

Crisis and Telephone Counselling Services

1. Beyond Blue

Web: <http://www.beyondblue.org.au/>

Phone: 1300 22 4636

Email: infoline@beyondblue.org.au

When you call the *beyondblue* info line, you will speak to a qualified mental health professional who can provide you with information about depression, anxiety and related disorders. They can also help you with referral options, for example, where you can access treatment services in your area.

The *beyondblue* information line is available 24 hours a day, 7 days a week. It is not a crisis or a telephone counselling support service, however, staff can help you with referral options, and relevant information about how to access mental health services in Australia. Depending on your circumstances and reason for your call, the outcome may vary.

You may be given:

- Relevant local crisis or psychiatric triage service details or
- The numbers of other relevant telephone counselling services or
 - Alternative referral options for assistance.

You can call the info line for the cost of a local call or send an email. If you require a translator, the info line operator will request one through the Translating and Interpreting Service (TIS). All *beyondblue* info line staff members are professionally qualified with relevant tertiary education and or postgraduate degrees either in psychology, counselling or social work. *beyondblue* info line staff members also have relevant experience in mental health.

2. Lifeline

Web: <http://www.lifeline.org.au/>

Phone: 13 11 14 (24 hrs)

Lifeline is a confidential telephone crisis support service available 24/7 from a landline, payphone or mobile. Anyone across Australia experiencing a personal crisis or thinking about suicide can contact Lifeline. Regardless of age, gender, ethnicity, religion or sexual orientation trained volunteers are ready to listen, provide support and referrals.

When you call 13 11 14 trained Telephone Crisis Supporters will answer your call and:

- Listen to your situation
- Provide immediate support
 - Assist to clarify options and choices available to you
- Provide you with referral information for other services in your local area

You can also chat to Lifeline one-on-one using their online crisis chat service which is available 7 days a week from 8pm-midnight (AEST/AEDT). Please remember to call 000 if you are in immediate danger.

3. Kids Helpline (for people under 25 years old)

Web: <http://www.kidshelp.com.au/>

Phone: 1800 55 1800

Kids Helpline is a free, 24 hour counselling service for young people aged up to 25 years. Counselling is offered by phone, email and over the web.

The service aims to empower young people by assisting them to:

- Develop options
- Identify and understand the consequences of a particular course of action
- Facilitate more productive relationships with family and friends, and
 - Provide information on local support services.

Kids Helpline counsellors are fully qualified professionals who undergo additional accredited training at Kids Helpline. Callers can choose to speak with either a male or female counsellor, and can speak with the same counsellor if they call more than once.

4. SANE Australia

Web: <http://www.sane.org/>

Phone: 1800 18 SANE (7263)

The SANE Helpline provides information about symptoms, treatments, medications, where to go for support and help for carers. The Helpline is not a crisis support line and is only available to provide information and advice from 9-5 weekdays.

The SANE Helpline is intended to provide general information only, to residents of Australia. The service does not provide specific advice, which should be sought from an appropriately qualified professional person. SANE also provides a Helpline Online service. You can use this to ask questions about mental illness and related topics. Enquiries are usually answered within 3 working days.