

Flood Support Guide

TOOLS TO HELP YOU NAVIGATE TOUGH TIMES



A SUPPORT GUIDE FOR FAMILIES, INDIVIDUALS & COMMUNITY

Welcome,

We know it may be hard to know where to start right now, who to call and where to go for help.

You are not alone. There are services and support available to assist you.

This guide provides links to important emergency information, guidance and support as you take next steps. This information is designed to help keep you and your family safe along the way.

The information contained within is current as of 21st March. Please use the website links & numbers enclosed to connect with relevant services, and to check for current updates.

Contents

Using Disaster Management Dashboards

Important websites and phone numbers

Evacuation information

Financial & other support

Health & wellbeing information

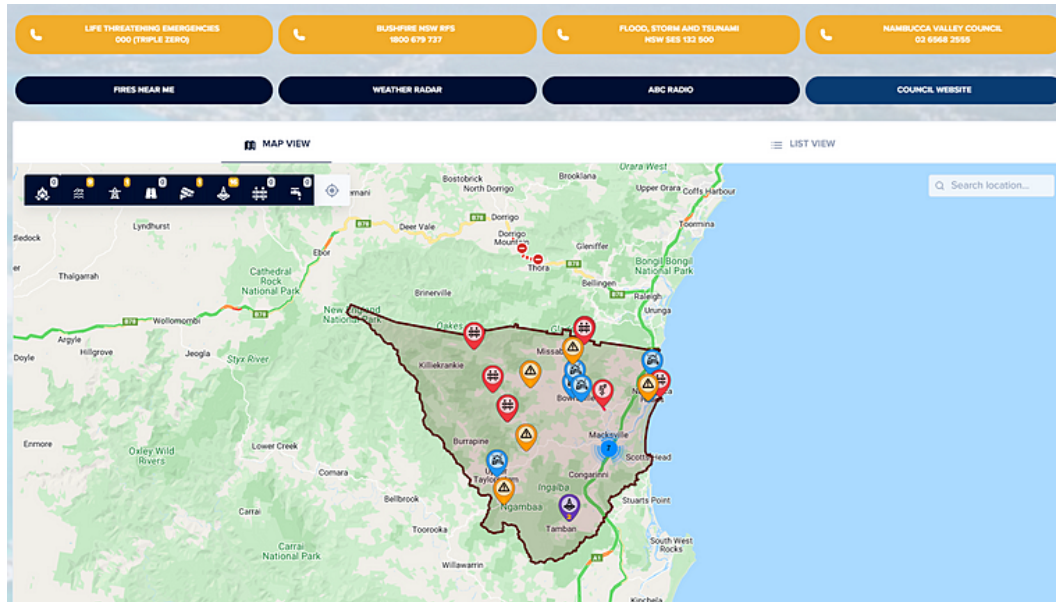
Animal & livestock information

Life line support numbers

We acknowledge the incredible work of the Emergency Services, The ADF, agencies, First Nations services/groups, charities, volunteers and volunteer organisations.

Council Disaster Management Dashboards

The dashboard provides information on road and flood conditions, outages, weather, SES advice notifications, fires and much more. Check your local Council website for access.



Byron Shire
[Dashboard \(nsw.gov.au\)](https://www.nsw.gov.au)

What is a Disaster Dashboard?
[\(https://www.disasterdashboards.com/\)](https://www.disasterdashboards.com/)

Clarence Valley
[Disaster Dashboard \(nsw.gov.au\)](https://www.nsw.gov.au)

Tweed Shire
[Tweed Emergency Dashboard \(nsw.gov.au\)](https://www.nsw.gov.au)

Ballina
[Flood Recovery | Ballina Shire Council \(nsw.gov.au\)](https://www.nsw.gov.au)

Kyogle Shire
[Disaster Dashboard \(disasterdashboards.com\)](https://disasterdashboards.com)

Lismore City
[Disaster Dashboard \(nsw.gov.au\)](https://www.nsw.gov.au)

Richmond Valley
[Disaster Dashboard \(disasterdashboards.com\)](https://disasterdashboards.com)

Coffs Harbour
[Disaster Dashboard \(nsw.gov.au\)](https://www.nsw.gov.au)

Bellingen Shire
[Disaster Dashboard \(disasterdashboards.com\)](https://disasterdashboards.com)

Nambucca Shire
[Disaster Dashboard \(disasterdashboards.com\)](https://disasterdashboards.com)

Important Numbers

Call **Triple Zero (000)** in life threatening situations

TTY: 106 if you are hearing/speech impaired

Call (SES) **132 500** for flood and storm assistance

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

Staying Safe



NSW State Emergency Service (SES)

www.ses.nsw.gov.au

- View Current NSW SES community advice/notifications
- Call the NSW SES on 132 500 if you have experienced damage from storms, wind, hail or a fallen tree and if a tree branch is threatening your property or a person's safety.
- View a current list of Evacuation centres - [Updated List of Current Evacuation Centres | NSW State Emergency Service](#)
- [Evacuation Warning Fact Sheet](#)
- [Evacuation Order Fact Sheet](#)

When an Evacuation Warning is issued



When an Evacuation Warning is issued and you prepare to evacuate. Staying inside a house, even one which you think is high enough, may be very dangerous. If you are warned to evacuate it is always safest to move to a location away from the flood affected area before floodwater arrives.

- Locate important papers, valuables and mementos. Put them in your Emergency Kit
- Keep listening to your local radio station for information, updates and advice
- Follow instructions given to you by emergency services

[Download the Evacuation Warning Fact sheet](#) (1.9 MB)

When an Evacuation Order is issued



When an Evacuation Order is issued and you leave your house:

- Turn off the electricity and gas at the mains before you leave and turn off and secure any gas bottles
- Take your pets with you
- Never enter or travel through floodwater
- Keep listening to your local radio station for information, updates and advice
- Follow your Home or Business FloodSafe Plan
- Follow all instructions given to you by emergency services

[Download the Evacuation Order factsheet](#) (1.9 MB)

Helpful Fact Sheets

Read flood safe fact sheets. Head to - [What you can do during a flood](#) | [NSW State Emergency Service](#) and [when returning to your property](#)



FloodSafe Fact Sheet After a Flood



Recovering from a severe flood

Disaster Recovery Centres may be established following some disasters.

Recovery centres may provide a range of welfare services including financial assistance, personal support, organising temporary accommodation and providing information and referrals.

If you have been affected by floods and require assistance, contact Disaster Welfare Services on 1800 018 444.

When returning to your property

- ✔ Ensure the structural stability of your property before entering. Check for damage to windows, walls and the roof and be especially cautious of potential contaminants including asbestos
- ✔ Make sure the electricity and gas is turned off before going inside. Use a torch to carry out inspections inside buildings
- ✔ If power points, electrical equipment, appliances or electrical hot water systems have been exposed to floodwater or are water damaged in any way, they must be inspected by a qualified electrician before use
- ✔ Gas appliances and gas bottles that have been exposed to floodwater should be inspected for safety before use
- ✔ Wear suitable protective clothing, including boots and gloves, when cleaning up
- ✔ Be aware of any slip, trip or fall hazards
- ✔ Never eat food which has been in contact with floodwater
- ✔ Only use clean utensils and personal items
- ✔ Have a supply of fresh drinking water



FloodSafe Fact Sheet Evacuation Warning

Warnings

When you receive an evacuation warning, you should prepare to leave your property as soon as possible. If you are unable to leave your property immediately, you should stay in your property until you are advised to leave. If you are unable to leave your property immediately, you should stay in your property until you are advised to leave. If you are unable to leave your property immediately, you should stay in your property until you are advised to leave.



To prepare for possible evacuation:

- ✔ Stack possessions, records, stock or equipment on benches and tables, placing electrical items on top
- ✔ Secure objects that are likely to float and cause damage
- ✔ Relocate waste containers, chemicals and poisons well above floor level
- ✔ Activate your Home or Business FloodSafe Plan
- ✔ Locate important papers, valuables and mementos. Place them in your Emergency Kit
- ✔ Keep listening to your local radio station for information, updates and advice
- ✔ Keep in contact with your neighbours
- ✔ Be prepared to evacuate if advised by emergency services
- ✔ Act early as roads may become congested or close

To prepare a Home or Business FloodSafe Plan go to www.ses.nsw.gov.au/community-safety/floodsafe/whattododuringflood

FOR EMERGENCY HELP IN
FLOODS AND STORMS CALL

132 500

For more info: www.ses.nsw.gov.au

Find us on: Follow us on: See us on:

Principal Partner



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Traffic and Weather Warnings

RMS Live Traffic

Provides information on hazards, flooding, landslides that are impacting roads.
www.livetraffic.com

Bureau of Meteorology - BOM

Latest River Heights and Rainfall Observations - North Coast Rainfall and River Conditions.
www.bom.gov.au/nsw/flood/northcoast.shtml



Latest NSW Warnings: www.bom.gov.au/nsw/warnings/

Rainfall Forecasts: www.bom.gov.au/australia/meteye/

BOM NSW Twitter: www.twitter.com/BOM_NSW

To report suspicious or unusual activity call NSW Police Crime Stoppers on **1800 333 000**.

Radio & Phone Networks

Radio network services - coastal, marine and waterways

Radio services give navigation warnings and weather forecasts. They also listen for distress and emergency signals. Head to - <https://www.nsw.gov.au/topics/using-waterways/navigation-and-communication/radio-network-services> OR click on this [link](#)

Stay up to date with local coverage on ABC Radio. To locate your nearest ABC station head to - [ABC Local](#)

ABC North Coast

Listen [online](#), on the [ABC listen app](#) or On Air in:

- Richmond and Tweed 94.5 FM
- Murwillumbah 720 AM
- Grafton 738 AM

Phone Networks

Telstra outages - [Outages \(telstra.com.au\)](http://telstra.com.au)

Support Agencies



Red Cross - Call 1800 733 276

Australian Red Cross **Register. Find. Reunite.** service registers, finds and reunites family, friends and loved ones after an emergency.

To read an Update on the Red Cross response to the Qld and NSW floods click [here](#)

Red Cross Grants

- Relief Grant - \$500 cash assistance for people who are experiencing financial hardship as a result of flood impact to their primary place of residence.
- Bereavement Grant - \$20,000 cash assistance to support senior next-of-kin of those who died as a direct result of the floods with immediate needs (funeral and other related expenses).

Applications for these grants open on Friday 18 March 2022.

The easiest way to apply is online at redcross.org.au/grants. However, if you don't have an email address, internet access or a device to connect with, or if you are not sure whether you are eligible or if you need help with your application, contact our grants team at 1800 RED CROSS (1800 733 276). We will do our best to help you.

Salvation Army - please call the Salvos on 13 SALVOS (13 72 58) or complete their online form.

[Disaster recovery and emergency services | The Salvation Army Australia](#)

St Vincent de Paul Society - Please call 13 18 12

[Disaster Recovery Assistance - St Vincent de Paul Society - Good Works \(vinnies.org.au\)](#)

Helpful information

NSW Council of Social Service (NCOSS) provides a wealth of information on Flood Emergency and Relief Assistance, including information on financial support, the banking sector, mobile and utilities relief information and childcare information.

Head to - <https://www.ncoss.org.au/sector-hub/sector-resources/flood-relief-assistance-resource/>

Disaster Recovery Funding for Business & Community - CHESS Connect

<https://chessconnect.org.au/disaster-recovery-funding>

This is an easy-to-use resource that provides a quick breakdown of available funding and a link to that funding. It is sectioned into info for Small Businesses, Primary Producers and Individuals.

Service NSW is offering people whose important documents have been damaged due to floods **free replacement of licences, permits, certificates and registrations** including birth, marriage and change of name, NSW Fair Trading and SafeWork NSW, family law, citizenship and Medicare documents. Call 13 77 88 for assistance.

Housing & Rental Support

As provided by NSW Government - <https://www.nsw.gov.au/floods>

Housing support

If you're homeless due to floods, the NSW Government is providing emergency accommodation in hotels and motels. Call 13 77 88 or go to the nearest evacuation centre to arrange your accommodation requirements.

Rental support

The Rental Support scheme will provide up to 16 weeks of financial rental support to flood victims in temporary accommodation. Total funding available will depend on the number of people per household including children.

To be notified when more information is available, please [register your details](#) or call 13 77 88.

Temporary housing support

If you're staying with friends and family right now but will need accommodation in the coming weeks (and months), the Temporary Housing Support Package can assist with:

- Temporary accommodation pods for rural land holders
- Motorhomes for people who are currently living in evacuation centres, or in hotels/motels
- Temporary accommodation in recreation clubs
- Airbnb hosts offering low cost or free accommodation will be allocated to people who are being assisted by the Australian Red Cross.

To be notified when more information is available, [please register your details](#) or call 13 77 88.

If you're currently in NSW Government emergency accommodation hotels and motels you'll automatically be contacted about next housing options.

Call Service NSW on [13 77 88](tel:137788) or visit [Emergency financial support for people](#) for more information.

Food & essentials

Please call 13 18 12 for information on how you can obtain assistance from Vinnies

The Salvation Army is currently providing hardship grants to meet immediate essential needs such as food, clothing and medical supplies. To apply, please speak to The Salvation Army personnel at one of the recovery hubs listed here <https://www.salvationarmy.org.au/need-help/disasters-and-emergencies/#qldnsw>

For info on Red Cross cash assistance grants. Head to <https://www.redcross.org.au/grants/>

Foodbank NSW & ACT is working closely with Resilience NSW and their charity partners to provide assistance to flood affected areas.

Insurance Information

Insurance Info (as provided by www.ncoss.org.au/sector-hub/sector-resources/flood-relief-assistance-resource/)

- The **Insurance Council of Australia** is operating a 24-hour hotline to help people impacted by the floods with general information about claims and recovery. Call on 1800 734 621 for assistance (note this is not a claim lodgment service).
- **icare** is available to assist customers with floods, bushfires or COVID-19 support. Call 13 99 22 or email crisis-support@icare.nsw.gov.au for assistance.

NSW Government

NSW Government information and services to help individuals, families, households and Businesses, including information on legal and insurance support, landlord and tenant rights, and financial support can be found at - <https://www.nsw.gov.au/floods>

Click [here](#) for information on Guidance for flood-impacted households and businesses on dealing with water inundation and staying safe during clean-up.

Financial Support

[Financial assistance](#) | [Service NSW](#)

Australian Government payments

- **Disaster Recovery Payment** - \$1,000 per eligible adult and \$400 per eligible child if your home has been severely damaged or destroyed, or you've been seriously injured.
- **Disaster Recovery Allowance** - short-term income assistance (up to 13 weeks) if you've lost income as a direct result of the floods.
- **New Zealand Disaster Recovery Payment** - support for New Zealanders adversely affected by the floods.
- **New Zealand Disaster Recovery Allowance** - support for New Zealanders who have lost income as a result of the floods.

Visit Disaster Assist or call Services Australia on 180 22 66 to find out if you're eligible.

Disaster Relief Grant - If your home or essential household contents were damaged or destroyed by a natural disaster, you may be eligible for the Disaster Relief Grant for individuals.

Phone 13 77 88 and ask about the Disaster Relief Grant administered by Resilience NSW or head to - <https://www.nsw.gov.au/resilience-nsw/disaster-relief-grant-for-individuals> for more information.

Financial Support

Financial Support - Small business and not-for-profit organisations

Disaster recovery grant - up to \$50,000 to help pay for the cost of clean-up and resuming operations.

Disaster recovery allowance - a short-term income support payment to assist if you've lost income as a direct result of the floods, provided by the Australian Government.

Stamp duty relief - for replacing insured commercial motor vehicles written off due to floods and storms.

Disaster relief loans - concessional interest rate loans up to \$130,000 for small businesses and up to \$25,000 for not-for-profit organisations.

Primary Producers

Special disaster grant - up to \$75,000 to help pay for the cost of clean-up and resuming operations.

Disaster recovery allowance - a short-term income support payment to assist if you've lost income as a direct result of the floods, provided by the Australian Government.

Stamp duty relief - for replacing insured commercial motor vehicles written off due to floods and storms.

Natural disaster transport subsidy - up to \$15,000 to cover costs of transporting fodder/water to an affected property, stock to sale or slaughter and stock to/from agistment.

Disaster relief loans - concessional interest rate loans up to \$130,000 for business continuity and to replace or repair damage not covered by insurance.

Flood-affected farmers and land managers who require assistance with livestock assessment, veterinary assistance, emergency fodder and livestock euthanasia or burial, can call 1800 814 647.

Rural Aid - please contact the Rural Aid team on 1300 327 624

Home - Rural Aid - Supporting Rural Communities. Farmer registration - Farmer Registration - Rural Aid Financial Assistance

Sport and Recreation Clubs

Disaster relief grant - up to \$2,000 to assist with clean-up and restoring essential facilities and equipment.

Disaster relief loans - concessional interest rate loans up to \$10,000 to help meet the costs of restoring essential club facilities, equipment or other assets.

Health

NSW Health has prepared a range of resources on maintaining health during and after floods, including what to do about cleaning up after a flood, drinking water, mosquito control, infectious diseases and contaminated water, and managing your medications.

Head to - https://www.health.nsw.gov.au/emergency_preparedness/weather/Pages/storms-and-floods.aspx. OR click on this [link](#)



health.nsw.gov.au

Staying healthy during and after floods

Dangers of Floodwater

Floodwater and leftover debris may be contaminated with sewage. To prevent illness, contact with floodwater should be minimised. Avoid swimming in rivers, lagoons and estuaries for at least three days after heavy rain.

When cleaning up, remember to look after yourself. Drink plenty of fluids and do not wait until you are thirsty. Have frequent breaks and take care not to get too cold or too hot.

It is normal to feel a mix of emotions in emergency situations and these emotions should pass with time. If you experience a prolonged period of distress, please contact your local doctor.

For further information contact your local Public Health Unit on 1300 066 055

Drinking Water

Drinking water supplies can be affected by floods. If a 'boil water' alert has been issued in your area, observe it strictly to prevent illness. Water for eating and drinking (including brushing teeth, washing raw food, making ice and pet's drinking water) should be brought to a rolling boil and then allowed to cool. Under no circumstances should non-boiled water be consumed until the alert is lifted. When the 'boil water' alert is lifted, follow the water supplier's instructions about flushing the household water pipes.

If you are not sure about the quality of drinking water, contact your water supplier or local council.

Personal Hygiene

It is critical to practice basic hygiene during the flood and clean-up period. Wash hands thoroughly with soap and clean water after handling flood-affected items or participating in any flood clean-up activities, after going to the toilet and always before handling or eating food.

Avoid coughing or sneezing on others and use clean eating utensils, toothbrushes, towels or handkerchiefs and avoid sharing these items.

Avoid all unnecessary contact with mud and floodwaters. When carrying out a clean up, always wear solid shoes, not thongs or sandals. Always wear gloves when handling flood-affected items or Keep children out of flood-affected areas.

All cuts and abrasions should be cleaned, treated antiseptic and covered immediately. If you have a deep cut or wound, if a wound has had contact with floodwaters or if a wound develops redness, swelling or discharge, seek immediate medical attention.

Avoid being bitten by mosquitoes. Use an insect repellent containing DEET, picaradin or lemon eucalyptus oil on exposed skin areas and reapply every couple of hours. Cover up as much as possible with loose-fitting and light-coloured clothing.

Should you or any of your family have severe diarrhoea or vomiting, please seek immediate medical assistance. If you have these symptoms, you'll need extra fluids to replace what you lose. The best fluids to take are those that contain a mixture of special salts (electrolytes) and sugars, which can be purchased from local pharmacies.

Cleaning up your house and yard

Wear suitable **protective clothing** including boots, gloves and eye protection while cleaning up. Be wary of snakes, spiders and rats that may have taken refuge in or near your home.

Electrical equipment and hot water systems that have been exposed to floodwater or water damaged in any way should be inspected for safety by a licensed electrician before use. Floodwater-affected gas appliances and gas bottles should also be inspected by a qualified tradesperson before they are used. Never use an electricity generator indoors.

Wash out mud, dirt and debris from your house with a hose, starting at the highest point and working down to ground level.

How to make disinfectant

To make up a 10 litre bucket (standard size) of disinfectant, put on gloves, fill the bucket with water and then add ONE of the following:

50mls (quarter of a cup) of 4% chlorine (household bleach)

OR

8-16mls (dessert spoon) of 12.5% chlorine (liquid pool chlorine)

Always follow safety advice on labels.

Clean-up support

Flood-impacted businesses will receive clean-up assistance, including the removal of debris, mud and green waste. Skip bins and dump trucks have started to appear on the streets. Where there are no skip bins or dump trucks available, separate waste on the kerbside until they arrive. Cleaning up after a natural disaster can be dangerous. For advice on how to clean up safely and deal with hazardous waste head to - [Flood clean-up assistance and advice | NSW Government](#)

Animals & Livestock Information

The NSW Department of Primary Industries provides the following information.

DPI works with Local Land Services (LLS) and other agencies/organisations to support the NSW State Emergency Service (SES) by coordinating animal welfare relief services for livestock, wildlife and companion animals and assisting affected primary producers.

Emergency flood response

DPI and LLS are providing assistance to landholders and communities with animal welfare-related issues resulting from the floods, including:

- Animal assessment and veterinary assistance
- Stock euthanasia and burial
- Emergency fodder (up to three days supply)
- Emergency stock water (where there is an immediate animal welfare concern)
- Livestock feeding and management advice
- Care of animals in evacuation centres

Head to - <https://www.dpi.nsw.gov.au/emergencies/emergency/floods/current-situation> OR click on this [link](#) OR call the Agricultural and Animal Services Hotline on 1800 814 647.

Check out the Natural Disaster Assistance Guide for Primary Producers which contains key information on support and animal welfare.

The New South Wales Aboriginal Land Council (NSWALC) provides key disaster assistance measures the Commonwealth and NSW Governments are providing for communities impacted by the NSW flood crisis. Head to - Information for LALCs - Flood Assistance - NSW Aboriginal Land Council

Fodder Distribution Centres

Landholders need to continue to register their requests for emergency fodder by contacting the *Agricultural and Animal Services hotline* so the response team can map out where support is needed most, allocate resources, and better manage fodder supplies.

Register requests for emergency fodder through the Agricultural and Animal Services Hotline on 1800 814 647.

Town	Address	Hours
Casino	Primex site	8am to 5pm daily
Alstonville	McGregor Gourlay, 28 Kays Lane	8am to 5pm daily
Grafton	McGregor Gourlay, 42 Hyde St, South Grafton	8am to 5pm daily
Grafton	Norco Rural, 19-21 Queen St, Grafton	8am to 5pm daily
Kyogle	Harley 7 Co Agricentre, 142 Summerland Way, Kyogle	8am to 5pm daily

Emotional & Mental Wellbeing

Emergencies and crises by their very nature are disruptive and can be stressful. The recovery process can take time, sometimes months or even years.

What you, your family or friends have experienced is a unique and personal event. Some crises happen suddenly, with very little or no warning. Others develop more slowly and accumulate over time.

It's normal to have a range of feelings in reaction to an abnormal situation. With time, some simple steps, and the support of people close to them, most people will cope well with the stress of a crisis.

Common physical and emotional reactions following an emergency or crisis change and evolve over time.

For each of the stages you'll find information on some of the common reactions to crises. There are also tips on how to look after yourself and your loved ones.

[Coping after a crisis | Australian Red Cross](#)

There are many different forms of support available to you. Red Cross has online resources to support teachers, schools, parents, caregivers and communities.

You'll find many listed [here](#).

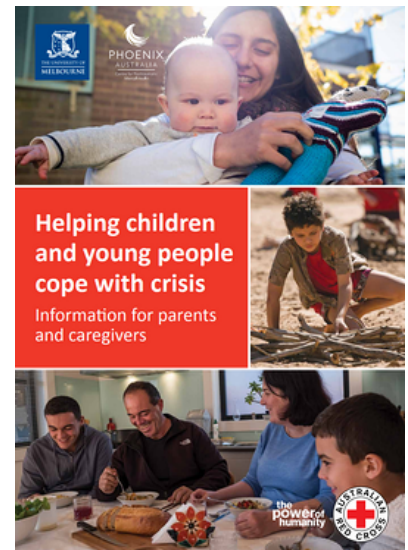
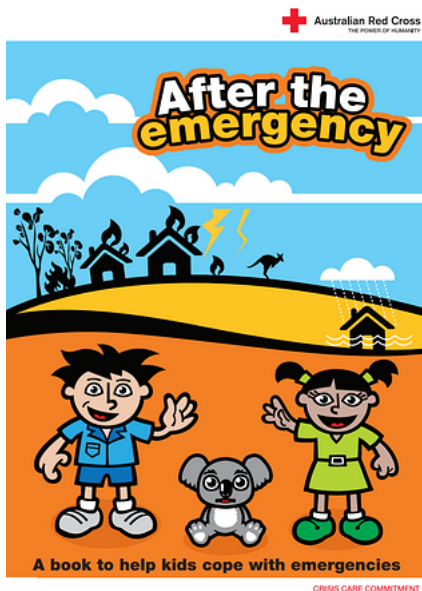
- **Beyond Blue** has developed an online resource on [looking after your mental health after a disaster](#).
- **Headspace** have a guide for helping young people [coping with the stress of natural disasters](#).
- **Beyond Blue** has helpful [information and resources](#), including flyers and videos, for Aboriginal and Torres Strait Islander communities.
- **Head to Health** provides [information](#) to Aboriginal and Torres Strait Islander people and families who have a lived experience of mental health issues.
- **[Emerging Minds Community Trauma Toolkit](#)** contains resources to help and support adults and children before, during, and after a disaster or traumatic event. These resources provide a starting point for you to help children navigate the different stages of a disaster. Resources to support children during natural disasters including flood.
- **The Rural Adversity Mental Health Program (RAMHP)** has Coordinators based across regional, rural and remote NSW who inform, educate and connect individuals, communities and workplaces with appropriate services and programs. We link people to local mental health services and resources, we educate workplaces and communities about mental health and wellbeing and we respond in times of natural disasters and severe adversity. Click [here](#) to find out more.



The new R U OK? Mateship Manual provides guidance and tips to help you support a family member, friend, neighbour or workmate affected by a natural disaster or an emergency now and into the future.

Download your free digital copy now or request a printed copy at - <https://www.ruok.org.au/natural-disaster-and-emergency-mateship-manual>

Resources for parents & caregivers



An [After the emergency activity book](#) to help children cope with emergencies. (Ages 5-8)

[Joel and the Storm](#) - A storybook for children who have experienced trauma. (Ages 5-11)

[Helping children and young people cope with crisis](#) - booklet for parents and caregivers to help understand stress, trauma, the reactions of children and young people (aged 0-25), how to respond to their needs, sleep, the media, looking after yourself and suggested activities.

Life Lines

MindHealth Service Connect - Phone 1300 029 131
Is a free telephone service that links people with a mental illness residing in the Hunter New England and Central Coast Primary Health Network to psychosocial support services (mental and physical health as well as social supports). Carers, Clinicians and GPs can also call this line on a person's behalf.

Who Can Service Connect Line Help?

The service is for anyone whose health and lifestyle circumstances have changed and needs support to undertake everyday activities.

Service Connect Line can help you or your carer and health professional navigate the health and care system to find the most appropriate supports and services.

Examples of services that Service Connect Line can help you find include:

- Psychosocial non-clinical mental health support
- Care coordination
- Counselling and psychological services
- Drugs and alcohol
- Financial management and budgeting
- Housing
- Physical health
- Vocational and educational support
- Cultural wellbeing support
- Family and cultural connection support.
-

Call 1300 029 131 to access the service.



Lifeline - Phone: 13 11 14 (24 hrs / 7 days)
Provides 24-hour crisis counselling, support groups and suicide prevention services.
Text: 0477 13 11 14 (12pm - 2am AEST)
Chat online: <https://www.lifeline.org.au/crisis-chat>

Beyond Blue - Phone 1300 22 4636 (24 hrs / 7 days)
Provides info and support to help everyone achieve their best mental health. For COVID mental health support Phone 1800 512 348 (24 hours / 7 days)
Online forums 24 hours a day/ 7 days a week
Chat Online (11am - 12am AEST / 7 days)

Headspace -1800 650 890
A Free online and telephone service that supports young people aged 12 - 25 years, and their families.

Kids Helpline - 1800 55 1800
A free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25 years.

MensLine Australia - 1300 78 99 78
Telephone and online support, helping men to deal with relationship problems in a practical and effective way.

1800RESPECT 1800 737 732 (24hrs / 7 days)
Confidential information, counselling and support service for people impacted by sexual assault, domestic or family violence and abuse.

QLife - 1800 184 527 3pm-12am
Counselling and referral service for LGBTI+ people.

Relationships Australia - 1300 364 277
Relationship support services for individuals, families and communities.

SANE Australia - 1800 18 7263
Information about mental illness, treatments, and where to go for support

National Alcohol and Other Drug Hotline
Phone - 1800 250 015
A 24/7 free and confidential hotline for anyone affected by alcohol or other drugs.

Suicide Call Back Service - Call 1300 659 467.
Provides 24/7 support if you or someone you know is feeling suicidal.