



EMERGENCY AND MENTAL HEALTH CRISIS SERVICES

National Emergency and Mental Health Crisis Numbers

All numbers listed below are available 24/7 and are free or the cost of a local call (some charges may apply to mobile users).

In an emergency call 000

If someone has attempted, or is at immediate risk of attempting to harm themselves or someone else, call triple zero (000) immediately

Acute Mental Health Situation:

The NSW Mental Health Access Line 1800 011 511

The NSW Mental Health Line is a state-wide telephone number which puts you in touch with your local mental health service. Staffed by mental health professionals, the line gives NSW residents access to expert mental health advice, support and referrals for people dealing with a mental health problem and their families and carers. Where appropriate they can put you in contact with the local mental health crisis or acute care team. The Mental Health Line also provides advice about clinical symptoms, the urgency of the need for care and local treatment options for health and care service providers.

Crisis Telephone Counselling Services:

Lifeline 13 11 14 or online chat: <https://www.lifeline.org.au/crisis-chat/>

Anyone across Australia experiencing a personal crisis or thinking about suicide can contact Lifeline for support.

Kids Helpline 1800 551 800 or online chat: <https://kidshelpline.com.au/get-help/webchat-counselling>

Provides specialised help for young people aged 5 to 25 years, and is staffed by professional counsellors.

Suicide Call Back Service 1300 659 467

The Suicide Call Back Service provides free 24/7 crisis counselling to people at risk of suicide, carers for someone who is suicidal and those bereaved by suicide. People who are not linked in with current professional support can also access up to six sessions of ongoing counselling with the same counsellor at scheduled times.



MensLine Australia 1300 78 99 78

For men of any age who would like support, information or referral to assist them to deal with relationship problems in a practical and effective way.

Rape Crisis Centre 1800 424 017

NSW Rape Crisis is the 24/7 telephone and online crisis counselling service for anyone in NSW - men and women - who has experienced or is at risk of sexual assault and their non-offending supporters.

National Sexual Assault, Domestic Family Violence Counselling Service 1800 737 732

For anyone in Australia who has experienced or is at risk of sexual assault, family or domestic violence and their non-offending supporters.

Beyond Blue 1300 22 4636 or online chat <https://www.beyondblue.org.au/get-support/talk-to-a-counsellor>

Provides 24/7 counselling support for anyone experiencing a personal crisis.

Other Mental Health Services:

Kids Helpline Website: <https://kidshelpline.com.au/>

Information about different topics (e.g. mental health, relationships, physical health, sexuality, grief and loss) for different age groups, ages 5 to 25. Self-assessment tools and info about strategies to improve wellbeing.

Kids Helpline My Circle: <https://kidshelpline.com.au/my-circle>

Social media platform to connect with other young people, forums on all different topics around mental health, relationships etc. Moderated by adults from Kids Helpline so they can check in if anyone is in crisis or unsafe.

Beyond Blue Website: <https://www.beyondblue.org.au/>

Lots of information about all different topics related to mental health. Self-assessment tools, information sheets, videos etc. Links too other apps and supports.

Bite Back: <https://www.biteback.org.au/>

Bite Back promotes wellbeing and resilience in young people 12-18 years old through psycho-education, positive psychology and related approaches.

ReachOut: <https://au.reachout.com/>

ReachOut has tools and support for young people ages 14–25, from everyday issues to tough times. Information on mental health, peer support forums and apps. ReachOut Next Step service for ages 18-25 recommends support options. ReachOut Parents provides information and support to “help parents help teens”.



The BRAVE program: <http://www.brave-online.com/>

BRAVE-Online is a program to help children aged 8 to 12 and teenagers aged 13 to 17 with anxiety, based on cognitive behavioural therapy (CBT).

CanTeen 1800 888 236 or <https://www.canteen.org.au/>

Online, email and phone counselling and forums for people aged 12-24 years living with the impact of cancer.

connectEDSpace: <https://www.connectedspace.com.au/>

connectEDSpace is a website with tip sheets, news and useful links to help young people manage problems and issues such as bullying, relationships, stress and mental health, and conflict with parents.

Eheadspace 1800 650 890 (9am to 1am) or <https://headspace.org.au/eheadspace/>

A free service that supports young people aged between 12 and 25 and their families going through a tough time.

myCompass: <https://www.mycompass.org.au/YoungAdults>

Are you feeling the pressures of study, finding a job or starting a career? myCompass can help. It has an interactive self-help service that aims to promote resilience and wellbeing for people experiencing mild to moderate stress, anxiety and depression.

Smiling Mind: <https://www.smilingmind.com.au/>

Smiling Mind is an online and app-based program to improve the wellbeing of young people through mindfulness meditation. Provides age-specific content for ages 7-11, 12-15, and 16-22.