

NSW Emergency and crisis Phone numbers and helplines

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Emergency services

Phone triple zero (000) Ask for police, fire or ambulance

National Coronavirus Line 1800 020 080

If you require translating or interpreting services, call 131 450.

For other enquiries, including self-isolation requirements in NSW, visit **Service NSW** or call 13 77 88.

For advice on how to seek medical help or get tested for coronavirus (COVID-19) you can contact your state or territory health authority, or call the coronavirus (COVID-19) helpline on 1800 020 080 at any time.

Disability Information Helpline call 1800 643 787.

Child Protection Helpline - 132111

Link2Home Homelessness - 1800152152

Link2Home Veterans & Ex-Service – 1800326989

Lifeline 13 11 14

Anyone across Australia experiencing a personal crisis or thinking about suicide can contact Lifeline for support.

Kids Helpline 1800 551 800

Provides specialised help for young people aged 5 to 25 years, and is staffed by professional counsellors.

Suicide Call Back Service 1300 659 467

The Suicide Call Back Service provides crisis counselling to people at risk of suicide, carers for someone who is suicidal and those bereaved by suicide. People who are not linked in with current professional support can also access up to six sessions of ongoing counselling with the same counsellor at scheduled times.

MensLine Australia 1300 78 99 78

For men of any age who would like support, information or referral to assist them to deal with relationship problems in a practical and effective way.

Rape Crisis Centre 1800 424 017

NSW Rape Crisis is the 24/7 telephone and online crisis counselling service for anyone in NSW - men and women - who has experienced or is at risk of sexual assault and their non-offending supporters.

National Sexual Assault, Domestic Family Violence Counselling Service 1800 737 732
For anyone in Australia who has experienced or is at risk of sexual assault, family or domestic violence and their non-offending supporters.

The NSW Mental Health Access Line 1800 011 511

The NSW Mental Health Line is a state-wide telephone number which puts you in touch with your local mental health service.

Bravehearts - 1800 272 831 8:30am to 4:30pm Monday to Friday. Information or support relating to child sexual assault and exploitation.

Alcohol and drugs

1. [Alcoholics Anonymous Helpline](#) - phone 1300 222 222
2. Alcohol and Drug Information Service - 1300 131 340
3. [Family Drug Support Australia](#) - phone 1300 368 186
4. Turning Point - 1800 888 236

Carers

1. Carer Gateway - 1800 422 737 8am to 5pm, Mon to Fri
2. Carers NSW - **02 9280 4744**
3. <https://www.carersnsw.org.au/>

The National Disability Abuse and Neglect Hotline

1. **To make a report, contact the Hotline on 1800 880 052** email: hotline@workfocus.com. open Monday to Friday, 9am to 7pm weekdays.
The Hotline is not a crisis service.

Eating Disorders

1. The Butterfly Foundation's National Helpline, ED HOPE, is a free, confidential service that provides information, counselling and treatment referral for people with eating disorders, and body image and related issues. Call 1800 33 4673, 8am-midnight AEST 7 days a week.

Health

1. [Health Direct](#) - phone 1800 022 222
Advice is provided by registered nurses 24/7 to provide advice when you're not sure what to do — whether you should see a local GP, manage the condition at home, or go to an emergency department.
2. [Poisons Information Line](#) on 13 11 26

3. Quit smoking - phone the [Quitline](#) on **13 78 48**

Mental health support

Lifeline Australia 13 11 14

A crisis support service that provides short term support at any time for people who are having difficulty coping or staying safe.

Kids Helpline 1800 551 800

A free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25 years.

NSW Mental Health Line: **1800 011 511**

Mental health crisis telephone service in NSW.

Mindspot is a free telephone and online service for people with stress, worry, anxiety, low mood or depression. It provides online assessment and treatment for anxiety and depression. This is not an emergency or instant response service. Call 1800 61 44 34 AEST, 8am-8pm (Mon-Fri), 8am-6pm (Sat).

PANDA (Perinatal Anxiety & Depression Australia) provides a national telephone information, counselling and referral service staffed by trained volunteers, professional counsellors and supervising staff. Many helpline counsellors have had their own experience of perinatal depression or anxiety. Call 1300 726 306, 9am-7:30pm AEST (Mon-Fri).

SANE Australia provides support, training and education enabling those with a mental illness to lead a better life. Call 1800 18 7263, 10am-10pm AEST (Mon-Fri).

LGBTIQ+

QLife Australia provides nationwide telephone and web-based services to support lesbian, gay, bisexual, transgender and intersex (LGBTI) people of all ages. Call 1800 184 527, 3pm-12am (midnight) AEST / 7 days a week. Webchat is also available <https://qlife.org.au/resources/chat>

Rainbow Door - 1800 729 367 10am - 5pm, 7 days a week. For all LGBTIQ+ people, their friends, family and peers.

Beyond Blue phone 1300 22 46 36 Call any time of the day or night – select from the voice menu or simply hold on the line to talk with a trained mental health professional.