

## REFERRAL SERVICES

---

### Money help

#### ***National Debt Helpline***

Financial counselling and information for people experiencing financial difficulty to achieve better money management and budget.

Can assist with:

- budgets and money plans
- advocacy
- rights and responsibilities
- access to relevant government and community grants
- referrals to other free community-based services (such as free legal advice and supports).

**Phone:** 1800 007 007 (Monday to Friday, 9am to 5pm)

**Website:** [www.ndh.org.au](http://www.ndh.org.au)

#### ***Legal Aid Commissions***

Each State and territory provide legal assistance services, including some that is available free of charge for certain individuals

**Website:** [www.australia.gov.au/content/legalaid](http://www.australia.gov.au/content/legalaid) and [www.probonocentre.org.au](http://www.probonocentre.org.au)

#### ***Kildonan Uniting Care***

Provide financial support programs and child, youth and family support (website provides option to select language).

**Phone:** 1800 002 992

**Website:** [www.unitingkildonan.org.au](http://www.unitingkildonan.org.au)

### Stress and mental health

#### ***Beyond Blue***

Over the phone, web and email support to people experiencing anxiety or depression.

**Phone:** 1300 224 636 (24-hour)

**Website:** [www.beyondblue.org.au](http://www.beyondblue.org.au)

#### ***MensLine***

National telephone and online support, information and referral service for men with family and relationship concerns. The service is available from anywhere in Australia and is staffed by professional counsellors experienced in men's issues.

**Phone:** 1300 78 99 78 (24-hour)

**Website:** [www.mensline.org.au](http://www.mensline.org.au)

Referral Services for Vulnerable Persons

## **Life and crisis support**

### ***Lifeline***

National charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services.

**Phone:** 13 11 14 (24-hour)

**Website:** [www.lifeline.org.au](http://www.lifeline.org.au)

### ***QLife***

National telephone and web-based counselling, referrals and support groups for LGBTIQ people and their families.

**Phone:** 1800 184 527 (Seven days, 3pm to midnight)

**Website:** [www qlife.org.au](http://www qlife.org.au)

### ***24 Hour Line***

Telephone information and counselling service for people in crisis needing urgent help.

**Phone:** 1800 199 008

### ***Kids Help Line***

**Phone:** 1800 551 800

### ***24 Hour support for the despairing, lonely or suicidal***

**Phone:** 1800 198 313

### ***Salvation Army Hope Line***

For suicide support

**Phone:** 1300 467 354

### ***Suicide Call Back Service***

**Phone:** 1300 659 467

**Website:** [www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

### ***24 Hour support for young people feeling depressed, lonely or suicidal***

**Phone:** 1800 198 313

### ***Mental Health Emergency Response Line***

**Phone:** 1300 555 788

### ***Poisons Information Centre***

**Phone:** 13 11 26

## Interpreting/Translation Resources

### ***Telephone and video translation services***

**Phone:** 131 450

**Website:** [www.tisnational.gov.au](http://www.tisnational.gov.au)

## Domestic and family violence

### ***1800 RESPECT***

National family violence and sexual assault counselling line.

**Phone:** 1800 RESPECT or 1800 737 732 (24-hour)

**Website:** [www.1800respect.org.au](http://www.1800respect.org.au) (24-hour online counselling)

### ***Domestic Violence in Regional Communities***

Provides a contact list of services available in different States in Australia for people impacted by, or perpetrators of domestic violence

**Website:** [www.dvirc.org.au](http://www.dvirc.org.au)

### ***Australian Childhood Foundation***

Counselling for children and young people affected by abuse

**Phone:** 1800 176 453

**Website:** [www.stopchildabuse.com.au](http://www.stopchildabuse.com.au)

### ***Relationships Australia***

Support groups and counselling on relationships for abusive and abused partners

**Phone:** 1300 364 277

**Website:** [www.relationships.com.au](http://www.relationships.com.au)

## Addiction

### ***Counselling Online***

Free counselling for alcohol or drug use or anyone concerned with use by a family member or friend.

Referrals to state-based services

**Website:** [www.counsellingonline.org.au](http://www.counsellingonline.org.au) (24-hour online counselling and SMS support)

### ***Gambling Help Online***

Counselling, information and support for gamblers as well for their partners and families.

**Phone:** 1800 858 858 (24-hour)

**Website:** [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)