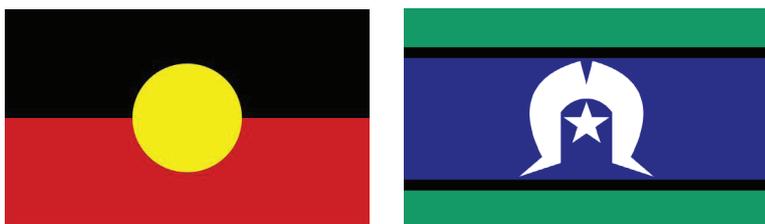


RESOURCE BOOKLETS for Kinship Carers

**Emergency and
useful contacts for
kinship carers**

2025



GPV/KCV acknowledges the peoples of the Kulin nation as the traditional owners of our great land and offers respect to Elders, past and present.

GPV/KCV acknowledges that the Aboriginal culture existed in Australia before European settlement and consisted of many community groups. Further, we acknowledge the Indigenous peoples of this land as the oldest continuing cultures in human history.

GPV/KCV acknowledges that laws and policies of the past have inflicted grief and suffering on our fellow Australians and regrets the removal of Aboriginal and Torres Strait Islander children from their families.

GPV/KCV believes that a society that is inclusive of all is crucial to individual and community wellbeing and will behave with respect towards all irrespective of their race, religion, sexuality, gender or socio-economic background.

GPV/KCV acknowledges 13th of February as National Apology Day, the anniversary of then Prime Minister, Kevin Rudd, delivering the National Apology to Australia's Indigenous Peoples in 2008. GPV/KCV will take steps that promote a happier and healthier future for Indigenous Australians, particularly the children and young people.

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Email: admin@kinshipcarersvictoria.org

www.grandparentsvictoria.org.au

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Key words which influence GPV/KCV approaches are: Truthfulness, Confidentiality, Inclusiveness, Integrity, Constancy, Gratitude, Commitment, Compassion

Kinship Carers Victoria acknowledges the support of the Victorian government.



Families,
Fairness
and Housing

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Kinship Carers VICTORIA

Kinship Carers Victoria
0499 969 234

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kinshipcarersvictoria.org



<https://kinshipcarersvictoria.org/podcasts-videos/>

Emergency contacts

Service/Agency	Contact details
000 Emergency Call (Police, Fire Department, Ambulance)	Phone: 000 Website: https://www.triplezero.gov.au/
Nurse on call (for free health advice from a registered nurse, 24 hours a day. In an emergency, call 000)	Phone: 1300 60 60 24 Website: https://www.healthdirect.gov.au/nurse-on-call
Emergency Departments (Hospitals) Search online	Phone: 000 Or use search function to find nearest desired service by location on website: https://www.healthdirect.gov.au/hospital-emergency-departments
After hours GP services (find online by location)	Phone: 1800 022 222 Website: https://www.healthdirect.gov.au/australian-health-services/all-services/after-hours-gp-clinic/1223071000168109
CFA (Country Fire Authority) Vic Emergency Hotline (for information during and after major bushfires)	Phone: 1800 226 226 Website: https://www.cfa.vic.gov.au/contact/vicemergency-hotline
SES (State Emergency Service) Flood, storm emergency line	Phone: 132 500 Website: https://www.ses.vic.gov.au/
Sexual Assault Crisis Line	Phone: 1800 806 292 (24/7) After hours phone: (03) 8345 3494 Website: http://www.sacl.com.au/
1800RESPECT (Domestic family & sexual violence counselling)	1800 737 732 or call 000 if you are in danger now
Police (other than in an emergency)	Phone: 131 444
After Hours Child Protection Emergency Service (AHCPEs)	Phone: 13 12 78 Website: https://services.dffh.vic.gov.au/reporting-child-abuse
Poisons Hotline	Phone: 131 126 (24/7) Website: https://www.austin.org.au/poisons/

Suicide & grief helplines

Service/Agency	Contact details
Beyond Blue (24/7 support for anxiety, depression and suicide prevention)	Phone: 1300 22 4636 Online counselling/chat: https://www.beyondblue.org.au/support-service/chat Website: https://www.beyondblue.org.au/
Connect South East Suicide Prevention Network	Phone: (03) 9575 5333 Website: https://connecthealth.org.au/programs-activities/south-east-suicide-prevention-network/
Gayaa Dhuwi (Proud Spirit) Australia	(02) 5134 2100
Grief Australia	1800 642 066 (freecall) or (03) 9265 2100
Griefline	(03) 8727 0200
Hope Assistance Local Tradies (HALT)	Phone: 0409 756 274 Website: https://halt.org.au/
Jesuit Social Services - Support after Suicide	1800 943 415
Lifeline (Crisis support, suicide prevention)	Phone: 13 11 14 (24/7) Online counselling/chat: https://www.lifeline.org.au/crisis-chat/ Website: https://www.lifeline.org.au/
StandBy - Support after Suicide	1300 727 247
Suicide Callback Service	Phone: 1300 659 467 (24/7) Online counselling/chat: https://www.suicidecallbackservice.org.au/phone-and-online-counselling/
The Compassionate Friends (Victoria) (support for grieving parents, siblings, grandparents)	Phone: (03) 9888 4944 Country Vic freecall: 1300 064 068
13YARN (crisis support for Aboriginal and Torres Strait Islander people)	Phone: 13 92 76 Website: https://www.13yarn.org.au

Mental health helplines

Service/Agency FOR WOMEN	Contact details
PANDA (Perinatal Anxiety and Depression Australia)	Phone: 1300 726 306 Website: https://panda.org.au/
The Women's Mental Health Service	Phone: (03) 8345 2071 Website: https://www.thewomens.org.au/health-professionals/womens-mental-health-service

Mental health helplines (continued)

Service/Agency FOR MEN	Contact details
Mensline Australia	Phone: 1300 78 99 78 (24/7) Online counselling/chat: https://mensline.org.au/phone-and-online-counselling/ Website: https://mensline.org.au/
Men's Shed Victoria	Phone: 1300 550 009
Service/Agency GENERAL	
ARC Vic (Anxiety Recovery Centre)	Phone: 1300 ANXIETY or 1300 269 438 Website: https://www.arcvic.org.au/
Blue Knot (for adult survivors of trauma and abuse)	Phone: 1300 657 380 Website: https://blueknot.org.au/
The Butterfly Foundation (Support for eating disorders & body image issues)	Phone: 1800 33 4673 Online chat: butterfly.org.au/get-support/chat-online/
Embrace Multicultural Mental Health	Phone: (02) 6285 3100 Website: https://www.embracementalhealth.org.au/
Headspace	Phone: 1300 78 99 78 (24/7)
Mind Australia (mental health and wellbeing support)	Phone: 1300 286 463 Website: https://www.mindaustralia.org.au
Open Arms (Veterans and Families Counselling)	Phone: 1800 011 046 (24/7) Website: https://www.openarms.gov.au/
SANE	Phone: 1800 187 263 Website: https://www.sane.org
Service/Agency for LGBTQIA+ COMMUNITY	
Better Pride	Phone: 1800 531 919
Qlife	Phone: 1800 184 527 Online chat: qlife.org.au/resources/cha
Rainbow Door	Phone: 1800 729 367 Website: https://www.rainbowdoor.org.au/
Switchboard (Peer-driven support for LGBTQIA+ people)	Phone: 1800 729 367 (10am-5pm/7days) 1800 184 527 (3pm-midnight/7 days)
Service/Agency for FIRST NATIONS PEOPLE	
Dardi Munwurro Brother to Brother 24-hour crisis line	Phone: 1800 435 799 (24/7) Website: https://www.dardimunwurro.com.au/brother-to-brother/
Yarning Safe 'n' Strong	Phone: 1800 959 563 (24/7) Website: https://www.vahs.org.au/yarning-safenstrong/

Alcohol and other drugs and addictions helplines

Service/Agency	Contact details
Alcoholics Anonymous	Phone: (03) 9429 1833 (24/7) Website: http://aavictoria.org.au
DirectLine - Alcohol and Drug Counselling (free counselling, information and referrals)	Phone: 1800 888 236 Website: https://www.directline.org.au/
Family Drug and Gambling Help	Phone: 1300 660 068 (24/7)
Family Drug Support	Phone: 1300 368 186 (24/7) Website: https://www.fds.org.au/
Gambling Help Online	Phone: 1800 858 858 Website: https://www.gamblinghelponline.org.au/
Narcotics Anonymous	Phone: 1300 652 820 or 0488 811 247
National Alcohol and Other Drug Hotline	Phone: 1800 250 015 (24/7) Website: https://campaigns.health.gov.au/drughelp
Quitline (13QUIT)	Phone: 13 7848
Turning Point - Alcohol and Drug Counselling Online	Website: https://www.counsellingonline.org.au/
Youth Drug and Alcohol Advice Line (YoDAA)	Phone: 1800 458 685

Children & youth helplines

Service/Agency	Contact details
Alannah and Madeline Foundation (keeping children safe from violence)	Phone: 1300 720 747 Website: https://www.amf.org.au
Bullying No Way	1800 55 1800 (Kids helpline) / 1800 650 890 (Headspace) Website: https://bullyingnoway.gov.au/contact-us/need-help-now
Headspace (National Youth Mental Health Foundation)	Phone: 1800 650 890 (24/7) Website: https://headspace.org.au
Kids Helpline	Phone: 1800 55 1800 (24/7) Online webchat/counselling: https://kidshelpline.com.au/get-help/webchat-counselling/ Website: https://kidshelpline.com.au/
MINUS18 (Champions for LGBTQIA+ Youth)	Website: https://www.minus18.org.au
Queerspace Youth	Phone: (03) 9663 6733 Website: https://www.queerspace.org.au/our-services/queerspace-youth/
ReachOut Australia	Phone: (02) 8029 7777 Website: https://au.reachout.com

Other useful contacts

Service/Agency FINANCIAL	Contact details
Financial Counselling Victoria	Phone: (03) 9663 2000 Website: https://fcvic.org.au/
National Debt Helpline	Phone: 1800 007 007 Website: https://ndh.org.au/
VetPay (service to help make vet bills affordable)	Website: https://vetpay.com.au Phone: (08) 8465 1850
Service/Agency LEGAL	
Seniors Rights Victoria	Phone: 1300 368 821 Website: https://seniorsrights.org.au/
Women's Legal Service Victoria	Phone: 03 8622 0600 Toll Free: 1800 133 302 Website: https://www.womenslegal.org.au
Court Network Children's Court Volunteers	Phone: Freecall: 1800 681 614 or 1800 571 239 Website: https://courtnetwork.com.au
Victoria Legal Aid	Phone: 1300 792 387 Website: https://www.legalaid.vic.gov.au/
Law Institute Victoria (Find a lawyer service)	Phone: (03) 9607 9550 Website: https://www.liv.asn.au/find-a-lawyer
The Victorian Aboriginal Legal Service Co-operative (VALS)	Phone: 1800 064 865 or (03) 9418 5999 Website: https://www.vals.org.au
WIRE (legal support for women, non-binary and gender diverse people)	Phone: 1300 134 130 Website: https://www.wire.org.au
Service/Agency FAMILIES & RELATIONSHIPS	
Family Relationships Online	Phone: 1800 050 312 Website: https://www.familyrelationships.gov.au/
Maternal and Child Health Line (information and advice on care and health of children)	Phone: 13 22 29 (24/7)
Parentline (counselling and support) maternal child health services	Phone: 13 22 89 Website: https://parentline.com.au/
Partners in Wellbeing	Phone: 1300 375 330 Website: https://www.partnersinwellbeing.org.au/
Relationships Australia (Victoria)	Website: https://www.relationshipsvictoria.org.au/contact-us

Kinship Carers Victoria makes all efforts to ensure contact details listed are up to date but please note they are subject to change. This list was published in May 2025.



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