

# Helplines

This resource contains information and links to key support services, which may be useful for people experiencing an eating disorder, their families, friends and supports, health professionals and educators.

## Eating disorder organisations

Butterfly National [Helpline](#) 1800 334 673 and [online chat](#) is open 8am-midnight AEST/AEDT every day except public holidays. Butterfly counsellors are qualified mental health professionals with a background in psychology, social work or counselling and training in eating disorders and body image. [Chatbot KIT](#) is free, confidential and available 24/7 to provide information and resources to help people understand body image or eating concerns. Butterfly's [Referral Database](#) provides access to a directory of eating disorder practitioners and services.

[Eating Disorders Victoria](#) provides a free and confidential service, [EDV Hub](#), providing information and support for people experiencing eating disorders or those who are supporting them. This can include navigation support, such as helping people to connect with health professionals and support services. Open Monday-Friday 9.30am-4.30pm, phone 1300 550 236, email [hub@eatingdisorders.org.au](mailto:hub@eatingdisorders.org.au) or visit the [website](#).

Carers and support people can find helpful information on [Eating Disorders Families Australia's](#) website and can access peer support online via the [strive Australia Facebook group](#).

## General mental health and other organisations

The [Beyond Blue](#) Support Service for people with anxiety and depression and their families and friends is available via phone 24/7 on 1300 22 4636 or via [beyondblue.org.au/get-support/](https://beyondblue.org.au/get-support/) for [online chat](#) (3pm-12am AEST/AEDT or email responses within 24 hours).

[e-headspace](#) (ages 12-25) is a national online and phone support service staffed by experienced youth mental health professionals. Phone 1800 650 890 (9am-1am (AEST/AEDT), 7 days a week) or visit [headsapce.org.au](https://headsapce.org.au).

[Healthdirect](#) is a government-funded service providing approved health information and advice. Phone 1800 022 222 (open 24/7) or visit [healthdirect.gov.au](https://healthdirect.gov.au).

[Head to Health](#) is provided by the Australian Department of Health, and brings together apps, online programs, online forums, and phone services, and digital information resources from some of Australia's most trusted mental health organisations. Access it here [headtohealth.gov.au](https://headtohealth.gov.au).

[MensLine Australia](#) is the national telephone and online support, information and referral service for men with personal, family and relationship concerns and is available via phone on 1300 78 99 78 or [online counselling](#) (including public holidays).

[Qlife](#) is the national counselling and referral service for lesbian, gay, bisexual, transgender and intersex (LGBTIQ+) people and is available via phone on 1800 184 527 or [webchat](#) seven days a week, 3pm-midnight AEST/AEDT (including public holidays).

[SANE](#) help centre provides information, guidance and referral to help manage mental health concerns and is available via phone 1800 18 7263, [online counselling](#) or email [helpline@sane.org](mailto:helpline@sane.org) and is available Mon-Fri, 10am-10pm AEST/AEDT. [SANE online Forums](#) run all year.

[1800RESPECT](#) provides confidential information and support for people impacted by sexual assault, domestic or family violence and abuse – open 24/7 (phone & online chat) at [1800respect.org.au](http://1800respect.org.au) or 1800 737 732.

#### **Local Mental Health Triage Services (24/7):**

**NSW** 1800 011 511; **ACT** 1800 629 354; **QLD** 1300 642 255; **NT** 1800 682 288; **SA** 13 14 65; **TAS** 1800 332 388; **VIC** Contact your local mental health service area at [www3.health.vic.gov.au/mentalhealthservices](http://www3.health.vic.gov.au/mentalhealthservices)

## **Emergencies**

If you or someone you know is in crisis, please call one of the following:

#### **Emergency Services – 000**

If you are in an immediate danger and/ or require medical assistance, please contact emergency services.  
Operating hours: 24/7 including public holidays

#### **Lifeline – 13 11 14**

Lifeline provides all Australians experiencing a personal crisis with access to online and phone crisis support and suicide prevention services.

Text Service is available on 0477 13 11 14. Crisis Support Chat: [Open Chat Now](#)

Operating hours: 24/7 including public holidays

#### **Kids Helpline - 1800 55 1800**

Kids Helpline provides confidential counselling for kids and young people (ages 5-25) regarding all topics.

WebChat: [Open Chat Now](#) Email: [counsellor@kidshelpline.com.au](mailto:counsellor@kidshelpline.com.au)

Operating hours: 24/7 including public holidays

#### **Suicide Call Back Service – 1300 659 467**

Suicide Call Back is a nationwide service that provides immediate telephone and online counselling, information and referrals related to suicide.

Online Counselling: [Open Chat Now](#)

Operating hours: 24/7 including public holidays