

Support Contact List

This is a list of relevant contacts to refer callers in need of support or general help.

General Crisis Support

In the event of an immediate, life-threatening situation for yourself or anyone else, please call '000' emergency services.

- [Access Mental Health](#) is an ACT specific central point of entry to access mental health services, available 24-hours to provide immediate help. Offers mental health services triage
Ph: **1800 629 354**
- [Lifeline Australia](#) is a 24-hour crisis support service that offers short-term support for people who are feeling overwhelmed or having difficulty coping or staying safe.
Ph: **13 11 14**
- [Kids Helpline](#) is a free, private and confidential 24-hour phone and online counselling service for young people aged 5 to 25 years.
Ph: **1800 55 1800**
- [Mental Health Services Triage](#) provides a 24/7 telephone screening/assessment and referral service for ACT residents who have a mental illness, their families and their carers.
Ph: **1800 629 354**
Ph: **(02) 6205 1065**
- [MensLine](#) is a 24-hour crisis support service for men with concerns about mental health, anger management, family violence (using and experiencing), addiction, relationships, stress and wellbeing.
Ph: **1300 78 99 78**
- [Suicide Call-Back Service](#) is available for anyone considering suicide, living with someone considering suicide, or bereaved by suicide.
Ph: **1300 659 467**
- [Beyond Blue](#) provides a 24-hour support line, web-chat, online forums and a vast amount of information about mental illness, supporting others and how it affects specific groups of people.
Ph: **1300 22 4636**
- [Wellways Helpline](#) provides support to people experiencing issues with their mental health and wellbeing, including individuals, families, friends and carers. It provides short term support, information, tips and strategies as well as links to support groups, programs and activities.
Ph: **1300 111 500**

COVID-19 Specific Support

- [Coronavirus Mental Wellbeing Support Service](#) offers online resources, public forums and a 24-hour call and web chat service specifically for Coronavirus.
Ph: **1800 512 348**

- [COVID-19 Support Line for Senior Australians](#) offers mental health support for senior Australians, their families and carers.
Ph: **1800 171 866**

General Support

- [Head to Health Pop Up Service](#) is a free adult mental health centre located in Deakin, ACT offering support, advice, assessment and treatment and no referral or appointment is needed.
Ph: **1800 595 212 (8:30am – 5pm, Mon to Fri)**
- [Safe Haven Café](#) is a non-clinical safe space to access if they are experiencing suicidal thoughts, emotional distress or other mental health concerns seeking connection and support. The service is free, no appointment is needed and is located in Belconnen.
Ph: **0421 154 147 (4:30pm – 9pm, Tues to Sat)**
- [MindSpot](#) is a free service for adults experiencing anxiety, stress, depression and low mood. It offers assessment and online treatment courses, including an Indigenous Wellbeing course.
Ph: **1800 61 44 34**
- [SANE Australia](#) provides peer support, counselling, information, and referrals to adults experiencing complex mental health, trauma or distress.
Ph: **1800 18 7263 (10am – 10pm, Mon to Fri)**
- [Everyman](#) provides support to men and their families, including counselling, violence prevention, Indigenous support and accommodation and NDIS services.
Ph: **(02) 6230 6999**

Young People (under 25)

- [Reach Out](#) is an online mental health service for young people aged 12 - 25 and their parents that offers information, self-help, peer support and pathways to other services.
Ph: **(02) 8029 7777**
- [Child & Adolescent Mental Health Services \(CAMHS\)](#) provides assessment and treatment for children and young people under 18 years old experiencing moderate to severe mental health difficulties.
Ph: **(02) 5124 1407 (Northside)**
(02) 5124 3133 (Southside)
- [ehespace](#) provides free online and telephone support for 12 – 25 year old young people.
Ph: **1800 650 890**
- [headspace](#) provides early intervention mental health services for 12 – 25 year old young people, including counselling, vocational services, work and study support as well as alcohol and other drug services.
Ph: **(03) 9027 0100**
- [Yarn Safe](#) is a support service provided by headspace for Aboriginal and Torres Strait Islander young people, contact headspace for access to this.
Ph: **(03) 9027 0100**
- [Multicultural Youth Services](#) offers services to young people of migrant and refugee backgrounds in the ACT, including one-to-one support, family relationship

support and group sessions.

Ph: **(02) 6100 4611**

- [Menslink](#) provides support to young men within the Canberra region offering free counselling, mentoring and education programs.
Ph: **(02) 6287 2226**
- [The Junction Youth Health Service](#) is a free primary healthcare service for people aged 12 – 25 living in the ACT and surrounds.
Ph: **(02) 6232 2423 (9:30am – 5pm, Mon – Fri)**
- [Satellite Foundation](#) supports children and young people who have a parent with a mental illness, offering peer support and interactive workshops.
Ph: **0455 522 122**
- [Children of Parents with a Mental Illness \(COPMI\)](#) supports children and families where a parent experiences mental illness. Can be accessed via referral, call Access Mental Health to discuss this option.
Ph: **1800 629 354 (Access Mental Health – referral needed).**

Aboriginal & Torres Strait Islander Support

- [Winnunga Minnityjah Aboriginal Health and Community Services](#) is a healthcare centre based in Canberra that provides counselling, psychologists, psychiatrists and Aboriginal mental health nurse as well as other healthcare services.
Ph: **(02) 6284 6222**
- [Gugan Gulwan](#) is a youth centre in Wanniasa, ACT provides broad services including a mental health program, family support programs and a reconnect program supporting young Aboriginal and Torres Strait Islander people.
Ph: **(02) 6296 8900**
- [Mental Health Aboriginal and Torres Strait Islander Liaison Officers \(ALO's\)](#) assist access to mental health services, justice health or alcohol and other drug services within Canberra Health Services. They operate across many services including Winnunga Nimmityjah and Gugan Gulwan.
Ph: **(02) 5124 1739**
- [Dhunlung Yarra Service](#) provides therapeutic, culturally appropriate services through programs, counselling, family dispute resolution and other relationship support services. Operates under Relationships Australia Canberra & Region.
Ph: **1300 364 277**

Women's Support

- [ACT Women's Health Service](#) offers free services by women for women including counselling, medical, nursing and nutrition to women in the ACT and surrounds.
Ph: **(02) 5124 1787**
- [Toora Women Inc.](#) provides support to women in the ACT and surrounds, including counselling, safe accommodation access, addiction support and domestic violence support.
Ph: **(02) 6122 7000**
Email: tooraadmin@toora.org.au

Sexual and Domestic Violence Support

- [1800-Respect](#) provides 24-hour confidential counselling, web-chat and information for those experiencing violence and abuse.
Ph: **1800 737 732**
- [Domestic Violence Crisis Service \(DVCS\)](#) is an ACT specific service providing 24-hour crisis intervention, legal support and advocacy, support programs and safety planning.
Ph: **(02) 6280 0900**
- [Canberra Rape Crisis Centre \(CRCC\)](#) provides a crisis and counselling support service, 24-hour crisis call out service to police and forensic services as well as counselling and group work to survivors of sexual violence and their families.
Ph: **(02) 6247 2525 (7am – 11pm, 7 days/week)**
- [The Nguru Program](#) provides culturally appropriate counselling for Aboriginal and Torres Strait Islander people in a holistic and family centred approach in individual and group sessions. This operates as a program under the CRCC.
Ph: **(02) 6247 2525 (7am – 11pm, 7 days/week)**
- [Service Assisting Male Survivors of Sexual Assault \(SAMSSA\)](#) offers counselling and support to men over the age of 16 in the Canberra region who have experienced sexual violence or abuse. This operates as a program under the CRCC.
Ph: **(02) 6247 2525 (7am – 11pm, 7 days/week)**

Suicide Support (non-crisis)

- [StandBy](#) provides telephone support (and face-to-face pending COVID restrictions) 24 hours a day, 7 days a week as well as workshops, online resources and support packs. In the ACT StandBy is run through Wellways.
Ph: **1300 727 247**
- [Suicide Prevention Australia](#) is the national peak body for the suicide prevention sector, their website provides a gateway to member organisations working in suicide prevention.

Carer Support

- [Carers ACT](#) provides support services for carers including support groups, advocacy, COVID-19 information, and self-care tips. For immediate counselling support call Carer Gateway below, operating alongside Carers ACT.
Ph: **(02) 6296 9900**
- [Carer Gateway](#) provides counselling, emergency respite services, community forums and helpful information for carers.
Ph: **1800 422 737 (press 1 for ACT services).**

Eating Disorder Support

- [The Butterfly Foundation](#) provides a non-crisis helpline with specialist counsellors for anyone concerned about eating disorders or body image issues, as well as online resources, web-chat, online support groups and skills programs for carers.
Ph: **1800 33 4674**

- [Eating Disorders Families Australia](#) provides support groups, information and education for parents and families with a loved one experiencing an eating disorder. Contact through website.

Other Specialist Support

- [ACT Multicultural Mental Health Network](#) promotes mental health, well-being and de-stigmatising mental illness for people of Culturally and Linguistically Diverse backgrounds within ACT and surrounds. It offers advocacy, activities/events and forums.
Ph: **0403 497 959**
- [Companion House](#) specialises in free services for adults and children who have sought safety in Australia from persecution, torture and war related trauma. Their services include counselling, policy advice, medical help, complementary therapy, and community development.
Ph: **(02) 6251 4550**
- [Mental Health Service for People with Intellectual Disability \(MHS ID\)](#) is a specialist consultation-liaison service that provides comprehensive clinical assessment and mental health treatment to people with an intellectual disability and a known or suspected mental illness.
Ph: **(02) 5124 1144**
Email: mentalhealthidteam@act.gov.au
- [ACT Gambling Support Service](#) offers a 24-hour helpline, gambling and financial counselling services, as well as peer support.
Ph: **1800 858 858**
- [GriefLink](#) provides helpful information for people experiencing grief, it does not provide counselling support.
- [Older Persons Mental Health Community Team \(OPMHCT\)](#) provides mental health assessment and care to people over the age of 65 years with mental illness and other physical and mental co-morbidities. Also offers carer and family member support.
Ph: **(02) 6205 1957**
- [QLife](#) provides Australia-wide anonymous, LGBTI peer support and referral for LGBTI people, their friends and families through the phone and online via web-chat.
Ph: **1800 184 527 (3pm – Midnight, 7 days/week)**
- [Perinatal Anxiety & Depression Australia \(PANDA\)](#) supports women, men and families affected by anxiety and depression during pregnancy and in the first year of parenthood through a national helpline.
Ph: **1300 726 306 (9am – 7:30pm, Mon to Fri)**
- [Blue Knot Foundation](#) provides trauma counsellors for those who have experienced childhood trauma and their friends, family and carers.
Ph: **1800 657 380 (9am – 5pm, 7 days/week)**
Email: helpline@blueknot.org.au
Also provides trauma counselling for people with a disability who have experiences abuse, neglect, violence or exploitation.
Ph: **1800 421 468 (9am – 6pm, Mon – Fri), (9am – 5pm, Sat – Sun)**