

Crisis Services

Below are contacts for various crisis services. It's free to call some services, and some may incur the cost of a local call. You may want to familiarise yourself with some of the services, and keep this list on hand so you're better equipped to support a young person through a crisis.

Alcohol & Drug Program

Provides access to all ADP services, alcohol and other drug information, advice, support, assistance and referral.

Phone: (02) 6207 9977

Calvary Hospital (Belconnen)

If you want to talk to someone at Calvary Hospital call this number.

Phone: (02) 6201 6111

Canberra Emergency Accommodation Service

Confidential telephone counselling and information on emergency accommodation for people facing homelessness.

Phone: 13 11 14

Canberra Hospital (Woden)

If you want to talk to someone at Canberra Hospital call this number.

Phone: (02) 6244 2222

Canberra Rape Crisis Centre

Crisis support, advocacy and telephone counselling.

Phone: (02) 6247 2525

Care and Protection Services

Responsible for facilitating coordination across governments for the care and protection of children and young people. Investigates and intervenes in cases of alleged child abuse and neglect.

Phone: 1300 556 729

Carers ACT

Information, referral, counselling, education and support for people who have taken on caring responsibilities, including young carers.

Phone: 1800 242 636

Child & Adolescent Mental Health Services (CAMHS)

Assessment and treatment for young people under 18 years who are experiencing moderate to severe mental health problems (If after hours call the Mental Health Crisis Assessment & Treatment Team listed below).

Phone: (02) 6205 1971

Domestic Violence Crisis Service

Provides crisis intervention, advocacy, referral, information, support and practical assistance for people subjected to, or using, violence and abuse in relationships, giving priority to those subjected to violence.

Phone: (02) 6280 0900

TTY: (02) 6228 1852

Health Advice (Health First)

Health telephone advice line staffed by registered nurses to answer health related questions. If it is not an emergency, but you are not sure what to do about a health issue, you should call Health First.

Phone: (02) 6207 7777

TTY: (02) 6207 7770

Kids Help Line

24 hour counselling service for young people aged between 5 and 18. Online counselling at www.kidshelpline.com.au

Phone: 1800 55 1800

Lifeline

A 24-hour confidential telephone counselling service for people under stress, in crisis, or with any problem.

Phone: 131 114

Mensline Australia

Confidential telephone counselling service for men dealing with family and relationship difficulties.

Phone: 1300 78 99 78

Mental Health Crisis Assessment & Treatment Team (CATT Team)

Assessment and treatment of mentally ill people in crisis situations.

Phone: 1800 629 354

Poisons Information

Offering advice and information on poisonous substances, medicines, bites and stings.

Phone: 131 126

Police Attendance

Police attendance when it's not an emergency.

Phone: 131 444

Police, Fire, Ambulance

Call in an emergency

Phone: 000

Sharps Hotline

Collection and disposal of hypodermic syringes from unleased territory land.

Phone: 132 281

Telephone Interpreter Service (TIS)

National service available to any person who does not speak English and for English speakers needing to communicate with them.

Phone: 13 14 50

The National Relay Service (NRS)

Australia-wide telephone relay service that allows people who are deaf or have a hearing and/or speech impairment to communicate with anyone in the community or vice versa.

Phone: 1800 555 660