

# Helplines for deaf and hard of hearing people in Victoria

Ways Deaf and hard of hearing people can make calls or access emergency services:



## **Auslan Emergency Interpreting App**

Direct access to Triple Zero (000)

24/7 Auslan video interpreting  
Emergency calls only

App (free)



## **Convo AU**

Auslan Video Relay for any phone call

24/7 Auslan video interpreting

Website and app (paid)



## **National Relay Service**

- Text and call
- Captioned call
- For any phone call

Available 24/7  
Website, app and text message (free)



## **Video Relay Service**

Auslan Video Relay for any phone call

Available  
7am - 6pm AEST Mon - Fri  
Website and app (free)

## **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



## **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



## **Available: 24/7**

For 5-25 year olds

Email: [counsellor@kidshelpline.com.au](mailto:counsellor@kidshelpline.com.au)

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

Phone number: 1800 55 1800



## **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

## **Available: 10am - 5pm every day**

For LGBTQIA+ in Victoria

Email: [support@rainbowdoor.org.au](mailto:support@rainbowdoor.org.au)

SMS: 0480 017 246

Phone number: 1800 729 367



## **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

## **Available: Mon - Sat 9am - 7:30pm (AEST)**

For families, perinatal mental health and wellbeing

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

Phone number: 1300 726 306



## **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

## **Available: 6am - 10pm every day**

For suicide bereavement support

SMS: 0428 842 041

Phone number: 1300 727 247



## **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 and hard of hearing users. This is a collection of contact details for quick access to get help or support.