



# Emergency and crisis Queensland

## Phone numbers and helplines

All content contributed by



## Emergency services

- Phone [triple zero \(000\)](#) Ask for police, fire or ambulance
- [State Emergency Service](#) 132 500 – Flood or storm assistance

## Alcohol and drugs

- [Alcoholics Anonymous Helpline](#) - phone [1300 222 222](#)
- [Qld Alcoholics Anonymous Helpline \(10am – 10pm, 7 days\)](#) – phone 07 3255 9162
- [Alcohol and Drug Information Service](#) - phone [1800 177 833](#)
- [Family Drug Support Australia](#) - phone [1300 368 186](#)
- [NightWatch](#) – phone 0475 558 000 – mobile chaplaincy providing support to intoxicated persons in public spaces at night

## Crisis counselling

- [Lifeline Australia](#) - phone [13 11 14](#)

## The National Disability Abuse and Neglect Hotline

- **To make a report, contact the Hotline on [1800 880 052](#)**  
email: [hotline@workfocus.com](mailto:hotline@workfocus.com). open Monday to Friday, 9am to 7pm. **The Hotline is not a crisis service.**

## Domestic violence

- [Domestic Violence Crisis Line](#) - phone [1800 800 098](#)
- [DV Connect Womensline](#) - phone 1800 811 811
- [DV Connect Mensline](#) – phone 1800 600 363
- [1800 RESPECT](#) - phone [1800 737 732](#)

## Eating Disorders

- The [Butterfly Foundation's](#) National Helpline, ED HOPE, is a free, confidential service that provides information, counselling and treatment referral for people with eating disorders, and body image and related issues. Call [1800 33 4673](#), 8am-midnight AEST / 7 days a week.
- [Queensland Eating Disorder Service \(QuEDS\)](#) – phone 13 74 68
- [Eating Disorders Qld](#) – phone 07 3844 6055

## Gambling

- [Gambling help online](#) - phone [1800 060 757](#)
- [Problem gambling](#) - phone [1800 858 858](#)

## Health

- [Health Direct](#) - phone [1800 022 222](#)
- [Poisons Information Line](#) on [13 11 26](#)
- Quit smoking - phone the [Quitline](#) on [13 78 48](#)
- [13HEALTH](#) – phone 13 42 25 84 is a free 24/7 health advice line that provides confidential health advice by a registered nurse.

## Homelessness

- [Homelessness Gateway](#) - phone [1800 003 308](#) Crisis advice and accommodation.
- [Orange Sky Laundry](#) – provide pop up laundromats, showers and food support
- [HART 4000](#) – phone 07 3004 0100 – provides support to those at risk of, or experiencing homelessness in Brisbane
- [Department of Communities, Housing and Digital Economy](#) – phone 1800 474 753 – support to find housing, crisis accommodation and advice

## LGBTI

- [QLife Australia](#) provides nationwide telephone and web-based services to support lesbian, gay, bisexual, transgender and intersex (LGBTI) people of all ages. Call [1800 184 527](#), 3pm-12am (midnight) AEST / 7 days a week.
- [LGBTI Legal Service](#) – phone 07 3124 7160 – provides free and confidential legal advice to Queensland residents who identify as members of the diverse lesbian, gay, bisexual, trans and intersex community.

## Men

- [Mensline Australia](#) - phone [1300 789 978](#) 24/7
- [1800 RESPECT](#) - phone [1800 737 732](#)
- [Mens Information and Support Association](#) – phone 07 3889 7312

## Mental Health

- [Mindspot](#) is a free telephone and online service for people with stress, worry, anxiety, low mood or depression. It provides online assessment and treatment for anxiety and depression. This is not an emergency or instant response service. Call [1800 61 44 34](#) AEST, 8am-8pm (Mon-Fri), 8am-6pm (Sat).
- [PANDA](#) (Perinatal Anxiety & Depression Australia) provides a national telephone information, counselling and referral service staffed by trained

volunteers, professional counsellors and supervising staff. Many helpline counsellors have had their own experience of perinatal depression or anxiety. Call [1300 726 306](tel:1300726306), 9am-7:30pm AEST (Mon-Fri).

- [SANE Australia](#) provides support, training and education enabling those with a mental illness to lead a better life. Call [1800 18 7263](tel:1800187263), 10am-10pm AEST (Mon-Fri).
- [13 MH CALL](#) – phone 1300 642 255 – is a confidential mental health telephone triage services that provides the first point of contact to public mental health services to Queenslanders

## Police assistance

- [Police assistance](#) - phone [131 444](tel:131444) Non-emergency calls for police attendance.

## Seniors

- [Elder Abuse Prevention Unit](#) – phone 1300 651 192 (also to report elder abuse)
- [Seniors Legal and Support Service \(Caxton Legal Centre\)](#) – phone 07 3214 6333

## Sexual assault

- [1800 RESPECT](#) - phone [1800 737 732](tel:1800737732) National sexual assault, domestic family violence counselling service.
- [Sexual Assault Helpline](#) – phone 1800 010 120
- [WWILD](#) – phone 07 3262 9877 – provides assistance to people with intellectual disability following sexual assault, as well as education support
- [Centre Against Sexual Violence](#) – phone 07 3808 3299
- [Bravehearts Inc](#) – phone 1800 272 831 – counselling and support to adult and children who experience sexual assault

## Suicide prevention

- [Beyond Blue](#) - phone [1300 224 636](tel:1300224636)
- [Lifeline Australia](#) - phone [13 11 14](tel:131114)
- [Suicide call back service](#) - phone [1300 659 467](tel:1300659467)

## Veterans

- [Open Arms](#) - Veterans & Families Counselling provides 24/7 free and confidential, nationwide counselling and support for war and service-related mental health conditions, such as post-traumatic stress disorder (PTSD), anxiety, depression, sleep disturbance and anger. Call [1800 011 046](tel:1800011046).
- [Mates4Mates](#) – phone 1300 62 837 – providing physical, psychological and social service to those impacted by service
- [RSL QLD](#) – phone 134 775 – advocacy support to assist with DVA

## Victim/Survivor support

- [Victim Assist Qld](#) – phone 1300 546 587
- [Blue Knot Foundation Helpline](#) (formerly ASCA Professional Support Line) provides help, information, support or referral for adult survivors of childhood trauma and abuse, their partners, family and friends, health professionals and anyone in the workplace working with people who have experienced childhood trauma and abuse. Call [1300 657 380](#), 9am-5pm AEST / 7 days a week.

## Women

- Domestic Violence Crisis Line - phone [1800 800 098](#) (after hours diverts to Homelessness Gateway Service) for crisis counselling, support and referral to safe accommodation.
- [1800 RESPECT](#) - phone [1800 737 732](#) National sexual assault, domestic family violence counselling service.

## Young people

- [Child Abuse Report Line](#) - phone [13 14 78](#) Report suspected child abuse.
- [Kids Helpline](#) - phone [1800 551 800](#) Anonymous and confidential telephone counselling aged 5 to 25 free 24/7
- [Headspace](#) - phone [1800 650 890](#) aged 12 to 25 years and their families. Call 1800 650 890, 9am-1am AEST / 7 days a week.
- [Youth Beyond Blue](#) - phone [1300 224 636](#) Help with anxiety and depression.

[Parent Helpline](#) - phone [1300 364 100](#) Information and support on health, behaviour, development and parenting for parents and carers.