

EMOTIONAL SUPPORT SERVICES

**If you are in crisis, call 000 for Police, Ambulance and Fire
or call Lifeline 13 11 14**

Health and Wellbeing - Douglas Shire Council

Local Service listing of Health and Wellbeing Service providers via Douglas Shire Council

<https://douglas.qld.gov.au/community/community-directory/health/>

Better Access Initiative

The Better Access initiative gives Medicare rebates to eligible people, so they can access the mental health services they need. Support is available from eligible general practitioners (GPs) and other medical practitioners, psychologists, social workers and occupational therapists.

Eligible people can receive up to 10 individual and up to 10 group allied mental health services each year.

NOTE: It can take some time to get appointments with mental health professionals, the following telephone and online services may be able to assist you while you wait.

<https://www.health.gov.au/#who-can-access-better-access-rebates>

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.

It is free and anonymous, with thousands of services listed across Australia.

And if you're on the Telstra or Vodafone mobile networks, you can access Ask Izzy on your telephone even if you don't have credit or access to wifi.

<https://askizzy.org.au/>

Beyond Blue

Call 1300 22 4636

Our free telephone and online counselling service is open 24/7 for everyone in Australia. No matter who you are, or how you're feeling, reach out to our free counselling services for support – we'll point you in the right direction so you can get the help you need. Call a counsellor for free, confidential telephone counselling any time of the day or night.

All webchats are free and you don't have to tell us your name if you don't want to.

<https://www.beyondblue.org.au/support-service/chat>

[Blue Knot Foundation](#)

Call 1300 657 380

The National Centre of Excellence for Complex Trauma provides support, education and resources for the families and communities of adult survivors of childhood trauma and abuse.

Call Monday – Sunday between 9am – 5pm AEST or via email helpline@blueknot.org.au.

<https://blueknot.org.au/>

[Butterfly Foundation](#)

Call 1800 33 4673, 8am-midnight AEST / 7 days a week, chat online or email

Free, confidential service that provides information, counselling and treatment referral for people with eating disorders, and body image and related issues.

<https://butterfly.org.au>

[Cairns Regional Domestic Violence Service \(incl Douglas Shire\)](#)

You are not to blame, and you are not alone.

Cairns Regional Domestic Violence Service 07 4033 6100

Douglas Shire – Mossman Office 07 4098 1974

<https://www.dvcairns.org>

[DVConnect Womensline](#)

Call 1800 811 811

Every person has the right to feel safe in their home, however, we know that for many people who have been impacted by domestic, family, and sexual violence, home can be the most dangerous place.

A free helpline for women and their children in Queensland who are experiencing domestic and family violence. If you identify as non-binary or gender fluid, you can call the helpline you feel most comfortable calling (Womensline or Mensline). We are here for you.

<https://www.dvconnect.org/womensline/>

DVConnect Mensline

Call 1800 600 636

Every person has the right to a safe and respectful relationship. DVConnect's Mensline can support men who are using abuse or experiencing abuse in their intimate partner, ex-partner, or familial relationships. Mensline is a free and confidential helpline that assists men to change their abusive behaviours or to access safety from abuse. If you identify as non-binary or gender fluid, you can call the helpline (Womensline or Mensline) you feel most comfortable calling. We are here for you.

Available 9am – midnight, 7 days.

<https://www.dvconnect.org/mensline/>

1800 Respect

1800 RESPECT

Confidential information, counselling and support service

Available for free, 24 hours a day, 7 days a week to support people impacted by domestic, family or sexual violence.

<https://1800respect.org.au/>

EHeadspace

Call 1800 650 890, 9am – 1am AEST / 7 days a week, chat online or email

Free online and telephone support and counselling to young people 12 – 25 and their families and friends.

<https://headspace.org.au/online-and-phone-support/>

FriendLine

Call 1800 424 287

Supports anyone who's feeling lonely, needs to reconnect or just wants a chat. You can call them 7 days a week or chat online with one of their trained volunteers. All conversations with FriendLine are anonymous.

<https://friendline.org.au/>

Kids Helpline

Call 1800 55 1800

Australia's only free 24/7 confidential and private counseling service specifically for children and young people aged 5 – 25.

<https://kidshelpline.com.au/>

Lifeline

24-hour crisis counselling, support groups and suicide prevention services

Call 13 11 14, text 0477 131114 or chat online (<https://www.lifeline.org.au/crisis-chat/>)

<https://www.lifeline.org.au/>

MensLine Australia

Call 1300 78 99 78, 24 hours/7 days a week, chat online or organise a video chat

Professional telephone and online counselling service offering support to Australian men.

<https://mensline.org.au/>

MindSpot

Call 1800 61 44 34

Free telephone and online service for people with anxiety, stress, low mood or depression. It provides online assessment and treatment for anxiety and depression. MindSpot is not an emergency or instant response service.

<https://www.mindspot.org.au/>

Open Arms

Call 1800 011 046

24/7 free and confidential counselling to anyone who has served at least one day in the ADF, their partners and families.

<https://www.openarms.gov.au/get-support/counselling>

QLife

Call 1800 184 527, 3pm – 12am (midnight) AEST/7 days a week

Nationwide telephone and web-based services for lesbian peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.

<https://qlife.org.au/>

Panda

Call 1300 726 306, 9am – 7:30pm AEST (Mon-Fri)

Perinatal Anxiety & Depression Australia supports women, men and families across Australia affected by anxiety and depression during pregnancy and in the first year of parenthood.

<https://www.panda.org.au>

SANE Australia

Call 1800 18 7263, 10am – 10pm AEST (Mon – Fri), or chat online

Support to anyone in Australia affected by complex mental health issues, as well as their friends, family members and health professionals.

<https://www.sane.org/>

Suicide Call Back Service

Call 1300 659 467

24/7 support if you or someone you know is feeling suicidal

<https://www.suicidecallbackservice.org.au/>

Head to Health

Call 1800 595 212 between 8:30am to 5pm on weekdays (public holidays excluded)

Free health services

<https://www.openarms.gov.au/get-support/counselling>