

Mental Health Support and Helplines Details

Service	Number	Hours	Specific focus	What happens if the line is busy?	Average wait time	Typical qualifications of helpline staff/vols	Average call times?	Other info
Wellways Helpline	1300 111 500	9am to 5pm weekdays	People with a mental illness, families, friends, carers, general public	Leave a message with contact details for a callback	Usually a direct connection. If number is busy, callback usually happens within 20 minutes.	Trained volunteers who have personal experience of mental illness	Approximately 20 minutes but varies depending on caller's needs	Support and information Location: Melbourne
Mental Health Service Helpline	1800 332 388	24/7	Mental health crisis assistance and information. Callers can be individuals, carers, service providers	Leave a message for a callback	Varies depending on demand	Mental health professionals	Varies depending on caller's needs	Crisis and information A triage service and first point of contact for public Mental Health Services. Location: Hobart
Lifeline	13 11 14	24/7	Suicide prevention and crisis support including anxiety, depression, loneliness, trauma, stress	Hold the line or call back later	Varies depending on time of day and day of week. Callers encouraged to hold the line as all calls will be answered	Trained volunteer telephone crisis supporters	Varies depending on the caller's needs	Crisis and support Locations in Tasmania and around Australia. Also provides one-on-one online crisis support chat 7pm – 4am
Suicide Callback Service	1300 659 467	24/7	People who are suicidal, support people, people bereaved by suicide, health professionals	Hold the line	2.5 minutes (can fluctuate depending on demand)	Mental health professionals	20 to 40 minutes but varies depending on caller's needs	Crisis and support Available for once-off calls and can also provide 6 free sessions with the same counsellor. Online counselling also available 24/7

Details correct as at November 10, 2016

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Beyond Blue	1300 224 636	24/7	Depression, anxiety	Voice menu or hold the line	Approximately 1.5 minutes (can fluctuate depending on demand)	Mental health professionals	Approximately 15 minutes but varies depending on caller's needs	Information and referral Online chat also available 3pm to midnight (7 days)
SANE Helpline	1800 187 263	9am - 5pm weekdays	Mental health and mental illness	Leave a message with contact details for a callback	Usually within 3-4 rings (depending on demand)	Mental health professionals	Approximately 20 minutes but varies depending on caller's needs	Support and information Also online chat with a mental health professional 9am – 5pm
MensLine Australia	1300 78 99 78	24/7	Men (typically relationship problems, mental illness, parenting, grief, loneliness)	Hold the line	Around 3 minutes (can fluctuate depending on demand)	Mental health professionals	20 to 40 minutes but varies depending on caller's needs	Crisis and support Male and female counsellors (if a specific gender is preferred, a counsellor of the requested gender will call back within 24 hours) Online and video counselling also available
Q Life	1800 184 527	3pm to midnight 7 days	Counselling for people who are lesbian, gay, bisexual, trans and/or intersex	Phone diverts to another call centre – hold the line	Generally no wait time	Trained volunteers and professional counsellors	Varies depending on the caller's needs	Support and information Also online chat available 3pm to midnight (7 days)

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