

Emergency and Community Contacts



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

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

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.

Australian Government: Head to Health

 www.headtohealth.gov.au

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

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, 7 days a week except national public holidays).


Eheadspace

 1800 650 890

 www.eheadspace.org.au

eheadspace is a national online and phone support service, staffed by experienced youth mental health professionals. Providing 12 – 25 year olds and their family and friends, a safe, secure and anonymous place to talk to a qualified youth mental health professional.

Kids Helpline

 1800 551 800

 www.kidshelpline.com.au

Kids Helpline is 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, anytime and for any reason.

Lifeline

 13 11 14

 www.lifeline.org.au

24/7 suicide prevention services, mental health support and emotional assistance, via telephone, face-to-face and online. Chat to Lifeline online (8am – 4am AEST, 7 days).

MensLine Australia

 1300 789 978

 www.mensline.org.au

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

PANDA (Perinatal Anxiety and Depression Australia)

 1300 726 306

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 AEST).

QLife

 1800 184 527

 www.qlife.org.au

National telephone and web counselling service for lesbian, gay, bisexual, trans and intersex (LGBTI) people, families and friends. (3pm – 12am in all states and territory).

SANE Australia Helpline

 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. Weekdays 10am – 10pm AEST.

Suicide Call Back Service

 1300 659 467

 www.suicidecallbackservice.org.au

24/7 free counselling for suicide prevention and mental health via telephone, online and video for anyone affected by suicidal thoughts.

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 and enable them to develop resilience, increase coping skills and facilitate help-seeking behaviour.

Veterans and Veterans Families Counselling Service

 1800 011 046

 www.vvcs.gov.au

24/7 service that provides supportive, confidential counselling to members of the veteran and ex-service community who need support or are in crisis.