



# Mental Health Service Providers

## National Helplines

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### Lifeline

☎ 13 11 14

24/7 **crisis support**

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### Lifeline Text

☎ 0477 13 11 14

24/7 **crisis support** - Confidential one-to-one text with a trained Lifeline Crisis Supporter

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### Beyond Blue Support Service

☎ 1300 22 4636

For anyone concerned about mental health, particularly anxiety, depression and suicide. Offers brief support, provides information and advice, and can point you in the right direction so you can get the help you need.

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### Suicide Call Back Service

☎ 1300 659 467

24/7 telephone and online counselling to people affected by **suicide**

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### MensLine

☎ 1300 78 99 78

Offers free professional 24/7 telephone counselling **support for men** with concerns about mental health, anger management, family violence (using and experiencing), addiction, relationship, stress and wellbeing.

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### Kids Helpline

☎ 1800 55 1800

Counselling service for **young people** aged 5 to 25. Qualified counsellors at Kids Helpline are available via WebChat, phone or email anytime and for any reason.

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### Head to Health

☎ 1800 595 212

For anyone seeking free information or advice on the best mental health supports available for themselves, or someone they care about.

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### Butterfly Foundation

☎ 1800 334 673

☎ 1800 ED HOPE

For anyone in Australia concerned about **eating disorders** or body image issues, whether you need support for yourself or someone you care about. All our counsellors are qualified mental health professionals with a background in psychology, social work or counselling. They also have specialist training in eating disorders and body image.

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### Blue Knot Foundation

☎ 1300 657 380

We support adult survivors of **childhood trauma and abuse**, parents, partners, family and friends as well as the professionals who work with them.

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### Carers Australia

☎ 1800 242 636

Short-term counselling and emotional and psychological support services for **carers** and their families in each state and territory.

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### QLife

☎ 1800 184 527 (3pm-midnight)

QLife provides anonymous and free **LGBTI** peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.

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## 1800 RESPECT

☎ 1800 737 732

Confidential information, counselling and support service open 24 hours to support people impacted by **sexual assault, domestic or family violence and abuse**.

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## National Alcohol and Other Drug Helpline

☎ 1800 250 015

Hotline for anyone affected by **alcohol or other drugs**. Support includes counselling, advice and referral to local services.

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## Gambling Help Online

☎ 1800 858 858

Support for anyone affected by **gambling**

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## Open Arms Veterans and Families Counselling

☎ 1800 011 046

For **veterans** and their families

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## ADF Mental Health line

☎ 1800 628 036

For current ADF members & their families

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## PANDA

☎ 1300 726 306

Perinatal Anxiety & Depression Australia supports women, men and families across Australia affected by anxiety and depression **during pregnancy and in the first year of parenthood**. Mon to Fri, 9am - 7.30pm

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## SANE

☎ 1800 187 263

SANE provides peer support, counselling, support, information and referrals to adults who identify as having a **complex mental health issue**, complex trauma or high levels of psychological distress. We also provide support to the family or friends who care about them.



## States/territory mental health crisis lines


These lines are run by state governments. They respond to urgent requests to help people in mental health crisis. A mental health crisis can include: a psychotic episode; self-harm; feeling suicidal and feeling out of control. It might be the flare-up of an existing condition like schizophrenia or someone's first experience of mental illness.

These services assess a person with a mental illness to determine the type and urgency of the response required from mental health or other services. They are often run by a crisis assessment and treatment team made up of mental health professionals such as psychiatric nurses, social workers, psychiatrists and psychologists.

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### ACT

Mental Health Crisis Assessment Triage Team


 1800 629 354

Access Mental Health offer mental health services that are available 24 hours a day, 7 days a week. These services give you access to assessment and treatment services and offer advice and information on a range of mental health issues.

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### NSW

NSW Mental Health Line


 1800 011 511

Mental Health Line offers: professional help and advice and referrals to local mental health services. It is staffed by mental health professionals who will ask questions to determine if you or, the person you are concerned about, needs ongoing mental health care and how urgently it is needed.

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### NT

Northern Territory Mental Health Line

 1800 682 288

Mental health line for people in NT

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### QLD

24 Hour Assessment and Referral Line

 1300 642 255

Confidential mental health telephone triage service that provides the first point of contact to public mental health services to Queenslanders. Available 24 hours a day, 7 days a week and will link to the caller's nearest Queensland Public Mental Health service.

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### SA

Mental Health Triage Service 24/7


 13 14 65

This service: is the main point of access into public mental health services; can provide advice and information in a mental health emergency or crisis situation; is staffed by mental health clinicians; and will assess and refer to acute response teams where appropriate.

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### TAS

Mental Health Services Helpline

 1800 332 388

For confidential advice and assessment about mental illness and services. The helpline is a triage service run by our community mental health clinicians. This means we work out what type of treatment or service you may need. We may refer you to a specialist mental health service or provide details for another service to assist you.

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### VIC

Suicide Line Victoria

 1300 651 251


Free counselling and support for people at risk of suicide and anyone experiencing mental health issues..

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### WA

Mental Health Emergency Response Line

 1800 555 788 (Metro)

 1800 676 822 (Peel)

 1800 552 002 (Rural)

Provides contact with a trained mental health clinician who can provide: mental health assessment; crisis support, crisis planning and brief intervention; mental health system navigation; mental health information and advice; referral to a mental health or emergency service when more than telephone support is required. The service aims to keep individuals safe during a mental health crisis by connecting them with appropriate support services.

## Additional services & support

### Medicare rebate for mental health services

You can also access Medicare-subsidised mental health services if you or someone you know is experiencing distress or mental health concerns. Eligible people can currently receive Medicare rebates for up to 20 individual and 10 group mental health services per calendar year. Anyone that thinks they may be in need of extra support can speak to their GP, or another referring practitioner (such as a psychiatrist).

Find out more about the **Better Access initiative** at <https://www.health.gov.au/initiatives-and-programs/better-access-initiative>.

### Localised Support through Primary Health Networks

The Government provides funding to Primary Health Networks (PHNs) across the country to commission regionally appropriate mental health services. PHNs assess the needs of their community and commission health services so that people in their region can get coordinated health care where and when they need it.

You can find your local PHN, and contact details at <https://www.health.gov.au/initiatives-and-programs/phn/your-local-phn/find-your-local-phn>

### Support for young people

Young people are particularly susceptible to mental health issues following traumatic events. Ongoing mental health problems can result in poorer educational outcomes and a loss of a sense of stability and safety. It is also recognised that young people's mental health has been, and continues to be, acutely affected by the COVID-19 pandemic and multiple natural disasters across the country.

The Government provides funding to headspace to support young people aged 12-25 experiencing, or at risk of experiencing mild to moderate mental illness. A list of headspace services, including online services can be found at: <https://headspace.org.au/>.



Mental health information in other languages can be found here: <https://www.embracementalhealth.org.au/welcome>

If you need an interpreter to help speak with any of the above services, please call the Translating and Interpreting Service (TIS National) on 131 450.



Access the website for more information here: <https://www.tisnational.gov.au/>

## Head to Health

### Head to Health Centres and Satellites

- Head to Health adult mental health centres provide a safe and welcoming space for adults, their family and friends, who may be in distress or crisis, or need help finding the right mental health services for their individual needs.
- Mental health care offered through Head to Health sites includes immediate support and follow-up for people presenting in crisis, as well as short to medium term care for people with moderate to severe mental health needs.
- Head to Health centres provide free services. No appointment or GP referral is required.
- You can access Head to Health centres by calling 1800 595 212 or by visiting your nearest centre (<https://www.headtohealth.gov.au/supporting-yourself/head-to-health-services#locations>).

### Head to Health Pop Up clinics (VIC and NSW)

- Head to Health Pop Up clinics were initially established in NSW and Victoria to provide additional mental health support to people of all ages impacted by the COVID-19 pandemic.
- Head to Health Pop Up clinics offer free telehealth and COVID-safe face-to-face appointments.
- You can access Head to Health Pop Up clinics by calling 1800 595 212 or by visiting your nearest clinic (<https://www.headtohealth.gov.au/supporting-yourself/head-to-health-services#clinics>).

### Head to Health Phone Service

- The national Head to Health Phone Service was launched on 1 July 2022 to support Australians to be connected to the mental health services that best meet their needs, or the needs of a person they care for.
- Anyone living in Australia can call Head to Health on 1800 595 212 to be connected to a mental health professional for advice, information or referral into the most appropriate local mental health service.
- The Head to Health Phone Service is available 8.30am to 5pm weekdays (except public holidays) via a free call.

Head to Health is not a crisis service. For urgent support, call Lifeline on 13 11 14 or SuicideLine on 1300 651 251. If you need immediate help or are at risk of harm to yourself or others, call 000 now.

- More information about Head to Health services is available at <https://www.headtohealth.gov.au/supporting-yourself/head-to-health-services>.