



Services and Supports Guide

A library of nationally accessible services and supports which can provide assistance for family and domestic violence related challenges

... Because there is always help available

Helping you protect your people

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Family and Domestic Violence Services

Emergency Services

- Is someone seriously injured or in need of urgent medical help?
- Is a person's safety or life at risk?
- Have you just witnessed a serious accident or crime?

If you answered YES call Triple Zero (000) and request police and ambulance support



1800Respect

The national family violence and sexual assault counselling service providing phone and web based counselling, information, resources, advice and practical community supports.

www.1800respect.org.au

1800 737 732



Family Relationships

Phone and web based portal providing links to all nature of reputable and evidence based organisations, apps, online programs, forums, phone chat, email services and community groups who can provide support services to families, whether together or separated.

www.familyrelationships.gov.au

1800 050 321



MensLine Australia

Phone and web based service providing specialised help and programs to those affected by family and domestic violence and those undertaking acts of family and domestic violence.

www.mensline.org.au

1300 789 978



Relationships Australia

Practical services, advice and web based portal providing essential information and support to individuals experiencing family and domestic violence, separation or divorce and other relationship challenges.

www.relationships.com.au

1300 364 277



CentreCare

Community based support services, advice and web based portal providing essential information and support to individuals experiencing family and domestic violence, other relationship challenges or who are in need of accommodation, with both metropolitan and regional support networks.

www.centrecare.com.au



Parent Support Services

ParentLine Australia

Phone and web based portal providing links to all nature of reputable and evidence based organisations, apps, online programs, forums, phone chat, email services and community groups to support parents.

www.parentline.com.au

1300 30 1300



Gidget Foundation

Phone and web based service providing specialised help and programs to expecting and new parents.

www.gidgetfoundation.org.au

1300 851 758



PANDA National Perinatal Mental Health

Phone and web based service providing specialised help and programs to expecting and new parents.

www.panda.org.au

1300 726 306



Reach Out

Phone and web based service providing specialised help and programs to parents of adolescents.

www.parents.au.reachout.com



Legal Support Services

Legal Aid Services

Legal aid provides a range of free services to people in the community. Refer to the links below for information on the legal aid services in each state:

Legal Aid ACT

www.legalaidact.org.au
1300 654 314

Legal Aid NSW

www.legalaid.nsw.gov.au
1300 888 529

Legal Aid NT

www.legalaid.nt.gov.au
1800 019 343

Legal Aid QLD

www.legalaid.qld.gov.au
1300 651 188

Legal Aid SA

www.lsc.sa.gov.au
1300 366 424

Legal Aid Commission of TAS

www.legalaid.tas.gov.au
1300 366 611

Victoria Legal Aid

www.legalaid.vic.gov.au
1300 792 387

Legal Aid WA

www.legalaid.wa.gov.au
1300 650 579

Financial Support Services

Financial Counselling Australia

Phone and web based private financial counselling services including debt management, budgeting and entitlement advice.

www.financialcounsellingaustralia.org.au
1800 007 007



Money Smart

Phone and web based support for money management, urgent money access/help and divorce and separation services.

www.moneysmart.gov.au
131 450



Mental Health Crisis Services

Emergency Services

- Is someone seriously unwell or in need of urgent medical help?
- Is a persons safety or life at risk?
- Have you just witnessed a serious accident or crime?

If you answered YES call Triple Zero (000) and request police and ambulance support



Crisis Assessment and Treatment Teams

Crisis assessment and treatment teams (CATT) are based out of local major hospitals, and provide help during a mental health emergency, including phone support and sending mental health practitioners to attend to individuals in crisis not dissimilar to an ambulance.



To find a local CATT team google the “suburb + CATT” or ring your closest major public hospital.

State Based Mental Health Crisis Lines

ACT 1800 629 354	NSW 1800 011 511	NT 1800 682 288	QLD 1300 642 255 (MH CALL)
SA 13 14 65	TAS 1800 332 388	VIC 1300 363 746	WA 1800 676 822

Lifeline Suicide Call Back Service

24-hour phone and web based suicide counselling services and advice.
www.lifeline.org.au
13 11 14



Suicide Call Back Service

24-hour phone and web based suicide counselling services and advice.
www.suicidecallbackservice.org.au
1300 659 467



Mental Health Support Services

Mental Health Care Plan

A Mental Health Care Plan can provide subsidised access to mental health professionals and services for all Australians through the Medicare Better Access initiative.

To access a Mental Health Care Plan the first step is to make an appointment with your GP and request to be provided with a Better Access Plan.



BeyondBlue

Phone and web based support services including extensive resources and online interventions for a variety of mental health needs and with specialty services for various population groups.

www.beyondblue.org.au
1300 224636



Black Dog Institute

Web based research, information and services for a variety of mental health needs with a specialty in depression and mood disorders.

www.blackdoginstitute.org.au



Head to Health

Web based portal providing links to all nature of reputable and evidence based mental health organisations, apps, online programs, forums, phone chat, email services and community groups.

www.headtohealth.gov.au



My Compass

Web based self-help service in partnership with the Black Dog Institute providing a range of interactive learning modules designed to improve coping skills, build self-care strategies and increase resilience.

www.mycompass.org.au



Alcohol and Drug Foundation

Phone and web based information, resources, advice and counselling services specifically for challenges with drug and alcohol use in individuals or as care givers.

www.adf.org.au
1300 85 85 84



Gambling Help

Phone and web based information, resources, advice and counselling services specifically for challenges with gambling.

www.gamblinghelponline.org.au
1800 858 858





Gallagher

This resource has been created by Gallagher Workplace Risk. For further information about programs for workplaces across these areas please contact education@ajg.com.au or call 0423 875 145