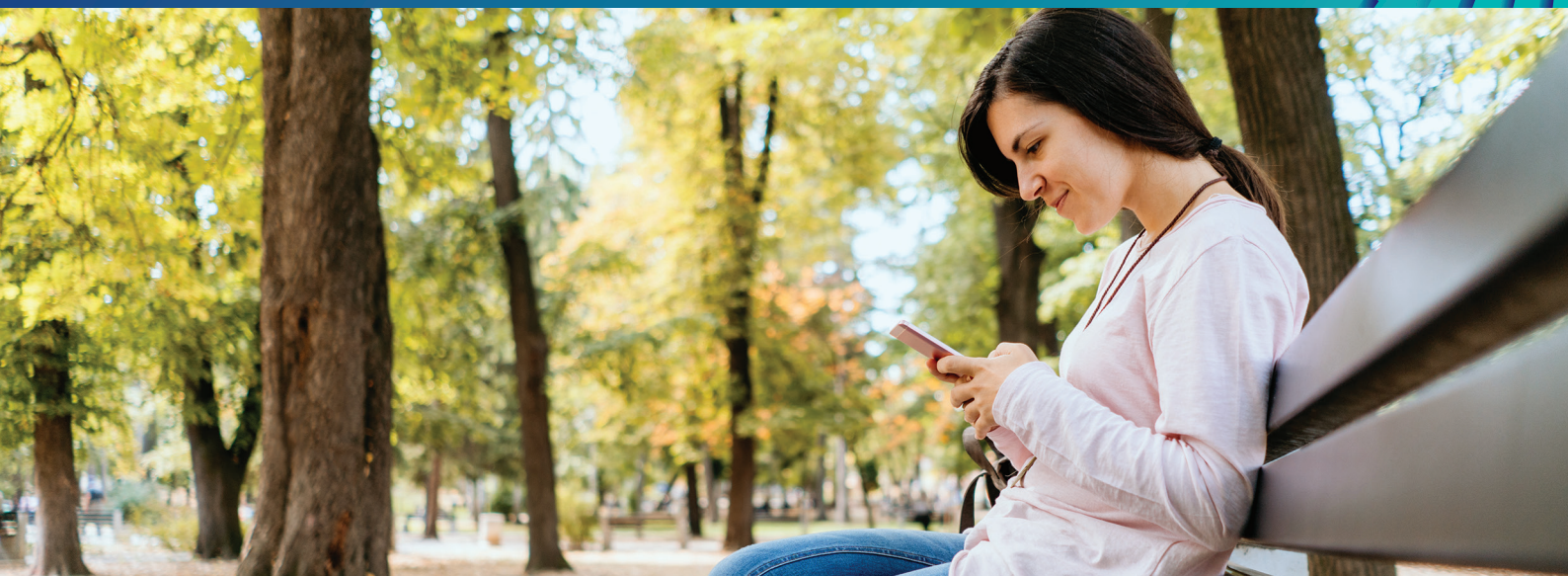




Helplines, telephone and online counselling services for children, young people and adults

NEW SOUTH WALES

CFCA Resource sheet — April 2021



If you believe a child is in immediate danger, call Police on 000.

If you or someone you know is in crisis, and you are unsure which service to contact, call **Kids Helpline** on 1800 55 1800 or **Lifeline** on 13 11 14. Both are available from anywhere in Australia 24 hours a day (toll free) and provide generalist crisis counselling, information and referral services.

If you need to **report an incident of child abuse or neglect**, refer to the CFCA resource *Reporting Abuse and Neglect: Information for Service Providers*: aifs.gov.au/cfca/publications/cfca-resource-sheet/reporting-child-abuse-and-neglect.

Overview

This resource sheet is designed to provide practitioners and service providers with the contact details and links to helplines, telephone and online counselling services for children, young people and adults. This guide contains details for services operating Australia-wide and in New South Wales.



Information regarding call costs

1800 numbers: Calls to 1800 numbers are free if you call from a landline telephone. These calls are also free for Telstra mobile customers. Please check with your mobile phone provider for further information regarding call costs.

13/1300 numbers: Calls to 13 or 1300 numbers are charged at local call rates when calling from a landline telephone. Higher rates apply when calling from a mobile phone. Please check with your mobile phone provider for further information regarding call costs.

Australia-wide

Helpline/ Counselling service	Description	24-hour service?	Contact
1800 RESPECT	A national sexual assault, family and domestic violence counselling line for anyone who has experienced, or is at risk of, physical or sexual violence. This service is designed to meet the needs of people with disabilities, Indigenous Australians, young people and individuals from culturally and linguistically diverse backgrounds. Online counselling is also available.	Yes	1800 RESPECT (1800 737 732) www.1800respect.org.au
Australian Breastfeeding Association	Provides breastfeeding information and support to mothers, their support networks (e.g. other family members) and health professionals. Webchat is also available.	Yes	1800 686 268 www.breastfeeding.asn.au/breastfeeding-helpline Webchat available: Mon-Fri: 8 – 10pm Mon: 12pm – 2pm Fri: 12pm – 2pm (AEST) Excluding public holidays
Blue Knot Helpline	Blue Knot Foundation offers free, specialist counselling support and a referral service for people with disability, their families and carers, and anyone affected by the Disability Royal Commission. Webchat is also available.	No	1300 657 380 Mon-Sun: 9am – 5pm (AEST) www.blueknot.org.au/Helpline
Bravehearts Information and Support Line	Open to anyone wanting information, advice, referrals and support regarding child sexual assault.	No	1800 272 831 Mon-Fri: 8.30am – 4.30pm (AEST) (hours vary on public holidays) bravehearts.org.au
Counselling Online	A free online and SMS/text-based service for Australian residents concerned about or affected by alcohol and other drugs.	Yes	www.counsellingonline.org.au See the website to sign-up for SMS support.
DrugInfo (Alcohol and Drug Foundation)	A telephone and online service for anyone who needs relevant, up-to-date information about alcohol and other drugs.	Yes	1300 858 584 adf.org.au/drug-facts
eheadspace	A free and confidential telephone and online service for young people aged 12-25. Qualified youth mental health professionals provide support to young people worried about their mental health or experiencing issues such as depression, bullying and isolation. Support is also available to concerned parents or carers.	No	1800 650 890 Mon-Sun: 12pm – 8pm (AEST) Chat online: 9am – 1am (AEST) headspace.org.au/eheadspace



Australia-wide (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
Family Drug Support Australia	A telephone support service for users, families and carers in crisis due to alcohol and other drug use.	Yes	1300 368 186 www.fds.org.au
Family Relationship Advice Line	Provides information on family relationship issues and advice on parenting arrangements after separation. It is for anyone – including step-parents, young people and friends – affected by family relationship or separation issues. Referrals to local services are also offered.	No	1800 050 321 Mon–Fri: 8am – 8pm Sat: 10am – 4pm (AEST) (excluding national public holidays) www.familyrelationships.gov.au/talk-someone/advice-line
Forced Adoption Support Service	Provides specialist support services for people affected by past forced adoption policies and practices.	No	1800 210 313 Mon–Fri: 9am – 5pm (local time) www.dss.gov.au/families-and-children/programmes-services/family-relationships/forced-adoption-practices/support-services-for-people-affected-by-past-forced-adoption-policies-and-practices
Gambling Help	Provides confidential counselling services for individuals and families affected by a gambling concern. Online chat counselling is also available.	Yes	1800 858 858 www.gamblinghelponline.org.au
GriefLine	Provides support to people experiencing loss and grief, at any stage in life. Moderated online forums are also available.	No	(03) 9935 7400 (National) 1300 845 745 (National landline only) Mon–Sun: 6am – 12am (AEST) griefline.org.au
Kids Helpline	Provides confidential telephone and online counselling services to young people aged 5–25 years old for any reason.	Yes	1800 551 800 kidshelpline.com.au WebChat Counselling kidshelpline.com.au/get-help/webchat-counselling
Lifeline	A generalist and crisis telephone counselling, information and referral service, provided by trained volunteers who are supported by professional staff. Online chat and text services are also available.	Yes*	13 11 14 www.lifeline.org.au Text service: 0477 13 11 14 Mon–Sun: 12pm – 12am (AEST) Online chat service: Mon–Sun: 7pm – 12am (AEST) *Text and online chat services not available 24/7
MensLine Australia	A telephone and online counselling service for men with family and relationship concerns. MensLine is staffed by professional counsellors who are experienced in men's issues.	Yes	1300 789 978 mensline.org.au Online chat and video counselling mensline.org.au/phone-and-online-counselling



Australia-wide (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
Men's Referral Service	Offers a confidential telephone service, as well as online chat. For men who have or are still behaving abusively, family members who are impacted, and friends, family or colleagues who want to understand how to support others.	No*	1300 766 491 Mon-Fri: 8am – 9pm Sat-Sun: 9am – 6pm (AEST) www.mrs.org.au *Service is available 24 hours in Tasmania and New South Wales.
Mind Australia Carer Helpline	Provides free, confidential information, support and referral for family, carers and friends of people with a mental illness.	No	1300 554 660 Mon-Fri: 9am – 5pm (AEST) www.mindaustralia.org.au
Miracle Babies Foundation NurtureLine	A free family support helpline for families with a threatened pregnancy, a premature baby in a neonatal intensive care unit or special care nursery, or those transitioning to home and onwards. Support is provided by trained family support volunteers.	Yes	1300 622 243 www.miraclebabies.org.au
My Aged Care	Provides information and assistance on how to access aged care services for individuals, family members, friends or an elderly person requiring care.	No	1800 200 422 Mon-Fri: 8am – 8pm Sat: 10am – 2pm (AEST) www.myagedcare.gov.au/contact-form
National Alcohol and Other Drug Hotline	Provides confidential advice about alcohol and other drugs to individuals, family and friends, general practitioners, health professionals, and business and community groups. The hotline will automatically redirect you to the Alcohol and Other Drug Information Service operating in your state or territory.	Yes	1800 250 015 campaigns.health.gov.au/drughelp
National Disability Insurance Agency (NDIA)	Provides National Disability Insurance Scheme (NDIS) information to people with disability, service providers, businesses and members of the community. Webchat is also available.	No	1800 800 110 Mon-Fri: 8am – 8pm (AEST) www.ndis.gov.au Webchat service Mon-Fri: 8am – 8pm (AEST) nccchat.ndis.gov.au/i3root
PANDA (Perinatal Anxiety and Depression Australia)	Provides confidential counselling, support, information and referrals to local services for anyone affected by perinatal (during pregnancy and after birth) anxiety and depression. The service also provides secondary consultations for health professionals.	No	1300 726 306 Mon-Sat: 9am – 7.30pm (AEST) If the matter is non-urgent and/or after hours, leave a message and the call will be returned as soon as possible. www.panda.org.au
Pregnancy, Birth and Baby Helpline	Offers free and confidential support and information about pregnancy, infancy and children up to five years of age. Video call is also available.	No	1800 882 436 Mon-Sun: 7am – 12am (AEST) www.pregnancybirthbaby.org.au/about-pregnancy-birth-and-baby Video call www.pregnancybirthbaby.org.au/video-call



Australia-wide (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
QLife	Provides anonymous peer support and referral services for people who identify as lesbian, gay, bisexual, trans, and/or intersex (LGBTI). Telephone and webchat support are available.	No	1800 184 527 Mon–Sun: 3pm – 12am (AEST) qlife.org.au
Quitline	Provides support, information and resources on quitting smoking. Quitline can help people prepare quit plans and develop strategies to overcome cravings, triggers and other common quitting challenges. Online chat service is also available.	No	13 78 48 Mon–Fri: 8am – 8pm (AEST) www.quit.org.au/
Red Nose Grief and Loss Support Line	A free bereavement support line for anyone affected by the unexpected death of a baby or child during birth, pregnancy or infancy, regardless of the cause. A trained volunteer parent is available to chat, advocate and assist with support and services. Online chat is also available.	Yes	1300 308 307 rednosegriefandloss.com.au Online chat Mon: 10am – 3pm Wed: 10am – 3pm Fri: 10am – 3pm (AEST) rednosegriefandloss.org.au/live-chat
Samaritans	Provides anonymous crisis support, for issues such as relationship or family problems, loss and bereavement, financial or job-related worries, illness, addiction and suicide.	No	135 247 Mon–Sun: 10am – 10pm (AEST) thesamaritans.org.au/get-help-support
SANE Australia	Provides information, guidance and referrals to people who are affected by or need support to manage mental health concerns. Online chat and email counselling are also available.	No	1800 187 263 Mon–Fri: 10am – 10pm (AEST) www.sane.org
Suicide Call Back Service	Provides telephone, video and online counselling to people 15 years and older who are affected by suicide, which can include feeling suicidal, being worried about someone, caring for someone suicidal, being bereaved by suicide and health professionals supporting people affected by suicide.	Yes	1300 659 467 www.suicidecallbackservice.org.au Online chat and video counselling www.suicidecallbackservice.org.au/phone-and-online-counselling/suicide-call-back-service-online-counselling
Wellways Helpline	A peer-led, volunteer support and referral service that provides information to people experiencing mental health issues, as well as their families and friends.	No	1300 111 500 Mon–Fri: 9am – 9pm (AEST) excluding public holidays www.wellways.org/our-services/helpline-1300-111-500
Youth BeyondBlue	Provides information and confidential telephone and online counselling for young people aged 12–25 years old, who may be experiencing anxiety, depression or suicidal ideation.	Yes*	1300 224 636 *Online counselling available Mon–Sun: 1pm – 12am (AEST) www.youthbeyondblue.com

Table end ■



New South Wales

Helpline/ Counselling service	Description	24-hour service?	Contact
Dads in Distress Helpline	A peer-support organisation offering information, resources, referrals and support to separated dads and their families.	No	1300 853 437 or (02) 6652 8113 Mon-Sat: 9am – 5pm Calls made after hours will be redirected to experienced volunteers where available. www.parentsbeyondbreakup.com/dids
Domestic Violence Legal Advice Line	Free confidential legal information, advice and referrals for women in NSW with a focus on domestic and family violence and Apprehended Domestic Violence Orders.	No	1800 810 784 or (02) 8745 6999 Mon: 1.30pm – 4.30pm Tues: 9.30am – 12.30pm Thurs: 1.30pm – 4.30pm www.wlsnsw.org.au/legal-services/domestic-violence-legal-service
Domestic Violence Line	Trained female caseworkers provide counselling, information and referrals for people who are experiencing or have experienced domestic and family violence. Staff are aware of the special needs of Aboriginal and Torres Strait Islander women and women from other cultures, as well as those living in rural and remote areas.	Yes	1800 656 463 www.facs.nsw.gov.au/domestic-violence/helpline
Indigenous Women's Legal Contact Line	Free confidential legal information, advice and referrals for Aboriginal and Torres Strait Islander women in NSW with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victim's support.	No	1800 639 784 or (02) 8745 6977 Mon, Tues and Thurs: 10am – 12.30pm www.wlsnsw.org.au/legal-services/indigenous-womens-legal-program
Karitane Careline	Provides support, advice and encouragement to parents with children up to five years. Child and family health nurses are available to discuss feeding problems, immunisation, toilet training, developmental milestones and more.	No	1300 CARING (1300 227 464) or (02) 9794 2350 Mon-Thurs: 8am – 9pm Fri: 8am – 4.30pm Sat: 9am – 3.30pm karitane.com.au/careline
NSW Rape Crisis	Provides a telephone and online crisis counselling service to anyone in NSW who has been affected by sexual violence. It also provides trauma counselling for women who were sexually assaulted when they were children.	Yes	1800 424 017 www.nswrapecrisis.com.au
Opioid Treatment Line (OTL)	Provides opiate pharmacotherapy information (including methadone and buprenorphine), referrals and advice.	No	1800 642 428 Mon-Fri: 9.30am – 5pm (excluding public holidays) www.svhs.org.au/our-services/list-of-services/alcohol-drug-service/the-opioid-treatment-line



New South Wales (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
Parent Line	Trained, professional counsellors with experience in helping families offer advice and information for parents and carers. Support is available for issues such as behavioural and emotional problems, discipline, adolescent issues, family relationships, sole parent issues, school problems, child care and juvenile justice.	No	1300 130 052 Mon-Fri: 9am – 9pm Sat-Sun: 4pm – 9pm www.parentline.org.au
Tresillian Parent's Help Line	Qualified child and family health nurses provide advice on any aspect of parenting of children aged up to five years.	No	1300 272 736 Mon-Sun: 7am – 11pm www.tresillian.org.au/about-us/parents-help-line
Victims Access Line	Provides confidential support and information to victims of all crimes, including sexual and physical assault and family violence.	No	1800 633 063 Aboriginal Contact Line: 1800 019 123 Mon-Fri: 9am – 5pm (excluding public holidays) www.victimsservices.justice.nsw.gov.au/Pages/vss/vs_aboutus/vs_aboutus.aspx

Table end ■

Assisted call services

Service	Description	24-hour service?	Contact
National Relay Service	Assistance for making a relay call, for people who are deaf or have a hearing or speech impairment.	Yes*	Numbers for voice callers to connect with NRS users: NRS Chat Users: 1300 553 467 SMS Relay Users: 133 677 Video Relay Users: 1300 149 715 NRS Captions Users: 1300 018 342 Voice Relay: 1300 555 727 TTY users: 133 677 Helpdesk: 1800 555 660 Options for Internet relay users include: nrchat.nrscall.gov.au nrcaptions.nrscall.gov.au *Helpdesk service operates Mon-Fri: 8am – 6pm (AEST)
Translating and Interpreting Service (TIS)	Immediate telephone interpreting service with an extensive list of languages available.	Yes	13 14 50 www.tisnational.gov.au

Table end ■



Authors and acknowledgements

This resource sheet was updated by Will Douglas, Research Officer with the Child Family Community Australia information exchange at the Australian Institute of Family Studies.



Our information sheets are regularly updated – please check our website to ensure you are accessing the most current version.

The Child Family Community Australia (CFCA) information exchange is an information and advisory unit based at the Australian Institute of Family Studies, and funded by the Australian Government Department of Social Services. The CFCA information exchange collects, produces and distributes resources and engages in information exchange activities that help to protect children, support families and strengthen communities.

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