



Australian Government

Department of Social Services

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

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)
Black Dog Institute	Online self-help programs, psychoeducation and positive psychology.	Black Dog Institute Science. Compassion. Action.

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 (02) 8029 7777
National Debt Helpline	Provides help to sort out your money (budget).	1800 007 007 Mon-Fri, 9:30am to 4:30pm

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.

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