

Help lines for Deaf and hard of hearing people in Victoria

All phone numbers can be used by any of the following ways:



National Relay Service

- Text and call
- Captioned calls

Available: 24/7
Website and App (free)



Video Relay Service

Auslan Video Relay

Available:
7am - 6pm (AEST)
Monday to Friday
Website and App (free)

CONVO AU

Convo AU

Auslan Video Relay

Available: 24/7
Website and App
Convo AU (paid)

Beyond Blue: Available: 24/7

For general mental illness and distress

Online chat: <https://www.beyondblue.org.au/support-service/chat>

Email: <https://www.beyondblue.org.au/support-service/email/beyond-blue-email-form>

Phone number: 1300 224 636



Beyond Blue



Lifeline: Available: 24/7

For general mental illness and distress

Online chat: <https://www.lifeline.org.au/crisis-chat/>

SMS: 0477 13 11 14

Phone number: 13 11 14

Kids Helpline: Available: 24/7

For 5-25 year olds

Email: counsellor@kidshelpline.com.au

Online chat: <https://kidshelpline.com.au/get-help/webchat-counselling>

Phone number: 1800 55 1800



kids helpline



QLife: Available: 3pm - Midnight every day

For LGBTQIA+ Australia wide

Online webchat:
<https://m2.icarol.com/ConsumerRegistration.aspx?org=61795&pid=253&cc=en-US>

Phone number: 1800 184 527

Rainbow Door: Available: 10am - 5pm every day

For LGBTQIA+ in Victoria

Email: support@rainbowdoor.org.au

SMS: 0480 017 246

Phone number: 1800 729 367



Rainbow Door



1800RESPECT: Available: 24/7

For family violence and sexual assault

Online chat via pop up box:
<https://www.1800respect.org.au/help-and-support/telephone-and-online-counselling>

Phone number: 1800 737 732

PANDA (Perinatal Anxiety & Depression Australia): Available: Monday - Saturday 9am - 7:30pm (AEST)

For families, perinatal mental health and wellbeing

PANDA webform:
<https://panda.org.au/contact>

Phone number: 1300 726 306



PANDA
Perinatal Anxiety & Depression Australia



MensLine Australia: Available: 24/7

For men counselling support

Online chat via pop up box:
<https://mensline.org.au/phone-and-online-counselling/>

Phone number: 1300 78 99 78

Standby: Available: 6am - 10pm every day

For suicide bereavement support

SMS: 0428 842 041

Phone number: 1300 727 247



STANDBY®
SUPPORT AFTER SUICIDE

ETHI-CALL

Ethi-call: Book your appointment

For decision making support

Online booking: <https://ethics.org.au/consulting-and-leadership/ethi-call/>

This resource is created by



A Deaf and Hard of Hearing
Advocacy Organisation in Victoria

DISCLAIMER:

Deaf Victoria cannot claim that any or all organisations are deaf aware and accessible for deaf. This is a collection of contact details for quick access to get help or support