



# Helplines and telephone counselling services for children, young people and parents

QUEENSLAND

CFCA Resource Sheet — December 2018



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 sheet 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 reference guide is designed to provide practitioners and service providers with the contact details and links to helplines and telephone counselling services for children, young people and adults. This guide contains details for services operating Australia-wide and in Queensland. The purpose of CFCA reference guides is to bring together information from various sources to provide a quickly accessible single reference guide.



## 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 if you are not calling from a landline.

## Australia-wide

Helpline/ Counselling service	Description	24-hour service?	Contact
<b>1800 THE LINE</b>	A national relationships helpline for young people to talk to someone about the relationship issues they may be experiencing, or if they are unclear about where to draw the line between what is, or is not, a respectful relationship.	Yes	1800 695 463 <a href="http://www.theline.org.au/get-help">www.theline.org.au/get-help</a>
<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>Blue Knot Helpline</b>	Staffed by trained trauma-informed counsellors, this support line offers information, support and referral to adult survivors of childhood trauma and abuse, and partners, family and friends of survivors.	No	1300 657 380 Mon-Sun: 9am - 5pm (AEST) <a href="http://www.blueknot.org.au/Helpline">www.blueknot.org.au/Helpline</a>
<b>Australian Breastfeeding Association</b>	Provides breastfeeding information and support to mothers, their support networks (e.g. other family members) and health professionals.	Yes	1800 686 268 <a href="http://www.breastfeeding.asn.au/breastfeeding-helpline">www.breastfeeding.asn.au/breastfeeding-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> Use the website to sign up for SMS support.se 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: 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">www.familyrelationships.gov.au</a>
<b>Gambling Help</b>	Provides counselling for individuals and families affected by a gambling concern.	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. Online counselling is also available.	No	(03) 9935 7400 (National) 1300 845 745 (National landline only) Mon–Sun: 12pm – 3am (AEST) <a href="http://griefline.org.au/online-counselling-service/">griefline.org.au/online-counselling-service/</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>
<b>Lifeline</b>	A generalist and crisis telephone counselling, information and referral service, provided by trained volunteers who are supported by professional staff.	Yes	13 11 14 <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
<b>MensLine Australia</b>	A telephone and online support 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>
<b>Men's Referral Service</b>	Offers a confidential telephone service provided for men by men. For men who want to stop their violent or abusive behaviour towards their family members. Women can also seek information and help for their male partner, husband, relative or friend.	No*	1300 766 491 Mon–Fri: 8am – 9pm Sat–Sun: 9am – 5pm (AEST) <a href="http://www.ntv.org.au">www.ntv.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>



## Australia-wide (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
<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 a disability, service providers, businesses and members of the community.	No	1800 800 110 Mon-Fri: 8am – 8pm (AEST) <a href="http://www.ndis.gov.au">www.ndis.gov.au</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-Fri: 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 counselling support and information about pregnancy, infancy and children up to five years of age.	Yes	1800 882 436 <a href="http://www.pregnancybirthandbaby.org.au/about-pregnancy-birth-and-baby">www.pregnancybirthandbaby.org.au/about-pregnancy-birth-and-baby</a>
<b>QLife</b>	Provides early intervention, peer-supported telephone counselling and referral services for people who identify as lesbian, gay, bisexual, trans, and/or intersex (LGBTI).	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.	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.	Yes	1300 308 307 <a href="http://rednosegriefandloss.com.au">rednosegriefandloss.com.au</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.	Yes	135 427 <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.	No	1800 187 263 Mon-Fri: 9am – 5pm (AEST) <a href="http://www.sane.org">www.sane.org</a>



## Australia-wide (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
<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>
<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 111 400 Mon-Fri: 9am - 9pm (AEST) <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: 3pm - 12am (AEST) <a href="http://www.youthbeyondblue.com">www.youthbeyondblue.com</a>

## Queensland

Helpline/ Counselling service	Description	24-hour service?	Contact
<b>Aboriginal and Torres Strait Islander Women's Legal and Advocacy Service</b>	Provides Aboriginal and Torres Strait Islander women with free legal advice and referral.	No	1800 422 450 or (07) 3720 9089 Mon-Fri: 8.30am - 4.30pm <a href="http://www.wlsa.org.au/members/aboriginal_torres_strait_islander_womens_legal_advocacy_service">www.wlsa.org.au/members/aboriginal_torres_strait_islander_womens_legal_advocacy_service</a>
<b>DVConnect Mensline</b>	Provides confidential counselling, information and advice to men affected by domestic and family violence, relationship problems, child support and health issues.	No	1800 600 636 Mon-Sun: 9am - 12am <a href="http://www.dvconnect.org/mensline/">www.dvconnect.org/mensline/</a>
<b>DVConnect Womensline</b>	Offers information, advice and counselling to women affected by domestic and family violence. Also provides referral to women and their children who need crisis accommodation due to domestic and family violence.	Yes	1800 811 811 <a href="http://www.dvconnect.org/womensline/">www.dvconnect.org/womensline/</a>
<b>Immigrant Women's Support Service (IWSS)</b>	Provides support to women from non-English speaking backgrounds who are affected by domestic and family violence and sexual assault.	No	(07) 3846 3490 Mon-Fri: 9am - 4pm <a href="http://www.iwss.org.au">www.iwss.org.au</a>
<b>Living Well</b>	Provides counselling to men who have experienced child sexual abuse or have been assaulted as an adult. Services are also available to partners, friends and family.	No	(07) 3028 4648 You can also call Anglicare on 1300 114 397 and they will transfer your call to Living Well. Mon: 9am - 5pm, Tues: 9am - 8pm Wed-Fri: 9am - 5pm <a href="http://www.livingwell.org.au/get-support/living-well-services/telephone-counselling/">www.livingwell.org.au/get-support/living-well-services/telephone-counselling/</a>



## Queensland (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
<b>Parentline</b>	Provides confidential telephone counselling to support and nurture positive, caring relationships between parents, children, teenagers and significant other people who are important to the wellbeing of families.	No	1300 301 300 Mon–Sun: 8am – 10pm <a href="http://www.parentline.com.au/about/counselling">www.parentline.com.au/about/counselling</a>
<b>Statewide Sexual Assault Helpline</b>	A free confidential service operated by DVConnect. Provides crisis counselling and referrals for people who have experienced sexual assault and abuse.	No	1800 010 120 Mon–Fri: 7.30am – 11.30pm <a href="http://www.dvconnect.org/sexual-assault-helpline/">www.dvconnect.org/sexual-assault-helpline/</a>

## 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	Options for TTY users include: Standard and overseas: 13 36 77 1800 calls: 1800 555 677 Emergency calls: 106 Speak and listen users: 1300 555 727 Options for Internet relay users include: <a href="http://internet-relay.nrscall.gov.au">internet-relay.nrscall.gov.au</a> <a href="http://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub">www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub</a>
<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>

If you wish to make a suggestion for the addition of a helpline or telephone counselling service, please add a comment at the end of the online version and your feedback will be considered by CFCA moderators.



## Authors and Acknowledgements

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