



DIOCESE *of* PARRAMATTA

# OFFICE FOR SAFEGUARDING AND PROFESSIONAL STANDARDS

AT TIMES WE ALL NEED SUPPORT. THIS DOCUMENT CONTAINS A VARIETY OF SUPPORT SERVICES AVAILABLE FOR THOSE SEEKING SOMEONE TO TALK TO, GUIDANCE OR ASSISTANCE.



Crisis Support. Suicide Prevention.

## LIFELINE AUSTRALIA

24/7 crisis support and suicide prevention services.

☎ 13 11 14



**Mental Health Line**  
**1800 011 511**

## THE MENTAL HEALTH LINE

The Mental Health Line is a 24-hour telephone service operating seven days a week across NSW.

☎ 1800 011 511



Depression. Anxiety.

## 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.

☎ 1300 22 4636 | 🌐 [beyondblue.org.au](https://beyondblue.org.au)



## 1800 RESPECT

Confidential information, counselling and support service. Open 24 hours to support people impacted by sexual assault, domestic or family violence and abuse.

🌐 [1800respect.org.au](https://1800respect.org.au)



**Australian Government**  
Department of Home Affairs

## INTERPRETER SERVICES

Australian Government Department of Home Affairs. Call this service if you need someone to help you make a phone call in English. 24/7 free translation/interpreter services

☎ 13 14 50 | 🌐 [tisonational.gov.au](https://tisonational.gov.au)



## KIDS HELPLINE

Kids Helpline is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.

When you need to talk, phone is fastest. 24/7. Every day and night.  
☎ 1800 55 1800

Prefer to write? We understand. Email us at  
✉ [counsellor@kidshelpline.com.au](mailto:counsellor@kidshelpline.com.au)

More information or to chat one-on-one over the web in real time go to [🌐 kidshelpline.com.au](https://www.kidshelpline.com.au)



## BLUE KNOT FOUNDATION

Blue Knot Foundation is a national organisation focused exclusively on advancing the needs of the estimated 4 to 5 million Australian adults who are survivors of childhood trauma.

☎ 1300 22 4636 | 🌐 [beyondblue.org.au](https://www.beyondblue.org.au)



## NATIONAL DISABILITY ABUSE & NEGLECT HOTLINE

A free, independent and confidential service for reporting abuse and neglect of people with disability. The Hotline works with callers to find appropriate ways of dealing with reports of abuse and neglect of people with disability.

To make a report  
☎ 1800 880 052 | ✉ [hotline@workfocus.com](mailto:hotline@workfocus.com)

Callers who are deaf or have a hearing or speech impairment can contact the National Relay Service (NRS) by calling ☎ 1800 555 677 then asking for ☎ 1800 880 052

Callers from a non-English speaking background can use the Translating and Interpreting Service (TIS) by calling ☎ 13 14 50



## ELDER ABUSE

Offers a free service that provides information, support and referrals relating to the abuse of older people living in the community across NSW.

If you witness, suspect or experience abuse, call the NSW Elder Abuse Helpline & Resource Unit on ☎ 1800 628 221 for information, support and referrals

☎ 1800 628 221 ( for an interpreter, first call 131 450  
🌐 [elderabusehelpline.com.au](https://www.elderabusehelpline.com.au)



## HEADSPACE

Early intervention mental health services to 12–25 year olds, on four core areas: mental health, physical health, work and study support and alcohol and other drug services.

Counselling by phone or online chat, every day from 9am – 1pm.  
☎ 1800 650 890 | 🌐 [beyondblue.org.au](https://www.beyondblue.org.au)

## SANE AUSTRALIA

### SANE

Counselling by phone or chat on Mon-Fri from 9am-5pm, or by email. Free mental health information and referral service on weekdays during office hours.

☎ 1800 187 263 | 🌐 [sane.org](https://sane.org)



### HEALTHDIRECT AUSTRALIA

Healthdirect Australia is a 24-hour telephone health advice line staffed by Registered Nurses to provide expert health advice.

☎ 1800 022 222



### GAMBLING HELP HOTLINE

24/7 free and confidential support for anyone affected by gambling.

☎ 1800 858 858 | 🌐 [gamblinghelp.nsw.gov.au](https://gamblinghelp.nsw.gov.au)



### ST VINCENT'S ALCOHOL & DRUG INFORMATION SERVICE (ADIS)

ADIS is a NSW state-wide telephone service providing education, information, referral, crisis counselling and support about illegal drugs such as heroin, ice and cannabis, as well as legal drugs such as alcohol.

ADIS operates 24 hours, 7 days a week. All calls are confidential and anonymous.

☎ 02 9361 8000 | 🌐 [yourroom.com.au](https://yourroom.com.au)



### RELATIONSHIPS AUSTRALIA

Offers family and relationship counselling as well as a range of specialist counselling services.

☎ 1300 364 277 | 🌐 [relationshipsnsw.org.au](https://relationshipsnsw.org.au)



### WESTERN SYDNEY COMMUNITY LEGAL CENTRE

Western Sydney Community Legal Centre is a non-profit community organisation. They assist residents of Local Government Areas in Western Sydney who are socially or economically disadvantaged by providing free general legal advice in various areas of law.

They have 3 main offices in Western Sydney –

PARRAMATTA ☎ 02 8833 0911

ROOTY HILL ☎ 02 9675 2009

WINDSOR ☎ 02 4587 8877



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## HEALING AND SUPPORT SERVICE DIOCESE OF PARRAMATTA

A service for persons who have been affected by abuse perpetrated by personnel working for the Church in the Diocese of Parramatta.

This is a therapeutic case management service that assists a person to locate and engage in relevant supports, tell their story and access the various pathways for a response or outcome they may be seeking.

☎ 02 8838 3429



## CATHOLICCARE WESTERN SYDNEY & THE BLUE MOUNTAINS

Provides a variety of support services including counselling.

☎ 02 8843 2500 | 🌐 [ccss.org.au](http://ccss.org.au)



**1800 65 64 63**  
NSW Domestic Violence Line  
(free call) - 24 hours a day, 7 days a week.

## DOMESTIC VIOLENCE LINE

The Domestic Violence Line is a NSW statewide telephone crisis counselling and referral service for women and persons who identify as female.

☎ 1800 65 64 63

🌐 [facs.nsw.gov.au/domestic-violence/helpline](http://facs.nsw.gov.au/domestic-violence/helpline)

If you are a man experiencing domestic and family violence you can contact: 🌐 [mensline.org.au](http://mensline.org.au) | 🌐 [1800respect.org.au](http://1800respect.org.au)



## NSW DEPARTMENT OF HEALTH – DRUG & ALCOHOL SERVICE

Western Sydney ☎ (02) 9840 3355



## SAMSUN

Survivors & Mates Support Network (SAMSUN) SAMSUN is a not-for-profit organisation that is not affiliated with any religious organisation. It works to increase public awareness of the effects that childhood sexual abuse can have on men in their adult lives.

SAMSUN employs psychologists and social workers who have experience working with male survivors to facilitate support groups for men and their families and supporters.

☎ 02 8355 3711 | HELPLINE ☎ 1800 4 SAMSUN (72 676)

✉ [SUPPORT@SAMSN.ORG.AU](mailto:SUPPORT@SAMSN.ORG.AU) | 🌐 [samsn.org.au](http://samsn.org.au)