

EMERGENCY & IMPORTANT NUMBERS (24 HOURS UNLESS OTHERWISE INDICATED)

EMERGENCY SERVICES

AMBULANCE, FIRE, POLICE 000

CRISIS LINES

VICTORIAN SUICIDELINE 1300 651 251

SUICIDE CALL BACK SERVICE 1300 659 467

Professional telephone counselling support to people impacted by suicide or suicidal thoughts and who are unable to access supports. Up to six 50 minute telephone counselling sessions provided

LIFELINE 13 11 14

POISONS INFORMATION SERVICE 13 11 26

SAFE STEPS (FAMILY VIOLENCE RESPONSE CENTRE) 1800 015 188

Information, support, referral & access to emergency accommodation/refuge for women subjected to domestic violence in Victoria

CHILD PROTECTION CRISIS LINE Concerns about Child Abuse (emotional, physical or sexual) 13 12 78

MENTAL HEALTH SERVICES

ANXIETY RECOVERY CENTRE VICTORIA: 1300 269 438

Monday – Friday 10.00am – 8.30pm 9830 0533

RECONNEXION: Monday to Friday 9am - 5pm 1300 273 266

Telephone support and information for people experiencing tranquiliser dependency, anxiety disorders and depression

MENTAL HEALTH LEGAL CENTRE: Tues & Thurs 6.00-8.00pm 9629 4422

Legal advice, information and referral to people who have experienced or been labelled with mental illness and other related legal issues associated with mental health 1800 555 887

PERINATAL ANXIETY AND DEPRESSION AUSTRALIA (PANDA): Mon–Fri 9am-7.30pm 1300 726 306

EATING DISORDERS VICTORIA: Monday – Friday 9.30am – 4.30pm 1300 550 236

SANE AUSTRALIA: Monday to Friday 10am-10pm 1800 187 263

Info, guidance and referrals for mental health

MEDICAL SERVICES

NURSE ON CALL Immediate, expert health information and advice from a registered nurse 1300 606 024

MEDICINES LINE: Monday- Friday 9am – 5pm 1300 633 424

Independent, up to date and evidence based medicines information from a pharmacist

ADVERSE MEDICINE EVENTS LINE: Monday- Friday 9am – 5pm 1300 134 237

An avenue for discussing adverse effects with medicines – NOT FOR EMERGENCIES

13 SICK 13 SICK (7425)

After hours GP home visits bulk-billed

DoctorDoctor 13 26 60

After hours GP home visits bulk-billed

TRAUMA SERVICES

SEXUAL ASSAULT CRISIS LINE

Information, advocacy & services for victims of sexual assault, their families & friends 1800 806 292

BLUE KNOT FOUNDATION: Monday – Sunday 9am-5pm 1300 657 380

Support, info & referral to adult survivors of childhood trauma

1800 RESPECT 1800 737 732

National Sexual Assault Domestic family Violence Counselling Service

YOUTH SERVICES

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| KIDS HELP LINE | 1800 551 800 |
| YoDAA (Youth Drug & Alcohol Advice) Line: Monday to Friday 9am-8pm | 1800 458 685 |
| HEADSPACE: Monday to Friday 9am – 1am | 1800 650 890 |

WOMEN'S SERVICES

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| WIRE – WOMEN'S INFORMATION: Monday – Friday 9am-5pm Support, information and referrals for women on any issue | 1300 134 130 |
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MEN'S SERVICES

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| MENSLINE AUSTRALIA Assistance for men dealing with family & relationship issues & women/family members concerned about the welfare of their partners, husbands or fathers | 1300 789 978 |
| MEN'S REFERRAL SERVICE: Monday – Friday 8am – 9pm, weekends 9am-5pm Information, counselling & referral for men taking their 1 st step towards ending violent/abusive behaviour in the home | 1300 766 491 |

LGBTIQA+ SERVICES

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| SWITCHBOARD: 3pm-12am 7 days per week Telephone counselling, referral and info for LGBTIQA+ communities | 1800 184 527 |
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PARENTING SERVICES

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| PARENT LINE (VIC): 8am – 12midnight (7 days a week) Information & referral on parenting issues to parents of children 0 – 18 years | 13 22 89 |
| MATERNAL & CHILD HEALTH LINE Info & advice about the care and health of your child (birth – school age) | 13 22 29 |

GRIEF SERVICES

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| GRIEFLINE: 12 noon – 3am (7 days a week) Grief & loss and associated distress & sadness | 1300 845 745 |
| COMPASSIONATE FRIENDS VICTORIA: Support for bereaved parents, grandparents, brothers and sisters after the death of a son or daughter of that family at any age from any cause | 9888 4944 1300 064 068 |

ADDICTION SERVICES

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| DIRECT LINE Drug and Alcohol issues for affected people, their families & friends Counselling, Information and referral | 1800 888 236 |
| FAMILY DRUG HELP: Monday – Friday, 9-5 Support for families and friends of drug users | 1300 660 068 |
| GAMBLER'S HELP | 1800 858 858 |

CARER SERVICES

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| CARERS VICTORIA: Monday – Friday 9am-5pm Support to carers who support family/friends with a disability, mental illness, chronic condition, terminal illness or who are frail aged | 1800 242 636 |
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