



TELEPHONE AND ONLINE SUPPORT SERVICES

This is a list of online and telephone support services which could be helpful to you during this time. Due to the increased demand for these services, waiting times may be longer than normal.

SUPPORT SERVICE PROVIDERS

Organisation	Service provided	Contact details
Emergency Services	Ambulance, police or fire services in an emergency.	CALL: Triple zero (000)
Adis 24/7 Alcohol and Drug Support	Adis 24/7 Alcohol and Drug Support is a confidential support service for people experiencing alcohol and other drug issues, their families and health professionals.	CALL: 1800 177 833 VISIT: www.adis.health.qld.gov.au
Community Recovery Hotline	Support Hotline for vulnerable Queenslanders in COVID-19 quarantine. Queenslanders in home quarantine as a result of COVID-19 can access advice, information and support through the Queensland Government's Community Recovery Hotline.	CALL: 1800 173 349
13 HEALTH	13 HEALTH is a 24/7 confidential phone service that delivers health advice to Queenslanders including information on COVID-19.	CALL: 13 HEALTH (13 43 25 84) VISIT: health.qld.gov.au/coronavirus For more information visit: www.qld.gov.au/community/disasters-emergencies/queensland-disasters/novel-coronavirus-covid-19
1300 MH CALL	MH CALL is a 24-hour confidential mental health triage service that provides the first point of contact to public mental health services to Queenslanders.	CALL: 1300 642 255
1800 RESPECT – All ages	1800 RESPECT provides free and confidential support 24 hours a day, every day of the year if you, or someone you know, is experiencing sexual assault or domestic and family violence.	CALL: 1800 737 732 CHAT: Online text chat VISIT: www.1800respect.org.au
Ask Izzy	Ask Izzy is a website that connects people in need with support services including housing, a meal, money help, counselling and much more.	VISIT: www.askizzy.org.au
Beyond Blue	Beyond Blue delivers information and 24-hour support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.	CALL: 1300 224 636 VISIT: www.beyondblue.org.au

Blue Knot Foundation	Blue Knot Foundation, National Centre of Excellence for Complex Trauma, provides phone counselling, resources, workshops for adults affected by childhood trauma and abuse.	CALL: 1300 657 380 VISIT: www.blueknot.org.au
Counselling Online	Counselling Online offers text-based counselling services for people concerned about their own drinking or drug use. The service is also available to people concerned about a family member, relative or friend.	VISIT: www.counsellingonline.org.au
DVConnect	DVConnect provide emergency transport and accommodation, as well as crisis counselling and safety planning to help Queensland women, men, children and pets find pathways to safety, away from domestic, family and sexual violence.	CALL: 1800 811 811 VISIT: www.dvconnect.org
eheadspace	eheadspace is a national online and phone support service providing early intervention mental health services to 12-25 year olds, along with assistance in promoting young peoples' wellbeing.	CALL: 1800 650 890 VISIT: www.headspace.org.au
Family Drug Support (FDS)	Family Drug Support (FDS) is a caring, non-religious organisation that provides non-judgmental support and information to families and friends of people who use alcohol and/or drugs across Australia.	CALL: 1300 368 186 VISIT: www.fds.org.au
Kids Helpline	Kids Helpline provides free 24-hour phone and online counselling services for young people aged 5 to 25.	CALL: 1800 551 800 VISIT: www.kidshelpline.com.au
Lifeline – All ages	Lifeline offers free 24/7 telephone crisis support including providing suicide prevention services, mental health support and emotional assistance.	CALL: 13 11 14 VISIT: www.lifeline.org.au
MindSpot	MindSpot is a free national telephone and online clinic for Australian adults with symptoms of anxiety, depression, or chronic pain.	CALL: 1800 614 434 VISIT: www.mindspot.org.au
Policelink	Policelink is available 24/7 and provides Queenslanders with an additional method to report non-urgent police matters.	CALL: 131 444
QLife	QLife hosts a national telephone and web-based counselling and referral service for LGBTI people. The service provides early intervention and peer based support for LGBTI people.	CALL: 1800 184 527 VISIT: www.qlife.org.au/
ReachOut Parents	ReachOut Parents provides information, tools and resources to help parents and carers support 12-18 year olds in their family environment.	VISIT: www.parents.au.reachout.com
Suicide Call Back Service	The Suicide Call Back Service provides 24/7 telephone counselling and support for people aged 15 and over in a crisis.	CALL: 1300 659 467 VISIT: www.suicidecallbackservice.org.au CHAT: Chat online