

NATIONAL & QUEENSLAND Support Services FOR CRISIS HELP



Service	Information	Location
IMMEDIATE HELP		
Emergency 000 (mobile: 112)	For life-threatening emergencies (police, fire, ambulance).	Nationwide
POISONS HELP		
Poisons Helpline 13 11 26 poisonsinfo.health.qld.gov.au	Fast poisoning advice 24 hours, 7 days a week, from anywhere in Australia.	Nationwide
HELPLINES & CRISIS LINES		
Lifeline Australia 13 11 14 lifeline.org.au	24/7 crisis support and suicide prevention.	Nationwide
13YARN 13 92 76 13yarn.org.au	24/7 culturally safe crisis support for Aboriginal and Torres Strait Islander peoples.	Nationwide
Suicide call back service 1300 659 467 suicidecallbackservice	24/7 telephone and online counselling for people at risk of suicide.	Nationwide
1800RESPECT 1800 737 732 1800respect.org.au	24/7 national sexual assault, domestic and family violence counselling service.	Nationwide
SANE Australia 1800 187 263 sane.org	Support for people affected by complex mental illness.	Nationwide
Carers Australia 1800 422 737 carersaustralia.com.au	Support and advice for carers.	Nationwide

Service	Information	Location
HELPLINES & CRISIS LINES CONTINUED		
Queensland Housing 13 74 68 qld.gov.au/housing	Housing options and help for your situation, whether you are a renter, a homeowner or need other housing support.	Nationwide
MICAH Projects (07) 3029 7000 michaprojects.org.au	Helping people in Brisbane access foundational human rights, such as housing, healthcare, safety, justice & connection.	Brisbane
StandBy Support After Suicide 1300 727 247 standbysupport.com.au	The StandBy program is focused on supporting anyone who has been bereaved or impacted by suicide at any stage in their life.	Nationwide
MENTAL HEALTH SERVICES		
Black Dog Institute (02) 9382 4530 blackdoginstitute.org.au	Research and support for mood disorders and mental health.	Nationwide
Headspace 1800 650 890 headspace.org.au	Youth mental health services including counselling and support.	Nationwide
e-headspace eheadspace.org.au	Online mental health support for young people.	Nationwide
Thirrili 1800 805 801 thirrili.com.au	Indigenous-led suicide prevention and postvention support.	Nationwide
Yarn Safe 1800 435 799 suicidepreventioncollaborative.org.au	Indigenous suicide prevention resources.	Nationwide
Healing Foundation healingfoundation	Support for healing trauma in Aboriginal and Torres Strait Islander communities.	Nationwide
WellMob wellmob.org.au	Online Indigenous mental health resources.	Nationwide
Indigenous MHSP Clearinghouse indigenouasmhspc.gov.au	Resource hub for Indigenous mental health and suicide prevention programs.	Nationwide
MensLine Australia 1300 789 978 mensline.org.au	Support for men's mental health.	Nationwide
Brother to Brother 1800 435 799 djirra.org.au	Aboriginal men's mental health and wellbeing support.	Nationwide
National Indigenous Postvention Service (NIPS) 1800 805 801 thirrili.com.au/nips	24/7 national Indigenous Suicide Postvention Service (NISPS) supporting individuals, families, and communities affected by suicide or other significant trauma.	Nationwide
CHILDREN & YOUTH SUPPORT		
Kids Helpline 1800 551 800 kidshelpline.com.au	24/7 counselling and support for children and young people.	Nationwide
Headspace 1800 650 890 headspace.org.au	Mental health support for young people.	Nationwide
e-headspace eheadspace.org.au	Online mental health support for youth.	Nationwide
Yeti (07) 4051 4927 yeti.net.au	Yeti supports young people (12-25 year olds) who live in Far North Queensland from their safe, free and friendly space in Cairns.	Cairns

Service	Information	Location
DOMESTIC & FAMILY VIOLENCE (DFV) SERVICES		
DVConnect (Women's Line) 1800 811 811 dvconnect.org	24/7 crisis support, counselling and emergency accommodation for women experiencing domestic violence.	Queensland
DVConnect (Men's Line) 1800 600 636 dvconnect.org	Support for men affected by domestic and family violence.	Queensland
Victim Assist Queensland 1300 546 587 qld.gov.au/law/crime-and-police/victim-assist-queensland	Assistance and support for victims of crime including DFV.	Queensland
Brisbane DV Advocacy Service (07) 3217 2544 domesticviolence.com.au	Advocacy and support for domestic violence victims.	Brisbane
Cairns DV Service (07) 4033 6100 domesticviolence.com.au	Local domestic violence support services	Cairns
Queensland Indigenous Family Violence Legal Services (QIVLS) Freecall: 1800 887 700 or (07) 4045 7500 help@qifvls.com.au	A free legal service for Aboriginal or Torres Strait Islander people affected by family violence or sexual assault. Established to deliver culturally appropriate services across Queensland.	Queensland
Gold Coast DV Centre (07) 3050 3060 domesticviolence.com.au	Local domestic violence support services.	Gold Coast
Murri Sisters — Five Bridges (07) 3281 7622 fivebridges.org.au/programs/murri-sisters	Culturally safe support for Indigenous women affected by DFV.	Queensland
MENS SUPPORT LINES		
MensLine Australia 1300 789 978 mensline.org.au	Telephone counselling and support for men.	Nationwide
Brother to Brother 1800 435 799 djirra.org.au	Aboriginal and Torres Strait Islander men's mental health support.	Nationwide
DVConnect Men's Line 1800 600 636 dvconnect.org	A free and confidential helpline that assists men to change their abusive behaviours or to access safety from abuse.	Nationwide
LGBTIQ+ SUPPORT SERVICES		
Qlife 1800 184 527 qlife.org.au/get-help	24/7 LGBTIQ+ peer support and referral service. Provides phone and webchat support by trained LGBTIQ+ peer supporters.	Nationwide
Black Rainbow facebook.com/BlackRainbowAustralia	A national Aboriginal and Torres Strait Islander LGBTIQ+ social enterprise. Focuses on suicide prevention, mental health, homelessness and wellbeing programs.	Nationwide
2 Spirits 2spirits.org.au	Delivers sexual health promotion, education, and community development for Aboriginal and Torres Strait Islander LGBTIQ+ Sistergirl and Brotherboy people.	Queensland
Transcend Australia transcend.org.au	Resources and community support for transgender, gender-diverse and non-binary children and their families. Offers navigation and advocacy tools.	Nationwide

Service	Information	Location
ELDER ABUSE & AGED CARE		
Queensland Elder Abuse Helpline 1300 651 192 eapu.com.au	Helpline for prevention and response to elder abuse.	Queensland
National Elder Abuse Line 1800 353 374 compass.info	National support and referral for elder abuse.	Nationwide
IUIH Home Support and Eldest Respite 07 3828 3600 reception@iuih.org.au	Indigenous aged care and respite services.	Queensland
FINANCIAL SUPPORT SERVICES		
National Debt Helpline 1800 007 007 ndh.org.au	Free financial counselling for people in debt	Nationwide
Mob Strong Debt Help 1800 808 488 financialrights.org.au/getting-help/mob-strong-debt-help/	Financial counselling specifically for Indigenous people	Nationwide
HEALTH SERVICES (GENERAL & INDIGENOUS-CONTROLLED)		
National Aboriginal Community Controlled Health Organisation (NACCHO) (02) 6246 9300 naccho.org.au	Peak body representing Aboriginal Community Controlled Health Services across Australia. Offers advocacy, programs, and a clinic locator.	Nationwide
Institute for Urban Indigenous Health (IUIH) (07) 3857 1071 iuih.org.au	Delivers comprehensive primary health care and aged care services for Aboriginal and Torres Strait Islander people in South East Queensland.	Queensland (SEQ)
Mob Link (IUIH) (07) 3857 1071 iuih.org.au	Delivers comprehensive primary health care and aged care services for Aboriginal and Torres Strait Islander people in South East Queensland.	Queensland (SEQ)
Healthdirect Australia 1800 022 222 healthdirect.gov.au	Free health advice and symptom checker from registered nurses. Covers a wide range of general health topics.	Nationwide
Carers Australia 1800 422 737 carersaustralia.com.au	Support, advocacy, and resources for unpaid carers including mental and physical health support.	Nationwide
My Aged Care 1800 200 422 myagedcare.gov.au	National gateway for aged care services including assessments, home care packages, and residential care.	Nationwide
Queensland Health 13 HEALTH (13 43 25 84) health.qld.gov.au	Queensland government health information and services including hospitals, public health units, and emergency health.	Queensland
CheckUP Australia (07) 3105 8300 checkup.org.au	Provides outreach and health services for underserved communities, especially remote and Aboriginal communities.	Queensland/ Nationwide
Health Consumers Queensland (07) 3012 9090 hcq.org.au	Advocacy group supporting patient voices in healthcare reform and health policy.	Queensland
Central Queensland, Wide Bay, Sunshine Coast PHN 1300 531 951 ourphn.org.au	Local health programs and primary care coordination including Aboriginal and Torres Strait Islander health.	Queensland (Regional)