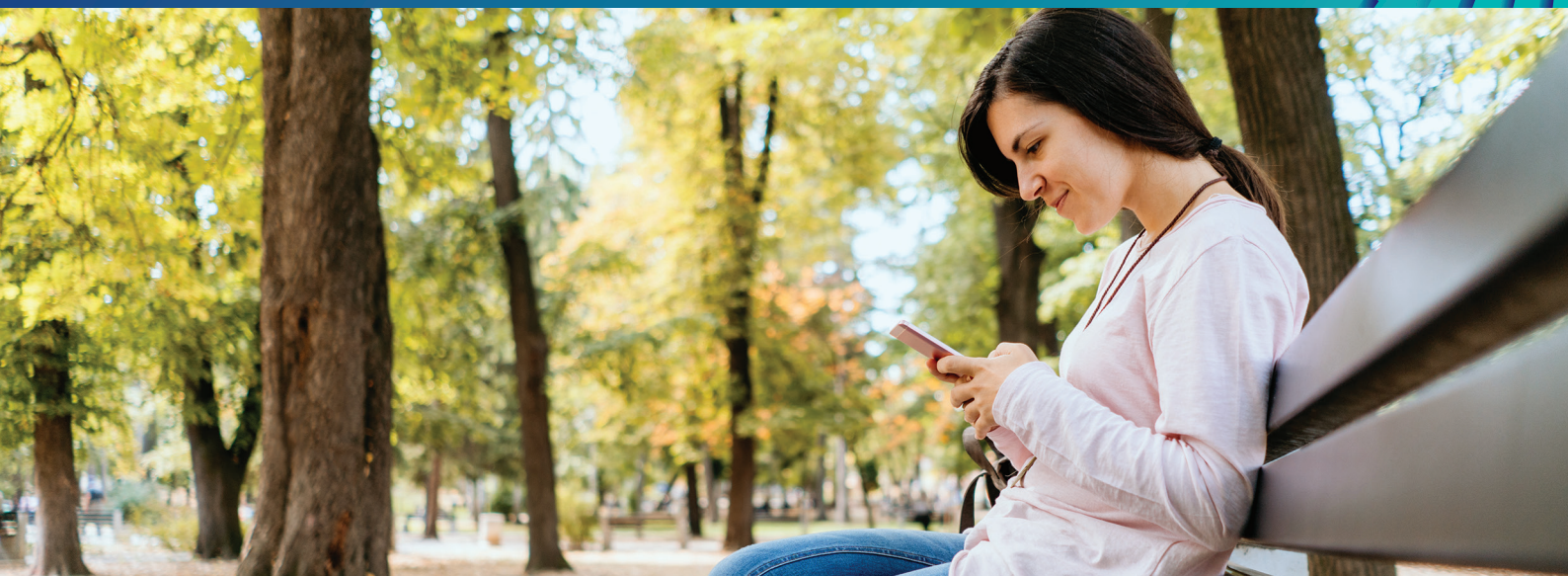




# Helplines, telephone and online counselling services for children, young people and adults

VICTORIA

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](https://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 Victoria.



## 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
<b>1800 RESPECT</b>	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) <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
<b>Australian Breastfeeding Association</b>	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 <a href="http://www.breastfeeding.asn.au/breastfeeding-helpline">www.breastfeeding.asn.au/breastfeeding-helpline</a> Webchat available: Mon-Fri: 8 – 10pm Mon: 12pm – 2pm Fri: 12pm – 2pm (AEST) Excluding public holidays
<b>Blue Knot Helpline</b>	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) <a href="http://www.blueknot.org.au/Helpline">www.blueknot.org.au/Helpline</a>
<b>Bravehearts Information and Support Line</b>	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) <a href="http://bravehearts.org.au">bravehearts.org.au</a>
<b>Counselling Online</b>	A free online and SMS/text-based service for Australian residents concerned about or affected by alcohol and other drugs.	Yes	<a href="http://www.counsellingonline.org.au">www.counsellingonline.org.au</a> See the website to sign-up for SMS support.
<b>DrugInfo (Alcohol and Drug Foundation)</b>	A telephone and online service for anyone who needs relevant, up-to-date information about alcohol and other drugs.	Yes	1300 858 584 <a href="http://adf.org.au/drug-facts">adf.org.au/drug-facts</a>
<b>eheadspace</b>	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) <a href="http://headspace.org.au/eheadspace">headspace.org.au/eheadspace</a>



## Australia-wide (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
<b>Family Drug Support Australia</b>	A telephone support service for users, families and carers in crisis due to alcohol and other drug use.	Yes	1300 368 186 <a href="http://www.fds.org.au">www.fds.org.au</a>
<b>Family Relationship Advice Line</b>	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) <a href="http://www.familyrelationships.gov.au/talk-someone/advice-line">www.familyrelationships.gov.au/talk-someone/advice-line</a>
<b>Forced Adoption Support Service</b>	Provides specialist support services for people affected by past forced adoption policies and practices.	No	1800 210 313 Mon–Fri: 9am – 5pm (local time) <a href="http://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">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</a>
<b>Gambling Help</b>	Provides confidential counselling services for individuals and families affected by a gambling concern. Online chat counselling is also available.	Yes	1800 858 858 <a href="http://www.gamblinghelponline.org.au">www.gamblinghelponline.org.au</a>
<b>GriefLine</b>	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) <a href="http://griefline.org.au">griefline.org.au</a>
<b>Kids Helpline</b>	Provides confidential telephone and online counselling services to young people aged 5–25 years old for any reason.	Yes	1800 551 800 <a href="http://kidshelpline.com.au">kidshelpline.com.au</a>  WebChat Counselling <a href="http://kidshelpline.com.au/get-help/webchat-counselling">kidshelpline.com.au/get-help/webchat-counselling</a>
<b>Lifeline</b>	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 <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>  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
<b>MensLine Australia</b>	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 <a href="http://mensline.org.au">mensline.org.au</a>  Online chat and video counselling <a href="http://mensline.org.au/phone-and-online-counselling">mensline.org.au/phone-and-online-counselling</a>



## Australia-wide (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
<b>Men's Referral Service</b>	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) <a href="http://www.mrs.org.au">www.mrs.org.au</a> *Service is available 24 hours in Tasmania and New South Wales.
<b>Mind Australia Carer Helpline</b>	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) <a href="http://www.mindaustralia.org.au">www.mindaustralia.org.au</a>
<b>Miracle Babies Foundation NurtureLine</b>	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 <a href="http://www.miraclebabies.org.au">www.miraclebabies.org.au</a>
<b>My Aged Care</b>	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) <a href="http://www.myagedcare.gov.au/contact-form">www.myagedcare.gov.au/contact-form</a>
<b>National Alcohol and Other Drug Hotline</b>	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 <a href="http://campaigns.health.gov.au/drughelp">campaigns.health.gov.au/drughelp</a>
<b>National Disability Insurance Agency (NDIA)</b>	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) <a href="http://www.ndis.gov.au">www.ndis.gov.au</a> Webchat service Mon-Fri: 8am – 8pm (AEST) <a href="http://nccchat.ndis.gov.au/i3root">nccchat.ndis.gov.au/i3root</a>
<b>PANDA (Perinatal Anxiety and Depression Australia)</b>	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. <a href="http://www.panda.org.au">www.panda.org.au</a>
<b>Pregnancy, Birth and Baby Helpline</b>	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) <a href="http://www.pregnancybirthbaby.org.au/about-pregnancy-birth-and-baby">www.pregnancybirthbaby.org.au/about-pregnancy-birth-and-baby</a> Video call <a href="http://www.pregnancybirthbaby.org.au/video-call">www.pregnancybirthbaby.org.au/video-call</a>





## Australia-wide (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
<b>QLife</b>	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) <a href="http://qlife.org.au">qlife.org.au</a>
<b>Quitline</b>	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) <a href="http://www.quit.org.au/">www.quit.org.au/</a>
<b>Red Nose Grief and Loss Support Line</b>	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 <a href="http://rednosegriefandloss.com.au">rednosegriefandloss.com.au</a>  Online chat Mon: 10am – 3pm Wed: 10am – 3pm Fri: 10am – 3pm (AEST) <a href="http://rednosegriefandloss.org.au/live-chat">rednosegriefandloss.org.au/live-chat</a>
<b>Samaritans</b>	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) <a href="http://thesamaritans.org.au/get-help-support">thesamaritans.org.au/get-help-support</a>
<b>SANE Australia</b>	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) <a href="http://www.sane.org">www.sane.org</a>
<b>Suicide Call Back Service</b>	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 <a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a>  Online chat and video counselling <a href="http://www.suicidecallbackservice.org.au/phone-and-online-counselling/suicide-call-back-service-online-counselling">www.suicidecallbackservice.org.au/phone-and-online-counselling/suicide-call-back-service-online-counselling</a>
<b>Wellways Helpline</b>	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 <a href="http://www.wellways.org/our-services/helpline-1300-111-500">www.wellways.org/our-services/helpline-1300-111-500</a>
<b>Youth BeyondBlue</b>	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) <a href="http://www.youthbeyondblue.com">www.youthbeyondblue.com</a>

Table end ■



## Victoria

Helpline/ Counselling service	Description	24-hour service?	Contact
<b>1800 My Options</b>	Provides information and referrals for sexual and reproductive health, specifically contraception, unplanned pregnancy, abortion, and sexual health care.	No	1800 696 784 Mon-Fri: 10am – 4pm (excluding public holidays) <a href="http://www.1800myoptions.org.au">www.1800myoptions.org.au</a>
<b>1800 Ice Advice</b>	Provides information, support and referrals for ice users and their families.	Yes	1800 423 238
<b>Carers Victoria Advisory Line</b>	Provides information, support and referrals to caring families in Victoria.	No	1800 514 845 Mon-Fri: 8.30am – 5pm (excluding public holidays) <a href="http://www.carersvictoria.org.au/how-we-help/information/advisory-line">www.carersvictoria.org.au/how-we-help/information/advisory-line</a>
<b>DirectLine</b>	Provides free and confidential counselling, information and referral for alcohol and drug-related matters.	Yes	1800 888 236 <a href="http://www.directline.org.au">www.directline.org.au</a>
<b>Djirra Aboriginal Family Violence Legal Service</b>	Provides telephone and face-to-face legal and non-legal support to Aboriginal people who are experiencing or have experienced family violence.	No	1800 105 303 Mon-Fri: 9am – 5pm <a href="http://djirra.org.au/what-we-do/legal-services/#afvls">djirra.org.au/what-we-do/legal-services/#afvls</a>
<b>Family Drug and Gambling Help</b>	A confidential telephone support service staffed by volunteers with experience of Alcohol and Other Drugs (AOD) and gambling issues within the family.	Yes	1300 660 068 <a href="http://www.sharc.org.au/sharc-programs/family-drug-gambling-help">www.sharc.org.au/sharc-programs/family-drug-gambling-help</a>
<b>inTouch Multicultural Centre Against Family Violence</b>	For women and children from culturally and linguistically diverse (CALD) backgrounds who are victims/survivors of domestic violence. Interpreter services are available.	No	1800 755 988 or (03) 9413 6500 Mon-Fri: 9am – 5pm <a href="http://intouch.org.au">intouch.org.au</a>
<b>Maternal and Child Health Line</b>	Available to Victorian families with children from birth to school age. Provides information, support and guidance regarding child health, nutrition, breast-feeding, maternal and family health and parenting.	Yes	13 22 29 <a href="http://www.betterhealth.vic.gov.au/health/serviceprofiles/maternal-and-child-health-line-service">www.betterhealth.vic.gov.au/health/serviceprofiles/maternal-and-child-health-line-service</a>
<b>Parentline</b>	Provides a telephone, counselling, advisory and information service for parents and carers with children aged up to 18 years.	No	13 22 89 Mon-Fri: 8am – 12am <a href="http://services.dhhs.vic.gov.au/parentline">services.dhhs.vic.gov.au/parentline</a>
<b>Safe Steps Family Violence Response Centre</b>	Provides crisis telephone support, information and referral to safe accommodation (refuge) for women experiencing violence and abuse in their relationships.  Web chat service is also available.	Yes*	1800 015 188 or (03) 9928 9600 <a href="http://www.safesteps.org.au/our-services/services-for-women-children/247-family-violence-response-phone-line">www.safesteps.org.au/our-services/services-for-women-children/247-family-violence-response-phone-line</a>  *Web chat available Mon-Fri: 9am – 9pm (excluding public holidays)
<b>Sexual Assault Crisis Line</b>	An after-hours, confidential, telephone crisis counselling service for victim/survivors of both past and recent sexual assault.	Yes	1800 806 292  During business hours you will be directed to your local Centre Against Sexual Assault.  Crisis Line operates from 5pm – 9am. <a href="http://www.sacl.com.au">www.sacl.com.au</a>



## Victoria (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
<b>SuicideLine</b>	For people who are feeling suicidal or who are concerned about another person who may be suicidal. Also for people who are grieving or emotionally affected after a suicide.  Online chat and video chat services are also available.	Yes	1300 651 251 <a href="http://www.suiceline.org.au">www.suiceline.org.au</a>
<b>Wire Women's Support Line</b>	Provides support, information and referrals to women on any issues, such as: family relationships and legal issues; domestic/family violence; housing and homelessness; emotional wellbeing; mental health – anxiety, fear, stress and depression; and job search, study options and community volunteering.	No	1300 134 130 Mon–Fri: 9am – 5pm (excludes public holidays and days between Christmas and New Year) Chat service available: 9am – 4.30pm <a href="http://www.wire.org.au">www.wire.org.au</a>
<b>YoDAA – Youth Drug and Alcohol Advice Service</b>	Provides information, counselling and referrals for young people, families, youth workers and school staff affected by drug and alcohol use.	Yes	1800 458 685 Online chat service for young people: <a href="http://yodaa.org.au/youth?site=youth">yodaa.org.au/youth?site=youth</a> Mon–Fri: 9am – 8pm <a href="http://yodaa.org.au">yodaa.org.au</a>

Table end ■

## Assisted call services

Service	Description	24-hour service?	Contact
<b>National Relay Service</b>	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: <a href="http://nrchat.nrscall.gov.au">nrchat.nrscall.gov.au</a> <a href="http://nrsCaptions.nrscall.gov.au">nrsCaptions.nrscall.gov.au</a> *Helpdesk service operates Mon–Fri: 8am – 6pm (AEST)
<b>Translating and Interpreting Service (TIS)</b>	Immediate telephone interpreting service with an extensive list of languages available.	Yes	13 14 50 <a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>

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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