

Helplines, Counselling and Support Services

Further support services that may suit your specific needs may be found at the following website:

<https://www.csyw.qld.gov.au/swe/find-a-support-service>

Service Name	Service Details	Contact Details
Emergency and Crisis Services		
Emergency assistance	If you are in an emergency or at immediate risk of harm to yourself or others, please contact emergency services.	Phone: 000 (Triple Zero).
Lifeline	Providing all Australians experiencing, or caring for someone experiencing, emotional distress with access to 24-hour crisis support and suicide prevention services.	Phone: 13 11 44 (24 hours a day, 7 days a week). Text: 0477 131 114 (midday to midnight). Online Chat: see website (7pm to midnight). Website: https://www.lifeline.org.au/
Suicide Call Back Service	The Suicide Call Back Service provides immediate telephone counselling and support in a crisis, for people over 15 years of age. You may be eligible to receive up to six free telephone counselling sessions, scheduled at times to best suit your needs.	Phone: 1300 659 467 (24 hours a day, 7 days a week). Website: https://www.suicidecallbackservice.org.au/
Additional Helplines		
Womensline by DVConnect	Womensline is a crisis response telephone helpline, for anyone identifying as a female, regardless of age, accessibility, ethnicity, gender orientation, or ethnicity. Helping Queenslanders who want to escape domestic violence.	Phone: 1800 811 811 (24 hours a day, 7 days a week) Website: https://www.dvconnect.org/womensline/
Mensline by DVConnect	Mensline is a free, confidential telephone counselling, referral, information and support, service for Queenslanders identifying as male, and who may be experiencing or using domestic and family violence.	Phone: 1800 600 636 (9am until midnight, 7 days a week). Website: https://www.dvconnect.org/mensline/
1800RESPECT	A national service providing crisis and trauma counselling services, as well as referral services, to people affected by sexual, domestic violence or family violence.	Phone: 1800 737 732 (24 hours a day, 7 days a week). Website: https://1800respect.org.au/

Kids Helpline	National confidential 24/7 online and phone counselling service for young people aged 5 to 25. Kids Helpline is free, even from a mobile. Qualified counsellors are available via WebChat, phone, or email anytime and for any reason.	<p>Phone: 1800 55 1800 (24 hours a day, 7 days a week).</p> <p>WebChat: see website (24 hours a day, 7 days a week).</p> <p>Website: https://kidshelpline.com.au/</p>
Elder Abuse Helpline	Statewide telephone information, support, and referral service for anyone experiencing abuse or witnessing the abuse of an older person. All calls are confidential, and you are welcome to remain anonymous. The Helpline is older person focussed, respectful, non-judgemental and offers callers the time to talk things over at their own pace.	<p>Phone: 1300 651 192 (9am to 5pm weekdays)</p> <p>Website: https://www.eapu.com.au/</p>
Blue Knot Helpline (Trauma Helpline)	Counselling and referral for people who have experienced or are experiencing complex trauma as an adult. The helpline also provides support to adult survivors of childhood trauma and abuse, parents, partners, family and friends as well as the professionals who work with them. Additionally, the helpline trauma counsellor can provide support during applications around national redress.	<p>Phone: 1300 657 380 (9am to 5pm, 7 days a week).</p> <p>Email: helpline@blueknot.org.au</p> <p>Website: https://www.blueknot.org.au/</p>
National Counselling and Referral Service (Disability)	People who have experienced or witnessed abuse, neglect, violence and exploitation. Including, people with a disability, family, carers, support workers, advocates and people providing legal or financial services. You can also call if you have been affected by the Disability Royal Commission, you do not need to make a submission or have any prior involvement with the Disability Royal Commission to use this service. This service is provided by Blueknot Foundation.	<p>Phone: 1800 421 468 (9am - 6pm AEDT/Daylight savings time Monday to Friday. 9am - 5pm AEDT/Daylight savings time on weekends and public holidays)</p> <p>Website: https://www.blueknot.org.au/</p>
Other Support Services/Phone lines		
Beyondblue Support Service	Provides one-on-one, confidential support with a trained mental health professional. Supporting people affected by anxiety, depression and suicide.	<p>Phone: 1300 22 4636 (24 hours a day, 7 days a week)</p> <p>Chat online: see website (1pm to midnight, 7 days a week)</p> <p>Website: https://www.beyondblue.org.au</p>

eHeadspace	eheadspace provides free online and telephone support and counselling to young people 12 - 25 and their families and friends. If you're based in Australia and going through a tough time, eheadspace can help.	Phone: 1800 650 890 (9am to 1am Melbourne time, 7 days a week) Chat online: see website Website: https://headspace.org.au/eheadspace/
QLife	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.	1800184527 (3pm to midnight, 7 days a week) Online chat available: see website Website: https://qlife.org.au/
Parentline	Confidential telephone service providing professional counselling and support in Queensland and the Northern Territory.	Phone: 1300 30 1300 (8am to 10pm, 7 days a week) WebChat: see website (8am to 9pm, 7 days a week) Website: https://parentline.com.au/
Family Relationship Advice Line	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 that provide assistance. This includes parents, grandparents, children, young people, other family members or friends and other people who may be offering advice or support to families.	Phone: 1800 050 321 (8am to 8pm weekdays and 10am to 4pm Saturday. Closed Sundays and national public holidays) Website: https://www.familyrelationships.gov.au/talk-someone/advice-line
Seniors Enquiry Line	Seniors Enquiry Line is a statewide information and referral service for Queensland seniors, families, friends, grandparents, and carers. "No question is too big or too small."	Phone: 1300 135 500 (9am to 5pm, weekdays). Website: https://seniorsenquiryline.com.au/
Time for Grandparents	Support, information, referral, and respite for Grandparents who are primary carers of their Grandchildren. This service is funded by the Queensland Government and offered through Seniors Enquiry Line.	Phone: 1300 135 500 (9am to 5pm, weekdays). Website: https://www.grandparentsqld.com.au/program
Carer Gateway	By calling Carer Gateway, you will be connected with an Australia-wide network of Carer Gateway service providers. They will talk through what you need and help you to find local services and support to help you e.g. respite, counselling etc.	Phone: 1800 422 737 (8am to 5pm, weekdays. For general enquiries) Website: https://www.carergateway.gov.au/ Emergency respite Phone: 1800 422 737 (24 hours, 7 days a week)

PalAssist	Palliative care support and advice for anyone who has a life-limiting illness or condition, and/or their families and carers (free service - subject to any costs that may be imposed by a client's telephone service provider for 1800 number calls).	Phone: 1800 772 273 (7am to 7pm, 7 days a week). Website: https://www.palassist.org.au/
ADA Australia	Advocacy services to older people and people with disability across Queensland. Services are free, confidential and client focused.	Phone: 1800 818 338 (9am to 4pm, weekdays). Website: https://adaaustralia.com.au/
Safe Zone Support (Veterans & Family Counselling)	Through Safe Zone Support, specialised counsellors with an understanding of the military culture and experience, can offer you care without needing to know who you are. When you call Safe Zone Support, it is up to you how much or how little personal information you share, and your calls are not recorded. Safe Zone is being hosted by Open Arms but is a separate service.	Phone: 1800 142 072 (24 hours, 7 days a week). Website: https://www.openarms.gov.au/safe-zone-support
Health Phonedines		
13HEALTH	Registered nurses provide confidential health-related advice over the phone for health information and assessment of symptoms. 13 HEALTH provides qualified health advice—it is not a diagnostic service and should not replace medical consultation.	Phone: 13 HEALTH / 13 43 25 84 (24 hours a day, 7 days a week) Website: https://www.qld.gov.au/health/contacts/advice/13health
Women's Health Information Line	The Health Information Line is a free information and referral service for Queensland women. We can assist with health counselling and support on a range of topics including periods, endometriosis, pregnancy, parenting, contraception, menopause, depression, sexual health, incontinence, fertility, pap smears, pregnancy and much more.	Phone: 1800 017 676 (9am to 5pm, weekdays). Website: https://www.womenshealth.org.au/
Children by Choice	Provides unbiased information, support and referral options for Queensland women experiencing an unplanned pregnancy and for those requiring post abortion counselling.	Phone: 1800 177 725 (9.30am to 4.30pm, weekdays) Website: https://www.childrenbychoice.org.au/
Legal Phonedine/Services		
Legal aid	Provides legal help to financially disadvantaged people about criminal, family and civil law matters.	Phone: 1300 65 11 88 (8:30am to 4pm Australian Eastern Standard Time, weekdays. Closed public holidays) Website: https://www.legalaid.qld.gov.au/

<p>Women's Legal Service Queensland Helpline</p>	<p>A specialist community legal centre providing free legal and social work help to people who live and identify as women in Queensland. Assisting women in the areas of family law, child support, child protection, domestic violence, and some areas of sexual assault.</p>	<p>Phone: 1800 WLS WLS / 1800 957 957 (9am to 3pm, Monday To Friday)</p> <p>Website: https://wlsq.org.au/</p>
<p>Aboriginal & Torres Strait Islander Legal Service (Qld)</p>	<p>A non-profit, community-based organisation contracted providing criminal, civil and family law services to Aboriginal and Torres Strait Islander Australians and their families in Queensland.</p>	<p>Phone: 1800 012 255 (24 hrs, 7 days)</p> <p>Website: https://www.atsils.org.au/</p>
<p>Youth Legal Advice Hotline</p>	<p>Young people, under 18 or people with a children's court matter can call Youth Legal Advice hotline to talk to a lawyer and get free and confidential legal advice about: the legal rights, bail, diversionary options, getting legal representation, being charged with an offence, applying for legal aid, concerns about talking to the police and, other youth justice issues.</p>	<p>Phone: 1800 LAQ LAQ / 1800 527 527 (8am to 9pm, Monday to Thursday and 8am Friday to 5pm Sunday. Closed public holidays.</p>