

# NATIONAL & QUEENSLAND *Support Services*

## FOR CRISIS HELP



| Service  | Information  | Location   |
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| <strong>IMMEDIATE HELP</strong>  |  |            |
| Emergency<br><b>000 (mobile: 112)</b>  | For life-threatening emergencies (police, fire, ambulance).                            | Nationwide |
| <strong>POISONS HELP</strong>  |  |            |
| Poisons Helpline<br><b>13 11 26</b> <a href="http://poisonsinfo.health.qld.gov.au">poisonsinfo.health.qld.gov.au</a> | Fast poisoning advice 24 hours, 7 days a week, from anywhere in Australia.             | Nationwide |
| <strong>HELPLINES &amp; CRISIS LINES</strong>  |  |            |
| Lifeline Australia<br><b>13 11 14</b> <a href="http://lifeline.org.au">lifeline.org.au</a>                           | 24/7 crisis support and suicide prevention.  | Nationwide |
| 13YARN<br><b>13 92 76</b> <a href="http://13yarn.org.au">13yarn.org.au</a>   | 24/7 culturally safe crisis support for Aboriginal and Torres Strait Islander peoples. | Nationwide |
| Suicide call back service<br><b>1300 659 467</b> <a href="http://suicidecallbackservice">suicidecallbackservice</a>  | 24/7 telephone and online counselling for people at risk of suicide.                   | Nationwide |
| SANE Australia<br><b>1800 187 263</b> <a href="http://sane.org">sane.org</a>   | Support for people affected by complex mental illness.                                 | Nationwide |
| Carers Australia<br><b>1800 422 737</b> <a href="http://carersaustralia.com.au">carersaustralia.com.au</a>           | Support and advice for carers.   | Nationwide |
| Homeless Hotline<br><b>1800 474 753</b> <a href="http://murriwatch.org.au">murriwatch.org.au</a>                     | 24/7 support for homelessness.   | Nationwide |

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| <b>HELPLINES &amp; CRISIS LINES CONTINUED</b>  |   |            |
| Murri Watch<br><b>1300 692 824</b> <a href="http://michaprojects.org.au">michaprojects.org.au</a>                                    | Helping people in Brisbane access foundational human rights, such as housing, healthcare, safety, justice & connection.   | Brisbane   |
| Queensland Housing<br><b>13 74 68</b> <a href="http://qld.gov.au/housing">qld.gov.au/housing</a>                                     | Housing options and help for your situation, whether you are a renter, a homeowner or need other housing support.   | Nationwide |
| MICAH Projects<br><b>(07) 3029 7000</b> <a href="http://michaprojects.org.au">michaprojects.org.au</a>                               | Helping people in Brisbane access foundational human rights, such as housing, healthcare, safety, justice & connection.   | Brisbane   |
| ATSILS<br><b>1800 012 255</b> <a href="http://atsils.org.au">atsils.org.au</a>   | 24/7 legal assistance services provided in criminal, civil and family law matters.  | Nationwide |
| Centerlink Indigenous Line<br><b>1800 136 380</b>  | Monday to Friday, 8 am to 5pm support   | Nationwide |
| StandBy Support After Suicide<br><b>1300 727 247</b> <a href="http://standbysupport.com.au">standbysupport.com.au</a>                | The StandBy program is focused on supporting anyone who has been bereaved or impacted by suicide at any stage in their life.                                    | Nationwide |
| <b>MENTAL HEALTH SERVICES</b>  |   |            |
| Black Dog Institute<br><b>(02) 9382 4530</b> <a href="http://blackdoginstitute.org.au">blackdoginstitute.org.au</a>                  | Research and support for mood disorders and mental health.  | Nationwide |
| Headspace<br><b>1800 650 890</b> <a href="http://headspace.org.au">headspace.org.au</a>  | Youth mental health services including counselling and support.   | Nationwide |
| e-headspace <a href="http://eheadspace.org.au">eheadspace.org.au</a>   | Online mental health support for young people.  | Nationwide |
| Thirrili<br><b>1800 805 801</b> <a href="http://thirrili.com.au">thirrili.com.au</a>   | Indigenous-led suicide prevention and postvention support.  | Nationwide |
| Yarn Safe<br><b>1800 435 799</b> <a href="http://suicidepreventioncollaborative.org.au">suicidepreventioncollaborative.org.au</a>    | Indigenous suicide prevention resources.  | Nationwide |
| Healing Foundation <a href="http://healingfoundation">healingfoundation</a>  | Support for healing trauma in Aboriginal and Torres Strait Islander communities.  | Nationwide |
| WellMob <a href="http://wellmob.org.au">wellmob.org.au</a>   | Online Indigenous mental health resources.  | Nationwide |
| Indigenous MHSP Clearinghouse <a href="http://indigenousmhspc.gov.au">indigenousmhspc.gov.au</a>                                     | Resource hub for Indigenous mental health and suicide prevention programs.  | Nationwide |
| National Indigenous Postvention Service (NIPS)<br><b>1800 805 801</b> <a href="http://thirrili.com.au/nips">thirrili.com.au/nips</a> | 24/7 national Indigenous Suicide Postvention Service (NISPS) supporting individuals, families, and communities affected by suicide or other significant trauma. | Nationwide |
| <b>CHILDREN &amp; YOUTH SUPPORT</b>  |   |            |
| Kids Helpline<br><b>1800 551 800</b> <a href="http://kidshelpline.com.au">kidshelpline.com.au</a>                                    | 24/7 counselling and support for children and young people.   | Nationwide |
| Headspace<br><b>1800 650 890</b> <a href="http://headspace.org.au">headspace.org.au</a>  | Mental health support for young people.   | Nationwide |
| e-headspace <a href="http://eheadspace.org.au">eheadspace.org.au</a>   | Online mental health support for youth.   | Nationwide |
| Yeti<br><b>(07) 4051 4927</b> <a href="http://yeti.net.au">yeti.net.au</a>   | Yeti supports young people (12-25 year olds) who live in Far North Queensland from their safe, free and friendly space in Cairns.                               | Cairns     |

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| <b>DOMESTIC &amp; FAMILY VIOLENCE (DFV) SERVICES</b>   |   |            |
| 1800RESPECT<br><b>1800 737 732</b> <a href="http://1800respect.org.au">1800respect.org.au</a>  | 24/7 counselling service to support people impacted by domestic, family or sexual violence.   | Nationwide |
| DVConnect (Women's Line)<br><b>1800 811 811</b> <a href="http://dvconnect.org">dvconnect.org</a>   | 24/7 crisis support, counselling and emergency accommodation for women experiencing domestic violence.  | Queensland |
| Victim Assist Queensland<br><b>1300 546 587</b> <a href="http://qld.gov.au/law/crime-and-police/victim-assist-queensland">qld.gov.au/law/crime-and-police/victim-assist-queensland</a> | Assistance and support for victims of crime including DFV.  | Queensland |
| Brisbane DV Advocacy Service<br><b>(07) 3217 2544</b> <a href="http://domesticviolence.com.au">domesticviolence.com.au</a>   | Advocacy and support for domestic violence victims.   | Brisbane   |
| Cairns DV Service<br><b>(07) 4033 6100</b> <a href="http://domesticviolence.com.au">domesticviolence.com.au</a>  | Local domestic violence support services  | Cairns     |
| Queensland Indigenous Family Violence Legal Services (QIVLS)<br>Freecall: <b>1800 887 700</b> or <b>(07) 4045 7500</b> <a href="mailto:help@qifvls.com.au">help@qifvls.com.au</a>      | 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<br><b>(07) 3050 3060</b> <a href="http://domesticviolence.com.au">domesticviolence.com.au</a>   | Local domestic violence support services.   | Gold Coast |
| <b>MENS SUPPORT LINES</b>  |   |            |
| MensLine Australia<br><b>1300 789 978</b> <a href="http://mensline.org.au">mensline.org.au</a>   | Telephone counselling and support for men.  | Nationwide |
| Brother to Brother<br><b>1800 435 799</b> <a href="http://djjirra.org.au">djjirra.org.au</a>   | Aboriginal and Torres Strait Islander men's mental health support.  | Nationwide |
| DVConnect Men's Line<br><b>1800 600 636</b> <a href="http://dvconnect.org">dvconnect.org</a>   | A free and confidential helpline that assists men to change their abusive behaviours or to access safety from abuse.  | Nationwide |
| <b>WOMENS SUPPORT LINES</b>  |   |            |
| Murri Sisters — Five Bridges<br><b>(07) 3281 7622</b> <a href="http://fivebridges.org.au/programs/murri-sisters">fivebridges.org.au/programs/murri-sisters</a>                         | Culturally safe support for Indigenous women affected by DFV.   | Queensland |
| Sisters Inside<br><b>1800 003 242</b> (or Brisbane: 3844 5066)   | Support for criminalised women and girls, and their children, both inside and outside prison.   | Queensland |
| <b>LGBTIQ+ SUPPORT SERVICES</b>  |   |            |
| Qlife<br><b>1800 184 527</b> <a href="http://qlife.org.au/get-help">qlife.org.au/get-help</a>  | 24/7 LGBTIQ+ peer support and referral service. Provides phone and webchat support by trained LGBTIQ+ peer supporters.  | Nationwide |
| Black Rainbow<br><a href="http://facebook.com/BlackRainbowAustralia">facebook.com/BlackRainbowAustralia</a>  | A national Aboriginal and Torres Strait Islander LGBTIQ+ social enterprise. Focuses on suicide prevention, mental health, homelessness and wellbeing programs.                                | Nationwide |
| 2 Spirits<br><a href="http://2spirits.org.au">2spirits.org.au</a>  | Delivers sexual health promotion, education, and community development for Aboriginal and Torres Strait Islander LGBTIQ+ Sistergirl and Brotherboy people.                                    | Queensland |
| Transcend Australia<br><a href="http://transcend.org.au">transcend.org.au</a>  | Resources and community support for transgender, gender-diverse and non-binary children and their families. Offers navigation and advocacy tools.   | Nationwide |

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| <b>ELDER ABUSE &amp; AGED CARE</b>   |  |                        |
| Queensland Elder Abuse Helpline<br><b>1300 651 192</b> <a href="http://eapu.com.au">eapu.com.au</a>  | Helpline for prevention and response to elder abuse.   | Queensland             |
| National Elder Abuse Line<br><b>1800 353 374</b> <a href="http://compass.info">compass.info</a>  | National support and referral for elder abuse.   | Nationwide             |
| IUIH Home Support and Eldest Respite<br><b>07 3828 3600</b> <a href="mailto:reception@iuih.org.au">reception@iuih.org.au</a>   | Indigenous aged care and respite services.   | Queensland             |
| <b>FINANCIAL SUPPORT SERVICES</b>  |  |                        |
| Gambling Helpline<br><b>1800 858 858</b> <a href="http://gamblinghelponline.org.au">gamblinghelponline.org.au</a>  | Free counselling and support services are available to gamblers and their families and friends.  | Nationwide             |
| National Debt Helpline<br><b>1800 007 007</b> <a href="http://ndh.org.au">ndh.org.au</a>   | Free financial counselling for people in debt  | Nationwide             |
| Mob Strong Debt Help<br><b>1800 808 488</b> <a href="http://financialrights.org.au/getting-help/mob-strong-debt-help/">financialrights.org.au/getting-help/mob-strong-debt-help/</a> | Financial counselling specifically for Indigenous people   | Nationwide             |
| <b>HEALTH SERVICES (GENERAL &amp; INDIGENOUS-CONTROLLED)</b>   |  |                        |
| National Aboriginal Community Controlled Health Organisation (NACCHO)<br><b>(02) 6246 9300</b> <a href="http://naccho.org.au">naccho.org.au</a>                                      | Peak body representing Aboriginal Community Controlled Health Services across Australia. Offers advocacy, programs, and a clinic locator.    | Nationwide             |
| Mob Link (IUIH)<br><b>(07) 3857 1071</b> <a href="http://iuih.org.au">iuih.org.au</a>  | Delivers comprehensive primary health care and aged care services for Aboriginal and Torres Strait Islander people in South East Queensland. | Queensland (SEQ)       |
| Healthdirect Australia<br><b>1800 022 222</b> <a href="http://healthdirect.gov.au">healthdirect.gov.au</a>   | Free health advice and symptom checker from registered nurses. Covers a wide range of general health topics.                                 | Nationwide             |
| Carers Australia<br><b>1800 422 737</b> <a href="http://carersaustralia.com.au">carersaustralia.com.au</a>   | Support, advocacy, and resources for unpaid carers including mental and physical health support.   | Nationwide             |
| My Aged Care<br><b>1800 200 422</b> <a href="http://myagedcare.gov.au">myagedcare.gov.au</a>   | National gateway for aged care services including assessments, home care packages, and residential care.                                     | Nationwide             |
| Queensland Health<br><b>13 HEALTH (13 43 25 84)</b> <a href="http://health.qld.gov.au">health.qld.gov.au</a>   | Queensland government health information and services including hospitals, public health units, and emergency health.                        | Queensland             |
| CheckUP Australia<br><b>(07) 3105 8300</b> <a href="http://checkup.org.au">checkup.org.au</a>  | Provides outreach and health services for underserved communities, especially remote and Aboriginal communities.                             | Queensland/ Nationwide |
| Health Consumers Queensland<br><b>(07) 3012 9090</b> <a href="http://hcq.org.au">hcq.org.au</a>  | Advocacy group supporting patient voices in healthcare reform and health policy.   | Queensland             |
| Central Queensland, Wide Bay, Sunshine Coast PHN<br><b>1300 531 951</b> <a href="http://ourphn.org.au">ourphn.org.au</a>   | Local health programs and primary care coordination including Aboriginal and Torres Strait Islander health.                                  | Queensland (Regional)  |