

Getting Help from Service Providers In Australia



Service	What does it do?	Contact Information
 Emergency services (Ambulance, Police, Fire)	In Australia you can call 000 in an emergency. This number will connect you to Ambulance, Police or Fire departments. You can call 24/7 and is free to call, but only use in an emergency! Please tell your employer immediately if you or another worker has a serious injury or illness, is admitted to hospital or is involved in a criminal offence or domestic violence.	Phone: 000 (available 24/7)
 Lifeline Australia	Lifeline is a non-profit organisation that provides free crisis support service in Australia, providing suicide prevention services, mental health support and emotional assistance. They promise to listen without judgment, provide a safe space to discuss your needs, worries or concern, and work with you to explore options for support. You can contact Lifeline through a telephone call, text message or face-to-face. Sometimes these services are very busy, so you might experience waiting times. If your life, or someone else's life, is in danger, call 000.	Phone: 13 11 14 (available 24/7) Text: 0477 13 11 14 (from 12pm until midnight, Australian Eastern Standard Time) Address: You can search Lifeline locations on https://www.lifeline.org.au/about/location-finder/ Website: www.lifeline.org.au
 BeyondBlue	Beyond Blue is an Australian mental health and wellbeing support organisation. They provide support programs to address issues related to depression, suicide, anxiety disorders and other related mental illnesses. Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live. You can call or chat via text with support personnel at Beyond Blue 24 hours, 7 days a week. It is free to call. You can also join an online forum. Find out more on their website:	Phone: 1300 22 4636 (available 24/7) Webchat: https://online.beyondblue.org.au/#/chat/start (available 24/7) Online forum: https://www.beyondblue.org.au/get-support/online-forums Email: https://online.beyondblue.org.au/email/#/send (you will receive a response within 24 hours) Website: www.beyondblue.org



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 MensLine Australia	MensLine is a service specifically for supporting men with any emotional or relationship needs through phone and online counselling. MensLine is available 24 hours, 7 days a week. The MensLine website is also a fantastic resource for articles and information about: - oRelationships - oBeing a dad - oMen's mental health - oFamily violence - oHealth - oCounselling - oFamily breakups and divorce - oSelf-help	Phone: 1300 789 978 Online chat, video chat and website: Phone: 000 (available 24/7)
 1800 RESPECT	This 24-hour national sexual assault, family and domestic violence counselling line for anyone in Australia who has experienced, or is at risk of, family and domestic violence and/or sexual assault. In addition to free phone and online counselling, the 1800 RESPECT website is also a fantastic resource for articles and information about: - oViolence and abuse - oSupporting someone who is experiencing violence - oSupporting children - oSafety planning if you are living in a violent situation - oHow to find services - oHealthy relationships	Phone: 1800 737 732 Online chat and website: www.1800respect.org.au/
Health Insurance Support Nurses	Some health insurance companies have dedicated support nurses which you can contact directly for remote help, for either physical or mental health problems	Contact your health insurance agency directly



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 Fair Work Ombudsman	The Fair Work Ombudsman is a free Australian government service that helps worker and employers understand their workplace rights and responsibilities. They help employers resolve workplace problems and protect workers who are experiencing working conditions that are not safe, respectful or the same as in their contract. Call the Fair Work Ombudsman or look at the information on their website if you have general questions about your employment conditions or pay rate, or, after talking to your employer you have concerns about your pay or employment conditions. It is possible to make a complaint about unfair working conditions to the Fair Work Ombudsman, but as a ni-Vanuatu overseas worker, the Worker Welfare Line by the Pacific Labour Mobility Scheme is best for place for you to seek help regarding complaints, as they exist specifically to support overseas workers in Australia.	Phone: 13 13 94 If you need an interpreter, call (13 14 50). Website: www.fairwork.gov.au
 Department of Home Affairs	The Department of Home Affairs is the Australian Government interior ministry with responsibilities for national security, law enforcement, emergency management, border control, immigration, refugees, citizenship, transport security and multicultural affairs. Call this number if you have general questions about your visa, or would like to change your contact details, or talk to a departmental officer.	In Australia Phone: 131 881 Outside Australia Phone: +61 2 6196 0196 Website: www.homeaffairs.gov.au
 Safe Work Australia	If you require specific information on work, health and safety issues, including about COVID-19 business restrictions, Safe Work Australia may be able to refer you to the relevant authority in the state where you are employed.	Phone: 1300 551 832 Website: info@swa.gov.au