



headspace provides free online support and counselling to young people and their families and friends.

Age: 12 -25

Availability: 8:30am – 12:30am (NT time)
7 days a week

Details of note:

- Families can use this service to discuss issues concerning them about the young people they support.
- Appointments can be organised in advance and with the same clinician to provide ongoing support to a young person.
- Clinicians are experienced youth mental health professionals, social workers, mental health nurses, psychologists and occupational therapists.

Phone
1800 650 890

Online
<https://headspace.org.au/eheadspace/>



Kids Helpline is Australia's only 24/7 phone/online counselling service for young people and their families.

Age: 5- 25

Availability: 24/7

Details of note:

- Young people are able to access the same counsellor if they wish to call back
- Online interface has separate portals for Kids (5-12), Teens (13-17), Young Adults (18-25), Parents and Schools.
- All Kids Helpline counsellors have tertiary qualifications in a counselling related field.

Phone
1800 55 1800

Online
<https://kidshelpline.com.au/get-help/webchat-counselling/>



Lifeline provides all Australians experiencing a crisis with support and suicide prevention services.

Age: All ages (not youth specific)

Availability: 24/7

Details of note:

- Trialing a text service
<https://www.lifeline.org.au/projects/lifeline-text> 5:30pm - 11:30pm (NT Time)

Phone
13 11 14

Online
<https://www.lifeline.org.au/get-help/online-services/crisis-chat> (Only 6:30pm - 11:30pm NT)



NextStep can help you figure out what's going on for young people, and then suggest different types of support based on what will best meet their needs.

Age: 12 -25

Availability: Online 24/7

Details of note:

- Maybe a useful tool to use with clients to identify issues of concern if they are unknown.
- Access to a range of materials.
- This is only a referral service to information and other services so this does not have a one to one person outcome.
- It's a free, anonymous and easy-to-use tool that you can access anytime, anywhere, on your phone or laptop.

Phone

Not applicable

Online

<https://au.reachout.com/articles/not-sure-whats-wrong-try-nextstep>



Beyond Blue is there to listen, provide information and advice, and point you in the right direction so you can seek further support.

Age: All ages (not youth specific)

Availability: Online 24/7

Details of note:

- All calls and chats are one-on-one with a trained mental health professional, and completely confidential.
- Online chat available also from 2:30pm - 11:30pm 7 days a week.

Phone

1300 22 4636

Online

<https://www.beyondblue.org.au/get-support/get-immediate-support>