

# Online and Telehealth Services: Alternate Pathways for Mental Health Support

## Suicide, Self-harm and other Complex Needs

- **Mental Health Access Line** is an emergency 24-hour crisis service for people with acute psychiatric illness and/or distress. The Mental Health Access Line is used to be directed to the right care, allowing people with a mental health issue to speak with a mental health professional about their symptoms and be connected with appropriate care. Mental health professionals staffing the line will assess the urgency of the call and make appropriate recommendations about follow up treatment. Carers, mental health professionals and emergency service workers can also access advice and relevant services.  
24 hours / 7 days a week **1800 011 511**
- **[Suicide Call Back Service](#)** is a 24 hour, nationwide service that provides free telephone, video and online counselling. Their professionally trained counsellors have specialist skills in working with suicide-related issues and they can help you to work through the pain and distress you may be feeling.  
24 hours / 7 days a week **1300 659 467**
- **[1800RESPECT](#)** are open 24 hours to support people impacted by sexual assault, domestic or family violence and abuse.  
24 hours / 7 days a week **1800 737 732**
- **[Lifeline](#)** is a 24 hour telephone counselling service for people in a mental health crisis. It provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. These critical services are delivered by volunteers and professionals. Lifeline Centres' services are specific to the needs of local communities providing suicide prevention and bereavement services.  
24 hours / 7 days a week **13 11 14**
- **[The Blue Knot Foundation](#)** is a national organisation that works to improve the lives of Australian adults who are survivors of childhood trauma, including abuse. Their helpline provides; professional short-term counselling support, information, referrals for ongoing support, and support and guidance for engaging with the Royal Commission.  
9:00am to 5:00pm / 7 days a week **1300 657 380**
- **[The Domestic Violence Line](#)** is a statewide free-call number and is available 24 hours, seven days a week for people experiencing domestic violence. Run by trained female caseworkers, the Domestic Violence Line provides telephone counselling, information and referrals for women and same-sex partners who are experiencing or have experienced domestic violence.  
24 hours / 7 days a week **1800 656 463**

## General

- [Griefline](#) is Australia's only dedicated loss and grief national telephone counselling service. They provide anonymous support and specialist counselling services to individuals and families. [Online counselling](#) is also available 12:00pm - 3:00am. All calls are confidential and are free.  
6am to Midnight / 7 days a week **1300 845 745**
- [Beyondblue](#) provides one-on-one confidential support with trained mental health professionals, providing short-term counselling, information and referrals for anxiety and depression. They are there to listen, provide information and advice, and point people in the right direction so that they can seek further support.  
24 hours / 7 days a week **1300 224 636**
- [MensLine Australia](#) is a professional telephone and online support, information and referral service for men, specialising in family and relationship concerns. MensLine Australia is staffed by a team of professional counsellors available around the clock to listen to men and help them through the tough times in life.  
24 hours / 7 days a week **1300 789 978**
- [BEING Supported – Mental Health Peer Support Line](#) is a service staffed by trained and experienced peer support specialists all with their own lived experience of mental health issues. If you are feeling isolated, lonely, depressed and/or anxious or simply want someone to talk to, we are here to listen with empathy and without judgement.  
10:00am to 4:00pm & 6:00pm to 10:00pm / 7 Days a week **1800 151 151**
- [Butterfly Foundation](#) anyone in Australia concerned by eating disorders or body image issues  
8:00am to Midnight / 7 days a week **1800 334 673**
- [SANE Australia](#) peer support, counselling, support, information and referrals to adults who identify as having a complex mental health issue, complex trauma or high levels of psychological distress. Counsellors available by phone, email or web chat.  
10:00am to 10:00pm / Monday to Friday **1800 187 263**

## Lesbian Gay Bisexual Transgender Queer Intersex (LGBTQI) People: People who Identify as LGBTQI or Have Concerns in Relation to Their Experience of Sexuality or Gender

- [QLife](#) is a nationally-oriented counselling and referral service for people who are lesbian, gay, bisexual, transgender, and/or intersex (LGBTI). QLife provides nationwide early intervention, peer supported telephone and web based services.  
3:00pm to Midnight / 7 days a week **1800 184 527**

## Children

- [The Kids Helpline](#) is a 24 hour phone line for people aged between 5-25 years old. This service provides an opportunity for children and youth to talk about any concerns they may have. The Kids Helpline includes phone, email and webchat counselling services.  
24 hours / 7 days a week **1800 551 800**

## Young people: Youth aged 12 -25 years

- [eheadspace](#) is an online and telephone service that supports young people aged 12-25 years and their families going through a difficult time. It is a confidential, free and secure space where young people can chat, email or speak on the phone with a qualified youth mental health professional. Young people may contact the service if they need advice, are worried about their mental health or are feeling isolated or alone.  
24 hours / 7 days a week **1800 650 890**
- [The Kids Helpline](#) is a 24 hour phone line for people aged between 5-25 years old. This service provides an opportunity for children and youth to talk about any concerns they may have. The Kids Helpline includes phone, email and webchat counselling services.  
24 hours / 7 days a week **1800 551 800**

## Women with Perinatal mental health issues: Women who are pregnant, or have a child 12 months or younger.

- [Gidget Foundation](#) Australia's Start Talking program provides free specialist perinatal telehealth psychological counselling services for expectant and new parents nationwide.  
9:00am to 7:30pm / Monday to Friday **1300 726 306**

## Carers

- [Mind Australia](#) provides services for people with mental illness and their carers. Phone and online support services for carers.  
**1300 554 660**