

# 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](http://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](http://www.1800respect.org.au)

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

### Arafmi Carer Helpline

 1300 554 660 | 07 3254 1881

 24 hr regional Qld: 1800 35 1881 (free call from landline)

 [www.arafmi.com.au/carer-family-support](http://www.arafmi.com.au/carer-family-support)

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](http://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](http://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](http://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. (9am – 1am AEST, every day).

### Griefline

 1300 845 745

 [griefline.org.au](http://griefline.org.au)

Free telephone support, resources and online bereavement support for people who are grieving. 8am – 8pm AEDT, 7 days a week.

### Kids Helpline

 1800 55 1800

 [www.kidshelpline.com.au](http://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](http://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](http://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.

### Mind Connect – Mind Australia

 1300 286 463

 [www.mindaustralia.org.au/contact-us](http://www.mindaustralia.org.au/contact-us)

For Mind Connect service information and referral to counselling, coaching and peer support services (9am – 5pm AEST weekdays).

### Open Arms – Veterans and Families Counselling

 1800 0011 046

 [www.openarms.gov.au](http://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](http://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](http://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](http://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](http://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

### Alcohol and Drug Information Service (ADIS)

 1800 177 833  [adis.health.qld.gov.au](http://adis.health.qld.gov.au)

Free autism helpline for advice on accessing services. 8am –7pm, Monday to Friday.

### Autism Connect

 1300 308 699

 [www.amaze.org.au/autismconnect](http://www.amaze.org.au/autismconnect)

Free autism helpline for advice on accessing services. 8am –7pm, Monday to Friday.

### Brook RED Warm Line

 07 3343 9282

 [www.brookred.org.au/phone-line](http://www.brookred.org.au/phone-line)

Peer-staffed phone line to connect with a peer worker to chat and work out strategies to get through the evening and night. 5pm - 9pm Monday to Friday.

### Butterfly Foundation Support Line

 1800 ED HOPE (1800 33 4673)

 [butterfly.org.au](http://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](http://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](mailto: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](http://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](http://friendline.org.au)

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)

### G'Day Line

 1300 920 552

G'Day Line supports older Australians (50+) who are feeling lonely or socially isolated. Enjoy a conversation and feel emotionally safe and supported. 8am – 8pm (AEDT), 7 days a week.

### Gambling Help Online

 1800 858 858  [www.gamblinghelponline.org.au](http://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](http://listeningear.org.au)

A free and confidential support service providing a safe space to talk through problems. Volunteers offer empathy and support without judgement, whether troubled, lonely, or just feel like a chat. Available every day from 9am – 9pm.

### Multicultural Connect Line

 1300 079 020

 [worldwellnessgroup.org.au/multicultural-connect-line-about](http://worldwellnessgroup.org.au/multicultural-connect-line-about)

Provides support and information to find first aid, assistance and mental health services for people from multicultural backgrounds. 9am – 4:30pm, Monday to Friday.

### PANDA (Perinatal Anxiety and Depression Australia)

 1300 726 306  [www.panda.org.au](http://www.panda.org.au)

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

### PEER QNET

 1800 175 889

A free and confidential service run by QuIVAA to provide support to people who use substances. 9am – 4pm Monday to Friday.

### ReachOut.com

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

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



Our Mission is to be the voice of mental health communities in Queensland, creating connections, providing leadership and supporting better outcomes.

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

 07 3555 6850