

RESOURCES WHEN AND WHERE TO REFER

CONTACT LIST

Members may raise questions or concerns that need to be redirected to other resources. Please use this guide to redirect participants to the following resources and contact information.

EMERGENCY CONTACT

In an emergency where you or someone you know is in immediate danger or at risk of harm call Triple Zero (000).

COUNSELLING AND SUPPORT CONTACTS

If you or someone you know is experiencing mental distress, there are support services who can help.

LIFELINE

13 11 14

lifeline.org.au

Operates nationally, 24/7

Contact Lifeline if you are having a personal crisis, experiencing suicidal thoughts, or worried about a friend or family member and need immediate help.

MENTAL HEALTH LINE

1800 011 511

Operates in New South Wales, 24/7

The Mental Health Line provides 24 hour mental health connection and referral services and is staffed by mental health professionals. Directly link with local mental health services, and to mental health services in other regions throughout NSW.

SUICIDE CALL BACK SERVICE

1300 659 467

suicidecallbackservice.org.au

Operates nationally, 24/7

If you're contemplating suicide, or experiencing suicidal thoughts – this service will have you in touch with a professional counsellor immediately no matter where you are in Australia. They operate 24/7 and you can call, use video chat, or chat online. They also offer resources covering issues relating to suicide, including grief.

BEYOND BLUE

1300 224 636

beyondblue.org.au

Operates nationally, 24/7

Free phone counselling, anonymous online forums and confidential support services are open 24/7 for everyone in Australia.

1800 RESPECT

1800 737 732

1800respect.org.au

Operates nationally, 24/7

Confidential information, counselling and support service. Open 24/7 to support people impacted by sexual assault, domestic or family violence and abuse.

MENSLINE AUSTRALIA

1300 789 978

mensline.org.au

Operates nationally, 24/7

MensLine Australia is a free telephone and online counselling service offering support for Australian men anywhere, anytime.

KIDS HELPLINE

1800 55 1800

kidshelpline.com.au

Operates nationally, 24/7

Kids Help Line is a free helpline for children and young people aged 5 to 18. Phone counselling is available 24/7. If you're not sure about talking to someone on the phone, or can't get to a phone, you can use web counselling or email for less urgent contact.

NO TO VIOLENCE – MENS REFERRAL SERVICE

1300 766 491

ntv.org.au

Operates 24/7 in New South Wales and Tasmania. For all other states and territories, Monday to Friday 8am – 9pm, Saturday to Sunday 10am – 3pm.

A telephone counselling, information and referral service for men who are using controlling behaviour towards a partner or family member.

QLIFE

1800 184 527

qlife.org.au

Operates nationally, 3:00pm to midnight, 7 days

QLife provides anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships. Webchat option also available.

SANE HELPLINE

1800 187 263

sane.org

Operates nationally, Monday to Friday 10am – 10pm

A national freecall helpline providing information, advice and referral to anyone concerned about mental illness.

GRIEFLINE

1300 845 745

griefline.org.au

Operates nationally, 12pm – 3am, 7 days

GriefLine is Australia's only dedicated grief telephone helpline service that provides counselling support services free of charge to individuals and families who are experiencing loss and grief. The service operates for 15 hours each day from 12 noon to 3am, 105 hours a week, 365 days a year.

REACHOUT.COM

au.reachout.com

A support site for young people focusing on everything from everyday issues like friendship crises to the heavy stuff such as bullying, relationships, and identity.

ABORIGINAL COUNSELLING SERVICES

0410 539 905

aboriginalcounsellingservices.com.au

A non-government organisation that provides crisis intervention and therapeutic counselling for families, individuals and communities within New South Wales. Aboriginal Counselling Services support and assist Aboriginal people in dealing with issues such as grief and loss, alcohol and other drug use, gambling, financial hardship, family violence, sexual abuse and self-harm. They aim to provide services that are sensitive and culturally appropriate.

ACCESSING MENTAL HEALTH SERVICES in NSW

[Factsheet](#)

A comprehensive list of mental health services available in New South Wales including online services.

WAYAHEAD DIRECTORY

directory.wayahead.org.au

A comprehensive, free online database of mental health and community services in NSW. The Directory contains up-to-date information on 6000 services in NSW together with explanation of mental health jargon, fact sheets, legislation, government programs and where to get help