

Phone and Web Support Information

If you are concerned about yourself or someone in your care, support is available. Below is a list of services that can help those recovering from an eating disorder, as well as family, carers and professionals caring for that person.

Butterfly National Helpline – 1800 334 673

Online Chat: [Open Chat Now](#)

Email: support@thebutterflyfoundation.org.au

Operating Hours: 8am-12am AEST, 7 days a week (except national/major public holidays).

Butterfly's National Helpline is Australia's **national eating disorders support** service providing phone, email and web counselling for all those affected by eating disorders or body image concerns. People with an eating disorder, families, carers, friends and professionals can contact the Helpline for information, support and referrals.

Eating Disorders Victoria Helpline – 1300 550 236

Email: edv@eatingdisorders.org.au

Operating Hours: Monday to Friday, 9.30am – 5pm AEST (except national/major public holidays).

Eating Disorders Victoria Helpline is a free and confidential service providing support and information about eating disorders and related issues.

Beyond Blue – 1300 224 636

Online Chat: [Open Chat Now](#) (7 days a week, 3pm-12am AEST)

Email: [Email Now](#)

Operating Hours: 24/7 Helpline including Public Holidays

Beyond Blue provides support for people with anxiety and depression and their families and friends.

SANE – 1800 18 7263

Online Counselling: [Open Chat Now](#)

Email: helpline@sane.org

Operating Hours: Monday to Friday, 10am – 10pm AEST (except national/major public holidays).

SANE help centre provides information, guidance and referral to help manage mental health concerns.

MensLine – 1300 78 99 78

Online Counselling: [Open Chat Now](#)

Operating Hours: 24/7 Helpline and Chat including Public Holidays

MensLine Australia is the national telephone and online support, information and referral service for men with personal, family and relationship concerns.

Qlife – 1800 184 527

Online Counselling: [Open Chat Now](#)

Operating Hours: 7 days a week, 3pm – 12am AEST (including Public Holidays)

Qlife is the national counselling and referral service for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people.

To find a support service in your area visit <http://www.nedc.com.au/services-and-support-organisations>

EMERGENCIES

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

Emergency Services – 000

Operating Hours: 24/7 including Public Holidays

If you are in an immediate danger and/ or require medical assistance please contact emergency services.

Lifeline – 13 11 14

Crisis Support Chat: [Open Chat Now](#) (7 days a week, 7pm-4am AEST)

Operating Hours: 24/7 Helpline including Public Holidays

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

Suicide Call Back Service – 1300 659 467

Online Counselling: [Open Chat Now](#)

Operating Hours: 24/7 Helpline and Chat including Public Holidays

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

Kids Helpline- 1800 55 1800

WebChat: [Open Chat Now](#)

Email: counsellor@kidshelpline.com.au

Operating Hours: 24/7 Helpline and Chat including Public Holidays

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

STATE CRISIS AND SPECIALIST REFERRAL LINES

ACT (24/7 service)

Crisis Line: (02) 6205 1065 OR 1800 629 354

SA (24/7 service)

Crisis Line (Living Hope): 8277 4033

Mental Health Emergency: 13 14 65

NSW (24/7 service)

Mental Health Line: 1800 011 511

TAS (24/7 service)

Crisis Line: (03) 6233 2388 OR 1800 332 388

NT (24/7 service)

Mental Health Line: 1800 682 288

VIC

Crisis Line: 1300 60 60 24

QLD (24/7 service)

Crisis Line: 13 HEALTH (or 13 43 25 84)

WA

Crisis Line: 1300 555 788 (Metro)

1800 676 822 (Peel)

Rural Link: 1800 552 002