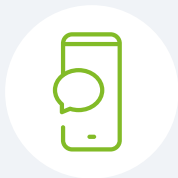




# if you find yourself or a friend in a time of need, here are some services who can help

In case of an emergency call **000** immediately



**Kids Helpline:** [1800 55 1800](tel:1800551800) (24 hours)

**Lifeline:** Call [13 11 14](tel:131114) (24 hours)  
Text [0477 13 11 14](tel:0477131114) (12pm-2am)



**Youth Beyond Blue:** [1300 224 636](tel:1300224636) (24 hours)

**Suicide Call Back Service:** [1300 659 467](tel:1300659467) (24 hours)

**Mental Health Triage Service:** [1300 363 788](tel:1300363788) (24 hours)



**Homeless Crisis:** [1800 825 955](tel:1800825955) (24 hours)

**National Alcohol and Other Drugs Hotline:**  
[1800 250 015](tel:1800250015) (24 hours)



**Sexual Assault, Domestic or Family Violence:**  
[1800 RESPECT](tel:1800RESPECT) (24 hours)



**Rainbow Door:** [1800 729 367](tel:1800729367) (10am-5pm)

**headspace Swan Hill:** [1800 975 115](tel:1800975115)  
(Mon-Thurs 10am-6pm / Fri 2pm-6pm)

**eheadspace:** [1800 729 367](tel:1800729367) (9am-1am 7 days)  
[www.headspace.org.au/eheadspace/](http://www.headspace.org.au/eheadspace/)



**Ask Izzy:** [www.askizzy.org.au](http://www.askizzy.org.au)  
(Details for over 400,000 support services)

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services listed?  
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download a copy!





## information regarding call costs

**1800 numbers:** Calls to 1800 numbers are free if you call from a landline telephone. These calls are also free for Telstra mobile customers. Please check with your mobile phone provider for further information regarding call costs.

**13/1300 numbers:** Calls to 13 or 1300 numbers are charged at local call rates when calling from a landline telephone. Higher rates apply when calling from a mobile phone. Please check with your mobile phone provider for further information regarding call costs.

services	description
<b>Kids Helpline</b>	Provides confidential telephone and online counselling services to young people aged 5–25 years old for any reason.
<b>Lifeline</b>	A generalist and crisis telephone counselling, information and referral service, provided by trained volunteers who are supported by professional staff. Online chat/text services are also available.
<b>Youth Beyond Blue</b>	Provides information and confidential telephone and online counselling for young people aged 12–25 years old, who may be experiencing anxiety, depression or suicidal ideation.
<b>Suicide Call Back Service</b>	Provides telephone, video and online counselling to people 15 years and older who are affected by suicide, which can include feeling suicidal, being worried about someone, caring for someone suicidal, being bereaved by suicide and health professionals supporting people affected by suicide.
<b>Mental Health Triage Service</b>	The mental health triage service is the usual entry point to mental health services. Each public mental health service in Victoria provides a psychiatric triage and referral service 24 hours a day, seven days a week.
<b>Homeless Crisis</b>	If you are currently experiencing or at risk of homelessness, call the Victorian Statewide Homelessness Line on 1800 825 955 to be connected with an Access Point in your area. An Access Point is a designated community organisation that does intake and assessment for people needing help.
<b>National Alcohol and Other Drugs Hotline</b>	Provides confidential advice about alcohol and other drugs to individuals, family and friends, general practitioners, health professionals, and business and community groups. The hotline will automatically redirect you to the Alcohol and Other Drug Information Service operating in your state or territory.



## information regarding call costs

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services	description
<b>Sexual Assault, Domestic or Family Violence</b>	A national sexual assault, family and domestic violence counselling line for anyone who has experienced, or is at risk of, physical or sexual violence. This service is designed to meet the needs of people with disabilities, Indigenous Australians, young people and individuals from culturally and linguistically diverse backgrounds. Online counselling is also available.
<b>Rainbow Door</b>	Rainbow Door is a free specialist LGBTIQ+ (Lesbian, Gay, Bisexual, Transgender and Gender Diverse, Intersex, Queer, Asexual) helpline providing information, support, and referral to all LGBTIQ+ Victorians, their friends and family.
<b>headspace Swan Hill</b>	headspace is a free and confidential service for young people aged 12-25 and their family and friends. A range of supports can be accessed at headspace, including: work & study; sexual, physical, & mental health; alcohol & other drug; housing support. Support can be provided in-person, online, or via phone.
<b>eheadspace</b>	A free and confidential telephone and online service for young people aged 12-25. Qualified youth mental health professionals provide support to young people worried about their mental health or experiencing issues such as depression, bullying and isolation. Support is also available to concerned parents/carers.
<b>Ask Izzy</b>	Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more. It is free and anonymous, with thousands of services listed across Australia. And if you're on the Telstra or Vodafone mobile networks, you can access Ask Izzy on your phone even if you don't have credit or access to wifi.