

This services map provides information about helplines and telephone counselling services for children, young people and adults living in the North Brisbane and Moreton Bay region. Helplines are either crisis-focused and available 24 hours a day, seven days a week or have more limited hours and focus on providing specialised support, information and referrals.

If you or someone you know is at immediate risk of harm or if this is an emergency, please contact '000'

CRISIS SUPPORT

Lifeline 24/7

13 11 14

Free, confidential telephone counselling for adults experiencing a personal crisis or thinking about suicide. A Lifeline Crisis Supporter will also work with you to support your safety and identify what future assistance you might need.



Suicide Call Back Service

24/7

1300 659 467

Free telephone, video and online counselling for people feeling suicidal or caring for someone who is suicidal. The counsellor will help you with goal planning, ensuring your own safety, and help link you to other services in the community.



1800RESPECT 24/7

1800 737 732

National sexual assault, family and domestic violence helpline for anyone who has experienced, or is at risk of, physical or sexual violence. 1800 RESPECT counsellors will listen and work with you to find the right services and supports for your situation.



1300 MH CALL: Mental health access line 24/7

1300 642 255

Confidential mental health telephone triage service to connect with Queensland public mental health services. Staffed by mental health clinicians, the service provides support, information, advice and referral.



MENTAL HEALTH SUPPORT LINES

Beyond Blue Support Service 24/7

1300 224 636

Telephone and online counselling, support and referrals for people experiencing anxiety and depression and their families and carers.



MensLine Australia 24/7

1300 789 978

Free, telephone and online counselling for men, specialising in family and relationship issues, suicide prevention and emotional wellbeing.



Open Arms 24/7

1800 011 046

Open Arms offers free face-to-face, telephone and online counselling for anyone who has served in the ADF, their partners and families.



Blue Knot Foundation Monday – Sunday

9.00 am-5.00 pm

1300 657 380

Free trauma counselling, information and referrals.



Carer Gateway Counselling Service

Monday – Friday

8.00 am-6.00 pm

1800 422 737

Free counselling service for carers to talk about the concerns they may have and how they feel about their caring role.



PANDA Monday – Friday

9.00 am-7.30 pm

1300 726 306

National helpline for women, men and their families affected by perinatal mental illness. Provides free counselling, support, information and referral.



Butterfly Foundation Monday – Sunday

8.00 am-midnight

1800 33 4673

Free and confidential support for people concerned about eating disorders or body issues.



CHILDREN AND YOUNG PEOPLE

Kids Helpline 24/7 1800 55 1800

Free, confidential 24/7 online and phone counselling service for young people aged 5 – 25 years. Kids Helpline counsellors can also provide 'wrap around care' and case management support to work towards your goals.



eheadspace Monday – Sunday 9.00 am-1.00 am 1800 650 890

Free online and telephone support and counselling to young people 12 – 25 and their families and friends.



Parentline Monday-Sunday 8.00 am-10.00 pm 1300 301 300

Provides confidential telephone counselling and support for parents and carers.



PEER SUPPORT

SANE Helpline Monday – Friday 10.00 am-10.00 pm 1800 18 7263

SANE provides peer support, counselling, support information and referrals for adults who identify as having a complex mental health issues, complex trauma or high levels of psychological distress. SANE also provide support to friends and family.



SP Peer CARE Connect 24/7 1800 77 7337

SP (Suicide Prevention) Peer CARE Connect is a 'warm line' call back service. A peer-to-peer service for people who have lost someone to suicide, caring for someone, have survived an attempt or have been living with your own suicidal thoughts. *Not a crisis service.*



Qlife Monday – Sunday 3.00 pm-midnight 1800 184 527

Free telephone and webchat peer support and referral service for LGBTIQ+ people and their loved ones.



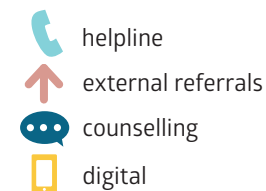
BrookRED Warm Line Monday – Friday 5.00 pm-9.00 pm 07 3343 9282

Warm Line is a peer support helpline for people experiencing mental health challenges and residing in Brisbane. *Not a crisis service.*



WHAT TO EXPECT

- Most helplines will provide a trained worker who will listen carefully and ask you questions about your situation to determine how they can best help.
- You may have to wait a few minutes to have your call answered or leave a message depending on what time of day you call or the type of helpline.
- Depending on the service, some will organise a follow-up call to see how you are going in the days following your chat.
- Most helplines allow you to remain anonymous, but some organisations may trace your caller ID for your own safety. If this is something you are concerned about, simply ask about their privacy policy before starting the conversation.



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