

09

National Support Services

This chapter outlines support services available nationally.

Content warning:

This chapter mentions domestic, family and sexual violence, child sexual abuse, trauma and mental health.

Navigating this Chapter

The national support services mentioned in this chapter provide a diverse range of services. The colour-coded key below is used throughout the chapter to identify what type of support a service offers.

Service Support Key



Translating and Interpreting Service National

If you need translation or interpreting services you can call the **Translating and Interpreting Service National (TIS National)**. TIS National offers immediate phone interpreting services for any person or organisation in Australia needing an interpreter. You can contact them 24/7 on 131 450 and ask them to contact a support service on your behalf.

The National Relay Service

If you are deaf and/or find it difficult to communicate over the phone, you can call the **National Relay Service**. The National Relay Service will assist you to communicate with a hearing person over the phone. You can contact them using one of the following 24/7 options and ask them to contact a service.

- Voice Relay number - 1300 555 727
- Type and Read (TTY) number - 133 677
- SMS relay number - 0423 677 767
- Internet relay users - visit the National Relay Service website.

1800RESPECT

1800 737 732
24/7



1800RESPECT is Australia's national sexual, domestic and family violence counselling service. 1800RESPECT can be accessed over the phone or online via a chat function 24/7. They have trained counsellors who can provide counselling, information and referrals. It is free to call from all landlines, payphones and most mobile phones. 1800RESPECT provides services for everyone, including those who have communication difficulties such as people who are hearing-impaired, speech-impaired or who can speak limited to no English. 1800RESPECT can also help supporters of those who have experienced or are at risk of experiencing sexual, domestic and family violence.

Daisy App - *Free to download on a mobile at <https://www.1800respect.org.au/daisy>*

Daisy is an app developed by 1800RESPECT to connect people experiencing violence or abuse to services in their local area. Daisy can be downloaded for free from the App Store or Google Play. Service websites can be accessed from within the app so the sites do not show up in any browser history, as a way to protect privacy. Each listing includes information about opening times, how to get in touch and the services they offer.

Sunny App - *Free to download on a mobile at <https://www.1800respect.org.au/sunny>*

Sunny is an app co-developed by 1800RESPECT and Women With Disabilities Australia to support women with a disability who have experienced violence and abuse. It can be downloaded for free from the App Store or Google Play. The Sunny App was co-designed by women with a disability to include accessibility features such as a screen reader. The Sunny App includes information about understanding abuse, knowing your rights, finding support services that can help and tips on how to share with others your experience of abuse.

Kids Helpline

1800 551 800
24/7



Kids Helpline is a national service that provides free, private and confidential counselling for young people in Australia aged 5-25. Kids Helpline can be accessed over the phone or online via a chat service, which has specific links for different ages and demographics including kids 5-12, teens 13-17 and young adults 18-25. This service also offers support for parents and carers, as well as schools and teachers.

Lifeline

13 11 14
0477 131 114 (text only)
24/7



Lifeline is a national charity that provides confidential crisis support that is accessible 24/7. Their crisis support services can be accessed via phone, text or online chat.

13YARN

13 92 76
24/7



13YARN is a crisis support line for Aboriginal and Torres Strait Islander people that is accessible 24/7. It offers free and confidential one-on-one yarning opportunities with a Lifeline-trained Aboriginal and Torres Strait Islander Crisis Supporter.

Beyond Blue

1300 224 636
24/7
Online chat available 11am-12am, 7 days



Beyond Blue provides 24-hour access to mental health support for individuals affected by anxiety, depression and suicide. Their services include a phone line, online chat and online forums.

Suicide Call Back Service

1300 659 467
24/7



The **Suicide Call Back Service** is a nationwide service providing 24/7 telephone and online counselling to people affected by suicide. They also have resources available on their website to assist people through difficult times and educate the community on suicide, mental health and related issues. Online chat support is available on the Suicide Call Back Service website.

Bravehearts

1800 272 831
(07) 5552 3000

9am-5pm, Monday-Friday

Email: intake@bravehearts.org.au



Bravehearts provides a range of online services to children and young people who have experienced or are at risk of experiencing child sexual abuse. They also provide services to children who engage in problematic sexual behaviour and non-offending adult family members. National services include a free Information and Support Line, online education and training courses and confidential support for those considering applying to the National Redress Scheme.

Full Stop Australia

1800 385 578
24/7



Full Stop Australia supports people affected by sexual, domestic and/or family violence. FullStop Australia can be accessed over the phone or internet 24/7 by anyone who has been affected by violence and/or trauma. They provide:

- Confidential, trauma specialist counselling for people of all genders who are impacted by violence and abuse, as well as their friends, colleagues and family members.
- Best-practice training and professional services to support safe and respectful workplaces, educational environments and communities.
- Advocacy to governments, businesses and communities to make changes to laws, policies and practices to better prevent and respond to sexual, domestic and family violence.

They also have the following national support lines:

- **Sexual Abuse and Redress Support Service:** free telephone and face to face counselling for people impacted by institutional child sexual abuse.
 - **1800 211 028**
- **Sexual, Domestic and Family Violence Helpline:** for victim-survivors of sexual, domestic and/or family violence and their supporters.
 - **1800 943 539**
- **Rainbow Sexual, Domestic and Family Violence Helpline:** for LGBTQIA+ victim-survivors of sexual, domestic and/or family violence and their supporters.
 - **1800 497 212**

Blue Knot Foundation

1300 657 380

9am-5pm, 7 days

Email: helpline@blueknot.org.au



The **Blue Knot Foundation** provides information and support to anyone in Australia who is affected by complex trauma. They also provide a National Counselling and Referral Service for people with a disability which can be accessed on 1800 421 468. They can be accessed by phone or email.



What is complex trauma? Complex trauma is repeated, ongoing and often extreme interpersonal trauma (between people). It can include violence, abuse, neglect or exploitation experienced as a child, young person and adult.

Living Well

Visit Living Well's website for more information



Living Well provides information and support to men who have experienced sexual abuse. Living Well has a range of useful resources for victim-survivors and their supporters, including an app. Living Well also has a free **Guide for Men**, which provides information for men who are dealing with sexual abuse and its effects.

National Redress Scheme

1800 737 377

8am-5pm, Monday-Friday



The **National Redress Scheme** is a national program that provides acknowledgement and support to adults who experienced institutional child sexual abuse. It can provide access to counselling, financial compensation and/or a direct acknowledgement of the harm caused by an institution through an apology or similar. This scheme is an alternative to seeking compensation through the court system. To access this scheme, call the above information line or make an online application through their website. Applications will be accepted at any time before 30 June 2027. For more information about the National Redress Scheme, see page 95.

Mensline Australia

1300 789 978
24/7



Mensline Australia can be accessed by phone or online and provides support and information to men and boys living in Australia who are experiencing issues with mental health, anger management, family violence (whether they are perpetrating it or experiencing it), addiction, relationships, stress and general wellbeing. Mensline Australia provides free online counselling for men aged 15 years and over, and 18 years and over for counselling via video chat. Additional services offered by Mensline Australia include the **Mensline Australia Forum**, a peer support program that assists men with parenting and relationship issues as well as their emotional wellbeing, and **Befrienders Worldwide**, which provides information about suicide and emotional support services available worldwide in multiple languages.

QLife

1800 184 527
3pm-12am, 7 days



QLife provides nationwide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships. QLife services are free and include both telephone and webchat support. They are delivered by trained LGBTI community members across the country. Their services are for LGBTI individuals, their friends and families, and health professionals in Australia. Online chat is available on the QLife website.

Women's Services Network (WESNET)

1800 937 638
9am-5pm, Monday-Friday



The **Women's Services Network (WESNET)** is a peak body for specialist domestic violence and family violence services, specialising in assisting women impacted by technology-facilitated abuse. They provide technology safety education and advice, and they can provide new phones and phone credit. Their preferred contact method is via the contact form on their website.

ReachOut Australia

(02) 8029 7777

9am-5pm, Monday-Friday



ReachOut Australia is a mental health service that provides self-help information, peer support programs and referral tools to young people aged up to 25 and their parents and carers.

Men's Referral Service

1300 766 491

Open 7 days



The **Men's Referral Service** provides support, information and counselling for men who use family violence. It can also be accessed by friends, family or colleagues of people who are using or experiencing family violence and professionals who want to support a client either using or experiencing family violence. Men's Referral Service can be accessed by phone or through a live chat function on the website. Their additional services include:

- **Brief Intervention Service:** provides counselling support and referral options to assist men to get further support.
- **Men's Accommodation and Counselling Service:** works with men who have been excluded from the home due to their use of family violence.
- **BETTER MAN:** aims to motivate men who are worried about their behaviour to seek help at an early stage.

Youth Law Australia (YLA)

1800 950 570

9:30am-5pm, Monday-Friday

Email: advice@yla.org.au



Youth Law Australia (YLA) is a national community legal service offering free and confidential legal advice and information to children and young people under the age of 25, and their advocates. They can help with any legal issue a young person might have including issues involving sexual harassment and abuse. YLA also runs the **Young Worker's Rights Service (YWRS)**. This is a free and confidential employment law advice service for children and young people under the age of 25 and their advocates in the ACT, NSW and the NT.