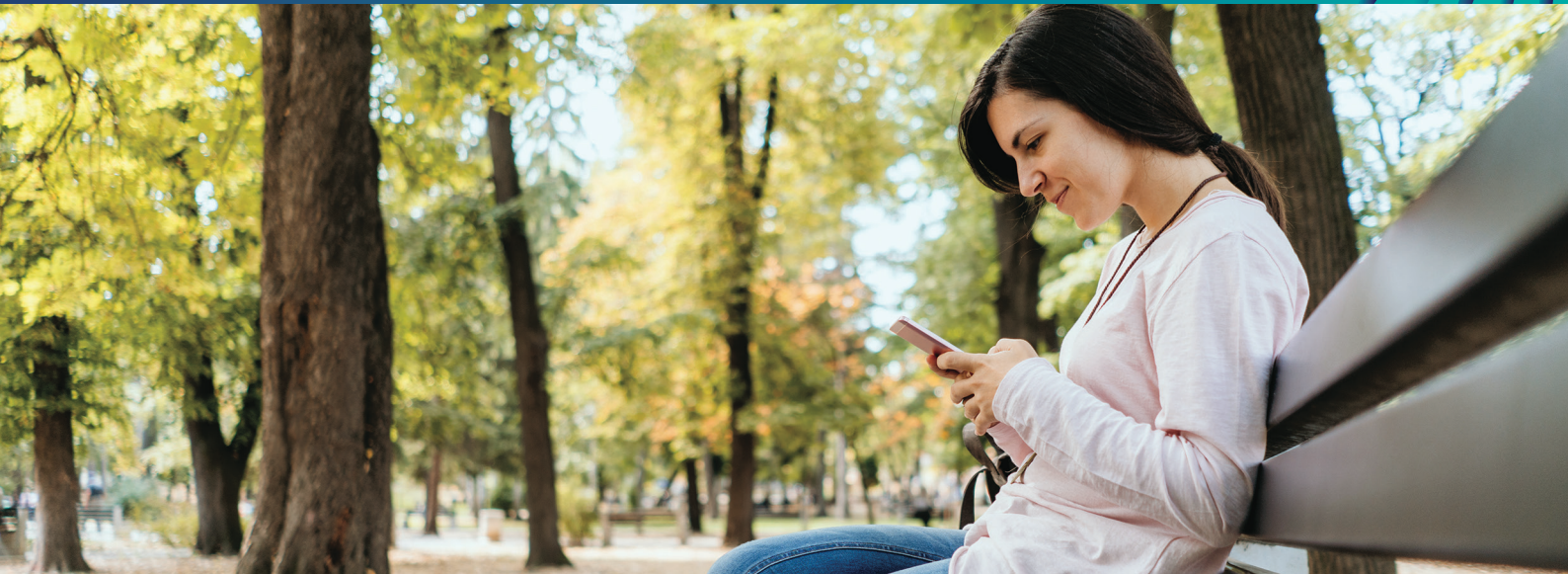




Helplines, telephone and online counselling services for children, young people and adults

AUSTRALIA-WIDE

CFCA Resource sheet – April 2021



If you believe a child is in immediate danger, call Police on 000.

If you or someone you know is in crisis, and you are unsure which service to contact, call Kids Helpline on 1800 55 1800 or Lifeline on 13 11 14. Both are available from anywhere in Australia 24 hours a day (toll free) and provide generalist crisis counselling, information and referral services.

If you need to report an incident of child abuse or neglect, refer to the CFCA resource *Reporting Abuse and Neglect: Information for Service Providers*: aifs.gov.au/cfca/publications/cfca-resource-sheet/reporting-child-abuse-and-neglect.

Overview

This resource sheet is designed to provide practitioners and service providers with the contact details and links to helplines, telephone and online counselling services for children, young people and adults. Services are grouped according to the location in which they operate:

- Australia-wide (p. 2)
- Australian Capital Territory (p. 6)
- New South Wales (p. 6)
- Northern Territory (p. 8)
- Queensland (p. 8)
- South Australia (p. 9)
- Tasmania (p. 10)
- Victoria (p. 11)
- Western Australia (p. 12)

PDFs of this resource sheet for individual states and territories are also available.



Information regarding call costs

1800 numbers: Calls to 1800 numbers are free if you call from a landline telephone. These calls are also free for Telstra mobile customers. Please check with your mobile phone provider for further information regarding call costs.

13/1300 numbers: Calls to 13 or 1300 numbers are charged at local call rates when calling from a landline telephone. Higher rates apply when calling from a mobile phone. Please check with your mobile phone provider for further information regarding call costs.

Australia-wide

Helpline/ Counselling service	Description	24-hour service?	Contact
1800 RESPECT	A national sexual assault, family and domestic violence counselling line for anyone who has experienced, or is at risk of, physical or sexual violence. This service is designed to meet the needs of people with disabilities, Indigenous Australians, young people and individuals from culturally and linguistically diverse backgrounds. Online counselling is also available.	Yes	1800 RESPECT (1800 737 732) www.1800respect.org.au
Australian Breastfeeding Association	Provides breastfeeding information and support to mothers, their support networks (e.g. other family members) and health professionals. Webchat is also available.	Yes	1800 686 268 www.breastfeeding.asn.au/breastfeeding-helpline Webchat available: Mon-Fri: 8 – 10pm Mon: 12pm – 2pm Fri: 12pm – 2pm (AEST) Excluding public holidays
Blue Knot Helpline	Blue Knot Foundation offers free, specialist counselling support and a referral service for people with disability, their families and carers, and anyone affected by the Disability Royal Commission. Webchat is also available.	No	1300 657 380 Mon-Sun: 9am – 5pm (AEST) www.blueknot.org.au/Helpline
Bravehearts Information and Support Line	Open to anyone wanting information, advice, referrals and support regarding child sexual assault.	No	1800 272 831 Mon-Fri: 8.30am – 4.30pm (AEST) (hours vary on public holidays) bravehearts.org.au
Counselling Online	A free online and SMS/text-based service for Australian residents concerned about or affected by alcohol and other drugs.	Yes	www.counsellingonline.org.au See the website to sign-up for SMS support.
DrugInfo (Alcohol and Drug Foundation)	A telephone and online service for anyone who needs relevant, up-to-date information about alcohol and other drugs.	Yes	1300 858 584 adf.org.au/drug-facts
eheadspace	A free and confidential telephone and online service for young people aged 12-25. Qualified youth mental health professionals provide support to young people worried about their mental health or experiencing issues such as depression, bullying and isolation. Support is also available to concerned parents or carers.	No	1800 650 890 Mon-Sun: 12pm – 8pm (AEST) Chat online: 9am – 1am (AEST) headspace.org.au/eheadspace



Australia-wide (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
Family Drug Support Australia	A telephone support service for users, families and carers in crisis due to alcohol and other drug use.	Yes	1300 368 186 www.fds.org.au
Family Relationship Advice Line	Provides information on family relationship issues and advice on parenting arrangements after separation. It is for anyone – including step-parents, young people and friends – affected by family relationship or separation issues. Referrals to local services are also offered.	No	1800 050 321 Mon–Fri: 8am – 8pm Sat: 10am – 4pm (AEST) (excluding national public holidays) www.familyrelationships.gov.au/talk-someone/advice-line
Forced Adoption Support Service	Provides specialist support services for people affected by past forced adoption policies and practices.	No	1800 210 313 Mon–Fri: 9am – 5pm (local time) www.dss.gov.au/families-and-children/programmes-services/family-relationships/forced-adoption-practices/support-services-for-people-affected-by-past-forced-adoption-policies-and-practices
Gambling Help	Provides confidential counselling services for individuals and families affected by a gambling concern. Online chat counselling is also available.	Yes	1800 858 858 www.gamblinghelponline.org.au
GriefLine	Provides support to people experiencing loss and grief, at any stage in life. Moderated online forums are also available.	No	(03) 9935 7400 (National) 1300 845 745 (National landline only) Mon–Sun: 6am – 12am (AEST) griefline.org.au
Kids Helpline	Provides confidential telephone and online counselling services to young people aged 5–25 years old for any reason.	Yes	1800 551 800 kidshelpline.com.au WebChat Counselling kidshelpline.com.au/get-help/webchat-counselling
Lifeline	A generalist and crisis telephone counselling, information and referral service, provided by trained volunteers who are supported by professional staff. Online chat and text services are also available.	Yes*	13 11 14 www.lifeline.org.au Text service: 0477 13 11 14 Mon–Sun: 12pm – 12am (AEST) Online chat service: Mon–Sun: 7pm – 12am (AEST) *Text and online chat services not available 24/7
MensLine Australia	A telephone and online counselling service for men with family and relationship concerns. MensLine is staffed by professional counsellors who are experienced in men's issues.	Yes	1300 789 978 mensline.org.au Online chat and video counselling mensline.org.au/phone-and-online-counselling



Australia-wide (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
Men's Referral Service	Offers a confidential telephone service, as well as online chat. For men who have or are still behaving abusively, family members who are impacted, and friends, family or colleagues who want to understand how to support others.	No*	1300 766 491 Mon-Fri: 8am – 9pm Sat-Sun: 9am – 6pm (AEST) www.mrs.org.au *Service is available 24 hours in Tasmania and New South Wales.
Mind Australia Carer Helpline	Provides free, confidential information, support and referral for family, carers and friends of people with a mental illness.	No	1300 554 660 Mon-Fri: 9am – 5pm (AEST) www.mindaustralia.org.au
Miracle Babies Foundation NurtureLine	A free family support helpline for families with a threatened pregnancy, a premature baby in a neonatal intensive care unit or special care nursery, or those transitioning to home and onwards. Support is provided by trained family support volunteers.	Yes	1300 622 243 www.miraclebabies.org.au
My Aged Care	Provides information and assistance on how to access aged care services for individuals, family members, friends or an elderly person requiring care.	No	1800 200 422 Mon-Fri: 8am – 8pm Sat: 10am – 2pm (AEST) www.myagedcare.gov.au/ contact-form
National Alcohol and Other Drug Hotline	Provides confidential advice about alcohol and other drugs to individuals, family and friends, general practitioners, health professionals, and business and community groups. The hotline will automatically redirect you to the Alcohol and Other Drug Information Service operating in your state or territory.	Yes	1800 250 015 campaigns.health.gov.au/drughelp
National Disability Insurance Agency (NDIA)	Provides National Disability Insurance Scheme (NDIS) information to people with disability, service providers, businesses and members of the community. Webchat is also available.	No	1800 800 110 Mon-Fri: 8am – 8pm (AEST) www.ndis.gov.au Webchat service Mon-Fri: 8am – 8pm (AEST) nccchat.ndis.gov.au/i3root
PANDA (Perinatal Anxiety and Depression Australia)	Provides confidential counselling, support, information and referrals to local services for anyone affected by perinatal (during pregnancy and after birth) anxiety and depression. The service also provides secondary consultations for health professionals.	No	1300 726 306 Mon-Sat: 9am – 7.30pm (AEST) If the matter is non-urgent and/or after hours, leave a message and the call will be returned as soon as possible. www.panda.org.au
Pregnancy, Birth and Baby Helpline	Offers free and confidential support and information about pregnancy, infancy and children up to five years of age. Video call is also available.	No	1800 882 436 Mon-Sun: 7am – 12am (AEST) www.pregnancybirthbaby.org.au/ about-pregnancy-birth-and-baby Video call www.pregnancybirthbaby.org.au/ video-call



Australia-wide (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
QLife	Provides anonymous peer support and referral services for people who identify as lesbian, gay, bisexual, trans, and/or intersex (LGBTI). Telephone and webchat support are available.	No	1800 184 527 Mon–Sun: 3pm – 12am (AEST) qlife.org.au
Quitline	Provides support, information and resources on quitting smoking. Quitline can help people prepare quit plans and develop strategies to overcome cravings, triggers and other common quitting challenges. Online chat service is also available.	No	13 78 48 Mon–Fri: 8am – 8pm (AEST) www.quit.org.au/
Red Nose Grief and Loss Support Line	A free bereavement support line for anyone affected by the unexpected death of a baby or child during birth, pregnancy or infancy, regardless of the cause. A trained volunteer parent is available to chat, advocate and assist with support and services. Online chat is also available.	Yes	1300 308 307 rednosegriefandloss.com.au Online chat Mon: 10am – 3pm Wed: 10am – 3pm Fri: 10am – 3pm (AEST) rednosegriefandloss.org.au/live-chat
Samaritans	Provides anonymous crisis support, for issues such as relationship or family problems, loss and bereavement, financial or job-related worries, illness, addiction and suicide.	No	135 247 Mon–Sun: 10am – 10pm (AEST) thesamaritans.org.au/get-help-support
SANE Australia	Provides information, guidance and referrals to people who are affected by or need support to manage mental health concerns. Online chat and email counselling are also available.	No	1800 187 263 Mon–Fri: 10am – 10pm (AEST) www.sane.org
Suicide Call Back Service	Provides telephone, video and online counselling to people 15 years and older who are affected by suicide, which can include feeling suicidal, being worried about someone, caring for someone suicidal, being bereaved by suicide and health professionals supporting people affected by suicide.	Yes	1300 659 467 www.suicidecallbackservice.org.au Online chat and video counselling www.suicidecallbackservice.org.au/phone-and-online-counselling/suicide-call-back-service-online-counselling
Wellways Helpline	A peer-led, volunteer support and referral service that provides information to people experiencing mental health issues, as well as their families and friends.	No	1300 111 500 Mon–Fri: 9am – 9pm (AEST) excluding public holidays www.wellways.org/our-services/helpline-1300-111-500
Youth BeyondBlue	Provides information and confidential telephone and online counselling for young people aged 12–25 years old, who may be experiencing anxiety, depression or suicidal ideation.	Yes*	1300 224 636 *Online counselling available Mon–Sun: 1pm – 12am (AEST) www.youthbeyondblue.com

Table end ■



Australian Capital Territory

Helpline/ Counselling service	Description	24-hour service?	Contact
Canberra Rape Crisis Service (CRCC)	Confidential counselling and practical support for women and children who have experienced any form of sexual assault recently or in the past. Telephone workers also offer referrals to other services, support through legal and medical processes and support for family and friends.	No	(02) 6247 2525 Mon–Sun: 7am – 11pm www.crcc.org.au
Domestic Violence Crisis Service (DVCS) – Crisis Line	Provides crisis intervention, advocacy, referral, information, support and practical assistance for people subjected to, or using, violence and abuse in relationships. The crisis line gives priority to those subjected to violence. An online chat service is also available.	Yes	(02) 6280 0900 dvcs.org.au Online chat service dvcs.org.au/chat-process
Parentline ACT	Confidential counselling service for parents and carers. Qualified professionals offer immediate counselling, referrals to other agencies and ideas and resources about parenting.	No	(02) 6287 3833 Mon–Fri: 9am – 5pm (excluding public holidays) www.parentlineact.org.au
Service Assisting Male Survivors of Sexual Assault (SAMSSA)	Provides confidential counselling support, information and referral for men over 16 years of age who have experienced sexual assault or child abuse.	No	(02) 6287 3935 Mon–Fri: 9am – 5pm Outside of these hours, the Canberra Rape Crisis Service can offer support from 7am – 11pm, 7 days a week on (02) 6247 2525. www.samssa.org.au

Table end ■

New South Wales

Helpline/ Counselling service	Description	24-hour service?	Contact
Dads in Distress Helpline	A peer-support organisation offering information, resources, referrals and support to separated dads and their families.	No	1300 853 437 or (02) 6652 8113 Mon–Sat: 9am – 5pm Calls made after hours will be redirected to experienced volunteers where available. www.parentsbeyondbreakup.com/dids
Domestic Violence Legal Advice Line	Free confidential legal information, advice and referrals for women in NSW with a focus on domestic and family violence and Apprehended Domestic Violence Orders.	No	1800 810 784 or (02) 8745 6999 Mon: 1.30pm – 4.30pm Tues: 9.30am – 12.30pm Thurs: 1.30pm – 4.30pm www.wlsnsw.org.au/legal-services/domestic-violence-legal-service



New South Wales (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
Domestic Violence Line	Trained female caseworkers provide counselling, information and referrals for people who are experiencing or have experienced domestic and family violence. Staff are aware of the special needs of Aboriginal and Torres Strait Islander women and women from other cultures, as well as those living in rural and remote areas.	Yes	1800 656 463 www.facs.nsw.gov.au/domestic-violence/helpline
Indigenous Women's Legal Contact Line	Free confidential legal information, advice and referrals for Aboriginal and Torres Strait Islander women in NSW with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victim's support.	No	1800 639 784 or (02) 8745 6977 Mon, Tues and Thurs: 10am – 12.30pm www.wlsnsw.org.au/legal-services/indigenous-womens-legal-program
Karitane Careline	Provides support, advice and encouragement to parents with children up to five years. Child and family health nurses are available to discuss feeding problems, immunisation, toilet training, developmental milestones and more.	No	1300 CARING (1300 227 464) or (02) 9794 2350 Mon-Thurs: 8am – 9pm Fri: 8am – 4.30pm Sat: 9am – 3.30pm karitane.com.au/careline
NSW Rape Crisis	Provides a telephone and online crisis counselling service to anyone in NSW who has been affected by sexual violence. It also provides trauma counselling for women who were sexually assaulted when they were children.	Yes	1800 424 017 www.nswrapecrisis.com.au
Opioid Treatment Line (OTL)	Provides opiate pharmacotherapy information (including methadone and buprenorphine), referrals and advice.	No	1800 642 428 Mon-Fri: 9.30am – 5pm (excluding public holidays) www.svhs.org.au/our-services/list-of-services/alcohol-drug-service/the-opioid-treatment-line
Parent Line	Trained, professional counsellors with experience in helping families offer advice and information for parents and carers. Support is available for issues such as behavioural and emotional problems, discipline, adolescent issues, family relationships, sole parent issues, school problems, child care and juvenile justice.	No	1300 130 052 Mon-Fri: 9am – 9pm Sat-Sun: 4pm – 9pm www.parentline.org.au
Tresillian Parent's Help Line	Qualified child and family health nurses provide advice on any aspect of parenting of children aged up to five years.	No	1300 272 736 Mon-Sun: 7am – 11pm www.tresillian.org.au/about-us/parents-help-line
Victims Access Line	Provides confidential support and information to victims of all crimes, including sexual and physical assault and family violence.	No	1800 633 063 Aboriginal Contact Line: 1800 019 123 Mon-Fri: 9am – 5pm (excluding public holidays) www.victimsservices.justice.nsw.gov.au/Pages/vss/vs_aboutus/vs_aboutus.aspx

Table end ■



Northern Territory

Helpline/ Counselling service	Description	24-hour service?	Contact
Parentline	Provides confidential telephone counselling to support and nurture positive, caring relationships between parents, children, teenagers and significant other people who are important to the wellbeing of families. Webchat is also available.	No	1300 301 300 Mon-Sun: 8am - 10pm (AEST) parentline.com.au/about/counselling WebChat Mon-Sun: 8am - 9pm parentline.com.au/get-help/webchat-counselling
Sexual Assault Referral Centre (SARC)	Provides a counselling service to both adults and children who may have experienced any form of sexual assault (recent or past). Medical and legal support is also available.	Yes	(08) 8922 6472 (Darwin) (08) 8973 8524 (Katherine) (08) 8962 4361 (Tennant Creek) (08) 8962 4361 (Alice Springs) Mon-Fri: 8am - 4.21pm (ACST) 0401 114 181 (Alice Springs after hours) All other locations call 1800 RESPECT nt.gov.au/wellbeing/hospitals-health-services/sexual-assault-referral-centres
Territory FACES (Family and Children's Enquiry and Support)	Provides connections for families to support services and resources. This Northern Territory Government helpline is available to anyone experiencing difficulties such as parenting problems, family relationships, money issues, and housing.	No	1800 999 900 Mon-Fri: 8am - 8pm (ACST) territoryfamilies.nt.gov.au/children-and-families/territory-faces
Women's Safety Services of Central Australia	A specialist domestic and family violence support service that provides counselling, outreach, referral and crisis accommodation for women and children.	Yes	(08) 8952 6075 www.wossca.org.au/how-we-can-help

Table end ■

Queensland

Helpline/ Counselling service	Description	24-hour service?	Contact
Aboriginal and Torres Strait Islander Women's Legal and Advocacy Service	Provides Aboriginal and Torres Strait Islander women with free legal advice and referral.	No	1800 422 450 or (07) 3720 9089 Mon-Fri: 8.30am - 4.30pm www.wlsa.org.au/members/aboriginal_torres_strait_islander_womens_legal_advocacy_service
DVConnect Mensline	Provides confidential counselling, information and advice to men affected by domestic and family violence, relationship problems, child support and health issues.	No	1800 600 636 Mon-Sun: 9am - 12am www.dvconnect.org/mensline
DVConnect Womensline	Offers information, advice and counselling to women affected by domestic and family violence. Also provides referral to women and their children who need crisis accommodation due to domestic and family violence.	Yes	1800 811 811 www.dvconnect.org/womensline



Queensland (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
Immigrant Women's Support Service (IWSS)	Provides support to women from non-English speaking backgrounds who are affected by domestic and family violence and sexual assault.	No	(07) 3846 3490 Mon-Fri: 9am – 4pm www.iwss.org.au
Living Well	Provides counselling to men who have experienced child sexual abuse or have been assaulted as an adult. Services are also available to partners, friends and family.	No	(07) 3028 4648 You can also call Anglicare on 1300 114 397 and they will transfer your call to Living Well. Mon: 9am – 5pm Tues: 9am – 8pm Wed-Fri: 9am – 5pm www.livingwell.org.au/get-support/living-well-services/telephone-counselling
Parentline	Provides confidential telephone counselling to support and nurture positive, caring relationships between parents, children, teenagers and significant other people who are important to the wellbeing of families.	No	1300 301 300 Mon-Sun: 8am – 10pm parentline.com.au
Statewide Sexual Assault Helpline	A free confidential service operated by DVConnect. Provides crisis counselling and referrals for people who have experienced sexual assault and abuse.	No	1800 010 120 Mon-Fri: 7.30am – 11.30pm www.dvconnect.org/sexual-assault-helpline

Table end ■

South Australia

Helpline/ Counselling service	Description	24-hour service?	Contact
After Hours Crisis Care	An after-hours crisis helpline for people in need of urgent assistance in the areas of domestic and family violence, child protection and personal trauma, etc. This service is provided by qualified Families SA social workers.	No	13 16 11 Mon-Fri: 4pm – 9am 24 hours on weekends and public holidays sacommunity.org/org/202444-Crisis_Care
Domestic Violence Crisis Line	Provides counselling, information and support for anyone affected by abuse in their personal relationships.	Yes	1800 800 098 The Domestic Violence Crisis Line is part of womenssafetyservices.com.au/index.php
Nunga Mi:Minar Women and Children's Shelter	Provides support and emergency accommodation for Aboriginal women and children who are experiencing domestic or family violence.	No	1800 003 308 or (08) 8367 6474 Mon-Fri: 8.30am – 4.30pm sacommunity.org/org/201848-Nunga_Mi%3AMinar_Womens_%2526_Childrens_Shelter



South Australia (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
Parent Helpline	Provides confidential telephone information and support to parents with children under 12 years, on issues such as health, behaviour, relationships and service referrals.	Yes	1300 364 100 Calls received outside of 7.15am – 9.15pm will be redirected to the healthdirect service: www.healthdirect.gov.au/after-hours-gp-helpline Parent Helpline: cyh.com/SubContent.aspx?p=102
Yarrow Place	Provides crisis response, professional counselling and information about support groups and the collection of forensic evidence for people aged 16 years or over who have been sexually assaulted in South Australia.	Yes	1800 817 421 www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/services/primary+and+specialised+services/sexual+health+services/yarrow+place/yarrow+place

Table end ■

Tasmania

Helpline/ Counselling service	Description	24-hour service?	Contact
Family Violence Counselling and Support Service	Offers practical assistance, information and support to anyone who needs help because their partner or former partner is violent and abusive. Can help to obtain legal protection, alternative accommodation, court support and practical assistance. Small costs may be involved.	No	1800 608 122 Mon-Fri: 9am – 12am Weekends and public holidays: 4pm – 12am www.communities.tas.gov.au/children/family_violence_counselling_and_support_services
Parent Line	Offers assistance at any time to parents of children 0–5 years with stressful parenting issues or concerns.	Yes	1300 808 178 www.health.tas.gov.au/service_information/services_files/parentline
Sexual Assault Support Services (SASS) - Southern Tasmania, and North and North West Tasmania	Southern Tasmania: Provides crisis phone support and counselling services to people in Tasmania who have been sexually abused at any time of their lives. Support is also available to family, friends and professionals who are supporting a person who has experienced sexual assault. Counselling and crisis support are available only for those in Southern Tasmania.	Yes	1800 697 877 www.sass.org.au
	Laurel House Launceston: Provides therapeutic counselling, support and information for adults and children in the North and North West of Tasmania who have been sexually assaulted.	Yes*	(03) 6334 2740 (North) Mon-Fri: 8.30am – 5pm (03) 6431 9711 (North West) Mon-Fri: 9am – 5pm *After hours number: 1800 697 877 laurelhouse.org.au

Table end ■



Victoria

Helpline/ Counselling service	Description	24-hour service?	Contact
1800 My Options	Provides information and referrals for sexual and reproductive health, specifically contraception, unplanned pregnancy, abortion, and sexual health care.	No	1800 696 784 Mon-Fri: 10am – 4pm (excluding public holidays) www.1800myoptions.org.au
BreakThrough Ice Advice	Provides information, support and referrals for ice users and their families.	Yes	1800 423 238 www.breakthroughforfamilies.com
Carers Victoria Advisory Line	Provides information, support and referrals to caring families in Victoria.	No	1800 514 845 Mon-Fri: 8.30am – 5pm (excluding public holidays) www.carersvictoria.org.au/how-we-help/information/advisory-line
DirectLine	Provides free and confidential counselling, information and referral for alcohol and drug-related matters.	Yes	1800 888 236 www.directline.org.au
Djirra Aboriginal Family Violence Legal Service	Provides telephone and face-to-face legal and non-legal support to Aboriginal people who are experiencing or have experienced family violence.	No	1800 105 303 Mon-Fri: 9am – 5pm djirra.org.au/what-we-do/legal-services/#afvls
Family Drug and Gambling Help	A confidential telephone support service staffed by volunteers with experience of Alcohol and Other Drugs (AOD) and gambling issues within the family.	Yes	1300 660 068 www.sharc.org.au/sharc-programs/family-drug-gambling-help
inTouch Multicultural Centre Against Family Violence	For women and children from culturally and linguistically diverse (CALD) backgrounds who are victims/survivors of domestic violence. Interpreter services are available.	No	1800 755 988 or (03) 9413 6500 Mon-Fri: 9am – 5pm intouch.org.au
Maternal and Child Health Line	Available to Victorian families with children from birth to school age. Provides information, support and guidance regarding child health, nutrition, breast-feeding, maternal and family health and parenting.	Yes	13 22 29 www.betterhealth.vic.gov.au/health/serviceprofiles/maternal-and-child-health-line-service
Parentline	Provides a telephone, counselling, advisory and information service for parents and carers with children aged up to 18 years.	No	13 22 89 Mon-Fri: 8am – 12am services.dhhs.vic.gov.au/parentline
Safe Steps Family Violence Response Centre	Provides crisis telephone support, information and referral to safe accommodation (refuge) for women experiencing violence and abuse in their relationships. Web chat service is also available.	Yes*	1800 015 188 or (03) 9928 9600 www.safesteps.org.au/our-services/services-for-women-children/247-family-violence-response-phone-line *Web chat available Mon-Fri: 9am – 9pm (excluding public holidays)
Sexual Assault Crisis Line	An after-hours, confidential, telephone crisis counselling service for victim/survivors of both past and recent sexual assault.	Yes	1800 806 292 During business hours you will be directed to your local Centre Against Sexual Assault. Crisis Line operates from 5pm – 9am. www.sacl.com.au



Victoria (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
SuicideLine	For people who are feeling suicidal or who are concerned about another person who may be suicidal. Also for people who are grieving or emotionally affected after a suicide. Online chat and video chat services are also available.	Yes	1300 651 251 www.suicideline.org.au
Wire Women's Support Line	Provides support, information and referrals to women on any issues, such as: family relationships and legal issues; domestic/family violence; housing and homelessness; emotional wellbeing; mental health – anxiety, fear, stress and depression; and job search, study options and community volunteering.	No	1300 134 130 Mon-Fri: 9am – 5pm (excludes public holidays and days between Christmas and New Year) Chat service available: 9am – 4.30pm www.wire.org.au
YoDAA – Youth Drug and Alcohol Advice Service	Provides information, counselling and referrals for young people, families, youth workers and school staff affected by drug and alcohol use.	Yes	1800 458 685 Online chat service for young people: yodaa.org.au/youth?site=youth Mon-Fri: 9am – 8pm yodaa.org.au

Table end ■

Western Australia

Helpline/ Counselling service	Description	24-hour service?	Contact
Alcohol and Drug Support Service	Provides an information and counselling service including referral and support lines for alcohol and drug abuse. Contact with support lines is one-to-one with a professional counsellor and is confidential.	Yes	Alcohol and drug support line (08) 9442 5000 Parent and family drug support line (08) 9442 5050 www.mhc.wa.gov.au/alcoholdrugsupport
Crisis Care Helpline	Provides an information and counselling service for people in crisis needing urgent help from the Department for Communities: Child Protection and Family Support, on issues such as child wellbeing concerns, arguments in the home, domestic violence and homelessness.	Yes	1800 199 008 (country areas) or (08) 9223 1111 www.dcp.wa.gov.au/crisisandemergency/pages/crisiscare.aspx
Men's Domestic Violence Helpline	Offers information, referral and telephone counselling for men who are concerned about domestic or family violence. The service is available to men who are experiencing or using domestic and family violence and are concerned about their violent and abusive behaviours.	Yes	1800 000 599 or (08) 9223 1199 www.dcp.wa.gov.au/CrisisAndEmergency/Pages/Men%27s-Domestic-Violence-Helpline.aspx
Meth Helpline	A confidential, non-judgmental telephone counselling, information and referral service for anyone seeking support with their own or another person's meth use.	Yes	1800 874 878 www.mhc.wa.gov.au/methhelpline



Western Australia (cont.)

Helpline/ Counselling service	Description	24-hour service?	Contact
Ngala Parenting Line	Offers phone advice and support about parenting issues and concerns to parents and carers of children up to 18 years. This is a free callback service.	No	1800 111 546 (country areas) or (08) 9368 9368 Mon-Sun: 8am – 8pm www.ngala.com.au/service/ngala-parenting-line-2
Parent and Family Drug Support Line	A confidential, non-judgmental counselling, information and referral service for people concerned about the alcohol or drug use of a family member or friend. Professional counsellors and parent volunteers with experience of family drug use are available.	Yes	1800 653 203 (country areas) or (08) 9442 5050 www.mhc.wa.gov.au/parentandfamilydrugsupportline
The Patricia Giles Centre for Non-Violence	Crisis and short-term counselling services are available for women and children affected by family violence. Parenting information is also provided.	No	(08) 9300 0340 Mon-Fri: 9am – 5pm www.patgilescentre.org.au
Sexual Assault Resource Centre (SARC)	An emergency service that offers assistance and support to any person, female or male, aged 13 years and over who has experienced any form of unwanted sexual contact or behaviour in the last two weeks. A free counselling service is also available (during business hours) to people who have experienced sexual assault or sexual abuse in the past (more than two weeks ago).	Yes	1800 199 888 or (08) 6458 1828 www.kemh.health.wa.gov.au/our-services/service-directory/sarc
Women's Domestic Violence Helpline	Provides support for women experiencing family and domestic violence, including counselling, information, advice, referrals, support with police and safety planning.	Yes	1800 007 339 or (08) 9223 1188 www.dcp.wa.gov.au/crisisandemergency/pages/domesticviolencehelplines.aspx

Table end ■

Assisted call services

Service	Description	24-hour service?	Contact
National Relay Service	Assistance for making a relay call, for people who are deaf or have a hearing or speech impairment.	Yes*	Numbers for voice callers to connect with NRS users: NRS Chat Users: 1300 553 467 SMS Relay Users: 133 677 Video Relay Users: 1300 149 715 NRS Captions Users: 1300 018 342 Voice Relay: 1300 555 727 TTY users: 133 677 Helpdesk: 1800 555 660 Options for Internet relay users include: nrchat.nrscall.gov.au nrcaptions.nrscall.gov.au *Helpdesk service operates Mon-Fri: 8am – 6pm (AEST)
Translating and Interpreting Service (TIS)	Immediate telephone interpreting service with an extensive list of languages available.	Yes	13 14 50 www.tisnational.gov.au

Table end ■



Authors and acknowledgements

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Our information sheets are regularly updated – please check our website to ensure you are accessing the most current version.

The Child Family Community Australia (CFCA) information exchange is an information and advisory unit based at the Australian Institute of Family Studies, and funded by the Australian Government Department of Social Services. The CFCA information exchange collects, produces and distributes resources and engages in information exchange activities that help to protect children, support families and strengthen communities.

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