

# Telephone and online supports

1 April 2020



Life has changed quite a bit in the last few weeks, these changes can be unsettling and worrying for all of us. If you're feeling stressed, worried or unsafe, there are services and supports available to help during this time.



## **Beyond Blue - 1300 22 4636**

A 24 hour, 7 days a week depression and anxiety support service. All calls and online chats are one-on-one with a trained mental health professional, and completely confidential.  
<https://www.beyondblue.org.au/get-support/get-immediate-support>.



## **Kids Helpline – 1800 551 800**

A 24 hour, 7 days a week free, private and confidential phone and online counselling service for young people aged 5 to 25.  
<https://kidshelpline.com.au/>



## **Headspace - 1800 650 890**

Free online and telephone service that supports young people aged between 12 and 25 and their families going through a tough time.



## **Lifeline – 13 11 14**

A 24 hour, 7 days a week telephone and online crisis support and suicide prevention service. Support via text is available from 6pm to midnight by texting 0477 13 11 14  
<https://www.lifeline.org.au/>



## **Suicide Call Back Service – 1300 659 467**

A 24/7 suicide call back and online counselling service for people having suicidal thoughts, family or friends affected by suicide and healthcare professionals treating suicidal people who are affected by suicide.  
<https://www.suicidecallbackservice.org.au/>

**If you feel unsafe or are concerned for someone's safety, please call 000 or contact the police.**



## **1800 RESPECT – 1800 737 732**

A 24 hour, 7 days a week, confidential information, counselling and support service for people impacted by sexual assault, domestic or family violence and abuse.  
<https://www.1800respect.org.au>



## **Safe Steps – 1800 015 188**

A 24 hour, 7 days a week crisis response phone line for people experiencing family violence. The service will work with people to find the best options to keep women and children safe. If it is unsafe to call, email [safesteps@safesteps.org.au](mailto:safesteps@safesteps.org.au).



## **Men's Referral Helpline - 1300 766 491**

A men's family violence telephone counselling, information and referral service. Contact point for men taking responsibility for their violent behaviour. The service operates Mon to Fri from 8am to 9pm and weekends from 9am to 6pm.  
<https://www.ntv.org.au/>



## **With Respect (1800 LGBTIQ) - 1800 542 847**

For a specialist LGBTIQ family violence service  
[www.withrespect.org.au](http://www.withrespect.org.au)

## Coronavirus Health

Information Line - 1800 020 080

Call this line if you are seeking information on coronavirus. The line operates 24 hours a day, seven days a week.



## Maternal and Child Health Line – 13 22 29

A 24 hour, 7 days a week advice and support service for families with children from birth to school age. All calls are taken by a Maternal and Child Health Nurse.



## Parentline – 13 22 89

A phone service for parents and carers of children from birth to 18 years old. The phone service offers confidential and anonymous counselling and support on parenting issues. The service is open 8am to midnight, seven days a week.



## Carer Gateway - 1800 422 737

A free phone counselling and online carer forum, and self-guided coaching and skills for carers. The counselling service operates Mon to Fri, from 8am to 6pm.

<https://www.carergateway.gov.au/>



## National Disability Support Scheme – 1800 800 110

People can call 1800 800 110 and press 5 if they need to talk to a planner, make changes to existing plans or are having trouble getting services due to coronavirus (COVID-19)



## National Debt Helpline – 1800 007 007

This service helps people tackle their debt problems. Professional financial counsellors offer free, independent and confidential services. The service operates Mon to Fri from 9.30am to 4.30pm

<https://ndh.org.au/about-national-debt-helpline/>



## SANE Australia – 1800 18 72 63

Support for people living with complex mental health issues and the people who care about them. Qualified counsellors who will provide brief phone and online counselling, support, information and referrals. The service is open Mon to Fri from 10am – 10pm.

<https://www.sane.org/>

Community Information and Support Glen Eira is a confidential community organisation, providing information, support, food vouchers and food parcels to those in need of a helping hand.

Phone **9571 7644**

**Mon - Fri 10am - 2pm**



CISGlenEira