</i> treatment with psychiatrists & psychologists</p>	<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>Their <u>psychologists</u> can provide 10 subsidised sessions per year if you have a Mental Health Care Plan, which you get from your doctor if you have a Medicare card. If you ask for a <u>psychiatrist</u>, the fee gap is much less and the number of sessions can be unlimited.</p> <p>The website says Sydney and Melbourne, but they now take telehealth calls throughout Australia.</p>	<p>Website</p>
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Peer Support – Services & Groups

Organisation	Service	Description	Contact Information/Hours
Big Feels Club	Peer support: <ul style="list-style-type: none"> o Blog o Podcast o Newsletter o Online Forum (members only) o 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
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
Brother-to-Brother Crisis Line	Free support for Aboriginal men by Aboriginal men: <ul style="list-style-type: none"> o Telephone 24/7 o Peer Support 	Please see the listing for <i>Brother-to-Brother Crisis Line</i> in the 24-Hour Help Lines section of this directory.	
eFriend	Free peer support: <ul style="list-style-type: none"> o Telephone o Online video 	<i>eFriend</i> is a free virtual peer support service which offers weekly 30-minute conversations with the same peer worker over 15 sessions.	Website efriend@icla.org.au 9.30am-7pm (AEST) Monday-Friday

GROW	Peer support: <ul style="list-style-type: none"> ○ Free Course ○ Online Support Groups & forum ○ Face-to-face, Youth, & 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. 	<u>Website</u> <u>1800 558 268</u>
Mr Perfect	<ul style="list-style-type: none"> ○ BBQ meet ups ○ Blog ○ Directory 	Please see the listing for <i>Mr Perfect</i> in the Men section of this directory.	
Parents Beyond Breakup	<ul style="list-style-type: none"> ○ Helpline ○ Peer support groups for mums, dads & grandparents ○ Online Forum 	Please see the listing for <i>Parents Beyond Breakup</i> in the Parents/Guardians/Carers section of this directory.	
SANE Australia: Drop in Services	Free support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat ○ Online Forum ○ Peer Support 	Please see the listing for <i>SANE Australia: Drop in Services</i> in the Other Help Lines section of this directory.	
Stitch.net (over 50 years)	Online social network: <ul style="list-style-type: none"> ○ Online conversations ○ Real-life meet ups 	Please see the listing for <i>Stitch.net</i> in the Senior Citizens section of this directory.	

<p>Stride (Located in QLD, NSW, Bendigo & Canberra)</p>	<p>Free support:</p> <ul style="list-style-type: none"> ○ Peer group support ○ 1-on-1 support ○ Assistance applying for NDIS 	<p>A recovery-oriented service that supports adults, young people, kids, families, and those seeking NDIS support. <i>Stride</i> can assist with individual sessions with a therapist, group support, community outreach, or finding a job or home and more.</p>	<p>Website</p>
<p>Violet – Last stage of life support</p>	<ul style="list-style-type: none"> ○ Free telephone support from a trained peer ○ Information & resources 	<p>Please see the listing for <i>Violet</i> in the Carers section of this directory.</p>	

Peer Support – Workforce Training & Resources

Organisation	Service	Description	Contact Information/ Hours
Being	Training in peer support	Being's <i>Leadership Academy</i> 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 e.g. <ul style="list-style-type: none"> • Introduction to Zoom as a Learning Platform • Introduction to Peer Work • Employment & leadership skills for Peer Workers 	Website
Centre for Excellence in Peer Support	Resources & directory listing training 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)	<i>Mind Australia</i> 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 <i>My Skills</i> website lists organisations throughout Australia that offer the 'Certificate IV in Mental Health Peer Work (CHC43515)'.	<u>Website</u>
SHARC	Training in peer support	Self Help Addiction Resource Centre (SHARC) offers peer worker training programs including the renowned Intentional Peer Support program.	<u>Website</u>

Suicide Prevention & Recovery Support (including Peer Support)

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

Also see *Peer Support – Services & Groups* and *Grief & Childhood Trauma* in this directory.

Organisation	Service	Description	Contact Information/Hours
Alternatives 2 Suicide	Suicide prevention peer support groups; Online (national), in-person (Canberra & Sydney)	<i>Alternatives to Suicide</i> 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
Being	Suicide Support & Awareness Peer Support	The <i>Suicide Support & Awareness Program</i> 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
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

<p>Minds Together – supporting someone who has attempted suicide (by Every Mind)</p>	<p>Free online program</p>	<p><i>Everymind</i> is developing an online support program called <i>Minds Together</i> to build the skills and capability of family members and friends who are caring for someone who has attempted suicide.</p>	<p>Website</p>
<p>Off The Wall</p>	<p>Suicide prevention peer support groups, Online (national)</p>	<p>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.</p>	<p>Website</p>
<p>Postvention Australia</p>	<p>Free support groups:</p> <ul style="list-style-type: none"> ○ Peer groups ○ Facilitated groups 	<p>Support and resources for those bereaved by suicide, with open and closed group options.</p>	<p>Website</p>
<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>Website</p> <p><u>1800 777 377</u> 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 ○ Individual 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>Website</p> <p>1300 727 247 Available 24/7</p>

Suicide Call Back Service	Information: <ul style="list-style-type: none"> ○ Blogposts/articles 	Information for people who are feeling suicidal and/or have tried to take their own life and for those who support them.	<u>Feeling Suicidal Worried About Someone Lost Someone to Suicide</u>
Suicide Prevention Australia	Best Practice Directory	The services listed in this directory have all met certain standards. You can search for services in your area such as: <ul style="list-style-type: none"> • Aftercare • Lived experience and peer support • Postvention or Prevention • Safe Space or safe haven • Suicide Prevention Network 	<u>Website</u>
Way Back Support Service (by Beyond Blue)	Information: <ul style="list-style-type: none"> ○ booklet 	Information for people who have tried to take their own life and for those who support them.	<u>Information booklets</u> (scroll to end of page)

Community Based Mental Health Support

Organisation	Service	Description	Contact Information/Hours
Flourish Australia	Practical support with: <ul style="list-style-type: none"> ○ daily tasks ○ employment & training ○ housing ○ community connection ○ 1-on-1 mentoring 	<i>Flourish Australia</i> is a community mental health service and registered NDIS provider that helps people with a lived experience feel supported and meet their everyday challenges.	Website
Neami	Practical support: <ul style="list-style-type: none"> ○ psychosocial support ○ group programs ○ wellbeing coaching ○ intake assessment & service navigation 	<i>Neami</i> provides flexible, community-based support, so you can identify your values and goals and make progress towards achieving them.	Website
New Access Coach (by Beyond Blue)	Free mental health coaching	Free mental health coaching: <ul style="list-style-type: none"> • telephone or video • available in parts of NSW, QLD and VIC • 6 structured sessions with the same person Also see the listing for <i>New Access for Small Business Owners</i> in the Business section of this directory.	Website

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	<i>Bite Back</i> 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
The Brave Program	Free online treatment program (8-12 & 12-17 years)	Please see the listing for The Brave Program in the Children & Youth section of this directory.	
eCentre Clinic	Free 5-week online treatment courses, some with brief weekly contact with mental health professional.	<p>These courses teach practical self-management skills:</p> <ul style="list-style-type: none"> • Wellbeing - with specific courses for Adults, Seniors, Youth, • Chronic and/or Neurological conditions • Obsessive Compulsive Disorder • Pain with Spinal Cord Injury • PTSD • Uni students 	Website

e-Couch	Free online treatment course	These courses teach practical self-management skills, based on Cognitive Behavioural Therapy (CBT): <ul style="list-style-type: none"> • Depression • Anxiety & worry • Social anxiety • Divorce & separation • Bereavement & Loss 	Website
HeadGear (by 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 (by Blackdog Institute)	Free online treatment program for people with intellectual disability	<i>Healthy Mind</i> 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	<i>MindSpot</i> 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 – supporting someone who has attempted suicide (by Every Mind)	Free online course	Please see the listing for <i>Minds Together</i> in the Suicide Prevention & Recovery Support section of this directory.	

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	This app helps you make your own safety plan to support you through difficult times. You can make it on your phone to access anywhere and anytime. The app guides you step-by-step, with suggestions. You can update it anytime and 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 and relieve worry • End Insomnia • Overcome worry • Health anxiety 	Website
Head Gear (by Black Dog Institute)	Free 30-day mental fitness challenge	<i>Head Gear</i> 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
Living Well – for male survivors of sexual assault	<ul style="list-style-type: none"> ○ Information ○ App for men 	Please see the listing for <i>Living Well</i> in the Men section of this directory.	

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 	<p><i>Al-Anon</i> offers support to families and friends of alcoholics to help them recover from the effects of living with someone whose drinking is a problem.</p> <p>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.</p>	Website
Alcohol and Drug Foundation of Aust (ADF)	Free support: <ul style="list-style-type: none"> ○ Resources for safer drug use ○ Indigenous specific resources ○ Harm reduction support services ○ Advice & Infor free-call line 	<i>ADF</i> supports people with alcohol and other drug issues by providing pathways to support, information, and harm reduction.	1300 85 85 84
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.	Website <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.	Website Contact Information
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) 	<i>The SMART Recovery Program</i> 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.	Website

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
New Access for Small Business Owners (by Beyond Blue)	Free mental health coaching: <ul style="list-style-type: none"> ○ telephone or video ○ 6 structured sessions with the same person 	<p><i>NewAccess for Small Business Owners</i> is a free and confidential mental health coaching program for small business owners, including sole traders. Coaches, who have a small business background, will use Low-intensity Cognitive Behavioural Therapy (LiCBT) to help you recognise the way you think, act and feel and break unhelpful thought patterns.</p> <p>Unfortunately, you will not be able to use the service if you are currently seeing a psychologist/psychiatrist or you are dealing with severe/complex issues.</p> <p>Please see the listing for <i>New Access Coach</i> in the Community Based Mental Health Support section of this directory.</p>	Website

Carers

Organisation	Service	Description	Contact Information/Hours
Carers Gateway	Free professional support: <ul style="list-style-type: none"> ○ Telephone call-back ○ 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
Minds Together – supporting someone who has attempted suicide	Free online course	Please see the listing for <i>Minds Together</i> in the Suicide Prevention & Recovery Support section of this directory.	
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
Violet – Last stage of life support	<ul style="list-style-type: none"> ○ Free telephone support from a trained peer ○ Information & resources 	Free information and support focusing on the last stage of life and the grief and loss that accompanies it. Book in to speak with a trained Violet Guide who has their own experience of caring for a loved one. Each call will be with the same guide.	Website <u>1800 846 538</u>

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

<p>IBobby Aboriginal & TSI youth (Blackdog Institute)</p>	<p>Free online treatment program</p>	<p>Emotional wellbeing self-help app for young Aboriginal and Torres Strait Islander Australians aged 15 years and over.</p>	<p>Website</p>
<p>Kids Helpline (5-25 years)</p>	<p>Free professional support:</p> <ul style="list-style-type: none"> ○ Telephone ○ Online chat ○ Email 	<p>Free, private and confidential phone and online counselling service for young people.</p>	<p>Website</p> <p><u>1800 551 800</u> Available 24/7</p> <p>Webchat Online chat support Available 24/7</p>
<p>The Brave Program (8-12 & 12-17 years)</p>	<p>Free online treatment program</p>	<p><i>The BRAVE Program</i>, by the University of Queensland, is an interactive online program for the prevention and treatment of childhood and adolescent anxiety. The programs are free and provide ways for children and teenagers to better cope with their worries. There are also programs for parents.</p>	<p>Website</p>

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>
Full Stop	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online counselling 	Full Stop support people of all genders impacted by sexual, domestic and family violence via phone, online and face to face counselling services. All counsellors are trained trauma specialists.	Website <u>1800 385 578</u> Available 24/7
MensLine	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat/video 	Telephone and online counselling service for men with emotional health and relationship concerns.	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
Connect-ed	Referrals resource	This searchable directory allows you to find and connect with ANZAED credentialed eating disorder clinicians (mental health professionals and dieticians). Filter by fields such as type of provider, payment type, gender of provider, available languages and more.	Website

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 the 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 	Support and resources for those bereaved by suicide. Groups offered have open and closed options.	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
Survivors And Mates Support Network (SAMSN)	Free support: <ul style="list-style-type: none"> ○ Peer Support Line ○ Planned Support ○ Counselling ○ Support Groups/Meetings 	SAMSN support male survivors of child sexual assault, regardless of ethnicity, sexual orientation, age, religion, or expression of male gender identity. They highlight the importance of connecting with others who share similar experiences, through groups, meetings, and on their Peer Support Line.	Website 1800 472 676
Violet – Last stage of life support	<ul style="list-style-type: none"> ○ Free telephone support from a trained peer ○ Information & resources 	Please see the listing for <i>Violet</i> in the Carers section of this directory.	

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.	<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	<p>Legal Aid in Australia is legal assistance provided by the government. Each state and territory has its own Legal Aid Commission, which is responsible for administering Legal Aid. There are Legal Aid offices in cities, suburbs and towns across Australia.</p>	<p><u>ACT Website</u> <u>NSW Website</u> <u>NT Website</u> <u>Queensland Website</u> <u>SA Website</u> <u>Tasmanian Website</u> <u>Victoria Website</u> <u>WA Website</u></p>
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LGBTIQA+

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 exit 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
Brother-to-Brother Crisis Line	Free support for Aboriginal men by Aboriginal men: <ul style="list-style-type: none"> o Telephone 24/7 o Peer Support 	Please see the listing for <i>Brother-to-Brother Crisis Line</i> in the 24-Hour Help Lines section of this directory.	
Mens Line	Free professional counselling: <ul style="list-style-type: none"> o Telephone o 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"> o Telephone o 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
Living Well – for male survivors of sexual assault	<ul style="list-style-type: none"> o Information o App for men 	If you are a man who has been sexually abused in childhood or assaulted as an adult, or are a partner, family member or friend, <i>Living Well</i> can provide info and support to improve your well-being, to better manage difficulties and build healthy relationships.	Website
Mr Perfect	<ul style="list-style-type: none"> o BBQ meet ups o Blog o Directory 	A national service that supports men's mental health by providing in-real-life meet ups that allow people to talk about 'weather, work, footy, family challenges and life changes'. The online directory lists support groups under useful headings such 'dads', 'education/programs' and 'men's groups'	Website

Multicultural & Refugee Services

Organisation	Service	Description	Contact Information/Hours
Embrace Multicultural Mental Health	Information and directories in 31 languages: <ul style="list-style-type: none"> ○ mental health services & support near me ○ multicultural & community groups in my area 	Please see the listing for <i>Embrace</i> in the National Service Directories section of this directory.	
Multicultural Health Connect	Free phone support: <ul style="list-style-type: none"> ○ health information and advice in your language, or with the help of an interpreter ○ understanding and respectful of cultural concerns 	<p>A free and confidential helpline, helping people from multicultural communities to get health information and advice. It is run by workers from multicultural backgrounds, who can support you in your language, or with the help of an interpreter.</p> <p>You don't need to speak English to call, just ask for an interpreter in your language. They have interpreters available for 160 languages.</p> <p>Ways they can support you include:</p> <ul style="list-style-type: none"> • free health advice from a nurse • finding doctors, hospitals, supports, and community health centres • finding nearby services that can help you • learning about COVID-19 	<p>Website</p> <p>1800 186 815 11am-7pm (AEDT) Monday to Friday excluding public holidays.</p>

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.

Organisation	Service	Description	Contact Information/Hours
Parents Beyond Breakup	<ul style="list-style-type: none">○ Helpline○ Peer support groups for mums, dads & grandparents○ Online Forum	<i>Parents Beyond Breakup</i> supports mothers, fathers and grandparents experiencing trauma related to family breakdown and separation. Their website has helpful information such as a separation checklist and links to organisations and info on the broad range of issues separating parents face such as child support, custody, family law, supporting children and financial matters.	Website 1300 853 437 8:30am – 5pm (AEST) Monday – Saturday

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>
Australian Breastfeeding Association	Free professional support: <ul style="list-style-type: none"> ○ Helpline ○ Counselling ○ Peer support groups 	ABA supports, educates, and advocates for a breastfeeding inclusive society. Using evidence-based information, education and counselling, they provide unconditional peer support to mums and their families.	Website <u>1800 686 268</u> Available 24/7
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 Monday - Friday
Bears of Hope	Free professional support: <ul style="list-style-type: none"> ○ Telephone & Online chat ○ Email ○ Support groups ○ Workshops 	Providing support for families who experience the loss of their pregnancy or infant, counsellors have personal experience as bereaved parents.	Website <u>1300 11 4673</u>
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>
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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.net (over 50 years)	Online social network: <ul style="list-style-type: none"> ○ Online conversations ○ In-real-life meet ups 	<i>Stitch.net</i> is a not-for-profit, member run website for people over 50. It was founded by an Australian and has members all over the world. You can search for people with the same interests, join discussions on different topics and arrange to meet people in groups or individually. <i>Stitch.net</i> is very safety conscious. When you sign up you will be asked your location (eg. Town –	Website

		<p>not your address) and to provide a verification photo, email and phone number ONLY.</p> <p>Free membership allows you to attend public <i>Stitch.net</i> events, create & suggest activities of your own, and message a limited number of other members. 'Full (basic)' membership costs \$7 per month.</p>	
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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