

Services list



SERVICE	NUMBER	SUPPORTS
Emergency Services: Ambulance, Police, Fire	000	
GENERAL SUPPORT		
Police Assistance Line (non-emergencies)	13 14 44 <i>24 hours a day, 7 days a week</i>	
Health Direct: for anyone needing immediate health advice from a registered nurse, option 3 healthdirect.gov.au/how-healthdirect-can-help-you	1800 022 222 <i>24 hours a day, 7 days a week</i>	
Poisons information centre: Advice on poisons, overdose, bites, envenomation, and plants poisonsinfo.nsw.gov.au	13 11 26	
Kids Helpline (5-25 years of age): Counselling for young people aged 5–25 years kidshelpline.com.au/young-adults	1800 551 800 <i>24 hours a day, 7 days a week</i>	Email Online chat
Parent Helpline (through Kids Helpline): Counselling for navigating parenting challenges kidshelpline.com.au/parents/issues/how-parentline-can-help-you	Refer to website for state-based phone numbers	
MENTAL HEALTH & CRISIS SUPPORT		
Beyond Blue: Information, support, and advice for mental health and wellbeing beyondblue.org.au	1300 224 636 <i>24 hours a day, 7 days a week</i>	Email Online chat Online forums
Headspace (National Youth Mental Health Foundation): Early intervention mental health services for 12-25 year olds headspace.org.au	1800 650 890	Email Online chat Group chat Centre locations
Lifeline: For anyone having a personal crisis lifeline.org.au	13 11 14 <i>24 hours a day, 7 days a week</i>	Online chat Text
Suicide Call Back Service: For anyone thinking about suicide suicidecallbackservice.org.au	1300 659 467 <i>24 hours a day, 7 days a week</i>	Online chat Online counselling
MensLine Australia: For men with emotional or relationship concerns mensline.org	1300 78 99 78	Online chat Video chat
ALCOHOL AND DRUG-RELATED SUPPORT		
Counselling Online (drug and alcohol counselling): 24/7 counselling for people affected by alcohol or drug use counsellingonline.org.au	Refer to website for state-based phone numbers <i>24 hours a day, 7 days a week</i>	Online chat Online forums
National Alcohol and Other Drug Hotline: Help and support for all people affected by drug or alcohol abuse	1800 250 015	
Family Drug Support Australia: 24/7 support for families affected by drug and alcohol issues fds.org.au	1300 368 186 <i>24 hours a day, 7 days a week</i>	Online chat Online forums
GAMBLING-RELATED SUPPORT		
Gamblers Anonymous – Australia: Help and support with gambling addiction recovery gaaustralia.org.au	Refer to website for state-based phone numbers	Email Face-to-face meetings
Gambling Help Online: Support for anyone affected by gambling gamblinghelponline.org.au	1800 858 858	Online chat Online forums
National Debt Hotline: Advice on how to manage debt ndh.org.au/	1800 007 007	Online chat



Growing Up in Australia:

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The Australian Institute of Family Studies acknowledges the traditional Country throughout Australia on which we gather, live, work and stand. We acknowledge all Traditional Custodians, their Elders past, present and emerging, and we pay our respects to their continuing connection to their culture, community, land, sea and rivers.

SERVICE	NUMBER	SUPPORTS
LGBTQIA+ SUPPORT		
QLife (Counselling/Referral service for LGBTI): Anonymous LGBTI peer support and referral qlife.org.au	1800 184 527	Online chat <i>3pm to midnight</i> Online articles
Rainbow Door: Advice and referral for LGBTQIA+ people, friends, and family for all aspects of health and wellbeing rainbowdoor.org.au	1800 729 367	Text Email Online articles
Transcend: Support network for parents and carers supporting TGDNB children (Sex and Gender Diversity) transcendsupport.com.au		Email Online articles
Black Rainbow: Health and wellbeing support for Aboriginal and Torres Strait Islander LGBTQIA+SB communities blackrainbow.org.au		Online articles
SEXUAL, DOMESTIC, AND FAMILY VIOLENCE SUPPORT		
1800RESPECT (National sexual assault, domestic, family violence counselling): For anyone concerned about domestic, family, or sexual violence 1800respect.org.au	1800 737 732	Online chat
Relationships Australia: Services that promote respectful relationships relationships.org.au	1300 364 277	Email
SEXUAL & REPRODUCTIVE HEALTH SUPPORT		
True: Relationships and Reproductive Health: Respectful relationship and sexual health services for Queenslanders true.org.au/	(07) 3250 0200 (Brisbane) <i>Refer to website for other Queensland office phone numbers</i>	Email
Family Planning NSW: Reproductive and sexual health services for people in NSW fpnsw.org.au	1300 658 886	Email Online chat
Sexual Health Victoria: Reproductive and sexual health clinics and information for Victorians shvic.org.au	1800 013 952	
Sexual Health Quarters (SHQ) WA: Sexual health and relationship wellbeing clinics, education, and information shq.org.au	(08) 9227 6178 (Metro) 1800 198 205 (Regional)	Email
Sexual Healthline (SHINE SA) SA: Reproductive, sexual health, and relationship wellbeing services (free clinic service if under 25 years) shinesa.org.au	1300 883 793 (Metro) 1800 188 171 (Regional) (08) 8300 5300	Sexual health nurse <i>Monday-Friday, 9am-12.30pm</i> Email
Family Planning Welfare Association of NT Inc.: Reproductive and sexual health education, and information fpwnt.com.au	(08) 8948 0144	Email
Sexual Health and Family Planning ACT (SHFPACT): Specialist doctors and nurses for sexual and reproductive health concerns shfpact.org.au	(02) 6247 3077	Email
Family Planning Tasmania: Sexual and reproductive health clinics, education, and information fpt.asn.au	(03) 6273 9117 <i>Refer to website for regional phone numbers</i>	Email