

## **Alternative Support Services and Resources**

Below is a list of Crisis and After Hours Support Services that may be of use:

### **General & Suicide Telephone Support:**

- Lifeline - 13 11 14. 24-hour generalist and crisis telephone counselling, information and referral service. <http://www.lifeline.org.au/>
- Suicide Help Line Victoria – 1300 651 251. 24-hour counselling line for people struggling with thoughts of suicide, or people bereaved by suicide. <http://www.suicidehelpline.org.au/>

### **Support for Women**

Maternal and Child Health Line – 13 22 29. 24-hour telephone information and advice line for families with children from birth to school entry. [www.vic.bubhub.com.au](http://www.vic.bubhub.com.au)

WIRE (Women's information Referral Exchange) – 1300 134 130 or TTY 13 3677. Interpreter services also available. Telephone support (options, information and referrals) for a range of issues including family life, relationships, domestic violence, sexual assault, health and well-being, women as professionals, education and training, legal issues. Mon-Fri 9am – 5pm. O email [inforequests@wire.org.au](mailto:inforequests@wire.org.au). <http://www.wire.org.au>

Women's Domestic Violence Crisis Service of Victoria (WDVCSV) - 9373 0123 or freecall 1800 015 188. 24-hour telephone information, support and referral to safe accommodation for women and their children

### **Support for Men**

Mensline Australia - 1300 78 99 78. 24-hour counselling, referral and advice for men on a range of issues such as relationships, parenting skills, suicide, child abuse etc <http://www.menslineaus.org.au>

### **Support for Children**

Child Protection Crisis Line – 13 12 78. 24-hour crisis telephone service for assistance and support in the area of child abuse prevention.

Kids Help Line - 1800 551 800. 24-hour telephone counselling for children 5 - 18 years, email [counsellor@kidshelp.com.au](mailto:counsellor@kidshelp.com.au) (for email counselling) or internet [www.kidshelp.com.au](http://www.kidshelp.com.au) (web counselling: Mon - Fri, 3 pm - 9 pm)

### **Support for Parents**

Parentline – 13 22 89. Telephone counselling, information and referrals for families with children up to eighteen years old. Mon-Fri 8am-12am, Sat/Sun 10am-10pm.

<http://www.parentline.vic.gov.au>

### **Support for Addictions (Drugs, Alcohol & Gambling)**

Bouyancy Foundation - 03 9429 3322, TTY 9421 8986. Internet, telephone and face to face counselling (individual, group) and information for drug and alcohol issues.

[www.bouyancy.org.au](http://www.bouyancy.org.au)

Direct Line - 1800 888 236. 24-hour drug and alcohol telephone counselling, information and referral service. <http://www.health.vic.gov.au/drugs/directline.htm>

Gambler's Help –1800 858 858, TTY 1800 77 77 06. 24-hour telephone advice, support and information line. <http://www.problemgambling.vic.gov.au>

Quitline – 137 848. Confidential telephone service providing information, support and advice for quitting smoking 8am to 8pm Mon-Fri. [www.quit.org.au](http://www.quit.org.au)

TRANX (Tranquilliser Recovery and New Existence Inc) – 1300 273 266 Support, referral and counselling service for people withdrawing from benzodiazepine tranquilisers. [www.tranx.org.au](http://www.tranx.org.au)

### **Support for Sexual Abuse**

CASA (Centre Against Sexual Assault) – 1800 806 292. A free confidential 24 hour emergency or crisis care service is available for victim /survivors who have recently been sexually assaulted. This includes crisis counselling support and may include access to medical care and legal processes. <http://www.casa.org.au>

### **Support for other Health or Legal Concerns**

ARAFEMI (Association of Relatives and Friend of the Emotionally and Mentally Ill) – 9810 9300. The telephone support service provides support, information, and referral for family and friends of people who have a mental illness. The service is available Monday to Friday from 9am to 5pm. <http://www.arafemi.org.au>

Eating Disorders Association - 9885 0318 or 1300 550 236 (non-metropolita). Information and referral service. [www.eatingdisorders.org.au](http://www.eatingdisorders.org.au)

Griefline – 9596 7799. Telephone counselling service for people who are grieving from bereavement or other loss. 7 days, from noon to 3am.

Legal Aid - 9269 0120 or 1800 677 402 (country callers). The service offers free legal information in English and 14 other languages, from Monday to Friday. [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

Nurse-on-call – 1300 606 024. Victorian telephone health line, providing immediate, expert health information and advice 24 hours a day, 7 days a week.

<http://www.health.vic.gov.au/nurseoncall>

SANE Australia - 1800 18 SANE (7263). Information, advice and referrals for support with mental illness available 9-5 weekdays EST. Request free Infopack 24 hours.

<http://www.SANE.org>