

Emergency Contacts and Supports



If you are experiencing a mental health crisis or are struggling to cope, the following services are here to help.



If a life is in immediate danger, dial 000 (Emergency Services)

EMERGENCY CONTACTS

13 YARN

-  13 92 76
-  www.13yarn.org.au



24/7 confidential crisis support line for Aboriginal and Torres Strait Islander peoples offering one-on-one phone support and phone yarning opportunities with a trained Lifeline Aboriginal and Torres Strait Islander Crisis Supporter.

1300 MH CALL: Mental Health Access Line

-  1300 64 2255

24/7 Confidential mental health telephone triage service that provides the first point of contact to public mental health services to Queenslanders. Callers are linked to their nearest Queensland Public Mental Health service.

1800 Respect

-  1800 737 732
-  www.1800respect.org.au



24/7 national domestic, family and sexual violence counselling, information and support service.

Arafmi and Mind Australia Carer Helpline

-  1300 554 660 | 07 3254 1881
-  24 hr regional Qld: 1800 35 1881 (free call from landline)
-  www.arafmi.com.au/carers-family-support
-  www.mindaustralia.org.au/support-carers



24/7 national carer helpline providing information and advice for anyone caring for, or calling about a relative or friend with a psychosocial disability.

Australian Government: Head to Health

-  1800 595 212
-  www.headtohealth.gov.au



Head to Health can help you find the right mental health and wellbeing resources for yourself or for someone you care about. The phone line can be accessed by consumers, their families, carers, as well as GPs, service providers and other health professionals.

Beyond Blue

-  1300 22 4636
-  www.beyondblue.org.au



Information and referral to relevant services for depression and anxiety related matters, including 24/7 free phone or online chat counselling and online community forums.

Eheadspace

-  1800 650 890
-  www.eheadspace.org.au


National online and phone support service for young people aged 12 – 25 and for family seeking support about how to help a young person in their life. A free and safe place to talk to a qualified youth mental health professional.

Kids Helpline

-  1800 55 1800
-  www.kidshelpline.com.au



Australia's only free (even from a mobile), confidential 24/7 online and phone counselling service for young people aged 5 to 25. Speak with a qualified counsellor via WebChat, phone or email.

Lifeline

-  13 11 14
-  www.lifeline.org.au



24/7 suicide prevention services, mental health support and emotional assistance, via telephone (including text chat), face-to-face and online.

MensLine Australia

-  1300 78 99 78
-  www.mensline.org.au



24/7 help, support, phone and online counselling services for men. Qualified counsellors specialise in relationship issues, suicide prevention, addiction, stress, anger and emotional wellbeing.

Open Arms – Veterans and Families Counselling

-  1800 0011 046
-  www.openarms.gov.au

Offers free and confidential 24/7 counselling and support services for Australian veterans and their families, with staff who understand veteran and military culture.

Parentline

-  1300 30 1300
-  www.parentline.com.au

A confidential service providing professional counselling and support in Queensland for parents and carers of children 0-18 years. 8am – 9pm (webchat) or to 10pm (phone), 7 days a week.

QLife

-  1800 184 527
-  www.qlife.org.au



National telephone and web counselling service for LGBTIQ+ people, families and friends (3pm – midnight each day).

SANE Australia Support Line

-  1800 187 263
-  www.sane.org

SANE provides information, guidance and referrals you need to manage mental health concerns. Initial counselling and peer support available. 10am – 8pm AEDT/AEST weekdays.

Suicide Call Back Service

-  1300 659 467
-  www.suicidecallbackservice.org.au

24/7 free phone and online mental health counselling service for people at risk of, or affected by, suicide.

OTHER SUPPORT AND INFORMATION SERVICES

Autism Connect

 1300 308 699

 www.amaze.org.au/autismconnect

Free autism helpline for advice on accessing services.

Butterfly Foundation Support Line

 1800 ED HOPE (1800 33 4673)

 butterfly.org.au

A free and confidential service which provides information, counselling and treatment referral for eating disorders, disordered eating, body image and related issues. (8am – to midnight AEST/AEDT, 7 days a week).

Black Dog Institute

 www.blackdoginstitute.org.au/resources-support

The Black Dog Institute offers a range of free mental health resources and support tools that are research-informed and recommended by professionals.

Blue Knot Foundation Helpline

 1300 657 380

 helpline@blueknot.org.au

The Blue Knot Helpline provides information and short term counselling nationally via telephone for adults survivors of childhood trauma, and email 7 days a week, 9am-5pm AEST.

Carer Gateway

 1800 422 737

 www.carergateway.gov.au

Are you one of the 2.5 million Australians who care for a loved one, friend or neighbour? Find out information about the support services available to you, on the Carer Gateway.

FriendLine

 1800 424 287

 friendline.org.au (link is external)

FriendLine is for anyone who needs to reconnect or just wants a chat. All conversations with FriendLine are casual and anonymous and our friendly volunteers are ready to talk about anything and everything. (Monday to Friday, 6pm – 8pm)

Gambling Help Online

 1800 858 858

 www.gamblinghelponline.org.au

Free online support for anyone affected by gambling. Available 24/7 across Australia.

Listening Ear

 02 9477 6777

 listeningear.org.au

Listening Ear is a free and confidential support service which provides Australians with a safe space to talk through problems. Listening Ear volunteers offer empathy and support without judgement, whether troubled, lonely, or just feel like a chat. Available every day, 9am to 9pm.

PANDA (Perinatal Anxiety and Depression Australia)

 1300 726 306

 www.panda.org.au

A free national helpline service offering support for new and expecting mums and dads struggling with becoming a parent. (Monday to Friday, 9am – 7:30pm; Saturday, 9am – 4pm AEST/AEDT).

ReachOut.com

 www.au.reachout.com

An internet service for young people and their parents that provides information, support and resources about mental health issues to develop resilience, increase coping skills and facilitate help-seeking behaviour.

Relationships Australia

 1300 364 277

 www.relationships.org.au

Relationships Australia is a leading provider of relationship support services for individuals, families and communities.

Roses in the Ocean

 1800 777 337

 rosesintheocean.com.au

Provides a call-back service (Peer CARE Companion Warmline) for people with a lived experience of suicide to connect with others for a chat in a shared space of compassion, understanding and respect.