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# E-HEALTH AND PHONE SUPPORT SERVICES

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# E-HEALTH AND PHONE SUPPORT SERVICES

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## Young People

### Kids Helpline 1800 55 1800

The Kids Helpline is a 24/7 confidential support and counselling service specifically for young people aged 5 to 25 years. Kids can contact the service about a wide range of issues, from everyday issues such as family, friends or school, to more serious issues such as abuse, mental illness, drug and alcohol use, homelessness and suicide. Counselling can be provided online, via email or over the telephone.



**Kids Helpline**

For ages 5 - 25

Free 24/7 phone and online counselling service for young people aged 5 to 25.

☎ **1800 55 1800**

Available 24/7

**Chat with us online**

Available 8am - 12am AEST

Visit [kidshelpline.com.au](http://kidshelpline.com.au)

\*International: <https://www.childhelplineinternational.org/child-helplines/child-helpline-network/>

### Youth Beyond Blue 1300 224 636



**THE BRAVE PROGRAM**  
ANXIOUS? IT CAN GET BETTER.

If you are a young person who would like help managing your anxiety, The BRAVE Program is a free interactive, online program you should check out. >

**THE CHECK-IN APP**  
HELP SOMEONE YOU KNOW

So you've got a friend who you're worried about. Knowing how to talk to them about it can be the hard part. The Check-in app helps you plan your conversation so you know how you're going to go about it. >

**OUR FORUMS**  
CONNECT WITH OTHERS

Our forums are a place where you can share your experience of dealing with tough times, help others work out the hard stuff and learn ways to get better. >

Need to talk to someone? ☎ **1300 22 4636**  
(24 hours)

💬 **chat online**  
(3pm - 12am)

### e-headspace (online)

eheadspace offers online and telephone mental health support to young people aged 12-25 years and their families or friends. Young people may contact eheadspace if they need advice, are worried about

their mental health or are feeling isolated or alone. eheadspace is not a crisis service. eheadspace email, web chat and phone support provides flexible ways for young people who don't have a headspace centre nearby or don't feel ready to visit a centre, to get the help they need.





<https://headspace.org.au/eheadspace/>

## All Ages

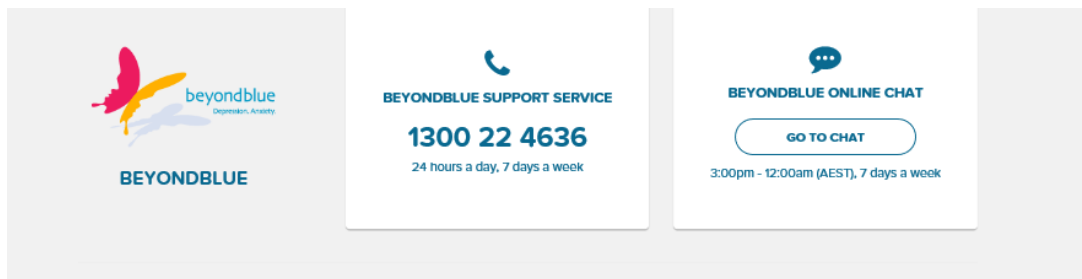
### Lifeline 13 11 14

Anyone across Australia experiencing a personal crisis or thinking about suicide can contact Lifeline's confidential crisis support service. Trained volunteers are available 24/7 to listen and provide support and referrals.

 Crisis Support. Suicide Prevention.	<b>Lifeline</b> For all ages	 <b>13 11 14</b> Available 24/7
Provides all Australians access to crisis support and suicide prevention services.		<b>Chat with us online</b> Available 7pm - 12am AEST
		<b>Visit <a href="https://lifeline.org.au">lifeline.org.au</a></b>

### Beyond Blue Support Service 1300 224 636

The Beyond Blue Support Service offers 24/7 confidential telephone support, counselling and referrals from trained mental health professionals. All calls and chats are one-on-one and are completely confidential.



### **1800 RESPECT 1800 737 732**

This service provides 24/7 sexual assault, family and domestic violence counselling by qualified, experienced counsellors. This service is for anyone who has experienced, or at risk of physical or sexual violence, as well as those concerned about someone else.



### **Gambling Help 1800 858 858**

Gambling Help is a telephone and online support service for people affected by problem gambling. The service is available 24/7 and provided by experienced professional counsellors.



### **MensLine 1300 789 978**

MensLine Australia is a 24/7 telephone and online support, information and referral service for men with family and relationship concerns. The service is staffed by professional counsellors, experienced in men's issues.



**NSW Mental Health Line 1800 011 511**

The NSW Mental Health Line is a 24/7 telephone assessment and referral service, staffed by mental health clinicians. This service can provide advice about clinical symptoms, the urgency of the need for care and information about local service providers.



**Carer Line 1800 242 636**


This telephone support, information, counselling and referral service is available from 9am to 5pm weekdays. This service is staffed by experienced carer support officers and is available to carers, service providers and community members.



## Ages 15+ Years


### Suicide Callback Service 1300 659 467

The Suicide Callback Service provides free phone, video and online counselling for anyone affected by suicide. Staffed by professional counsellors with specialist skills in working with suicide-related issues, the service can provide ongoing counselling or referrals to appropriate services.



**Suicide Call Back Service**  
For ages 15+

Provides immediate telephone counselling and support in a crisis.



**1300 659 467**  
Available 24/7

Chat with us online  
Available 24/7

Visit  
[suicidecallbackservice.org.au](https://suicidecallbackservice.org.au)

## Parents and Carers (Adults)

### ParentLine NSW 1300 1300 52

Parent Line NSW is a confidential telephone counselling, information and referral service for parents and carers of children aged 0 to 18. Trained professional counsellors are available from 9am to 9pm weekdays and from 4pm to 9pm weekends.



Parent Line - 1300 1300 52

Would you like to talk to someone about parenting?

Parent Line is a telephone counselling, information and referral service for parents of children aged 0 to 18 years who live in NSW.



Tresillian Parent's Help Line 1300 272 736

Call the Parent's Help Line for any questions or advice on breastfeeding and settling your baby, as well as dealing with post-natal depression and nutrition.

<https://www.tresillian.org.au>



Karitane Careline 1300 CARING  
(1300 227 464) OR (02) 9794 2350

Do you have a parenting question about your 0 - 5 year old child?

When you call Karitane Careline a friendly and experienced Child and Family Health Nurse will support you with guidance and encouragement on your parenting journey.

<https://www.karitane.com.au>

### **Family Referral Service 1800 066 757**

Family Referral Services (FRS) are intended to assist children, young people, and families who do not meet the statutory threshold for child protection intervention, but would benefit from accessing specific services to address current problems, prevent escalation, and foster a protective and nurturing environment. FRS are intended to link vulnerable children, young people in need of assistance, and their families, with the most appropriate available support services in their local areas.



### **MindSpot Clinic 1800 61 44 34**

MindSpot is a free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. We provide [assessment](#) and [treatment courses](#), or we can help you find local services that can help. The MindSpot team comprises experienced and [AHPRA](#)-registered mental health professionals including psychologists, clinical psychologists and psychiatrists who are passionate about providing a free and effective service to people all over Australia. We have a dedicated IT team to ensure that this happens as securely and efficiently as possible. MindSpot is based at Macquarie University, Sydney. We are funded by the Australian Government and contracted by the Department of Health as a regulated clinical service.

<https://mindspot.org.au/about-mindspot>



### **Blue Knot Foundation 1300 657 380**

Telephone counselling for *adult survivors* of childhood trauma, their friends, family and the health care professionals who support them. Call 1300 657 380 between 9am-5pm for counselling services or email at [helpline@blueknot.org.au](mailto:helpline@blueknot.org.au).



*empowering recovery  
from childhood trauma*



# Crisis Numbers

## **Child Protection Helpline**

[13 2111](tel:132111) (NSW)

If you are calling from an international number call: [+61 2 9765 5117](tel:+61297655117).

The Helpline is open 24 hours a day, 7 days a week

The Child Protection Helpline is a twenty-four hours a day, seven days a week, statewide call centre staffed by professionally qualified caseworkers to receive and screen all reports about suspected abuse or neglect of a child or young person or those at risk of harm from abuse or neglect.

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## **Link2Home**

[1800 152 152](tel:1800152152)

If home is not safe and you have no place to stay, ring Link2home on 1800 152 152. This service is available 24/7 every day of the year, and can help you with up to 2 nights' accommodation, as well as refer you to other services you may need around NSW.

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## **Domestic Violence Line**

Free call [1800 656 463](tel:1800656463)

Translating and Interpreting Services: [13 14 50](tel:131450)

TTY [1800 67 14 42](tel:1800671442)

The Domestic Violence Line is open 24 hours a day, 7 days a week

The Domestic Violence Line is a NSW statewide telephone crisis counselling and referral service for women and persons who identify as female.

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## **NSW Elder Abuse Helpline**

[1800 628 221](tel:1800628221)

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## **Disaster Welfare Services**

[1800 018 444](tel:1800018444)

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## **Emergency services**

[000](tel:000) (Triple zero)

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## **Kids Helpline**

[1800 551 800](tel:1800551800)

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## **Lifeline**

[13 1114](tel:131114)

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## **Victims Access Line (VAL)**

The Victims Access Line or VAL is the single entry point for victims of crime in NSW to access services.

Victims Access Line: 1800 633 063

Aboriginal Contact Line: 1800 019 123

Business hours: 8am to 6pm, Monday to Friday (excluding public holidays)