

ADDITIONAL COUNSELLING SUPPORT SERVICES DURING THE COVID-19 PANDEMIC

COUNSELLING SUPPORT – Students and Family

*If the matter is of an **urgent psychological nature** please call 000, or go direct to the Emergency Department at the local District Hospital.*

Organization	Contact Details	Overview
Kids Helpline	1800 551 800 https://kidshelpline.com.au/kids Call does not appear on phone bill	Free private and confidential telephone and online counselling service for children and young adults aged 5-25-year olds. 24 hours a day, 7 days a week Phone and online counselling options available
Beyond Blue	1300 224 636 https://www.beyondblue.org.au/	Free telephone and online counselling service
Headspace	https://headspace.org.au/	Free, confidential chat online, or telephone and can be anonymous.
Relationships Australia	1300 364 277 https://www.raq.org.au/	Provides extensive support to individuals and families including counselling. 8-8pm, Monday - Friday 10-4pm Saturday
Youth Beyond Blue	https://www.youthbeyondblue.com/	Information and support for young people with mental health issues (anxiety, suicide prevention, bullying, grief and loss, substance use).
Qlife - LGBTQIA+ Helpline	1800 184 527 https://qlife.org.au/	Phone and web chat available from 3pm-midnight every day for peer support and referrals on sexuality, identity, gender, bodies, feelings and relationships.
Lifeline Crisis Support and Suicide Prevention	13 11 14 https://www.lifeline.org.au/	Free telephone counselling service for anyone requiring support, anytime, from anywhere in Australia. 24 hours a day, 7 days a week Crisis support chat, available 7pm-midnight (Eastern standard time), 7 days a week
National Suicide Call Back Service	1300 659 467	A nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide. Phone for immediate help.
1800 Respect (National sexual assault, domestic family violence counselling service)	1800 737 732 https://www.1800respect.org.au/ 24 hours a day, 7 days a week	Free sexual assault and domestic and family violence counselling, information and support service.

COUNSELLING SUPPORT – Parent Specific

Parent Helpline	1300 301 300 https://parentline.com.au/	Free counselling and support for parent and carers. Support from 8am -10pm, 7 days a week
Family and Child Connect	http://familychildconnect.org.au/	Provides help for a range of family and parenting challenges. They can talk with you about your situation and work out the type of support you might find helpful. It is a free service that you can use as often as you need.

INFORMATION SUPPORT – Regarding Health Concerns

Coronavirus Health Information Line	1800 020 080 [information] 1800 022 222 [if you have symptoms] 24 hours a day, 7 days a week	If you have any concerns about yourself or another family member regarding the Coronavirus, ring this Health Department free information line 24 hours a day, 7 days a week.
13 HEALTH (medical health advice over the phone)	13 43 25 84 24 hours a day, 7 days a week	Free non-urgent, confidential medical advice from a registered nurse.
1300 MH Call (Mental Health)	1300 642 255 24 hours a day, 7 days a week	Free central call service that will refer to local crisis mental health information and services in the South East Brisbane area.

FURTHER LINKS

eMHprac (e-mental health in practice)	https://www.emhprac.org.au/directory/?service_condition=stress-wellbeing	Directory of a range of services available online to support your wellbeing
eSafety Commissioner	https://www.esafety.gov.au/	eSafety is still the only government agency solely committed to keeping citizens safer online. eSafety strives to deliver comprehensive, compassionate and citizen-focused services.