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| **SUPPORT SERVICES****for****YOUNG PEOPLE** |

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|  **TELEPHONE**  |
| **ORGANISATION** | **SERVICES** | **COSTS** | **HOURS** | **CONTACT** |
| **KIDSHELPLINE** | Tertiary qualified counsellors skilled in working with children and young people between the ages of 5 and 25 years listen and provide interventions to assist that young person with the situation being faced. Male and female counsellors are available and a young person can request to continue with the same counsellor should they wish to call again in the future. | Cost of a local call both from a mobile phone or landline. | 24 hours a day, seven days a week. | 1800 55 1800 |
| **HEADSPACE** | Headspace is a confidential, free and secure space where young people 12 - 25 or their family can chat, email or speak on the phone with a qualified youth mental health professional.Young people can contact Headspace if they need advice, are worried about their mental health or are feeling isolated or alone. Headspace can help with a broad range of issues like bullying, drug and alcohol issues, depression and anxiety, relationships, concerns about friends, fitting in and isolation. We also have experts who can provide work and study advice to young people and specialist support to parents and carers who are worried about a young person 12 - 25. | Cost of a local call however if you call from a mobile phone, normal call charges apply. You can advise Headspace and they can call you back so you do not continue to incur costs. | Seven days a week from 9am to 1 am. | 1800 650 890 |
| **YOUTH BEYOND BLUE** | Youth Beyond Blue, aims to empower young people aged 12–25, their friends and those who care for them to respond to anxiety and depression. Youth Beyond Blue aims supports and promotes environments and settings that build on strengths of young people and respond to ongoing change. All calls are one-on-one with a trained mental health professional, and completely confidential.  | Cost of a local call from landline however mobile phone calls will cost more.  | 24 hours a day, seven days a week. | 1300 224 636 |

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| **ONLINE COUNSELLING**  |
| **ORGANISATION** | **SERVICES** | **COSTS** | **HOURS** | **CONTACT** |
| **KIDSHELPLINE** | Tertiary qualified counsellors skilled in working with children and young people between the ages of 5 and 25 years listen and provide interventions to assist that young person with the situation being faced. Male and female counsellors are available and a young person can request to continue with the same counsellor should they wish to contact again in the future. | FREE | CHAT ONLINE12PM TO 10 PM MON TO FRI10 AM TO 10 PM SAT AND SUNEMAIL COUNSELLING24 HOURS / 7 DAYS A WEEKUP TO 2 WEEKS FOR A REPLY | www.kidshelp.com.au |
| **eHEADSPACE** | Headspace is a confidential, free and secure space where young people 12 - 25 or their family can chat, email or speak on the phone with a qualified youth mental health professional.Young people can contact Headspace if they need advice, are worried about their mental health or are feeling isolated or alone. Headspace can help with a broad range of issues like bullying, drug and alcohol issues, depression and anxiety, relationships, concerns about friends, fitting in and isolation. We also have experts who can provide work and study advice to young people and specialist support to parents and carers who are worried about a young person 12 - 25. | FREE | CHAT ONLINE9AM TO 1 AM / 7 DAYS A WEEKEMAIL COUNSELLING24 HOURS/ 7 DAYS A WEEKExpect a response from an eheadspace worker within 24 to 48 hours. | www.eheadspace.org.au |
| **YOUTH BEYOND BLUE** | Youth Beyond Blue, aims to empower young people aged 12–25, their friends and those who care for them to respond to anxiety and depression. Youth Beyond Blue aims supports and promotes environments and settings that build on strengths of young people and respond to ongoing change. All calls are one-on-one with a trained mental health professional, and completely confidential.  | FREE | CHAT ONLINE 3pm to 12am – 7 days a week.EMAILA response is provided within 24 hours. | www.youthbeyondblue.com |