



IN AN  
EMERGENCY  
CALL

000



# Support Toolbox

✉ [info@mentalhealthmovement.com.au](mailto:info@mentalhealthmovement.com.au)

📘 Mental Health Movement

📷 @mental\_health\_movement

🌐 [mentalhealthmovement.com.au](http://mentalhealthmovement.com.au)

**IN AN EMERGENCY OR WHEN LIFE IS IN DANGER CALL 000**

## Professional Care

### 24 Hour Crisis Support / General Mental Health / Mental Illness



Lifeline provide confidential 24-hour crisis support and suicide prevention.

Phone: 13 11 14  
Chat Online: [www.lifeline.org.au](http://www.lifeline.org.au)  
Text: 0477 13 11 14  
Available 24/7



Suicide Call Back Service provide 24/7 telephone and online counselling to people who are affected by suicide.

Phone: 1300 659 467  
Online and video counselling:  
[www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)  
Available 24/7



Beyond Blue provide support for people affected by depression, anxiety and suicide.

Phone: 1300 22 4636  
Chat Online:  
[www.beyondblue.com.au](http://www.beyondblue.com.au)  
Available 24/7

### General Mental Health / Mental Illness & Online Mental Health Support



Provides a range of clinical supports for people living with mental illness to help you and your GP, psychologist or psychiatrist better manage your mental health condition.

[www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)  
Phone: (02) 9382 2991



Provide support for people living with complex mental illness including providing information, support and referral.

Phone: 1800 18 7263  
Chat Online: [www.sane.org](http://www.sane.org)  
(Weekdays 10am-8pm AEST)



You can talk to your GP about any mental health concerns and request a Mental Health Care Plan and referral. Medicare rebates are available for a range of mental health treatments (under a Mental Health Care Plan), including up to 10 individual sessions with a mental health professional.



Provides free resources & services to help people experiencing mental health difficulties, including anxiety, panic attacks and depression. Includes online treatment programs and e-Therapists.

[www.mentalhealthonline.org.au](http://www.mentalhealthonline.org.au)



A program that assists employees with personal and/ or work-related problems that may impact their job performance, health, mental & emotional well-being. Generally offer assessments, counselling, referrals, and follow-up services for employees and their household members.

Contact your HR department for details on your organisations EAP.

### Head to Health

Provided by the Australian Department of Health, Head to Health brings together apps, online programs & forums, phone services & digital information resources from some of Australia's most trusted mental health organisations.

[www.headtohealth.gov.au](http://www.headtohealth.gov.au)



## Family, Relationships, Domestic and Sexual Violence



Confidential service providing 24/7 support for people experiencing, or at risk of experiencing sexual assault, domestic or family violence as well as for those supporting someone at risk.

**Phone: 1800 737 732**  
**Text: 0458 737 732**  
**Chat Online: 1800respect.org.au**  
 Available 24/7



A national telephone service that helps families affected by relationship or separation issues, including information on parenting arrangements after separation. It can also refer callers to local services for assistance.

**Phone: 1800 050 321**  
 (Mon-Fri 8am to 8pm,  
 Sat 10am to 4pm)  
**www.familyrelationships.gov.au**



Provides relationship support services for individuals, families & communities. Offering services that include counselling, dispute resolution (mediation) and a range of family, community support & education programs.

**Phone: 1300 364 277**  
**www.relationships.org.au**



Full Stop Australia offers free, 24/7, confidential, trauma specialist counselling to people of all genders who have been subject to sexual, domestic and family violence, as well as their friends, colleagues and family members.

**Phone: 1800 385 578**  
 Available 24/7  
**www.fullstop.org.au**

## Drug and Alcohol Addiction



The National Alcohol and Other Drug Hotline offers free and confidential advice about alcohol and other drugs.

**Phone: 1800 250 015**  
 Available 24/7



Online text-based counselling for people concerned about their drinking or drug use, also available to people concerned about a family member or friend. Provides supports by email, self-assessments and self-help tools, an SMS service to keep you focused and on track and an online community forum.

**www.counsellingonline.org.au**  
 Online Chat Available 24/7



Family Drug Support provides up to date information on all aspects of alcohol and drug use relative to the families of people who use substances. FDS operates a National telephone support service for families affected by alcohol and other drug issues.

**Phone: 1300 368 186**  
 Available 24/7

## Gambling



Free 24/7 chat and email counselling and support services for anyone affected by gambling.

**Phone: 1800 858 858**  
**Online Chat**  
**www.gamblinghelponline.org.au**  
 Available 24/7

## Financial



National Debt Helpline helps people tackle their debt problems. Professional financial counsellors offer a free, independent & confidential service.

**Phone: 1800 007 007**  
 (Mon-Fri 9.30am – 4.30pm)  
**www.ndh.org.au**

## Online Mental Health Providers



App providing online, face to face, mental health treatment with qualified practitioners via your smart phone, anywhere, anytime. Medicare rebates available.

[www.cyberclinic.com.au](http://www.cyberclinic.com.au)  
or Download on the App store or Google Play.



Access to registered, trained, and experienced Practitioner Psychologists, Counsellors, and similar applicable recognized professional certifications., you can message a professional therapist anytime, anywhere.

[www.betterhelp.com](http://www.betterhelp.com)

## Youth Mental Health



Kids Helpline is a free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.

**Phone: 1800 55 1800**  
**Chat Online:**  
[www.kidshelpline.com.au](http://www.kidshelpline.com.au)  
Available 24/7



Headspace provide tailored mental health support for 12-25 year-olds. Support is offered through their 100+ centres, phone or online.

[www.headspace.org.au](http://www.headspace.org.au)  
**Phone: 1800 650 890**  
Phone & online chat  
9am-1am AEDT every day



Reach Out provide online practical support, tools and tips help young people get through anything from everyday issues to tough times, as well as information for parents.

[www.reachout.com](http://www.reachout.com)

## Men



MensLine is a telephone and online counselling service for men with emotional health and relationship concerns available 24/7.

**Phone: 1300 78 99 78**  
**Chat Online & Video:**  
[www.mensline.org.au](http://www.mensline.org.au)  
Available 24/7

## First Responders



Fortem provides an integrated range of confidential services tailored to each first responder and their family to promote resilience and to transform struggle into strength.

[www.fortemaustralia.org.au](http://www.fortemaustralia.org.au)  
**Phone: 1300 33 95 94**



DRS4DRS provides a tele-counselling support service which is confidential, 24/7, with free access to psychologists, and counsellors for doctors, medical students, and their families.

**Phone: 1300 374 377**  
Available 24/7  
[www.drs4drs.com.au](http://www.drs4drs.com.au)

## Culturally and Linguistically Diverse Communities



Mental Health factsheets and resources translated in 21 languages

<https://embracementalhealth.org.au/community/multilingual-information>



Operated by The Forum of Australian Services to Survivors of Torture and Trauma, Witness to War is a free and confidential multilingual telephone hotline for people in Australia affected by overseas conflicts.

Phone: 1800 845 198

## Rural and Remote Communities



TIACS provides professional mental health counselling to Australia's blue collar and rural community. TIACS also provides counselling services to anyone who may be a carer, friend or loved one of a blue collar worker who is doing it tough.

Text or Call: 0488 846 988  
Mon-Fri 8am-10pm AEST

[www.tiacs.org](http://www.tiacs.org)



The Rural Aid Mental Health and Wellbeing team is made up of experienced counsellors who are based in rural towns across the country and offer free, confidential support to farmers and their families.

Phone: 1300 175 594  
[www.ruralaid.org.au/mental-health-wellbeing](http://www.ruralaid.org.au/mental-health-wellbeing)

## People with Disabilities



The NDIS provides funding to eligible people with disability. The NDIS also connects anyone with disability to services in their community.

[www.ndis.gov.au](http://www.ndis.gov.au)

## Older Adults



My Aged Care is a starting point to access government-funded aged care services.

[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## Veterans



Open Arms provides mental health and wellbeing support to anyone who has served at least one day of continuous fulltime service in the ADF and their immediate families and Reservists who have rendered border protection or disaster relief service, or been involved in or witnessed a serious training accident, and their immediate families.

Phone: 1800 011 046  
Available 24/7  
[www.openarms.gov.au](http://www.openarms.gov.au)



## Eating Disorders



Supports people affected by eating disorders and negative body image issues. Provides free phone, email & web support & referrals for individuals with an eating disorder, carers & professionals.

**Phone: 1800 33 4673**  
(8am – Midnight AEST)  
**Chat Online:**  
[thebutterflyfoundation.org.au](http://thebutterflyfoundation.org.au)

## Grief and Loss



GriefLine Community and Family Services Inc. (GriefLine) provides a national telephone service to support people experiencing loss and grief, at any stage in life.

**Phone: 1300 845 745**  
(Midday to 3am AEST, 7 days)

## New and Expecting Parents



Perinatal Anxiety & Depression Australia – supports the mental health of parents and families during pregnancy and in their first year of parenthood.

**Phone: 1300 726 306**  
Monday to Friday, 9am - 7.30pm  
Saturday, 9am – 4pm  
[www.panda.org.au](http://www.panda.org.au)

## Aboriginal and Torres Strait Islander Peoples



13YARN offer a confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter who can provide crisis support 24 hours a day, 7 days a week.

**Phone: 13 92 76**  
[www.13yarn.org.au](http://www.13yarn.org.au)



THIRRILI

The National Indigenous Critical Response Service supports individuals, families and communities affected by suicide or other significant trauma.

**Phone: 1800 805 801**  
Available 24/7  
[www.thirrili.com.au](http://www.thirrili.com.au)



Preventing and addressing family violence is at the core of Djirra's work. All our programs support Aboriginal women's journey to safety and wellbeing. Offering safe, alternative ways for women to learn about and access family violence and legal supports.

**Phone: 1800 105 303**  
[www.djirra.org.au](http://www.djirra.org.au)



The Brother to Brother crisis line provides phone support for Aboriginal men who need someone to talk to about relationship issues, family violence, parenting, drug and alcohol issues or who are struggling to cope for other reasons.

The line is staffed by Aboriginal men, including Elders.

**Phone: 1800 433 799**  
Available 24/7  
[www.dardimunwurro.com.au/brother-to-brother/](http://www.dardimunwurro.com.au/brother-to-brother/)

## LGBTQIA+ Community



QLife provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.

**Phone: 1800 184 527**  
**Chat Online:** [www.qlife.org.au](http://www.qlife.org.au)  
(3pm-Midnight)



Rainbow Sexual, Domestic and Family Violence Helpline is for anyone in Australia who is from LGBTQ+ communities, including family and friends who has recently or in the past experienced sexual, domestic or family violence

**Phone: 1800 497 212**  
Available 24/7