

Support Services

Victoria-wide Mental Health Supports

Beyondblue	Depression, anxiety and related disorders	1300 22 4636	24 hours/7 days
Lifeline	Crisis support, suicide prevention and mental health support services	13 11 14	24 hours/7 days
SANE	People affected by complex mental health issues	1800 187 263	10am – 10pm weekdays
ARAFEMI Carer Helpline	People affected by mental illness	1300 550 265	9am – 5pm weekdays
Service	Focus	Phone number	Operating hours
Kids HelpLine	Telephone counselling service for people aged between 5 and 25 / 24-hour service	1800 55 1800	24 hours/7days
headspace	Young people aged 12–25	1800 650 890	Telephone: 10pm to 1am Online counselling: 1pm to 1am
Parentline	Parents and carers with children from birth to 18 years	13 22 89	8 am–midnight/7 days

SuicideLine VIC	People affected by suicide	1300 651 251	24 hours/7 days
PANDA	Post or ante natal depression	1300 726 306	9 am–7 pm weekday
Bush support line	People in rural and remote areas	1800 805 391	24 hours/7 days
Suicide call back	24-hour crisis support and counselling	1300 659 467	24 hours/7 days

DirectLine	People impacted by drug use	1800 888 236	24 hours/7 days
Family Drug Help	People impacted by drug use	1300 660 068	9am–9pm weekdays
Gambling helpline	Gambling	1800 858 858	24 hours/7 days

[Butterfly Foundation's National Helpline](#)

Counselling and treatment referral for people with eating disorders, and body image and related issues.

Call 1800 33 4673 8am-9pm / 7 days a week

[Mental Health Foundation Australia](#)

National Mental Health Helpline offers emotional and practical support to families, carers and individuals with mental health issues. The response team does not provide counselling but can arrange a call back from a trained Psychologist or Counsellor.

Call 1300 643 287

Supports for people with disabilities

Association for Children with a Disability (ACD)

Support Line - Monday to Friday 9:00 am-5:00 pm

Email: acdsupport@acd.org.au with your preferred day and time for a call-back

Text: 0475 577 997 with your preferred day and time for a call-back

Phone: 03 9880 7000 or 1800654 013 (regional)

<https://www.acd.org.au/>

AMAZE

Builds autism understanding in the community, influences policy change for autistic people and their families/supporters, and provides independent, credible information and resources.

(03) 9657 1600

Web: <https://www.amaze.org.au/>

Cerebral Palsy Support Network

A community that advocates for inclusion and self-determination of individuals with Cerebral Palsy

<https://cpsn.org.au/>

Ph. 9478 1001

Deaf Victoria

Advocates to increase access to services and to educate the wider community on how to work, play, and study with deaf and hard of hearing people

<https://www.deafvictoria.org.au/>

0431 476 721

Down Syndrome Victoria

Provides families and people with Down syndrome with support, encouragement, information and resources.

Phone 1300 658 873

Email info@dsav.asn.au

<http://www.downsyndromevictoria.org.au/>

Epilepsy Action Australia

Provider of epilepsy support and information nationwide

<https://www.epilepsy.org.au/>

Scope Australia

Support for people with physical, intellectual disabilities, and developmental delays to achieve their goals.

<https://www.scopeaust.org.au/>

Ph. 1300 472 673

VALID

Equipping and empowering people with a disability and their families using training tools, information, and resources.

130 Cremorne street, Richmond Vic 3132

Ph. 03 94164003

<https://www.valid.org.au/>

Yooralla

Provides quality services for people with disability across Victoria

<https://www.yooralla.com.au/>

Ph. 03 9666 4500

Aboriginal and Torres Strait Islander Supports

Victorian Aboriginal Child Care Agency (VACCA)

A state-wide Aboriginal Community Controlled Organisation servicing children, young people, families, and community members. The largest of its kind in Australia.

www.vacca.vacca.org/

ph. (03) 8727 8800

Mullum Mullum Indigenous Gathering Place

Elders, Men's, Women's and Youth networks, Burrai Playtime, Food bank Access and support Aboriginal Health Promotion and Chronic Care Program (AHPACC), Indigenous Community Links

<https://www.mmigp.org.au/>

Ph. (03) 9725 2166

Djirra

Where culture is shared and celebrated, and where practical support is available to all Aboriginal women and particularly to Aboriginal people who are currently experiencing family violence or have in the past.

<https://djirra.org.au/>

ph. (03) 9244 3333

Boorndawan Willam Aboriginal Healing Centre

A culturally safe service that assists in their healing journey from the impact of family violence.

Boorndawan Willam (Safe House) is a place where you can strengthen your family and relationships through our holistic Aboriginal cultural and spiritual approach.

www.bwahs.com.au/

ph. (03) 9212 0200

Dardi Munwurro

Delivers a range of family violence, healing, and behaviour change programs and services. Breaks the cycle of inter-generational trauma in Aboriginal families and communities, by empowering and inspiring individuals to heal the past, acknowledge the present and create a positive vision for the future.

<https://www.dardimunwurro.com.au/>

ph. 1800 435 799

The Healesville Indigenous Community Services Association

A welcoming and culturally affirming place in that provides information, services and programs that are focused on building a healthy, strong and skilled community.

admin@hicsa.org.au

ph. (03) 5962 2940

Victorian Aboriginal Health Service

As well as providing a variety of medical services, VAHS is committed to supporting the well-being of the community through contributions to community events and activities.

<https://www.vahs.org.au/about/>

visit their website for your nearest hub

Orana Gunyah (03) 5120 0600

Supports Aboriginal women and children escaping or experiencing family violence by offering;

- Short-term crisis accommodation and support
- Services around the clock for residents and non-residents alike
- Case management, advocacy and referral
- A specific service for children

Yarning SafeNStrong

Telephone crisis line for Aboriginal people and families who need to have a yarn with someone about their wellbeing.

- Phone: [1800 959 563](tel:1800959563) (24 hours a day, 7 days a week)
- Visit: [Yarning](#)

Dardi Munwurro's Brother to Brother

Telephone crisis support for Aboriginal men with family violence issues.

- Phone: [1800 435 799](tel:1800435799) (24 hours a day, 7 days a week)
- Visit: [Dardi Munwurro](#)

Culturally and Linguistically Diverse Families

Migrant Information Centre

The Migrant Information Centre (Eastern Melbourne) (MIC) assists families and children from migrant and refugee backgrounds residing in the eastern suburbs of Melbourne to understand Australian life, integrate into a multicultural community, and access services.

<http://miceastmelb.com.au>

Phone: [\(03\) 9285 4888](tel:0392854888)

Asylum Seeker Resource Centre

Provides material aid, housing, education support, legal aid, for people seeking asylum

<https://www.asrc.org.au>

Phone: [\(03\) 9326 6066](tel:0393266066)

Australian Multicultural Community Services (AMCS)

Provide care, coordination, referrals and support services for people from multicultural backgrounds

<https://www.amcservices.org.au/>

inTouch Multicultural Centre Against Family Violence - (03) 9413 6500 , Toll Free 1800 755 988

- Works with women and children from culturally and linguistically diverse (CALD) backgrounds who are victim survivors of domestic violence
- Has a pool of bilingual and bi-cultural workers who provide assistance and information for women and children escaping domestic violence. inTouch employs a registered migration agent who

uses her knowledge of Australia's migration procedures to offer advice or assistance to women wishing to obtain a visa or remain in Australia

Contact your local city council for other CALD supports

Family Violence Support

Eastern Domestic Violence Services (EDVOS)

Support includes working with police and courts, housing assistance, counselling, and men's intake. Free and confidential service b/h 9259 4200 a/h Safe Steps: 1800 015 188 (24-hour crisis line)
edvos.edvos.org.au

Domestic Violence Resource Centre

A state-wide specialist family violence organisation
<https://www.dvrcv.org.au/support-services/victorian-services>
Phone [\(03\) 8346 5200](tel:0383465200) (Monday to Friday: 9am - 5pm)

Safe Steps

Victoria's 24/7 family violence response centre
<https://www.safesteps.org.au/>
1800 015 188

The Orange Door

A free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care, wellbeing and development of children.

- [The Orange Door](#) helps you find help and support near you

Project Respect (03) 9416 3401

Project Respect is a not-for-profit, non-faith based support service for women with experience of the sex industry and women trafficked for sexual exploitation to Australia.

Sexual Assault Crisis Line

Crisis counselling service for people who have experienced both past and recent sexual assault.

- Phone: [1800 806 292](tel:1800806292) (24 hours a day, 7 days a week)
- [Sexual Assault Crisis Line](#)

Child protection

To report children and young people whose safety is at risk.

- During business hours call (check the [Child protection contacts page](#) for the areas covered)
 - North Division intake: [1300 664 977](tel:1300664977)
 - South Division intake: [1300 655 795](tel:1300655795)
 - East Division intake: [1300 360 391](tel:1300360391)
 - West Division intake - metropolitan: [1300 664 977](tel:1300664977)
 - West Division intake - rural and regional: [1800 075 599](tel:1800075599)

- After-hours call [13 12 78](tel:131278) (5pm to 9am, Monday to Friday, 24 hours on weekends and public holidays)
- [Child Protection website \(DHHS\)](#)

Men's Referral Service

Free, confidential expert support for people at risk of using family violence.

- Phone: [1300 766 491](tel:1300766491) (8am to 9pm, Monday to Friday and 9am to 5pm, Saturday and Sunday)
- [Men's Referral Service](#)

Seniors Rights Victoria

Free and confidential support services to support older Victorians experiencing abuse.

- Phone: [1300 368 821](tel:1300368821) (10am to 5pm, Monday to Friday)
- [Seniors Rights Victoria](#)

MensLine Australia

Telephone and online counselling service for men with emotional health and relationship concerns.

- Phone: [1300 78 99 78](tel:1300789978) (24 hours a day, 7 days a week)
- Online chat: [MensLine Australia with web chat](#)

LGBTQI+ Supports

QLife Australia - 1800 184 527 (3pm - 12am every day)

- a peer run counselling and referral service for people who are lesbian, gay, bisexual, trans, and/or intersex
- provides nation-wide, early intervention, peer supported telephone and web based services to people of all ages across the full breadth of people's bodies, genders, relationships, sexualities, and lived experiences

With Respect

Resources, tips and advice for LGBTQI+ people on having and maintaining healthy relationships as well as support for those experiencing family violence.

- Phone: [1800 542 847](tel:1800542847) (9am to 5pm, Monday to Friday, and after-hours support Wednesdays until 11pm. 10am to 10pm, Saturday and Sundays)
- w/respect

Rainbow Network

Search through our directory to connect you with LGBTQIQA+ groups and services all over Victoria. Find a service for lesbian, gay, bisexual, queer, intersex, trans and gender diverse young Victorians. <https://www.rainbownetwork.com.au/directory>

Switchboard provides peer driven support services for LGBTQIQA+ people, their families, allies, and communities in Victoria.

Thorne Harbour Health (Formerly Victorian AIDS Council) deliver community-led and culturally appropriate services that improve the health and wellbeing of LGBTI people living throughout Victoria.

Equinox is a peer led trans and gender diverse and non binary health service operated by Thorne Harbour Health.

Transgender Victoria (TGV) is Victoria's leading body for trans and gender diverse advocacy.

yGender is a peer led social support and advocacy group for trans and gender diverse young people.

<u>Gay and Lesbian Switchboard</u>	Gay, lesbian, bisexual, transgender and intersex (GLBTI) communities.	9663 2939 or 1800 184 527	Mon–Thurs 6 pm–10 pm Fri–Sun 6pm–9pm
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