

## MENTAL HEALTH SUPPORT - TELEPHONE AND ONLINE SERVICES

<b>Service</b> <small>(click links to visit websites)</small>	<b>Focus</b>	<b>Phone number</b>	<b>Operating hours</b>
<a href="#"><b><u>Emergency</u></b></a>	Emergency assistance	000	24 hours/7 days
<a href="#"><b><u>NURSE-ON-CALL</u></b></a>	Expert health advice from a nurse	1300 60 60 24	24 hours/7 days
<a href="#"><b><u>Area mental health services triage</u></b></a> (Crisis, Assessment & Treatment Services - CATS)	Generally, the first point of contact for people seeking a specialist mental health response that will identify the urgency and nature of response required	Phone numbers are available in each area- click link in Service column and then select your suburb to find local services under Adults / Children / Aged / Disability headings	24 hours/7 days
<a href="#"><b><u>Suicide call back</u></b></a>	24-hour crisis support and counselling	1300 659 467	24 hours/7 days
<a href="#"><b><u>Beyondblue</u></b></a>	Depression, anxiety and related disorders	1300 22 4636	24 hours/7 days
<a href="#"><b><u>Lifeline</u></b></a>	Crisis support, suicide prevention and mental health support services	13 11 14	24 hours/7 days
<a href="#"><b><u>SANE</u></b></a>	People affected by complex mental health issues	1800 187 263	10am – 10pm weekdays
<a href="#"><b><u>ARAFEMI Carer Helpline</u></b></a>	People caring for those affected by mental illness	1300 550 265	9am – 5pm weekdays

**For specific groups in the community:**

Service	Focus	Phone number	Operating hours
<b><u>Kids HelpLine</u></b>	Telephone counselling service for people aged between 5 and 25 / 24-hour service	1800 55 1800	24 hours/7days
<b><u>headspace</u></b>	Young people aged 12–25	1800 650 890	Telephone: 10pm to 1am Online counselling: 1pm to 1am
<b><u>Parentline</u></b>	Parents and carers with children from birth to 18 years	13 22 89	8 am–midnight/7 days
<b><u>Safe Steps (Family Violence Response Centre)</u></b>	Family violence support	1800 015 188	24 hours/7 days
<b><u>Gay and Lesbian Switchboard</u></b>	Gay, lesbian, bisexual, transgender and intersex (GLBTI) communities.	9663 2939 or 1800 184 527	Mon–Thurs 6 pm–10 pm Fri–Sun 6pm–9pm
<b><u>Sexual Assault Crisis Line Victoria</u></b>	Victims/survivors of past and recent sexual assault	1800 806 292	5 pm–9 am/7 days
<b><u>Griefline</u></b>	Support for experiencing loss and grief	1300 845 745	12 noon–3 am/7 days
<b><u>DirectLine</u></b>	People impacted by drug use	1800 888 236	24 hours/7 days
<b><u>Family Drug Help</u></b>	People impacted by drug use	1300 660 068	9am–9pm weekdays
<b><u>SuicideLine VIC</u></b>	People affected by suicide	1300 651 251	24 hours/7 days
<b><u>PANDA</u></b>	Post or ante natal depression	1300 726 306	9 am–7 pm weekdays
<b><u>Gambling helpline</u></b>	Gambling	1800 858 858	24 hours/7 days
<b><u>OCD and Anxiety helpline</u></b>	Anxiety disorders and depression	1300 269 438 or 9830 0533	10am–4pm weekdays
<b><u>Mensline</u></b>	Men dealing with relationship problems	1300 78 99 78	24 hours/7 days
<b><u>Bush support line</u></b>	People in rural and remote areas	1800 805 391	24 hours/7 days