

## USEFUL SUPPORT SERVICES:

Service:	Provides:	Number	Operating Hours	Website
<b>EMERGENCY SERVICES</b>				
Poisons Information Centre	For a poison emergency	13 11 26	24 hours/7 days	
Crisis Assessment Teams	Information, advice, assessment, and transportation for suicidal ideation and mental health concerns	Each AMHS has a centralised triage number (on website)	24 hours/7 days	<a href="http://www.health.vic.gov.au/mentalhealth/services">www.health.vic.gov.au/mentalhealth/services</a>
<b>SUICIDAL IDEATION</b>				
Lifeline	Crisis support, suicide prevention and mental health support services.	13 11 14	24 hours/7 days	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
Suicide call back	Crisis counselling to people at risk of suicide, carers for someone who is suicidal and those bereaved by suicide.	1300 659 467	24 hours/7 days	<a href="http://www.suicidecallbackservice.org.au/">www.suicidecallbackservice.org.au/</a>
SuicideLine VIC	Specialist telephone counselling and information to anyone affected by suicide.	1300 651 251	24 hours/7 days	<a href="http://www.suiceline.org.au">www.suiceline.org.au</a>
Kids HelpLine	Free, private and confidential telephone and online counselling service for young people aged between 5 and 25.	1800 55 1800	24 hours/7days	<a href="http://www.kidshelp.com.au">www.kidshelp.com.au</a>

**MENTAL HEALTH SUPPORT**

SANE	Information about treatments, symptoms, medications, where to go for support and help for carers.	1800 187 263	9 - 5 weekdays	<a href="http://www.sane.org/">http://www.sane.org/</a>
BeyondBlue	Information about depression, anxiety, related substance use.	1300 224 636	3pm to 12am	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>
ARAFEMI Carer Helpline	Information, support and referral for family, carers and friends of people with a mental illness.	1300 550 265	9 - 5 weekdays	<a href="http://www.arafemi.org.au/family-support/telephone-helpline.html">www.arafemi.org.au/family-support/telephone-helpline.html</a>
Mind Health Connect	Mental health referral gateway service	N/A	24 hours/7 days	<a href="http://www.mindhealthconnect.org.au">www.mindhealthconnect.org.au</a>
PANDA	Counselling for people affected by post or antenatal depression	1300 726 306	9 am - 7 pm weekdays	<a href="http://www.panda.org.au">www.panda.org.au</a>
OCD and Anxiety helpline	Assistance to understand and manage symptoms of anxiety disorders and depression, and referral to services.	1300 269 438 or 9830 0533	10am -4pm weekdays	<a href="http://www.arcvic.org.au/our-services/helpline">www.arcvic.org.au/our-services/helpline</a>

**GRIEF AND BEREAVEMENT**

GriefLine	Counselling service for grief and loss	9935 7400	12 noon to 3 am, 7 days a week	<a href="http://griefline.org.au">griefline.org.au</a>
Support after Suicide	Suicide bereavement referral and counselling	9427 9899		<a href="http://www.supportaftersuicide.org.au/">http://www.supportaftersuicide.org.au/</a>
sands	Support for families who have suffered the death of a baby anytime from conception through to 28 days after birth.	1300 0 SANDS (1300 0 72637)	24 hours/7 days	<a href="http://www.sands.org.au/">http://www.sands.org.au/</a>

DRUG AND ALCOHOL SUPPORT				
DirectLine	Counselling (including crisis intervention), support in dealing with the impact of drug use on the family, and information and referral	1800 888 236	24 hours a day/7 days a week	<a href="http://www.health.vic.gov.au/od/directline.htm">www.health.vic.gov.au/od/directline.htm</a>
Family Drug Help	Information about drugs and their effects, support and referrals.	1300 660 068	9am - 9pm weekdays	<a href="http://www.familydrughelp.org.au">www.familydrughelp.org.au</a>
MENS SUPPORT				
Mensline	Telephone and online support, information and referral service	1300 78 99 78	24 hours/7 days	<a href="http://www.mensline.org.au">www.mensline.org.au</a>
WOMENS SUPPORT				
Womens Domestic Violence Crisis Service	Support & advice about how to protect people and information & places to stay to get away	9322 3555 or 1800 015 188 (24 hours)	24 hours/ 7 days	
FAMILY & RELATIONSHIP SUPPORT				
Parentline	State-wide telephone counselling, information and referral for parents and carers.	13 22 89	8 am midnight/ 7 days	<a href="http://www.education.vic.gov.au/earlychildhood/parentline/">www.education.vic.gov.au/earlychildhood/parentline/</a>
Safe steps/WDVCS	Family Violence Response Line	1800 015 188	24 hours/ 7 days	<a href="http://www.safesteps.org.au/">http://www.safesteps.org.au/</a>
Pregnancy, birth & baby	Information, referrals and/or support to pregnant women, partners and families or new parents who have a baby up to 12 months of age.	1800 882 436	24 hours/ 7 days	<a href="http://www.pregnancybirthbaby.org.au/">http://www.pregnancybirthbaby.org.au/</a>
Relationships Australia	Relationship counselling and referral	1300 364 277 Callers will be connected to the nearest RA centre	Business Hours	<a href="http://www.relationships.org.au/">http://www.relationships.org.au/</a>

GLBTI				
Gay and Lesbian Switchboard	Counselling, referral and information for the Victorian and Tasmanian gay, lesbian, bisexual, transgender and intersex (GLBTI) communities.	9663 2939 or 1800 184 527	Mon-Thurs 6 pm 10 pm Fri Sun 6pm - 9pm	<a href="http://www.switchboard.org.au">www.switchboard.org.au</a>
SEXUAL ASSULT SUPPORT				
Sexual Assault Crisis Line Victoria	Telephone crisis counselling service for victim/survivors of past and recent sexual assault.	1800 806 292	5 pm 9 am/7 days	<a href="http://www.sacl.com.au/">www.sacl.com.au/</a>
CRISIS SUPPORT & MATERIAL AID				
Opening Doors	Assistance for emergency accommodation and financial assistance for rent.	1800 825 955. Caller will be directed to the access point service that is closest to them.	24 hours/ 7 days	
Legal aid	Free legal advice	1300 659 419	Monday to Friday, 8.45 am to 5.15 pm	<a href="http://www.legalaid.vic.gov.au/">http://www.legalaid.vic.gov.au/</a>
Salvo Care Line	Counselling and material aid	1300 36 36 22	24 hours/ 7 days	<a href="http://salvos.org.au/">http://salvos.org.au/</a>
GAMBLING SUPPORT				
Gambler's helpline	Counselling for people experiencing an issue with their gambling, including family and friends	1800 858 858	24 hours/7 days	<a href="http://www.problemgambling.vic.gov.au">www.problemgambling.vic.gov.au</a>
INTERPRETOR SERVICES				
INTERPRETER SERVICES	Translation and Interpreting service	13 14 50	24 hours/7 days	<a href="https://www.tisnational.gov.au/Interpreters">https://www.tisnational.gov.au/Interpreters</a>