



Telephone and Online Services

There are telephone and online support services for people affected by mental health issues, with targeted services on particular issues or for particular groups in the community.

Service	Focus	Phone number	Operating hours
Emergency	Emergency assistance	000	24 hours/7 days
NURSE-ON-CALL	Expert health advice from a nurse	1300 60 60 24	24 hours/7 days
Area mental health services triage	Generally the first point of contact for people seeking a specialist mental health response that will identify the urgency and nature of response required	Phone numbers are available in each area	24 hours/7 days
Beyondblue	Depression, anxiety and related disorders	1300 22 4636	24 hours/7 days
Lifeline	Crisis support, suicide prevention and mental health support services	13 11 14	24 hours/7 days
Mind Health Connect	Directory of mental health support and resources	N/A	24 hours/7 days
SANE	People affected by complex mental health issues	1800 187 263	10am – 10pm weekdays
ARAFEMI Carer Helpline	People affected by mental illness	1300 550 265	9am – 5pm weekdays

For specific groups in the community

Service	Focus	Phone number	Operating hours
Kids HelpLine	Telephone counselling service for people aged between 5 and 25 / 24-hour service	1800 55 1800	24 hours/7days
headspace	Young people aged 12–25	1800 650 890	Telephone: 10pm to 1am Online counselling: 1pm to 1am
Parentline	Parents and carers with children from birth to 18 years	13 22 89	8 am–midnight/7 days
Safe Steps (Family Violence Response Centre)	Family violence support	1800 015 188	24 hours/7 days
Gay and Lesbian Switchboard	Gay, lesbian, bisexual, transgender and intersex (GLBTI) communities.	9663 2939 or 1800 184 527	Mon–Thurs 6 pm–10 pm Fri–Sun 6pm–9pm
Sexual Assault Crisis Line Victoria	Victims/survivors of past and recent sexual assault	1800 806 292	5 pm–9 am/7 days
Griefline	Support for experiencing loss and grief, Lines open from Midday to 3am 7 days per week	1300 845 745	12 noon–3 am/7 days
DirectLine	People impacted by drug use	1800 888 236	24 hours/7 days
Family Drug Help	People impacted by drug use	1300 660 068	9am–9pm weekdays
SuicideLine VIC	People affected by suicide	1300 651 251	24 hours/7 days
PANDA	Post or ante natal depression	1300 726 306	9 am–7 pm weekdays
Gambling helpline	Gambling	1800 858 858	24 hours/7 days
OCD and Anxiety helpline	Anxiety disorders and depression	1300 269 438 or 9830 0533	10am–4pm weekdays
Mensline	Men dealing with relationship problems	1300 78 99 78	24 hours/7 days
Bush support line	People in rural and remote areas	1800 805 391	24 hours/7 days