



# **SUPPORTING YOUNG PEOPLE**

## Helpful support service providers



**Conduct Protocol Unit**  
Presbyterian Church of Australia in NSW/ACT

# A resource for leaders supporting young people

In situations where a **young person** is going through a tough time, it is important that they access professional help and support. If the situation relates to **abuse** in any way, the Conduct Protocol Unit (**CPU**) must be notified. This resource does not replace the need to seek advice from the **CPU** when concerns for a **child or young person's** wellbeing are raised.

**Conduct Protocol Unit** | Presbyterian Church in NSW, ACT, WA and Tasmania  
[cpu@pcnsw.org.au](mailto:cpu@pcnsw.org.au) | 02 9690 9325 | [breakingthesilence.org.au](http://breakingthesilence.org.au)

## IN AN EMERGENCY, ALWAYS CALL 000.

### Alcohol and Other Drugs Information Service (ADIS)

**1800 250 015**

The ADIS is an anonymous and confidential information, advice, referral and support service. Available 24/7, it provides information such as parental advice and information on detoxification.

See [yourroom.health.nsw.gov.au](http://yourroom.health.nsw.gov.au)

### Lifeline

**13 11 14**

Anyone across Australia experiencing a personal crisis or thinking about suicide can contact Lifeline's confidential crisis support service. Trained volunteers are available 24/7 over the phone or via online chat to listen and provide support and referrals.

See [lifeline.org.au/crisis-chat](http://lifeline.org.au/crisis-chat)

### Beyond Blue Support Service

**1300 224 636**

The Beyond Blue Support Service offers 24/7 confidential telephone support, counselling and referrals from trained mental health professionals. All calls and chats are one-on-one and are confidential.

See [beyondblue.org.au](http://beyondblue.org.au)

### Headspace

**1800 650 890**

Headspace is the National Youth Mental Health Foundation. They support **young people** with mental health, physical health (including sexual health), alcohol and other drug services, as well as work and study support.

See [headspace.org.au/online-and-phone-support](http://headspace.org.au/online-and-phone-support)

## **MensLine**

**1300 789 978**

A 24/7 telephone and online support, information and referral service for men with family and relationship concerns. The service is staffed by professional counsellors, experienced in men's issues.

See [mxensline.org.au/phone-and-online-counselling](https://mxensline.org.au/phone-and-online-counselling)

## **1800 RESPECT**

**1800 737 732**

This national service provides 24/7 sexual assault, family and domestic violence counselling by qualified, experienced counsellors. This service is for anyone who has experienced, or at risk of physical or sexual violence, as well as those concerned about someone else.

See [1800respect.org.au](https://1800respect.org.au)

## **Kids Helpline**

**1800 55 1800**

A 24/7 confidential support and counselling service, for people aged 5 to 25 years. Kids can make contact about any issues, from everyday things such as family, friends or school, to more serious issues such as abuse, mental illness, drug and alcohol use, homelessness and suicide. Counselling is offered online, via email or over the phone. See

[kidshelpline.com.au](https://kidshelpline.com.au)

## **NSW Mental Health Line**

**1800 011 511**

The NSW Mental Health Line is a 24/7 telephone assessment and referral service, staffed by mental health clinicians. This service can provide advice about clinical symptoms, the urgency of the need for care and information about local service providers.

See [health.nsw.gov.au/mentalhealth/Pages/mental-health-line.aspx](https://health.nsw.gov.au/mentalhealth/Pages/mental-health-line.aspx)

## **Suicide Call Back Service**

**1300 659 467**

The Suicide Callback Service provides free phone, video and online counselling for anyone affected by suicide. Staffed by professional counsellors specialised in suicide-related issues, the service can provide ongoing counselling or referrals to appropriate services.

See [suicidecallbackservice.org.au](https://suicidecallbackservice.org.au)

## **Butterfly's National Helpline**

**1800 334 673**

Butterfly's National Helpline offers personalised support, coping strategies, guidance, information and referrals, from professionally trained counsellors by telephone, email or webchat. The service is available to people suffering from eating disorders or body image issues, and their loved ones, from 9am to 9pm on weekdays.

See [butterfly.org.au/get-support/helpline](https://butterfly.org.au/get-support/helpline)

## Carer Line

**1800 242 636**

This telephone support, information, counselling and referral service is available from 9am to 5pm weekdays. This service is staffed by experienced carer support officers and is available to carers, service providers and community members.

See [carersnsw.org.au/services-and-support](https://carersnsw.org.au/services-and-support)

## Parent Line NSW

**1300 1300 52**

Parent Line NSW is a confidential telephone counselling, information and referral service for parents and carers of children aged 0 to 18. Professional counsellors are available from 9am to 9pm weekdays and from 4pm to 9pm weekends. See

[parentline.org.au](https://parentline.org.au)

