

MENTAL HEALTH SUPPORT - TELEPHONE AND ONLINE SERVICES

Organisation	Purpose	Phone number	Website
Emergency	Emergency assistance - 24 hours/7 days	000	https://www.triplezero.gov.au/
NURSE-ON-CALL	Expert health advice from a nurse - 24 hours/7 days	1300 60 60 24	https://www.health.vic.gov.au/primary-care/nurse-on-call
Mental health CAT services triage by local area (suburb) (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 - 24 hours/7 days	Phone numbers are available in each area- click link in and then select your suburb to find local services under Adults / Child & Adolescent / Aged / Disability headings	http://www3.health.vic.gov.au/mentalhealthservices/
Suicide Call Back Service	Telephone and online crisis support and counselling for people affected by suicide - 24 hours/7 days	1300 659 467	https://www.suicidecallbackservice.org.au/
Beyond Blue	Anxiety, depression and suicide prevention support - 24 hours/7 days Includes Coronavirus mental wellbeing support service	1300 22 4636	https://www.beyondblue.org.au/
Lifeline	Crisis support, suicide prevention and mental health support services - 24 hours/7 days	13 11 14	https://www.lifeline.org.au/
SANE	Information and support for people affected by complex mental health issues - 10am – 10pm weekdays	1800 187 263	https://www.sane.org/
Mindspot Clinic	Free online mental health support. Phone and online service for people with stress, worry, anxiety, low mood or depression. 8am-8pm (Mon-Fri), 8am-6pm (Sat)	1800 61 44 34	https://www.mindspot.org.au/

Kids Helpline	Emergency and phone counselling service for people aged between 5 and 25 years - 24 hours/7days	1800 55 1800	https://kidshelpline.com.au/
headspace	Headspace Centres and phone/online counselling provide support for young people aged 12–25 Talk to a clinician 9am to 1am, 7 days.	1800 650 890	https://headspace.org.au/ https://headspace.org.au/online-and-phone-support/
Parentline	Help for parents and carers with children from 0 to 18 years – 8 am–midnight/7 days	13 22 89	https://www.betterhealth.vic.gov.au/health/serviceprofiles/parentline-service
Safe Steps (Family Violence Response Centre)	Specialist support services for anyone in Victoria who is experiencing or afraid of family violence Crisis phone line 24 hours/7 days	1800 015 188	https://www.safesteps.org.au/
1800Respect	National sexual assault, domestic family violence counselling service – 24 hours/7 days	1800 737 732	https://www.1800respect.org.au/
Sexual Assault Crisis Line Victoria	After-hours confidential telephone crisis counselling service for people who have experiences both past and recent sexual assault. 5 pm–9 am/7 days	1800 806 292	https://www.sacl.com.au/
Switchboard Victoria LGBTIQA+	Switchboard provide peer-driven support services for LGBTIQA+ people, their families, allies and communities.		https://www.switchboard.org.au/
Rainbow Door by Switchboard	Rainbow Door is a free specialist LGBTIQA+ helpline providing information, support, and referral to all LGBTIQA+ Victorians, their friends and family during the COVID-19 crisis and beyond. 10am-5pm, 7 days	1800 729 367 Text: 0480 017 246	https://www.rainbowdoor.org.au/
Griefline	Support for those experiencing loss and grief – 6am-12am/7 days	1300 845 745	https://griefline.org.au/
DirectLine	Alcohol and drug counselling and referral - 24 hours/7 days	1800 888 236	https://www.directline.org.au/
Family Drug & Gambling Helpline	SHARC (Self Help Addiction Resource Centre) offers practical help, information and support to families and friends affected by someone's drinking, drug use or gambling - 24 hours/7 days	1300 660 068	https://www.sharc.org.au/

SuicideLine	Suicide prevention and mental health counselling - 24 hours/7 days	1300 651 251	https://suicideline.org.au/
PANDA	Perinatal Anxiety & Depression Australia supports women, men and families across Australia affected by anxiety and depression during pregnancy and in the first year of parenthood - 9 am–7.30pm Mon-Fri weekdays	1300 726 306	https://www.panda.org.au/
Gambling Help	Gambling support - 24 hours/7 days	1800 858 858	https://www.gamblinghelponline.org.au/services-in-your-state/victoria
MensLine	Free help, support, referrals and counselling for men - 24 hours/7 days	1300 789 978	https://mensline.org.au/