

Helplines and Support Services

If you or someone you know is at immediate risk of harm, call 000



24/7 Services (alphabetical listing)

Service	How they can help	Access
Alcohol and Drug Support Line	A confidential, non-judgemental telephone counselling, information and referral service for anyone seeking help for their own or another person's alcohol or drug use.	08 9442 5000 (Metro) 1800 198 024 (Country)
BeyondBlue	Online and telephone support for anyone feeling anxious or depressed.	1300 224 636
Healthdirect	To speak to a registered nurse for 24-hour health advice.	1800 022 222
KidsHelpline	Free (including from a mobile) confidential online and phone counselling service for young people aged 5 to 25.	1800 55 1800
Lifeline	Provides compassionate support for people in crisis.	13 11 14
MensLine Australia	Men and boys – support dealing with family and relationship concerns.	1300 789 978 Online chat
Mental Health Emergency Response Line (MHERL)	Provides assessment, specialist intervention and support for people experiencing a mental health emergency and if required, referral to a local mental health service or ED.	1300 555 788 (Metro) or 1800 676 822 (Peel) or 1800 552 002 (Country/Rurallink)
Open Arms Veterans & families counselling	Mental health and wellbeing support for current and ex-serving Australian Defence Force personnel and their families.	1800 011 046
Parent and family drug support line	A confidential, non-judgemental telephone counselling, information and referral service for anyone concerned about a loved one's alcohol or drug use. Callers have the option to speak to an experienced parent volunteer.	9442 5050 (Metro) 1800 653 203 (Country)
Sexual Assault Resource Centre	Contact in an emergency after a sexual assault	1800 199 88 (24/7)
	Crisis Counselling	6458 1828 8.30am - 11pm (7 days)
	To request a counselling appointment	6458 1828 8.30am and 4.30pm
Suicide Call Back Service	For teens 15+ and adults feeling suicidal, lost someone by suicide, or caring for someone who is feeling suicidal. Provides support on contact, up to 6 further sessions with the same counsellor can be scheduled at a time that suits you. The counsellor will help you with goal planning, ensuring your own safety, and help to link you to other services in the community.	1300 659 467 Or access their online or video chat on their website.
Translating and Interpreting Service (TIS)	Language Translation Support - Can connect you to health and medical services in over 26 languages	13 14 50

Other Services (not 24/7) (alphabetical listing)

Service	How they can help	Access
Butterfly National Helpline	For anyone concerned by eating disorders or body image issues, whether you need support for yourself or someone you care about. All counsellors are qualified mental health professionals with specialist training in eating disorders and body image.	1800 334 673 8am to midnight AEST
Crisis Care Helpline	Provides support if you are concerned about the wellbeing of a child, you are escaping domestic violence and need help or experiencing homelessness.	08 9223 1111 or 1800 199 008 (Country Toll Free) Available after hours
Dads in Distress	Generalist counselling supporting men and their families.	1300 853 437 Monday - Saturday 8:30am - 5pm
Derbarl Yerrigan Health Service Inc	Health and medical support for Aboriginal people, including counselling.	08 9421 3888 Mon-Fri: 8:30am -7pm, Sat: 8:30am - 12pm
Eheadsace	Online and telephone support and counselling to young people 12 - 25 years and their families and friends.	1800 650 890 9am - 1am AEST
Family Relationship Advice Line	Help for families affected by relationship or separation issues, including information on parenting arrangements after separation. It can also refer callers to local services that provide assistance.	1800 050 321 Mon - Fri 8am to 8pm + Saturday 10am to 4pm local time Closed national public holidays
GriefLine	Provide free counselling support to anyone experiencing grief, loss and the many related feelings that occur as a result.	1300 845 745 6am - midnight AEST
Lifeline Text	Short-term support for people who are feeling overwhelmed or having difficulty coping. Real-time using 'SMS' technology	0477 13 11 14 12pm - midnight AEST
PANDA National Helpline	Supports women, men and families across Australia affected by anxiety and depression during pregnancy and in the first year of parenthood.	1300 726 306 Monday - Friday 9am to 7.30pm AEST
PeerPathways	For people with mental health challenges to find the supports needed to promote mental and physical wellbeing. WA Specific.	08 9477 2809 Monday - Friday 9am to 5pm
QLife	LGBTQI+ - Anonymous telephone and webchat LGBTI peer support for people to discuss sexuality, identity, gender, bodies, feelings or relationships.	3pm - midnight 1800 184 527
SANE Australia	Free counselling service supports people affected by complex mental health issues as well as friends, family members and health professionals.	10am - 10pm in your time zone 1800 187 263
SP Peer Care Connect	A suicide prevention 'warmline' call-back service, providing a safe place for people with a lived experience of suicide to connect with others with a similar lived experience of suicide.	1800 77 7337. Leave a message and they will call you back within 48 hours.
Wellways Helpline	All Helpline volunteers are 'peers', people who have a lived experience of mental health issues. Includes support to understand the mental health system, links to support groups, programs and services.	Monday - Friday 9am to 9pm AEST, excluding public holidays