

National Available Services

Summary Directory

July 2023



This directory is limited to program, and services funded by Department of Social Services, National Indigenous Australians Agency and Department of Health and Aged Care.

For further information on the Income Management program visit www.servicesaustralia.gov.au/income-management or call 1800 132 594.

Nationally Available Services

This directory provides an overview of national support services available

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| **Organisation** | **Description** | **Contact details** |
| Alcohol and Drug Information Service (ADIS) NSW | For free and confidential 24/7 counselling helpline for people concerned around alcohol and/or drug misuse. | 1800 250 015 |
| Lifeline 13YARN | 13YARN (Thirteen YARN) is the first national crisis support line for First Nations people who are feeling overwhelmed or having difficulty coping. The service offers a confidential one-on- one opportunity with a Lifeline-trained First Nations Crisis Support Worker who can provide crisis support 24/7. 13YARN  empowers the community with the opportunity to talk without judgement and provide a culturally safe space to speak about their needs, worries or concerns. | 13YARN (13 92 76) |
| Australian National University (e- hub Assist) | Online self-help mental health programs. | [e-hub Assist - Home (ehubhealth.com)](https://assist.ehubhealth.com/) |
| Black Dog Institute | Online self-help programs, psychoeducation and positive psychology. | [Black Dog Institute | Science.](https://www.blackdoginstitute.org.au/) [Compassion. Action.](https://www.blackdoginstitute.org.au/) |

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| Blue Knot Foundation | Information and support line for anyone affected by complex trauma. | Blue Knot Helpline and Redress Support Service 1300 657 380  Mon - Sun, 9am to 5pm  National Counselling and Referral Service – Disability 1800 421 468 or 02 6146  1468  Mon-Fri, 9am to 6pm  Sat-Sun and public holidays, 9am to 5pm |
| Butterfly Foundation | Telephone, online counselling, referral and online support groups for eating disorders and body image issues. | 1800 33 4673  Mon-Sun, 8am to midnight |
| Lifeline Australia | 24/7 crisis support and telephone counselling. | 13 11 14 |
| Alcoholics Anonymous | Alcoholics Anonymous is a fellowship of people who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. | 1300 222 222 |
| Beyond Blue | 24/7 online and email counselling and moderated forums. | 1300 224 636 |
| ReachOut | 24/7 online support for people aged 12 to 25. | [A Safe Place to Chat Anonymously, Get Support & Feel Better | ReachOut Australia](https://au.reachout.com/)  (02) 8029 7777 |
| National Debt Helpline | Provides help to sort out your money  (budget). | 1800 007 007  Mon-Fri, 9:30am to 4:30pm |

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| Mob Strong Debt Helpline | Provides help to sort out your money (budget). | 1800 808 488  Mon-Fri, 9:30am to 4:30pm |
| Salvation Army | Provides help with food and bills. | 13 72 58 |
| St Vincent de Paul Society | Provides help with food and bills. | 13 18 12 |
| 1800RESPECT | 24/7 Domestic or family violence counselling. | 1800 737 732 |
| Family Drug Support Australia | 24/7 Alcohol or other drug use counselling. | 1300 368 186 |
| National Gambling Helpline | 24/7 Support for anyone affected by gambling. | 1800 858 858 |
| Narcotics Anonymous | Narcotics Anonymous is a non-profit fellowship or society of men and women for whom drugs had become a major problem. | 1300 652 820 |
| Hearing Assessment Program – Early Ears | The program provides free, safe and simple hearing checks to children aged 0 - 6 years who do not yet attend full time school and on-going advice and support to parents and carers. | 134 432 |
| Qlife | Provides online chat or phone counselling for lesbian, gay, bisexual, transgender and intersex (LGBTIQ+) people. | 1800 184 527  Mon – Sun 3pm to midnight |
| Head to Health | An online resource from the Australian Government, designed to connect Australians to trusted mental health and wellbeing support services and information. Products and services available on Head to Health can be accessible via phone, online/digital formats, and/or face-to-face physical locations. | [Home | Head to Health](https://www.headtohealth.gov.au/) |