

HELP AND SUPPORT CONTACTS

If you or another individual is at risk of death, please call an ambulance (000) or present to your local emergency department

CRISIS SERVICES - ADULTS

ORGANISATION	DETAILS	CONTACT NUMBER	SERVICE/SUPPORT HOURS
Lifeline	Crisis support and suicide prevention helpline	13 11 14 Text service 0477 13 11 14 https://www.lifeline.org.au/	24 hours a day / 7 days a week
Suicide Call Back Service	Telephone and online counselling for anyone affected by suicide	1300 659 467 https://www.suicidecallbackservice.org.au/	24 hours a day / 7 days a week
Beyond Blue	Telephone, online and email counselling and moderated forums	1300 224 636 https://www.beyondblue.org.au/	24 hours a day / 7 days a week
The Acute Care Service	Hotline supporting consumers experiencing a range of mental health concerns	1300 MH CALL (1300 64 22 55)	24 hours a day / 7 days a week
MensLine Australia	Advice, therapy and support for men with families and relationship concerns.	1300 78 99 78 https://mensline.org.au/	24 hours a day / 7 days a week
1800RESPECT	Phone and online counselling for people seeking help for domestic violence situation	1800 RESPECT (1800 737 732) https://www.1800respect.org.au/	24 hours a day / 7 days a week

CRISIS SERVICES - YOUNG PERSONS

ORGANISATION	DETAILS	CONTACT NUMBER	SERVICE/SUPPORT HOURS
Kids Helpline	Phone and online counselling for youth (5-25 years)	1800 55 1800 https://kidshelpline.com.au/	24 hours a day / 7 days a week
Youth BeyondBlue	Information, telephone and online counselling for young people (12-25) who may be experiencing anxiety, depression or suicidal ideation.	1300 224 636	24 hours a day / 7 days a week Online counselling available 1pm – 12am Monday to Sunday
eHeadspace	Internet chat, email, or phone support for young people (12-25yrs) with a range of issues	1800 650 890 https://headspace.org.au/eheadspace/	The support line is open 9am – 1am (Melbourne time) , 7 days a week
Child Abuse Report Line (CARL)	Reporting child protection concerns	131 478	24 hours a day / 7 days a week

PHONE AND ONLINE COUNSELLING- ADULTS

ORGANISATION	DETAILS	CONTACT NUMBER	SERVICE/SUPPORT HOURS
Blue Knot Helpline	Free specialist counselling support and a referral service for people with a disability, their families and carers.	1300 657 380 https://www.blueknot.org.au/helpline	9am – pm, 7 days a week
Butterfly Foundation	Telephone, online counselling, referral and online support groups for eating disorders and body issues	1800 33 46 73 https://butterfly.org.au/	8am – midnight (Sydney time), 7 days
Family Drug Support	Support for families affected by alcohol and other drugs	1300 368 186	24 hours a day / 7 days a week
Family Relationship Advice Line	Telephone service for families affected by relationship and separation issues	1800 050 321	Monday to Friday 8am to 8pm Saturday 10am to 4pm (excluding national public holidays)
Friendline	A national support line “ready for a cuppa and a conversation” with trained volunteers	1800 424 287 https://www.friendline.org.au/	The support line is open 10am – 8pm, 7 days a week Online chat service is open 4- 7.30pm, Monday, Wednesday & Thursday
Gambling Helpline	Support for people affected by gambling	1800 858 858	24 hours a day / 7 days a week
GriefLine	Support for people experiencing loss and grief, at any stage of line. Moderated online forum also available	1300 845 745 https://www.griefline.org.au	6am – 12am, 7 days a week
Mind Australia Carer Helpline	Provides information, support and referral for family, carers, and friends of people with a mental illness	1300 554 660 www.mindaustralia.org.au	9am – 5pm, Monday to Friday
Open Arms	Phone and online counselling for ADF personnel, veterans and their families	1800 011 046 https://www.openarms.gov.au/	24 hours a day / 7 days a week
PANDA (Perinatal Anxiety and Depression Australia)	Counselling, information and referrals to local services for anyone affected by perinatal anxiety and depression	1300 726 306 www.panda.org.au	9am – 7.30pm, Monday to Saturday
Parentline Australia	Support , counselling and parent education	1300 30 1300 https://parentline.com.au/	The support line is open 8am – 10pm , 7 days a week (QLD & NT) Webchat from 8am – 9pm, 7 days a week
Pregnancy, Birth and Baby Helpline	Information and counselling service	1800 882 436 https://www.pregnancybirthbaby.org.au/	24 hours a day / 7 days a week
Qlife	Online chat or phone counselling for lesbian, gay, bisexual, transgender and intersex (LGBTQI) people	1800 184 527 https://qlife.org.au/	3pm to midnight everyday
Red Nose Grief and Loss Support Line	A support line for anyone affected by the unexpected death of a baby or child during birth, pregnancy or infancy	1300 308 307 https://rednosegriefandloss.org.au/	24 hours a day / 7 days a week
SANE Australia	Phone counselling and moderated forums providing peer-to-peer support	1800 18 7263 https://www.sane.org/	The support line is open Monday to Friday, 10am – 10pm Online forums community accessible 24/7

ONLINE SUPPORT PROGRAMS - ADULTS

ORGANISATION	DETAILS	CONTACT DETAILS
e-Couch	A free, self-help program with modules for depression, generalised anxiety & worry, social anxiety, relationship breakdown, and loss & grief.	https://ecouch.com.au/
Healthy Mind	An Easy Read program to help people with intellectual disability to recognise and regulate thoughts and feelings.	https://www.healthymind.org.au/#
Mental Health Online	Free online programs for a range of issues, with self-guided or therapist support options	https://www.mentalhealthonline.org.au/
Mindspot	Free clinician supported online programs for stress, worry, anxiety and depression in adults aged 18+.	https://mindspot.org.au/
MoodGYM	A free, interactive program based on Cognitive-Behavioural Therapy (CBT) and Interpersonal Therapy (IPT) to help prevent and manage symptoms of depression and anxiety.	https://moodgym.com.au/
Mumspace	Online treatment for Antenatal Depression, Postnatal Depression and Anxiety	https://www.mumspace.com.au/
MyCompass	A free, online interactive self-help CBT service for people with mild to moderate depression, anxiety and stress. It's also appropriate for people who simply want to build good mental health.	https://www.mycompass.org.au/
ParentWorks	Online program for parents and caregivers providing evidence-based parenting strategies.	https://parentworks.org.au/#/
THIS WAY UP	A range of self-paced online CBT courses for stress, insomnia, anxiety and depression. Courses can be done as self-help or guided by your own clinician. Courses are either free or low cost	https://thiswayup.org.au/
TRIPLE P (Positive Parenting Program)	Free parenting program to all Queensland parents and carers of children up to 16 years of age.	https://www.triplep-parenting.net.au/qld-uken/triple-p/
WellMob	Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islanders	https://wellmob.org.au/

ONLINE SUPPORT PROGRAMS - YOUNG PERSONS

ORGANISATION	DETAILS	CONTACT NUMBER
The BRAVE Program	Prevention, intervention, and treatment of anxiety in young people	https://brave4you.psy.uq.edu.au/
BITE BACK	Free self-guided online wellbeing and resilience program for young people (13 -16)	https://www.biteback.org.au/

FREE MENTAL HEALTH APPS FOR ADULTS AND YOUNG PERSONS

APP Name	DETAILS	Targeted audience Age	Condition targeted	Treatment type
BeyondNow	A free app and online tool that helps users create a safety plan for when experiencing suicidal thoughts	12 +	Suicide safety plan	Not specified
Clam	An app for mindful meditation	Not specified	Stress and Anxiety Mood disorders Sleep	Mindfulness
CogniFit	Is a cognitive training program intended to help users improve brain functioning		Stress and Anxiety Mood Disorders Schizophrenia	Cognitive training
Daybreak	A website and app which supports individuals to cut back or take a break from using alcohol	12 + (Parental guidance recommended)	Addiction and substance use	Not specified
Happify: For stress and worry	Aim to help users reduce stress, anxiety and negative thinking, and improve emotional well-being	Adults	Stress and Anxiety Mood Disorders PTSD Chronic Pain Sleep	Cognitive Behavioural Principles Mindfulness Gratitude Psychoeducation Symptom monitoring
Headspace	Aims to bring the principles of mindfulness meditation to user's life and hope to improve concentration and mood, reduce anxiety	Not specified	Stress and Anxiety Mood Disorders Sleep	Mindfulness
iBobbly	A social and emotional wellbeing self-help app for young Aboriginal and Torres Strait Islanders Australians aged 15 years and older	15 +	Mood disorders Suicidal ideation	Acceptance and Commitment Therapy (ACT)
MoodMission	A free app designed to help individuals overcome low moods and anxiety by discovering new coping strategies.	All ages, with a focus on late adolescence and early adulthood.	Stress and Anxiety Mood Disorders	Cognitive Behavioural Principles Mindfulness Gratitude
MyStrength	Emotional health support	12 +	Stress and Anxiety Mood Disorders PTSD Addictions Sleep Chronic Pain	Cognitive Behavioural Principles Dialectical Behaviour Therapy Mindfulness Acceptance and Commitment Therapy (ACT) Medication-Assisted Treatment
Niggle	A wellbeing app for all things related to mental, social and emotional wellbeing	5 - 25	Mental, social and emotional wellbeing	Not specified
PTSD Coach	For service members who may be experiencing symptoms of PTSD	Adults	PTSD	Mindfulness
Smiling Mind	A free website and app teaching mindfulness meditation to young people and adults.	All ages with specific programs for: Age 7 – 11 Age 12 – 15 Age 16 – 22 Adult	Stress and Anxiety Mood Disorders Sleep	Mindfulness Gratitude
SuperBetter	An app to build resilience and increase physical health, emotional health and social connection	12 +	Stress and Anxiety Mood Disorders PTSD Chronic Pain	Symptom tracking Psychoeducation Gratitude
Woebot	An app for help managing distressing thoughts and feelings	12 +	Stress and Anxiety Mood Disorders	Cognitive Behavioural Principles Symptom tracking

NOTE: These apps have been rigorously evaluated by professional reviewers from the One Mind PsyberGuide Management team who have demonstrated expertise in apps for the treatment of mental health conditions. Only apps that have achieved a minimum of 4/5 score for credibility are listed. The credibility score is based on direct research evidence specifically for the app itself, it's development based on evidence-based principles, the rigor of the development and maintenance process and the clarity of purpose and popularity of use.