

Digital Service Providers

National and State-wide Digital Support Service Pathways		
Service Provider Name	Contact	About
Parent Line NSW	Phone: 1300 1300 52 Weekdays 9am to 9pm Weekends 4pm to 9pm Contact can also be made through Facebook.	Parent Line NSW is a telephone counselling, information and referral service for parents of children ages 0 to 18 who live in New South Wales. Calls are answered directly by our team of trained, professional counsellors. We can also provide support and information for professionals working with parents and children, including advice for supporting parents, referral to services, details about how we can support families, newsletter articles and more.
Kids Helpline	Phone: 1800 55 1800 24 hours/7 days per week Webchat service 24 hours/7 days per week Accessed through https://kidshelpline.com.au or App Email Counselling counsellor@kidshelpline.com.au 8am – 10pm, 7 days per week	Private and confidential phone and online counselling service for young people aged 5 to 25 on a range of issues. https://kidshelpline.com.au has a number of resources on a range of topics
DV Line	Phone: 1800 65 64 63 24 hours/7days per week	The Domestic Violence Line is a NSW state wide telephone crisis counselling and referral service for women, including trans women.
Link2Home	Phone: 1800 152 152 24 hours/7days per week Support can also be access through https://askizzy.org.au or the App	Link2Home is the state wide homelessness information and referral telephone service.

1800RESPECT	Phone: 1800 737 732 24 hours/7 days per week Web chat support 24 hours/7 days per week https://www.1800respect.org.au/	Telephone and Online counselling support for victims of sexual, domestic or family violence.
NSW Rape Crisis Centre	Phone: 1800 424 017 24 hours/7 days per week http://www.nswrapecrisis.com.au	Telephone and online counselling service for anyone in Australia who is at risk of or has experienced sexual assault, family or domestic violence. The service, which is staffed by experienced and qualified trauma counsellors
Mental Health Access Line	Phone: 1800 011 511 24 hours/7 days per week	The Mental Health Line offers: <ul style="list-style-type: none"> • professional help and advice • referrals to local mental health services. It is staffed by mental health professionals who will ask questions to determine if you or, the person you are concerned about, needs ongoing mental health care and how urgently it is needed.
Lifeline	Phone: 13 11 14 24 hours/7 days per week Web Chat https://www.lifeline.org.au 7pm to Midnight 7 days per week Lifeline text service 0477 131114 6pm to Midnight, 7 days per week	Crisis support and suicide prevention services. Resources available through https://www.lifeline.org.au
Suicide Call Back Service	Telephone, Online Chat, Video Chat Phone: 1300 659 467 https://www.suicidecallbackservice.org.au 24 hours/7 days per week	Telephone, Web Chat and Video Chat service to people who are affected by suicide. Resources can also be located on the webpage.
Beyond Blue	Phone: 1300 224636 24 hours/7 days per week Online chat https://www.beyondblue.org.au 3pm to Midnight, 7 days per week	Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live. https://www.beyondblue.org.au

	Community Forums 24 hours/7 days per week	
NewAccess	<p>Contact Beyond Blue for local service provider</p> <p>Phone: 1300 224636 24 hours/7 days per week</p> <p>Online chat https://www.beyondblue.org.au 3pm to Midnight, 7 days per week</p>	<p>NewAccess is a free, easily accessible service that provides support for people experiencing the stress of life pressures. The service has been developed by Beyondblue.</p> <p>NewAccess coaches are specially trained and experienced in working with clients on CBT strategies and to set practical, effective goals that will help them get back on track. Underpinned by 10+ years of reasearch including a three-year trial in Australia, the program is proven to help people hesitant to engage with mental health services and helps people tackle day-to-day pressures caused by work, family, health or financial issues that are affecting their life.</p> <p>The program comprises six free sessions with a NewAccess coach, with sessions taking place over the phone or face-to-face. At the first appointment the coach will complete an initial assessment with the client and develop a program that's tailored to their specific needs.</p> <p>Clients can self-refer.</p> <p>Central and Eastern Sydney PHN, Nepean Blue Mountains PHN, North Coast PHN, South Western Sydney PHN, Western NSW PHN Western NSW PHN</p>
Tresillian	<p>Phone: 1300 272 736 Monday to Sunday, 7am to 11pm</p> <p>Online Support 5pm – 11pm Monday to Friday</p> <p>https://www.tresillian.org.au</p>	<p>A maternal and child health nurse provides support and parenting advice for parents and primary carers of infants and children 0 to 5 years old. Online Resources and Info sheets also available.</p>
Karitane	<p>Careline: 1300 227 464 Monday to Thursday, 12:30pm-9pm and</p>	<p>Do you have a parenting question about your 0 – 5 year old child? When you call Karitane Careline, a friendly and experienced Child and</p>

	<p>11pm to 6am. Friday, 8am-430pm. Saturday 9am-330pm</p> <p>https://karitane.com.au</p>	<p>Family Health Nurse will support you with guidance and encouragement on your parenting journey. Our professional team are here to support you with topics that include:</p> <ul style="list-style-type: none"> • Sleep and settling • Feeding • Playing and connecting with your baby • Your feelings and adjustment to parenting <p>Video based teleconferencing support can be provided through Karitane's toddler clinic. Referrals through a health professional.</p>
Carers NSW	<p>Phone: 1800 242 636 Monday to Friday, 9am to 5pm</p> <p>http://www.carersnsw.org.au</p>	<p>Short-term counselling (Face to Face and Telephone) and emotional and psychological support services for carers and their families.</p>
One Door Mental Health - Information and Support line.	<p>Phone: 1800 843 539 Monday to Friday, 9am to 5pm</p> <p>https://www.onedoor.org.au</p>	<p>The One Door support team is made up of trained volunteer, some tertiary students, counselling professionals, people with lived experience of mental illness, carers of people with mental illness and supportive members of the public with an interest in mental health.</p>
Headspace	<p>Phone: 1800 650 890 9am to 1am, 7 days per week</p> <p>https://headspace.org.au</p>	<p>Free online and telephone service that supports young people aged between 12 and 25 and their families going through a tough time.</p>
CALM (Continuing Adolescent Life Management	<p>Phone: 9305 6615 Monday to Friday, 9am-5pm</p> <p>https://noffs.org.au/blank/life-management-calm/</p>	<p>Youth 12-15 years.</p> <p>The CALM program offers a range of community-based therapeutic services including individual and family counselling, life skills development and educational and vocational programs. A key component of CALM is the use of "Facebook" to maintain open communication with clients and provide ongoing support as well as information and resources on health and lifestyle issues. CALM also serves as the aftercare module for clients who have participated in the PALM residential program.</p> <p>State-wide service currently all support is provided over the phone, online or video-link due to COVID-19.</p>

PANDA – Perinatal Anxiety and Depression Helpline	Phone: 1300 726 306 Monday to Friday, 9am – 730pm https://www.panda.org.au	National helpline service for women, men and their families affected by perinatal anxiety and depression. Counsellors can help you work through your challenges by talking openly and honestly about your thoughts, feelings and experiences.
MensLine Australia	Phone: 1300 78 99 78 24 hours/7 days per week Online Chat and Video Counselling 24 hours/7 days per week https://mensline.org.au	A telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way. This includes video chat counselling.
Men’s Referral Service	Phone: 1300 766 491 24 hours/7 days per week <u>Live Chat Service</u> Monday to Friday, 8am-9pm Weekends/Public holidays, 10am-3pm https://www.ntv.org.au	The Men’s Referral Service is a men’s family violence telephone counselling, information and referral service. The Men’s Referral Service is for: <ul style="list-style-type: none"> • Men who are using controlling behaviour towards a partner or family member • Women seeking information about men’s use of family violence • Friends, family or colleagues of people who may be using or experiencing family violence Professionals wishing to support a client who is using or experiencing family violence
QLife	Phone: 1800 184 527 Webchat available https://qlife.org.au 3pm-12am, 7 days per week	QLife is Australia’s first nationally-oriented counselling and referral service for LGBTI people. The project provides nation-wide, early intervention, peer supported telephone and web based services to diverse people of all ages experiencing poor mental health, psychological distress, social isolation, discrimination, experiences of being misgendered and/or other social determinants that impact on their health and wellbeing.
Parents Beyond Breakup	Phone: 1300 853 437 Monday to Saturday, 9am to 5pm https://www.parentsbeyondbreakup.com	Telephone support as well as local support groups for separated dads and mums. Have introduced online support forums and Live Chat options in response to COVID19. Community based meetings suspended.
Raising Grandchildren	https://www.raisinggrandchildren.com.au	Online Resources for grandparents looking after their grandchildren

Centrelink	Phone: 132 850 Monday to Friday 8am to 5pm	Crisis Payment is a one off payment if you're in severe financial hardship and extreme circumstances
Services NSW	https://www.service.nsw.gov.au	Information on concessions and rebates provided by the NSW Government.
HealthDirect – Pregnancy, Birth and Baby Helpline	Phone: 1800 882 436 24 hours/7 days per week https://www.healthdirect.gov.au	Telephone counselling, information and advice for parents and expectant mothers on topics including pregnancy, birth and parenting in the first twelve months
Dokotela	Phone: 8003 7668 Monday-Friday, 9am to 6pm https://dokotela.com.au	Psychiatrist and other Specialist Services via Video-link. Service is Bulk Billed through Medicare. Requires a GP referral. Contact Dokotela for the list of areas they currently cover.
Black Dog Institute	https://www.blackdoginstitute.org.au	Online resources and self help tools targeted towards improving the lives of people affected by mental illness
Blue Knot Foundation	Phone: 1300 657 380 9am-5pm, 7 days per week https://www.blueknot.org.au	If you have experienced childhood trauma, you can speak with a Blue Knot Helpline trauma counsellor including for support and applications around national redress.
Butterfly Foundation	Phone: 1800 33 46 73 Web Chat available https://thebutterflyfoundation.org.au/ 8am to Midnight, 7days per week	The Butterfly Foundation supports thousands of Australians every year including children, partners, family members or friends of someone with an eating disorder or body image issue.
NDIS	Phone: 1800 800 110 Monday to Friday 8am to 8pm Webchat option available https://www.ndis.gov.au	The National Disability Insurance Agency (NDIA) is an independent statutory agency. Our role is to implement the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.
Commonwealth	Phone: 1800 052 222	Commonwealth Respite & Carelink Centres provide support services to

Respite and Carelink Centre	Monday and Friday, 9am to 5pm 1800 059 059 (For Emergency Respite) Outside Business Hours	carers and assists carers with options to take a break through short-term and emergency respite
Defence Family Helpline	Phone: 1800 624 608 24 hours/7 days per week https://www.defence.gov.au/DCO/Defence-Helpline.asp	Telephone support service for Australian Defence Force (ADF) families. Information, advice, assessment, support and referral are provided.
National Alcoholics Anonymous Helpline	Phone: 1300 222 222 24 hours/7 days per week https://aa.org.au	A helpline available twenty-four hours, seven days a week for people needing help for a drinking problem.
National Debt Helpline	Phone: 1800 007 007 Monday to Friday, 930am-430pm. https://ndh.org.au	Telephone legal advice and financial counselling for New South Wales consumers on credit, debt and banking matters
Gambling Helpline	Phone: 1800 858 858 24 hours/7 days per week	Support for those experiencing distress or financial problems related to gambling. Online forum available.
ReachOut Parents	https://parents.au.reachout.com	Our professionals are experienced in supporting families. They will help you to better understand what's going on with your teen and build skills to connect and communicate. Self help content, Community forums. One on one support can be provided and requires the client to book the session through the website.
LawAccess NSW	Phone: 1300 888 529 9am-5pm, Mon-Fri. https://www.legalaid.nsw.gov.au	Advice in relation to NSW Law, including support in relation to Court attendance.
Women's Legal Service NSW	<u>Women's Legal Advice line</u> Phone: 1800 801 501 or 8745 6988 Tues: 130pm-430pm Thurs: 930am-1230pm <u>DV Legal Advice line</u> Phone: 1800 810 784 or 8745 6999 Mon: 130pm-430pm	Free legal advice over the phone. Women's Legal Service NSW telephone legal advice lines: <ul style="list-style-type: none">• Women's Legal Advice Line• Domestic Violence Legal Advice Line• Indigenous Women's Legal Contact Line• Working Women's Legal Service

	<p>Tues: 930am-1230pm Thurs: 130pm-430pm</p> <p><u>Indigenous Women's Legal Advice Line</u> Phone: 1800 639 784 or 8745 6977 Mon: 10am-1230pm Tues: 10am-1230pm Thurs: 10am-1230pm</p>	<p>https://www.wlsnsw.org.au</p>
<p>Wirringa Baiya Aboriginal Women's Legal Centre</p>	<p>Advice line Phone: 1800 686 587 or 029569 3847</p> <p>Mon: 930am-4pm Tues: 930am-4pm Thurs: 930am-4pm Fri: 930am-4pm</p> <p>http://www.wirringabaiya.org.au</p>	<p>Wirringa Baiya Aboriginal Women's Legal Centre provides free, confidential legal information, advice and casework to Aboriginal and Torres Strait Islander women, youth and children on a range of family and civil law matters. We can provide advice, and depending on the circumstances, we can also offer minor assistance, or in other circumstances we can take on matters. If we can't assist a person, we can provide referrals to other organisations</p>
<p>Aboriginal Legal Service</p>	<p>Phone: 1800 765 767 Police and Court Matters</p> <p>Phone: 1800 733 233 For Care and Protection and family matters</p>	<p>Free legal advice for the Aboriginal Community in relation to Criminal Law, Family Law and Care and Protection Law. Also provide support in relation to Tenancy issues.</p> <p>https://www.alsnswact.org.au</p>
<p>Aboriginal and Torres Strait Islander People's Helpline</p>	<p>Phone: 1300 287 432</p>	
<p>National Coronavirus Helpline</p>	<p>Phone: 1800 020 080 24 hours/7 days per week</p> <p>https://www.health.gov.au/contacts/national-coronavirus-helpline</p>	<p>Call this line if you are seeking information on coronavirus (COVID-19).</p>
<p>Salvation Army Emergency Relief Team</p>	<p>Phone: 1300 371 288 Monday to Friday, 9am-5pm</p> <p>https://www.salvationarmy.org.au/</p>	<p>If you're struggling to make ends meet, The Salvation Army's may be able to provide practical assistance (Food, Travel, Water, Phone, Rates, Clothing etc). Please contact the where you will talk to a friendly and trained telephone support worker who will assess your situation and refer you to a local 'Salvos Connect' site to receive assistance. Please note that your circumstances will be assessed with regards to</p>

		your needs and available resources. Our team are also able to refer you to other services if they are relevant to your circumstances.
Anglicare Food and Financial Assistance	Phone: 1300 111 278 Monday to Friday, 9am-5pm	Food parcels and financial counselling by appointment. Will refer to their local Anglicare Office.
St Luke's Innovative Resources	info@innovativeresources.org Scaling kit for purchase; https://innovativeresources.org/resources/digital-applications/the-scaling-kit-web-based-app/	St Luke's Innovative Resources has a growing range of interactive digital tools and apps. They open up exciting and creative ways to engage with children, youth, families and work colleagues remotely, even if using digital resources is a new way of working for you.
NILS (No Interest Loan Scheme)	https://nils.com.au/	No Interest Loans (NILS) provide individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for essential goods and services such as fridges, washing machines, car repairs and medical procedures for up to \$1,500. Repayments are set at an affordable amount over 12 to 18 months. NILS is offered by 170 local community organisations in over 600 locations across Australia. Chances are there'll be a local NILS provider near you or one who can help over the phone.