



Information Sheet for Health, Lifestyle and Crisis Services

The following information lists services and contact details for providers in emergency care, general health, mental health, family and domestic violence support, and other specialised services. Click the red service links to visit the respective websites. If you are unable to find a service that meets your specific needs, please contact Nurse-on-Call or your GP for assistance.

Emergency and General Health Services

Service	Focus	Phone number	Operating hours
Emergency	Emergency assistance	000	24 hours/7 days
NURSE-ON-CALL	Provides professional advice to address your health-related questions and concerns.	1300 60 60 24	24 hours/7 days
Victorian Virtual Emergency Department	Virtual health service to treat non-life-threatening emergencies. No referral required, all patients can connect directly from any personal device with a camera.	Contact via website	24 hours/7 days
Area Mental Health Services Triage	Generally, the first point of contact for people seeking a specialist mental health response that will identify the urgency and nature of response required.	Phone numbers are available in each area (online search)	24 hours/7 days
Health Direct	Website providing quality approved health information and advice on various topics, symptoms, medicines and services.	1800 022 222 (links to nurse-on-call)	24 hours/7 days

Mental Health and Crisis Support

Service	Focus	Phone number	Operating hours
BeyondBlue	Online and telephone helpline for people with depression, anxiety or other mental health issues.	1300 22 4636	24 hours/7 days
Lifeline	Crisis support (phone, text or online chat), suicide prevention & mental health support services.	13 11 14	24 hours/7 days
SANE	Support for people over 18yrs with complex mental health needs, and their family, friends and carers. Mental health support for people with an intellectual disability, autism or acquired brain injury.	1800 187 263	10am – 10pm weekdays
Suicide Callback Service	24-hour crisis support and counselling for anyone: Feeling suicidal, worried about	1300 659 467	24 hours/7 days



	someone, caring for someone who is feeling suicidal, or lost someone to suicide.		
SuicideLine Victoria	24-hour crisis counselling service for anyone feeling suicidal, if someone you know is at risk of suicide, or if you have been affected by suicide.	1300 651 251	24 hours/7 days
headspace	Helps young people (12-25) with mental health services, physical health, alcohol and other drug services, and work and study support.	1800 650 890	9am – 1am /7 days
Sexual Assault Crisis Line	Provides crisis response to victims and survivors of recent and past sexual violence.	1800 806 292	5 pm–9 am/7 days
OCD and Anxiety Helpline	Provides support, information and referrals to individuals with OCD and anxiety disorders, as well as their families and carers.	1300 269 438 or 9830 0533	10am–4pm weekdays
Griefline	Counselling and support to people experiencing grief and loss across Australia.	1300 845 745	8am-8pm/7 days

Family and Domestic Violence Support

Service	Focus	Phone number	Operating hours
1800RESPECT	1800RESPECT is the national domestic, family and sexual violence counselling service centre.	1800 737 732 Text 'HELLO' to 0458 737 732	24 hours/7days
Safe Steps (Family Violence Response Centre)	Family violence information and support, safety planning, risk assessment and access to crisis accommodation.	1800 015 188	24 hours/7 days
Kids Helpline	Telephone counselling service for people aged between 5 and 25 years.	1800 55 1800	24 hours/7days
Parentline	Counselling and support services for parents and carers of children from 0-18 years.	13 22 89	8 am–midnight/7 days
PANDA	Support for expecting, new parents or people with concerns and challenging experiences during transition to parenthood.	1300 726 306	9 am–7.30 pm weekdays 9am-4pm Sat
Mensline	Counselling service for men, providing support with: Mental health, relationship, parenting, loneliness and isolation, grief and loss and anger management.	1300 78 99 78	24 hours/7 days



Specialised Support Services

Service	Focus	Phone number	Operating hours
ARAFMI Carer Helpline	Counselling and support for carers and families of people affected by mental illness.	07 3254 1881	24 hours/7 days
Butterfly Foundation	Support for eating disorders and body image issues.	1800 33 4673	8 am-midnight/7 days
Switchboard Victoria	Provides a range of peer-driven support services for LGBTIQ+ people, their families, allies and communities. Linked to QLife and Rainbow Door.	1800 729 367 (Rainbow) 1800 184 527 (QLife)	10am-5pm/7 days 3pm-12am/7 days
Family Drug and Gambling Helpline	Provides practical help, information and support to families and friends affected by someone's drinking, drug use or gambling.	1300 660 068	24 hours/7 days
DirectLine	Counselling for people affected by alcohol and/or drugs, and provides referrals to treatment services.	1800 888 236	24 hours/7 days
Gambler's Help	Provides self-help advice, counselling and peer support for gambling.	1800 858 858	24 hours/7 days

We welcome your feedback on the information provided or any suggestions for additional services. Please contact us at ourhealth-study@unimelb.edu.au.