

## Digital Service Providers

### National and State-wide Digital Support Service Pathways

Service Provider Name	Contact	About
Parentline NSW	Phone: 1300 1300 52 Weekdays 9am to 9pm Weekends 4pm to 9pm  Contact can also be made through Facebook.	Parent Line is a telephone counselling, information and referral service for parents of children ages 0 to 18 who live in New South Wales. Calls are answered directly by our team of trained, professional counsellors. We can also provide support and information for professionals working with parents and children, including advice for supporting parents, referral to services, details about how we can support families, newsletter articles and more.
Kids Helpline	Phone: 1800 55 1800 24 hours/7 days per week  Webchat service 24 hours/7 days per week Accessed through <a href="https://kidshelpline.com.au">https://kidshelpline.com.au</a> or App  Email Counselling <a href="mailto:counsellor@kidshelpline.com.au">counsellor@kidshelpline.com.au</a> 8am – 10pm, 7 days per week	Private and confidential phone and online counselling service for young people aged 5 to 25 on a range of issues.  <a href="https://kidshelpline.com.au">https://kidshelpline.com.au</a> has a number of resources on a range of topics
DV Line	Phone: 1800 65 64 63 24 hours/7days per week	The Domestic Violence Line is a NSW statewide telephone crisis counselling and referral service for women, including trans women.
Link2Home	Phone: 1800 152 152 24 hours/7days per week  Support can also be access through <a href="https://askizzy.org.au">https://askizzy.org.au</a> or the App	Link2home is the statewide homelessness information and referral telephone service.

1800RESPECT	<p>Phone: 1800 737 732 24 hours/7days per week</p> <p>Web chat support 24 hours/7 days per week <a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a></p>	Telephone and Online counselling support for victims of sexual, domestic or family violence.
NSW Rape Crisis Centre	<p>Phone: 1800 424 017 24 hours/7days per week</p> <p><a href="http://www.nswrapecrisis.com.au">http://www.nswrapecrisis.com.au</a></p>	Telephone and online counselling service for anyone in Australia who is at risk of or has experienced sexual assault, family or domestic violence. The service, which is staffed by experienced and qualified trauma counsellors
MH Access Line	<p>Phone: 1800 011 511 24 hours/7 days per week</p>	<p>The Mental Health Line offers:</p> <ul style="list-style-type: none"> <li>• professional help and advice</li> <li>• referrals to local mental health services.</li> </ul> <p>It is staffed by mental health professionals who will ask questions to determine if you or, the person you are concerned about, needs ongoing mental health care and how urgently it is needed.</p>
Lifeline	<p>Phone: 13 11 14 24 hours/7 days per week</p> <p>Web Chat <a href="https://www.lifeline.org.au">https://www.lifeline.org.au</a> 7pm to Midnight 7 days per week</p> <p>Lifeline text service 0477 131114 6pm to Midnight, 7 days per week</p>	<p>Crisis support and suicide prevention services.</p> <p>Resources available through <a href="https://www.lifeline.org.au">https://www.lifeline.org.au</a></p>
Suicide Call Back Service	<p>Telephone, Online Chat, Video Chat Phone: 1300 659 467 <a href="https://www.suicidecallbackservice.org.au">https://www.suicidecallbackservice.org.au</a> 24 hours/7 days per week</p>	<p>Telephone, Web Chat and Video Chat service to people who are affected by suicide.</p> <p>Resources can also be located on the webpage.</p>
Beyond Blue	<p>Phone: 1300 224636 24 hours/7 days per week</p> <p>Online chat</p>	Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

	<p><a href="https://www.beyondblue.org.au">https://www.beyondblue.org.au</a> 3pm to Midnight, 7 days per week</p> <p>Community Forums 24 hours/7 days per week</p>	<p><a href="https://www.beyondblue.org.au">https://www.beyondblue.org.au</a></p>
Tresillian	<p>Phone: 1300 272 736 Monday to Sunday, 7am to 11pm</p> <p>Online Support 5pm – 11pm Monday to Friday</p> <p><a href="https://www.tresillian.org.au">https://www.tresillian.org.au</a></p>	<p>A maternal and child health nurse provides support and parenting advice for parents and primary carers of infants and children 0 to 5 years old. Online Resources and Info sheets available.</p>
Karitane	<p>Careline: 1300 227 464 Monday to Thursday, 12:30pm-9pm and 11pm to 6am. Friday, 8am-430pm. Saturday 9am-330pm</p> <p><a href="https://karitane.com.au">https://karitane.com.au</a></p>	<p>Do you have a parenting question about your 0 – 5 year old child? When you call Karitane Careline a friendly and experienced Child and Family Health Nurse will support you with guidance and encouragement on your parenting journey. Our professional team are here to support you with topics that include:</p> <ul style="list-style-type: none"> <li>• Sleep and settling</li> <li>• Feeding</li> <li>• Playing and connecting with your baby</li> <li>• Your feelings and adjustment to parenting</li> </ul> <p>Video based teleconferencing support can be provided through Karitane’s toddler clinic. Referrals through a health professional.</p>
Carers NSW	<p>Phone: 1800 242 636 Monday to Friday, 9am to 5pm</p> <p><a href="http://www.carersnsw.org.au">http://www.carersnsw.org.au</a></p>	<p>Short-term counselling (Face to Face and Telephone) and emotional and psychological support services for carers and their families.</p>
Headspace	<p>Phone: 1800 650 890 9am to 1am, 7 days per week</p> <p><a href="https://headspace.org.au">https://headspace.org.au</a></p>	<p>Free online and telephone service that supports young people aged between 12 and 25 and their families going through a tough time.</p>
PANDA – Perinatal Anxiety and	<p>Phone: 1300 726 306 Monday to Friday, 9am – 730pm</p>	<p>National helpline service for women, men and their families affected by perinatal anxiety and depression. Counsellors can</p>

Depression Helpline	<a href="https://www.panda.org.au">https://www.panda.org.au</a>	help you work through your challenges by talking openly and honestly about your thoughts, feelings and experiences.
MensLine Australia	Phone: 1300 78 99 78 24 hours/7 days per week  Online Chat and Video Counselling 24 hours/7 days per week  <a href="https://mensline.org.au">https://mensline.org.au</a>	A telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way. This includes video chat counselling.
Men's Referral Service	Phone: 1300 766 491 24 hours/7 days per week  <u>Live Chat Service</u> Monday to Friday, 8am-9pm Weekends/Public holidays, 10am-3pm  <a href="https://www.ntv.org.au">https://www.ntv.org.au</a>	The Men's Referral Service is a men's family violence telephone counselling, information and referral service.  The Men's Referral Service is for: <ul style="list-style-type: none"> <li>• Men who are using controlling behaviour towards a partner or family member</li> <li>• Women seeking information about men's use of family violence</li> <li>• Friends, family or colleagues of people who may be using or experiencing family violence</li> </ul> Professionals wishing to support a client who is using or experiencing family violence
QLife	Phone: 1800 184 527 Webchat  <a href="https://qlife.org.au">https://qlife.org.au</a>  3pm-12am, 7 days per week	QLife is Australia's first nationally-oriented counselling and referral service for LGBTI people. The project provides nationwide, early intervention, peer supported telephone and web based services to diverse people of all ages experiencing poor mental health, psychological distress, social isolation, discrimination, experiences of being misgendered and/or other social determinants that impact on their health and wellbeing.
Parents Beyond Breakup	Phone: 1300 853 437 Monday to Saturday, 9am to 5pm  <a href="https://www.parentsbeyondbreakup.com">https://www.parentsbeyondbreakup.com</a>	Telephone support as well as local support groups for separated dads and mums.  Have introduced online support forums and Live Chat options in response to COVID19. Community based meetings suspended.
Raising Grandchildren	<a href="https://www.raisinggrandchildren.com.au">https://www.raisinggrandchildren.com.au</a>	Online Resources for grandparents looking after their grandchildren

Centrelink	Phone: 132 850 Monday to Friday 8am to 5pm	Crisis Payment is a one off payment if you're in severe financial hardship and extreme circumstances
Services NSW	<a href="https://www.service.nsw.gov.au">https://www.service.nsw.gov.au</a>	Information on concessions and rebates provided by the NSW Government.
HealthDirect – Pregnancy, Birth and Baby Helpline	Phone: 1800 882 436 24 hours/7 days per week  <a href="https://www.healthdirect.gov.au">https://www.healthdirect.gov.au</a>	Telephone counselling, information and advice for parents and expectant mothers on topics including pregnancy, birth and parenting in the first twelve months
Black Dog Institute	<a href="https://www.blackdoginstitute.org.au">https://www.blackdoginstitute.org.au</a>	Online resources and self help tools targeted towards improving the lives of people affected by mental illness
Blue Knot Foundation	Phone: 1300 657 380 9am-5pm, 7 days per week  <a href="https://www.blueknot.org.au">https://www.blueknot.org.au</a>	If you have experienced childhood trauma, you can speak with a Blue Knot Helpline trauma counsellor including for support and applications around national redress.
Butterfly Foundation	Phone: 1800 33 46 73 Web Chat <a href="https://thebutterflyfoundation.org.au/">https://thebutterflyfoundation.org.au/</a>  8am to Midnight, 7days per week	The Butterfly Foundation supports thousands of Australians every year including children, partners, family members or friends of someone with an eating disorder or body image issue.
NDIS	Phone: 1800 800 110 Monday to Friday 8am to 8pm  Webchat option available <a href="https://www.ndis.gov.au">https://www.ndis.gov.au</a>	The National Disability Insurance Agency (NDIA) is an independent statutory agency. Our role is to implement the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.
Commonwealth Respite and Carelink Centre	Phone: 1800 052 222 Monday and Friday, 9am to 5pm  1800 059 059 (For Emergency Respite) Outside Business Hours	Commonwealth Respite & Carelink Centres provide support services to carers and assists carers with options to take a break through short-term and emergency respite
Defence Family Helpline	Phone: 1800 624 608 24 hours/7 days per week  <a href="https://www.defence.gov.au/DCO/Defenc">https://www.defence.gov.au/DCO/Defenc</a>	Telephone support service for Australian Defence Force (ADF) families. Information, advice, assessment, support and referral are provided.

	<a href="#">e-Helpline.asp</a>	
National Alcoholics Anonymous Helpline	Phone: 1300 222 222 24 hours/7 days per week  <a href="https://aa.org.au">https://aa.org.au</a>	A helpline available twenty-four hours, seven days a week for people needing help for a drinking problem.
National Debt Helpline	Phone: 1800 007 007 Monday to Friday, 930am-430pm.  <a href="https://ndh.org.au">https://ndh.org.au</a>	Telephone legal advice and financial counselling for New South Wales consumers on credit, debt and banking matters
Gambling Helpline	Phone: 1800 858 858 24 hours/7 days per week	Support for those experiencing distress or financial problems related to gambling. Online forum available.
ReachOut Parents	<a href="https://parents.au.reachout.com">https://parents.au.reachout.com</a>	Our professionals are experienced in supporting families. They will help you to better understand what's going on with your teen and build skills to connect and communicate. Self help content, Community forums. One on one support can be provided and requires the client to book the session through the website.
LawAccess NSW	Phone: 1300 888 529 9am-5pm, Mon-Fri.  <a href="https://www.legalaid.nsw.gov.au">https://www.legalaid.nsw.gov.au</a>	Advice in relation to NSW Law, including support in relation to Court attendance.
Women's Legal Service NSW	<u>Women's Legal Advice line</u> Phone: 1800 801 501 or 8745 6988 Tues: 130pm-430pm Thurs: 930am-1230pm  <u>DV Legal Advice line</u> Phone: 1800 810 784 or 8745 6999 Mon: 130pm-430pm Tues: 930am-1230pm Thurs: 130pm-430pm  <u>Indigenous Women's Legal Advice Line</u> Phone: 1800 639 784 or 8745 6977	Free legal advice over the phone.  Women's Legal Service NSW telephone legal advice lines: <ul style="list-style-type: none"><li>• Women's Legal Advice Line</li><li>• Domestic Violence Legal Advice Line</li><li>• Indigenous Women's Legal Contact Line</li><li>• Working Women's Legal Service</li></ul> <a href="https://www.wlsnsw.org.au">https://www.wlsnsw.org.au</a>

	<p>Mon: 10am-1230pm  Tues: 10am-1230pm  Thurs: 10am-1230pm</p>	
<p>Wurringa Baiya  Aboriginal Women's  Legal Centre</p>	<p>Advice line Phone: 1800 686 587 or  029569 3847</p> <p>Mon: 930am-4pm  Tues: 930am-4pm  Thurs: 930am-4pm  Fri: 930am-4pm</p> <p><a href="http://www.wurringabaiya.org.au">http://www.wurringabaiya.org.au</a></p>	<p>Wurringa Baiya Aboriginal Women's Legal Centre provides free, confidential legal information, advice and casework to Aboriginal and Torres Strait Islander women, youth and children on a range of family and civil law matters. We can provide advice, and depending on the circumstances, we can also offer minor assistance, or in other circumstances we can take on matters. If we can't assist a person, we can provide referrals to other organisations</p>
<p>Aboriginal Legal  Service</p>	<p>Phone: 1800 765 767  Police and Court Matters</p> <p>Phone: 1800 733 233  For Care and Protection and family  matters</p>	<p>Free legal advice for the Aboriginal Community in relation to Criminal Law, Family Law and Care and Protection Law. Also provide support in relation to Tenancy issues.</p> <p><a href="https://www.alsnswact.org.au">https://www.alsnswact.org.au</a></p>
<p>National Coronavirus  Helpline</p>	<p>Phone: 1800 020 080  24 hours/7 days per week</p> <p><a href="https://www.health.gov.au/contacts/national-coronavirus-helpline">https://www.health.gov.au/contacts/national-coronavirus-helpline</a></p>	<p>Call this line if you are seeking information on coronavirus (COVID-19).</p>
<p>Salvation Army  Emergency Relief  Team</p>	<p>Phone: 1300 371 288  Monday to Friday, 9am-5pm</p> <p><a href="https://www.salvationarmy.org.au/">https://www.salvationarmy.org.au/</a></p>	<p>If you're struggling to make ends meet, The Salvation Army's may be able to provide practical assistance (Food, Travel, Water, Phone, Rates, Clothing etc). Please contact the where you will talk to a friendly and trained telephone support worker who will assess your situation and refer you to a local 'Salvos Connect' site to receive assistance. Please note that your circumstances will be assessed with regards to your needs and available resources. Our team are also able to refer you to other services if they are relevant to your circumstances.</p>
<p>Anglicare Food and  Financial Assistance</p>	<p>Phone: 1300 111 278  Monday to Friday, 9am-5pm</p>	<p>Food parcels and financial counselling by appointment. Will refer to their local Anglicare Office.</p>

