

Getting Urgent Help

If you or someone you know needs urgent assistance, please try to get help.

Remember: you're not alone and help is always out there.

24 Hour, 7 Days a Week Help

- **Lifeline (Australia-wide):** Confidential telephone counselling. Ph 13 11 14
- **Suicide Helpline (Victoria only):** Suicide prevention (counselling and support), crisis intervention, information, support and referrals. Ph 1300 651 251
- **Emergency Services (Australia-wide):** Ambulance, police and fire services. Ph 000
- **Sexual Assault Crisis Line (Victoria only):** Provides confidential telephone counselling, information and referral. Ph (03) 9349 1766 (Melbourne) or Freecall 1800 806 292 (elsewhere in Victoria)
- **Psychiatric triage at your local hospital:** Call for information, assessment and referral
- **Victorian Homelessness Network (Victoria only):** Housing and homelessness assistance, including crisis accommodation in Victoria. Ph 1800 825 955

Some Other Important and Useful Resources

- **Your local GP or community health centre**
- **Gay and Lesbian Switchboard (Victoria and Tasmania only):** Provides anonymous, free telephone counselling, information and referrals for the lesbian, gay, bisexual, transgender and intersex communities in Victoria and Tasmania. (Opening hours: Monday-Thursday 6pm-10pm, Wednesday 2pm-10pm, Friday-Sunday and public holidays 6pm-9pm.) Ph 03 9663 2939 or 1800 184 527
- **Melbourne Youth Support Service (Melbourne only):** Accommodation information and referral service for young people. Offers face to face and telephone services. Ph 03 9614 3688

Tips for Getting Urgent Help

Sometimes it can be difficult to get emergency help, so here are a few tips:

- Express the urgency of the matter as clearly as possible
- Give specific examples of your concerns
- If applicable, give a brief history of self harm or harm to others
- Try to listen to the advice you're given
- If the service is unable to help, ask them why and who you should contact.



About this Information

This information has been produced by:

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