

PHONE AND CHAT SERVICES

Sometimes you just want someone to talk to about what you are going through. Here is a selection of services that offer text and phone chat.

{For those with English as a second language, you can gain free access to a telephone interpreter in your own language by calling 131 450}



Crisis Support

- ❑ **Flinders Crisis Line** – Out-of-hours confidential support for Flinders students in distress – call **1300 512 409** or text **0488 884 103** – from 5.00pm to 9.00am M to F, weekends, public holidays
- ❑ **Lifeline** – telephone and online counselling for people experiencing a personal crisis – call **13 11 14** (24 hours, 7 days a week) or visit <https://www.lifeline.org.au/> for chat services (7.00pm to Midnight, 7 days)
- ❑ **Beyond Blue Support Service** – Telephone, online and email counselling for people going through a tough time – call **1300 22 4636** (24 hours, 7 days a week), chat online (3pm to 12am, 7 days a week) - <https://www.beyondblue.org.au/get-support/get-immediate-support>
- ❑ **Suicide Call Back Service** – nationwide service providing professional 24/7 telephone and online counselling to people who are affected by suicide – call **1300 659 467** or visit website for online chat - <https://www.suicidecallbackservice.org.au/> - 24 hours a day, 7 days a week
- ❑ **Samaritans Crisis Line** – 24/7 anonymous crisis support for Australians dealing with feelings of depression, sadness, loneliness and despair – call **135 247** – 24 hours a day, 7 days a week - <https://thesamaritans.org.au/get-help-support/>

For men

- ❑ **Mensline** – telephone and online counselling service for men with family and relationship concerns – call **1300 78 99 78** (24 hours, 7 days a week), online chat - <https://mensline.org.au/phone-and-online-counselling/>
- ❑ **Changing for Good** – a program to help men stop using violence in their family and relationships – call **1300 015 120** or visit website <https://www.changingforgood.org.au>
- ❑ **Men's Referral Service** – Advice for men about family violence – call **1300 766 49** or visit <https://ntv.org.au/get-help/>

Just someone to talk to

- ❑ **7 Cups** – free anonymous and confidential online text chat with trained listeners - <https://www.7cups.com/>

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- ❑ **Kids Helpline** – someone to chat to, anytime, any reason (ages 18-25) – call **1800 55 1800** or visit the site for messenger chat - <https://kidshelpline.com.au/young-adults>
 - ❑ **TalkLife** – a safe place to chat about anything - <https://talklife.co/> - apps for Android and Apple

Mental health

- ❑ **LETSS** – a peer based chat service to help you understand and improve your mental health – call **1800 013 755** (5pm to 11.30pm, 365 days a year) or visit <https://www.linkstowellbeing.org.au/services/letss> for online chat
- ❑ **eHeadspace** – online and telephone support and counselling for young people aged 12-25 and their families going through a tough time – call **1800 650 890** or go online for messenger chat service - <https://headspace.org.au/eheadspace/connect-with-a-clinician/> - 9am to 1am, 7 days per week
- ❑ **SANE helpline** – information, guidance and referrals you need to manage mental health concerns – call **1800 187 263** or visit website for online chat - <https://www.sane.org/get-help> - 10am to 10pm, weekdays
- ❑ **Better Help** – tap into the Tap into the world's largest network of licensed, accredited, and experienced counselors who can help you with a range of issues including depression, anxiety, relationships, trauma, grief, and more - <https://www.betterhelp.com/> - **this is a paid service**
- ❑ **Talkspace** – Talkspace makes therapy available and affordable to all – <https://www.talkspace.com> – **this is a paid service**
- ❑ **Regional Access** – a free online and phone counselling service for anyone living or working in regional, rural or remote SA who are feeling the pressures and stresses of everyday life – **1300 032 186** - <https://saregionalaccess.org.au/>

Sexual assault, domestic or family violence, abuse, trauma

- ❑ **1800 Respect** – confidential information, counselling and support for people impacted by sexual assault, domestic or family violence and abuse – call **1800 737 732** or visit website for online chat - <https://www.1800respect.org.au/> - 24 hours a day, 7 days a week
- ❑ **Blue Knot Helpline** - Blue Knot Helpline is a specialist service. Our counsellors provide empathetic, informative and empowering support for adult survivors of childhood trauma and abuse – call **1300 657 380** or email helpline@blueknot.org.au – 9am to 5pm AEST, Monday to Sunday - <https://www.blueknot.org.au/Helpline>
- ❑ **National Disability Abuse and Neglect Hotline** – Australia-wide telephone hotline for reporting abuse or neglect of people with disability – call **1800 880 052** or visit <https://www.jobaccess.gov.au/complaints>

LGBTIQA

- ❑ **Qlife** - anonymous and free LGBTI peer support and referral for people wanting to talk about sexuality, identity, gender, bodies, feelings or relationships – call **1800 184 527** or visit website for online chat - <https://qlife.org.au/> - 3pm to midnight, every day

Eating disorders

- ❑ **Butterfly Foundation** – support and advice for those struggling with an eating disorder – call **1800 33 4673** or visit website for online chat - <https://thebutterflyfoundation.org.au/our-services/helpline/> - 8am to 12am, 7 days a week (except national public holidays)

Veterans and defence personnel

- ❑ **VVCS** – free and confidential counselling for anyone who has served at least one day in the Australian Defence Force (ADF) and veterans – call **1800 011 046** – 24 hours, 7 days a week - <https://www.openarms.gov.au/>

Quit smoking

- ❑ **Quitline** - providing the support, strategies and information to empower individuals to quit smoking – call **13 78 48** or visit website for online chat - <https://quitlinesa.org.au/> - 8.30am to 8pm M-F, 2pm to 5pm Saturday

Gambling

- ❑ **Gambling Help Online** – support for anyone affected by gambling – call **1800 858 858** or visit website for online chat - <https://www.gamblinghelponline.org.au/> - 24 hours a day, 7 days a week

For parents

- ❑ **Parent Helpline** – for parenting advice and support – call **1300 364 100** – 7.15am to 9.15pm, 7 days - <http://www.cyh.com/SubContent.aspx?p=102>
- ❑ **PANDA** – support for women, men and families across Australia affected by anxiety and depression during pregnancy and in the first year of parenthood – call **1300 726 306** – 9am to 7.30pm M to F - <https://www.panda.org.au/>
- ❑ **Pregnancy, Birth and Baby Helpline** – support for parents on the journey from pregnancy, to baby and pre-school – call **1800 882 436** or visit website for video call options - <https://www.pregnancybirthbaby.org.au/video-call> - 7am to 12am, 7 days a week
- ❑ **Sands** – support for parents who have lost a baby – call **1300 072 637** (24/7) or visit website for online chat option - <https://www.sands.org.au/>
- ❑ **Red nose grief and loss** – supporting parents after the death of a child – call **1300 308 307** - <https://rednosegriefandloss.com.au/> - 24 hours a day, 7 days a week

Drug and alcohol

- ❑ **Counselling Online** – support for people affected by alcohol & other drugs – chat online at <https://www.counsellingonline.org.au/how-we-can-help/chat-to-a-counsellor> - 24 hours a day, 7 days a week
- ❑ **National Alcohol and Other Drug Hotline** – free and confidential advice for people affected by drug and alcohol - call **1800 250 05**
- ❑ **Family Drug Support** – national service for families dealing with drug and alcohol issues – call **1300 368 186** – 24 hours a day, 7 days a week

Cancer

- ❑ **Cancer Council** – free, confidential telephone information and support for cancer patients, people living with cancer, their families, carers and friends, teachers, students and healthcare professionals – call **13 11 20** – 9am to 5pm M to F

Study/work related

- **Digital Work and Study Service** – free and confidential support for 15-24 year olds who are worried about work or study – call **1800 810 794** or visit website for online chat options - <https://headspace.org.au/young-people/digital-work-and-study-program/>

Decision making

- **Ethi-call** - a free, independent, national helpline available to all. It provides expert and impartial guidance to help people make their way through life's toughest challenges, when there's nowhere else to turn. Book a call at <https://ethics.org.au/initiatives/ethi-call/>

After a vehicle accident

- **Road Trauma Support Team of South Australia** – Counselling and support groups for those affected by road trauma – call **0400 705 066** or Freecall **1800 069 528** - <http://www.roadtraumasupportsa.com.au/>

After a suicide

- **Living Beyond Suicide** – A free program providing practical and emotional support to families and individuals bereaved through suicide – call **1300 761 193** or email lbs@anglicaresa.com.au - <https://anglicaresa.com.au/support/suicide-support/living-beyond-suicide/>
- **Standby – Support After Suicide** – Support for those living in Regional South Australia who have been impacted by suicide – Country SA North **0438 728 644** or Country SA South **0437 752 458** - <http://standbysupport.com.au/>

Grief and loss

- **GriefLine** is Australia's only dedicated grief helpline service that provides counselling support services free of charge to individuals and families who are experiencing loss and grief – call **1300 845 745** or visit <https://griefline.org.au/phone-counselling/>

For specific religious or cultural communities

- **Sikh Helpline Australia** – Australia-wide confidential support service for those in the Sikh community where anyone can get help, advice, counselling and information on various personal and professional issues – call **0401 401 040**
- **Aboriginal Family Domestic Violence Hotline** – Victims services has a dedicated contact link for Aboriginal victims of crime who would like information on victim's rights, how to access counselling and financial assistance – call **1800 019 123**



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