

Australia-wide

Helpline/Counselling Service	Description	24 Hour service?	Contact
1800 RESPECT	A national sexual assault, family and domestic violence counselling line for anyone who has experienced-or are at risk of-physical or sexual violence. This service is designed to meet the needs of people with disabilities, Indigenous Australians, young people, and callers from culturally and linguistically diverse backgrounds.	Yes	1800 RESPECT (1800 737 732) 24 hours, 7 days a week 1800 RESPECT
1800 MYLINE	A national relationships helpline for young Australians to talk to someone about the relationship issues they may be experiencing, or if they are unclear about where to draw the line between what is, or is not, a respectful relationship.	Yes	1800 MYLINE (1800 695 463) 24 hours, 7 days a week 1800 MYLINE
Lifeline	A generalist and crisis telephone counselling, information and referral service , provided by trained volunteers who are supported by professional staff.	Yes	Ph: 13 11 14 Lifeline
MensLine Australia	An Australian Government initiative providing telephone counselling and a referral service for men. It is operated by Care Ring (Personal Emergency Services Inc), and is a resource for men who need advice on a large range of issues (e.g., relationship support, parenting skills) and for those at risk of committing suicide.	Yes	Ph: 1300 78 99 78 MensLine Australia
Child Abuse Prevention Service (CAPS)	Workers offer information, referral and ongoing support to those affected by child abuse, concerned about the welfare of a child, or needing family or parenting support.	No	Freecall: 1800 688 009 Mon-Fri: 9:00 am - 5:00 pm (AEST) Child Abuse Prevention Service
Miracle Babies Foundation	Miracle Babies Foundation is Australia's leading organisation	Yes	Ph: 1300 622 243

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	supporting premature and sick newborns, their families and the hospitals that care for them.		24-hour national support line
PANDA (Post and Antenatal Depression Association)	Provides confidential information, support and referral to anyone affected by depression and anxiety during pregnancy and after childbirth (perinatal depression and anxiety)-including partners, family members and friends.	No	Ph: 1300 726 306 Mon-Fri: 10:00 am - 5:00 pm (AEST) If the matter is non-urgent or after hours leave a message and the call will be returned as soon as possible. Post and Antenatal Depression Association
Family Relationship Advice Line	Assists families affected by relationship or separation issues. The Advice Line provides information on family relationship issues and advice on parenting arrangements after separation. It can also refer callers to local services that can provide assistance.	No	Freecall: 1800 050 321 Mon-Fri: 8:00 am - 8:00 pm (local time) Sat: 10:00 am - 4:00 pm (excluding national public holidays). Instructions for deaf or speech-impaired callers can be accessed on the website. Family Relationship Advice Line
Child Wise-National Child Abuse Prevention Helpline	Support service for individuals, organisations, professionals and parents requiring assistance on child protection. A compassionate and professional team of trained counsellors can assist with any enquiry or report relating to child sexual abuse.	No	Freecall: 1800 99 10 99 Mon-Fri: 9:00 am - 5:00 pm Child Wise Helpline
Australian Breastfeeding Association	Provides breastfeeding information and support to mothers, their support networks (e.g., other family members) and health professionals	Yes	Freecall: 1800 686 268 Breastfeeding Helpline
Children and the Media: Let's Talk-Children and Media	Provides a movie review service for parents and caregivers. Before taking their children to a movie,	Yes	Freecall: 1800 700 357 Children and Media

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Helpline	parents are urged to phone the helpline to check whether that movie is likely to be suitable.		

New South Wales

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Child Protection Helpline	For people who suspect (on reasonable grounds) that a child is suffering abuse or neglect, or for those who wish to discuss concerns about a child or young person	Yes	Ph: 132 111 TTY: 1800 212 936 Child Protection Helpline
Domestic Violence Line	Provides telephone counselling, information and referrals for people who are experiencing or have experienced domestic violence. Trained female caseworkers are sensitive to the needs of people who have experienced domestic violence. Domestic Violence Line staff are aware of the special needs of Aboriginal women and women from other cultures, as well as those living in rural and remote areas.	Yes	Freecall: 1800 656 463 TTY: 1800 671 442 Domestic Violence Line
Child Abuse Prevention Service (CAPS)	Offers information, referral and ongoing support to those affected by child abuse, concerned about the welfare of a child, or needing family or parenting support. Also provides 24-hour crisis support for its clients.	Yes	Freecall: 1800 688 009 Ph: (02) 9716 8000 Child Abuse Prevention Service
Victims Access Line	Provides support and information to victims of all crimes, including sexual and physical assault and domestic violence.	No	Free call: 1800 633 063 Ph: (02) 8688 5511 Aboriginal Contact Line: 1800 019 123 8:00 am - 6:00 pm Mon-Fri Victims Access Line
Karitane Careline	Child and Family Health nurses consult on issues relating to	No	Ph: 1300 CARING

Helpline/Counselling Service	Description	24 Hour service?	Contact
	pregnancy and parenting children up to 5 years.		(1300 227 464) 8:00 am Mon - 4:30 pm Friday (24 hours) 10:00 am - 4:30 pm Weekends Karitane Careline
Parent Line	Telephone advice and information service for parents. Trained, professional counsellors with experience in helping families will listen and give support and assistance, provide information on relevant issues and services on a wide range of parenting issues such as behaviour and emotional problems, discipline, adolescent issues, family relationships, sole parent issues, school problems, child care and juvenile justice.	Yes	Ph: 1300 1300 52 Parent Line
Rape Crisis Centre	Provides a state-wide telephone and online crisis counselling service to anyone who has been impacted by sexual violence. The centre also provides trauma counselling for women who were sexually assaulted when they were children.	Yes	Freecall: 1800 424 017 Rape Crisis Centre
Tresillian Parent's Help Line	Qualified child and family health nurses provide advice on any aspect of parenting children aged up to 5 years.	Yes	Freecall: 1800 637 357 Ph: (02) 9787 0855 Tresillian Parent's Help Line

This list is not exhaustive of services that operate in Australia. If you wish to make a suggestion for the addition of a service, please [contact the CFCA information exchange](#).

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