

Supports and services

The following list is provided to help you find services and support. If you need access to the internet, you can visit your local library – all ACT libraries offer free access to the internet.

Emergency services

If you or somebody you know are in immediate danger, contact Triple Zero (000)

If you or somebody you know are unable to keep yourself safe and need emergency support from a health professional you can attend your local emergency department.

- The Canberra Hospital Emergency Department: Yamba Drive, Garran
- North Canberra Hospital Emergency Department: 40 Mary Potter Circuit, Bruce

Mental health crisis support

Service	Phone details	Hours
Access Mental Health If you or someone you know are experiencing a mental health crisis, but not in immediate danger contact the Access Mental Health Team. Access Mental Health can assist to connect you with day services and outpatient programs to support your mental health needs. They can also connect you or your loved one with the correct immediate mental health intervention.	1800 629 354	Hours: 24 hours a day, 7 days a week
Home Assessment and Acute Response Team (HAART) The Home Assessment and Acute Response Team (HAART) provides urgent mental health assessment, intervention, and treatment for people experiencing serious mental health concerns and for people at risk of suicide.	1800 629 354 (All referrals come through Access Mental Health)	Hours: 24 hours a day, 7 days a week
PACER (Police, Ambulance and Clinician Early Response team) PACER responds to, assesses and helps people of all ages experiencing a mental health crisis in the community.	1800 629 354 (All referrals come through Access Mental Health, ACT Policing or the ACT Ambulance Service)	Hours: 8am to midnight, 7 days per week

Supports you can access over the phone or internet

Service	Phone details	On the internet
Mensline MensLine offers free telephone, video and online counselling 24 hours a day.	1300 78 99 78	www.mensline.org.au
Suicide Call Back Service Suicide Call Back Service offers free telephone, video and online counselling for anyone affected by suicide 24/7.	1300 78 99 78	www.suicidecallbackservice.org.au
Lifeline Lifeline offers free telephone and online counselling 24 hours per day.	13 11 14	www.lifeline.org.au
13Yarn 13Yarn provide 24/7 crisis support to yarn to Aboriginal and Torres Strait Islander people by Aboriginal and Torres Strait people.	13 92 76	www.13yarn.org.au
Beyond Blue 24/7 support for anxiety, depression, and suicide prevention.	1300 224 636	www.beyondblue.org.au
Kids Helpline 24/7 confidential counselling for ages 5-25.	1800 551 800	www.kidshelpline.com.au

Free and low-cost counselling and support

Service	Phone details	On the internet
EveryMan EveryMan offers a range of supports and services to men living in the Canberra region, including counselling and accommodation. Located in Canberra city.	02 6230 6999	www.everyman.org.au
Directions Health Services Directions Health Services provides a range of free, integrated services for individuals, family members and friends impacted by alcohol, tobacco and other drugs, mental health and other complex health issues. Located in Woden.	02 6132 4800	www.directionshealth.com
Alcohol and Drugs Services - Canberra Health Services The ACT Alcohol and Drugs provide services and programs for people who need help for alcohol and drug related behaviours and dependencies.	02 5124 0000	www.canberrahealthservices.act.gov.au/services-and-clinics/alcohol-and-drug-services

Service	Phone details	On the internet
headspace headspace offers free health and Alcohol and other drugs supports and services to people aged 12-25, located in Lyneham and Queanbeyan.	Lyneham: 02 6113 5700 Queanbeyan: 02 6941 5700	www.headspace.org.au/canberra www.headspace.org.au/queanbeyan
Marymead CatholicCare Family counselling, carers counselling, youth – parenting and adolescent programs, disability services, accommodation and support, and alcohol and other drug support.	02 6162 6100	www.catholiccare.cg.org.au
Relationships Australia Relationships Australia provides individual and family counselling and support, specific to creating supportive and well relationships, across various locations.	1800 960 540	racr.org.au
Dhunglung Yarra Free phone counselling service for mob. Dhunglung Yarra is a counselling service run through Relationships Australia for Aboriginal and Torres Strait Islanders in the Canberra Region.	1800 960 540	racr.org.au/culture-community/first-nations-community/
Womens Health Service – Canberra Health Services The Women's Health Service offers free services for women, by women. Our services include nursing, medical, nutrition and counselling for vulnerable women in the ACT and region.	02 5124 1787	www.canberrahealthservices.act.gov.au/services-and-clinics/services/womens-health-service
Toora Women Inc. For women who have experienced of AOD, Domestic, family and sexual violence, homelessness, mental health issues, or have spent time in ACT Corrective Services.	02 6122 7000	www.toora.org.au
cahma Canberra Alliance for Harm Minimisation and Advocacy provide services and programs to support the health and human rights of people who use drugs and drug treatment services Located in Belconnen.	02 6253 3643	www.cahma.org.au

Practical services

Service	Phone details	On the internet
FIRST Canberra – Salvation Army (previously Onelink) FIRST Canberra is the central access point for all homelessness services, including emergency accommodation providers, and work closely with child, youth and family services.	1800 176 468	www.salvationarmy.org.au/about-us/our-services/first-canberra/
Mindmap Mindmap is a mental health portal for young people aged 0-25. ACT Youth Portal.	1800 862 111	www.mindmap.act.gov.au
Ask Izzy Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more.		askizzy.org.au
Prisoners Aid ACT Prisoners Aid ACT supports people and families involved in the justice system through practical assistance, emotional support and safe connection to services.	02 6257 4866	www.paact.org.au
FoodBank Find food support.	02 9756 3099	findfood.foodbank.org.au/nsw-act