

Mental Health & Wellbeing Support Services

Everyone has the right to good mental and emotional health. Whether you are seeking support for your own mental wellbeing or would like some information on how to support others with their mental health, there are a wide range of services to help you achieve this.

If you are in an emergency, in danger or you or someone close to you has seriously harmed themselves, call Triple Zero ([000](tel:000)) for emergency services.

If you are not in an emergency situation, but you need immediate help, call one of the following helplines that offer crisis support and counselling over the phone:

- [Lifeline](#) – call [13 11 14](tel:131114) for this free, 24-hour Australia-wide crisis support and suicide prevention service.
- [Suicide Call Back Service](#) – call [1300 659 467](tel:1300659467) for this free service for people having suicidal thoughts, family or friends affected by suicide and healthcare professionals treating suicidal people.
- [SuicideLine](#) – call [1300 651 251](tel:1300651251) for free and anonymous support, 24 hours a day, seven days a week across Victoria.

This resource groups specialist services based on the following categories:

- Aboriginal and Torres Strait Islander communities
- Addiction – Alcohol, drug, and gambling
- Children and Youth
- Crisis and Suicide
- Culturally and Linguistically Diverse (CALD) communities
- Family violence and sexual assault
- General Mental Health
- Legal Support
- LGBTIQ+ communities
- Older adults (65+)
- People with disability

Aboriginal and Torres Strait Islander communities

Service	Description	Contact information
Victorian Aboriginal Health Service (VAHS)	The VAHS Family Counselling Service provides culturally safe social emotional wellbeing and mental health counselling, cultural healing and recovery programs, care coordination and outreach support.	Phone (general enquiries): 9419 3000 Phone (Preston): 9403 3300 (9am–5pm, Monday to Thursday; 9am–4pm, Friday) Email: info@vahs.org.au

		Visit the VAHS website
Victorian Aboriginal Legal Service	VALS plays an important role in providing referrals, legal advice/information, duty work or case work assistance to Aboriginal and Torres Strait Islander peoples in the State of Victoria.	Phone: 1800 064 865 Email: vals@vals.org.au Visit the VALS website
Well Mob	WellMob brings together online resources made by and for our mob. Here you will find websites, apps, podcasts, videos, social media, and online counselling all with a focus on social and emotional wellbeing.	Visit the Well Mob website View their options for getting in touch
For more information, refer to Aboriginal Darebin .		

Addiction – Alcohol, Drug, and Gambling

Service	Description	Contact information
ALCOHOLICS ANONYMOUS – NORTH WEST INTERGROUP	Alcoholic Anonymous (AA) provide a 24/7 telephone answering service established to help carry the AA message in the local area to those seeking help. The Intergroup is self-supporting and relies on volunteer AA members to perform the service work of answering calls.	Phone: 0419 610 025 (24/7) Find a local meeting Email: nwigcommittee@gmail.com Visit the AA – North West Intergroup website
COUNSELLING ONLINE	Counselling Online is a free and confidential service that provides 24/7 support to people across Australia affected by alcohol or drug use. They offer professional support from a counsellor, peer support including forums and programs, and self-help options	Phone (DirectLine): 1800 888 236 (24/7) View online support options Visit the Counselling Online website

	such as self-assessments and online modules.	
DIRECTLINE	DirectLine provides 24/7 anonymous and confidential telephone counselling, information and referral service for anyone in Victoria wishing to discuss an alcohol or drug-related issue.	Phone: 1800 888 236 (24/7) View support options Find a local service Visit the DirectLine website
GAMBLING HELP ONLINE	Gambling Help Online provide free 24/7 chat and email counselling and support services. They also have extensive website content, self-help information and weblinks for additional support.	Phone: 1800 858 858 (24/7) Create an account to access online services Visit the Gambling Help Online website
NARCOTICS ANONYMOUS	Narcotics Anonymous is a non-profit fellowship of men and women for whom drugs had become a major problem. Those recovering meet regularly to help each other stay clean.	Phone: 1300 652 820 (24/7) <p>To receive a list of local meetings starting in the next 24 hours, SMS your postcode and state/territory to: 0488 811 247</p> Visit the Narcotics Anonymous Australia website
NATIONAL ALCOHOL AND OTHER DRUG HOTLINE	Call the National Alcohol and Other Drug Hotline for free and confidential advice about alcohol and other drugs.	Phone: 1800 250 015 (24/7)
Odyssey House Victoria	Odyssey House Victoria is a specialist alcohol and other drug treatment organisation that provides holistic opportunities for change and growth by reducing drug use, improving mental health, and reconnecting people to family and the community.	Phone: 9420 7600 Visit the Odyssey House Victoria website
Turning Point	Our Church Street Richmond location serves people from all over Victoria who are affected by	Phone: 8413 8444 Learn more about Turning Point

	alcohol, drug or gambling addictions. We deliver a broad range of services from this site including clinical services, training and research.	
Your Community Health AOD programs	Community Safety Outreach Program Needle and syringe program Steroid education Stop smoking support Reconnexion	Phone: 8470 1111 Email: info@yourch.org.au Further information: yourch.org.au/our-services/alcohol-other-drug/
For more information, refer to Drugs and alcohol .		

Children and Youth

Service	Description	Contact information
Headspace	Headspace is the National Youth Mental Health Foundation providing early intervention mental health services to people aged 12-25. Headspace can help young people with mental health, physical health (including sexual health) alcohol and other drug services, and work and study support.	Phone: 1800 650 890 (9am–1am, everyday) Create an account to access online services Visit the Headspace website
KIDS HELP LINE	Kids Helpline is Australia’s only free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.	Phone: 1800 55 1800 (24/7) Start an online chat (24/7) Email: counsellor@kidshelpline.com.au Visit the Kids Help Line website
Orygen Specialist Program	Provide specialist mental health services for young people aged 15 to 25 who reside in the western and north-western regions of metropolitan Melbourne. Focus on providing early intervention to	Phone (new referrals): 1800 888 320 Phone (general enquiries): 9966 9100 Get in touch via the online form

	young people with severe and/or complex mental illness.	Visit the Orygen Specialist Program website
Tabor House Youth Withdrawal Unit	Tabor House Youth Residential Withdrawal Unit offer a safe, supportive environment for young people aged 12-25 to withdraw from substances and embark on positive lifestyle changes. They can also provide brief counselling and health related information and support.	Phone (enquiries): 5334 8166 (9am–4.30pm, weekdays) Phone (intake): 5332 1286 Email: ballarat.intake@vt.uniting.org
YOUTH DRUG AND ALCOHOL ADVICE (YODAA)	YoDAA is Victoria’s Youth Drug and Alcohol Advice service. Whether you are a young person, or someone concerned, YoDAA provides the simplest way to access the information and support that you need.	Phone: 1800 458 685 (24/7) Email: advice@yodaa.org.au Visit the YoDAA website
Youth Support and Advocacy Service (YSAS)	The prime focus of YSAS is effective alcohol and drug treatment for youth however they also provide young people and families with services that support improved mental health and improve meaningful community participation.	Phone (Head Office): 9415 8881 Get in touch via the online form Visit the YSAS website
For more information, refer to Children and families or Young people programs .		

Crisis and Suicide

Service	Description	Contact information
BEYOND BLUE	Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.	Phone: 1300 224 636 (24/7) Start an online chat (1pm–12am) Receive support via email (response within 24 hours) Sign up to join an online forum

		Visit the Beyond Blue website
LIFELINE	Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24/7 crisis support and suicide prevention services.	Phone: 131 114 (24/7) SMS: 0477 131 114 (12pm–2am) Start an online chat (12pm–2am) Find a local service Visit the Lifeline website
SUICIDE CALL BACK SERVICE	Free counselling 24/7, whether you're feeling suicidal, are worried about someone else, or have lost someone to suicide.	Phone: 1300 659 467 (24/7) See online and video chat options Visit the Suicide Call Back Service website
SUICIDE LINE VICTORIA	Suicide Line Victoria is a free 24/7 telephone, video and online counselling service offering professional support to people at risk of suicide, people concerned about someone else's risk of suicide, and people bereaved by suicide.	Phone: 1300 651 251 (24/7) See online and video chat options Visit the Suicide Line Victoria website

Culturally and Linguistically Diverse communities

Service	Description	Contact information
Asylum Seeker Resource Centre (ASRC)	ASRC are an independent not-for-profit organisation whose programs support and empower people seeking asylum to maximise their own physical, mental and social wellbeing.	Phone: 9326 6066 (10am–5pm, weekdays) Email: admin@asrc.org.au Visit the Asylum Seeker Resource Centre website
Embrace – Multicultural Mental Health	Provide a national platform for Australian mental health services and multicultural communities to access resources, services and	Phone: (02) 6285 3100 Email: multicultural@mhaustralia.org

	information in a culturally accessible format.	Visit the Embrace website
Heart Chat	Heart Chat aims to make it easier for people who speak languages other than English to read and understand information about mental health.	Visit the Heart Chat website Email: hello@heartchat.com.au
For more information, refer to Multicultural services and diversity .		

Family Violence and Sexual Assault

Service	Description	Contact information
1800 RESPECT	1800RESPECT is a 24/7 counselling and information service that supports people impacted by sexual assault, domestic or family violence and abuse.	Phone: 1800 737 732 (24/7) Start an online chat (24/7) Visit the 1800Respect website
National Redress Scheme	The National Redress Scheme is for people who have experienced institutional child sexual abuse.	View the Victorian Redress Support Services Learn more about the National Redress Scheme
Northern CASA	Northern Centre Against Sexual Assault (NCASA) provides a free service to all members of the community aged 12 years and over who are affected by sexual assault.	Phone: 9496 2240 Email: ncasa@austin.org.au Learn more about Northern CASA
National Counselling and Referral Service – Disability	Provide counselling, emotional support, referrals or information for anyone who lives with a disability and has experience violence, abuse, neglect or exploitation. These services also extend to carers and workers who support a person with a disability who has experienced trauma.	Phone: 1800 421 468 (9am–6pm, weekdays; 9am–5pm, weekends and public holidays) Email: ncrscounsellors@blueknot.org.au Learn more about the National Counselling and Referral Service
Rainbow Door	Rainbow Door is a free specialist LGBTIQ+ helpline providing	Phone: 1800 729 367 (10am–5pm, everyday)

	information, support, and referral to all LGBTIQ+ Victorians, their friends and family during the COVID-19 crisis and beyond.	SMS: 0480 017 246 Email: support@rainbowdoor.org.au Visit the Rainbow Door website
For more information, refer to Family violence and counselling .		

General Mental Health

Service	Description	Contact information
1800 My Options	A confidential and free phone line and online service, giving you information about contraception, pregnancy options (including abortion) and sexual health. We're proudly pro-choice, non-judgmental, woman-centred and independent.	Phone: 1800 696 784 (9am–5pm, weekdays, excluding public holidays) Email: info@1800myoptions.org.au Visit the 1800 My Options website
NORTH-WESTERN MENTAL HEALTH TRIAGE SERVICE	This Triage service is the first point of contact for people in the north-western areas of Melbourne who are seeking support through a clinical mental health service. The service is a telephone-based assessment and support service which operates 24 hours, 7 days a week. It is staffed by senior mental health clinicians, a psychiatric registrar and a consultant psychiatrist.	Phone: 1300 874 243 (24/7) Visit the North-Western Mental Health website
Merri Health	Merri Health offer free support known as DUTY which provides one-off help to address your needs, every Monday to Friday between 1pm and 3pm. They can help with information, assessment, referrals, and advocacy. This includes referral to their counselling service.	Phone: 1300 637 744 (for all Merri Health services and enquiries) Learn more about Merri Health's DUTY program Learn more about the Merri Health counselling service

NURSE ON CALL	Nurse on call puts you directly in touch with a registered nurse for caring, professional health advice around the clock.	Phone: 1300 606 024 (24/7) Learn more about Nurse On Call
Your Community Health	Provide inclusive, accessible health and wellbeing services for all people in northern Melbourne. Services are available in three health centres in Darebin, in a range of community settings, or in your own home.	Phone: 8470 1111 Email: info@yourcommunityhealth.org.au Visit the Your Community Health website

Legal support

Service	Description	Contact information
Fitzroy Legal Service	Offer legal advice and representation services across our 'Night Service' and 'Day Practice'. The Night Service provides free legal advice on a range of legal issues. The Day Practice provides mostly casework and legal representation in a range of specialist areas.	Phone (Day Practice): 9419 3744 (9am–5pm, weekdays) Phone (Night Service): 9419 3744 (6pm–9pm, weekdays) Visit the Fitzroy Legal Service website
Victorian Aboriginal Legal Service	VALS plays an important role in providing referrals, legal advice/information, duty work or case work assistance to Aboriginal and Torres Strait Islander peoples in the State of Victoria.	Phone: 1800 064 865 Email: vals@vals.org.au Visit the VALS website
Victorian Legal Aid	Victorian Legal Aid provide free legal information and education to all Victorians, with a focus on prevention and early resolution of legal problems.	Phone: 1300 792 387 (8am–6pm, weekdays) Start an online chat (8am–6pm, weekdays) Visit the Victoria Legal Aid website

For more information, refer to [Legal services](#).

LGBTIQA+ communities

Service	Description	Contact information
QLife	QLife provides anonymous and free LGBTIQA+ peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings, or relationships.	Phone: 1800 184 527 (3pm–midnight, everyday) Start a webchat (3pm–midnight, everyday) Visit the QLife website
Rainbow Door	Rainbow Door is a free specialist LGBTIQA+ helpline providing information, support, and referral to all LGBTIQA+ Victorians, their friends and family during the COVID-19 crisis and beyond.	Phone: 1800 729 367 (10am–5pm, everyday) SMS: 0480 017 246 Email: support@rainbowdoor.org.au Visit the Rainbow Door website

For more information, refer to [LGBTIQ+ services](#) or [LGBTQI+](#).

Older adults (65+)

For information about the support, resources, and activities we provide, refer to [Older adults](#).

People with disability

For information about accessibility, disability services, and how we can support you, refer to [People with disability](#).

See below for more information on how Darebin can support you:

- [COVID Support for the Community](#)
- [Emergency Relief](#)
- [Homelessness](#)
- [Support for parents](#)