

FREE TELEPHONE HELPLINES

COVID-19 Related Aged Care Grief and Bereavement Support

Freecall 1800 22 22 00 or email covidagedcare@grief.org.au

Lifeline 13 11 14

24/7 telephone crisis line. Online crisis support chat www.lifechat.org.au

Beyond Blue 1300 224 636

24/7 telephone support and online chat service www.beyondblue.org.au

Suicide Line 1300 651 252

24/7 telephone counselling service offering professional support to people at risk of suicide, people concerned about someone's risk of suicide, and people bereaved by suicide www.suicideline.org.au

Suicide Call Back Service 1300 659 467

24/7 nationwide service that provides telephone and online counselling to people 15 years and over who fit one of the following categories:

- People who are suicidal
- People caring for someone who is suicidal
- People bereaved by suicide

www.suicidecallbackservice.org.au

Griefline 1300 845 745 (National-Landline only) Metro (03) 9935 7400 (National-Metro Melbourne)

Free, confidential telephone counselling services to anyone in the community who may need support in order to express their feelings and experiences. Midday to 3:00pm, 7 days a week, 365 days a year, Online 24/7 counselling www.griefline.org.au

The Compassionate Friends 1800 641 091

Metro (03) 9888 4944

24/7 grief telephone support for bereaved parents, grandparents and siblings. www.thecompassionatefriends.org.au

After Hours Child Protection Crisis Line 13 12 78

24/7 crisis line.

Red Nose (Grief and Loss) 1300 308 397

Formerly SIDS and KIDS

24/7 bereavement support line for families and others who have experienced the sudden or unexpected death of an infant, young child or adolescent less than 18 years of age. www.rednose.com.au

Kids Helpline 1800 551 800

24/7 telephone and online counselling for children, adolescents and young adults. www.kidshelp.com.au

Parentline 13 22 89 (Victoria)

State wide telephone counselling, information and referral service for parents and carers of children from birth to 18 years from 8:00am to midnight 7 days per week.

Mensline 1300 789 978

Mensline Australia provides telephone and online counselling for men with family and relationship concerns.

National Sexual Assault, Domestic and Family Violence Counselling 1800 737 732 or 1800 RESPECT

Provides 24/7 information, support and counselling to assist people experiencing the effects of sexual assault, domestic and family violence.

Gamblers Helpline 1800 858 858

Gamblers Help Youthline 1800 262 376

A free and confidential 24/7 telephone helpline and online support for people who are affected by gambling.

Directline (Drug and Alcohol issues) 1800 888 236

24/7 confidential telephone counselling, information and referrals to access the Victorian public alcohol and other drug treatment system. www.directline.org.au

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Housing Support Service 1800 825 955

24/7 housing support service. Speak with a housing support worker if you are homeless, at risk of being homeless, or escaping family violence. The 1800 number directs you to a service closest to you, however if you call outside business hours the call will be directed to the Salvation Army Crisis Service.

Free Translating and Interpreting Service (TIS) 13 11 44

A free telephone interpreting service for people who do not speak English.

Sane Australia Mental Health Helpline 1800 187 263

Provides support, training and education, enabling those with mental illness to lead a better life. Monday to Friday 9:00am to 5:00pm.

Perinatal Anxiety and Depression Australia (PANDA) Helpline 1300 726 306

Monday to Friday 10:00am to 7:30pm

Butterflies Foundations National Helpline 1800 334 673

Provides information and counselling for people with eating disorders and related issues.

Blue Knot Foundation 1300 657 300

Provides help, information, support or referral for adult survivors of childhood trauma and abuse. 9:00am to 5:00pm, 7 days a week.

QLife 1800 184 527

Provides telephone, online services to support lesbian, gay, bisexual and intersex LGBTI people of all ages. Open from 3:00pm – 12 midnight. 7 days a week.

CAT Team

A crisis assessment and treatment team provide immediate help during a mental health crisis.

Victoria 1300 363 746 – Psychiatric triage (for information, assessment and referral). 24/7 service.

National Relay Service

24 hour service, TTY/Voice calls 133677, Speak and Listen 1300 555 727.

Nurse on Call 1300 6060 24

Puts you directly in touch with a registered nurse for caring, professional health advice 24/7.

After Hours GP Helpline 1800 022 022

Free phone service 6:00pm to 8:00am. Operated by a nurse who can decide if you need medical advice, need to speak a local Doctor, make an appointment for the following day, attend the hospital for immediate assessment, or call an ambulance.

State Emergency Services (SES) 132 500

A volunteer based organisation, VICSES provides emergency assistance to the community 24/7 and is the control agency during emergency responses to floods, storms, earthquakes and tsunamis in Victoria.

Ambulance/Fire/Police 000

When Grief Matters call 1800 642 066

www.grief.org.au

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