

YOUTH CRISIS COUNSELLING 12 – 25 years 	Free, confidential 24/7 phone and online counselling service for young people aged 5-25	1800 551 800 https://kidshelpline.com.au/ 24 hours a day 7 days a week
PARENTING Advice from birth – 18 years 	Parentline provides free confidential & anonymous phone counselling and support on parenting for parents and carers of children from birth to 18.	13 22 89 8am – 12 midnight 7 days a week https://services.dhhs.vic.gov.au/parentline Information and access to translated material
ONLINE SAFETY 	E Safety is Australia's national independent watchdog for online safety. The site provides the latest information to help manage all aspects of online safety. There is a dedicated parent / carers site with advice, resources, and webinars.	https://www.esafety.gov.au/ Parent / Carers https://www.esafety.gov.au/parents Translated materials https://www.esafety.gov.au/diverse-groups/cultural-linguistic/translations
FAMILY VIOLENCE & SEXUAL ASSAULT 	A free national Family violence and sexual assault telephone counselling service.	1800 737 732 24 hours a day 7 days a week https://www.1800respect.org.au/
PERSONAL CRISIS 	Provides all Australians experiencing a personal crisis with access to online, phone and face to face crisis support and suicide prevention services	13 11 14 24 hours a day 7 days a week https://www.lifeline.org.au/
GAMBLING 	A free confidential service that provides support for anybody impacted by gambling, your own gambling or someone else's.	1800 858 858 24 hours a day 7 days a week https://www.gamblinghelponline.org.au/services-in-your-state/victoria
SUICIDE PREVENTION 	Free counselling for suicide prevention & mental for anyone affected by suicidal thoughts.	1300 659 467 24 hours a day 7 days a week https://www.suicidecallbackservice.org.au/
ANXIETY & DEPRESSION 	Provides information and support to help everyone achieve their best possible mental health	1300 224 636 24 hours a day 7 days a week https://www.beyondblue.org.au/
ALCOHOL & DRUGS 	Provides counselling, information and referral for drug and alcohol related issues by professionals from Turning Point.	Free information line 1800 888 236 24 hours a day 7 days a week. https://www.directline.org.au/
HEALTH ADVICE 	A phone helpline that provides immediate health advice and information about health services in your area from a registered nurse .	1300 60 60 24 24 hours a day 7 days a week www.betterhealth.vic.gov.au/health/serviceprofiles/nurse-on-call-service Translated information available
YOUTH MENTAL HEALTH 12 – 25 years 	Free, confidential service for young people 12 – 25 years who need help with mental health, alcohol and other drugs or work and study support.	Hawthorn Town, Hall Level 1/360 Burwood Rd. headspace Hawthorn Youth Mental Health Centre & Services Monday – Friday varying times between 9am – 7:30pm Phone: 9006 6500, or fill out an online referral form support.