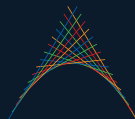


# Support for families

Should you feel that you and your family require support during this time, the following services can provide you with practical, non-judgmental information, advice, confidential peer support and counselling.



**AFP**



Australian  
Centre to Counter  
**Child** Exploitation

## Support for families

**Child Wise** offers information, support, counselling and advice from trained counsellors to help people deal with concerns relating to child sexual abuse and exploitation.

If you have experienced child abuse in an institutional context you can contact the Child Wise Helpline.

Call **1800 99 10 99** (9am-5pm M-S)  
Visit [childwise.org.au](http://childwise.org.au)

**The Salvation Army** assists families experiencing a sudden crisis in need of financial assistance (food, travel, water, phone, rates, clothing, etc).

Call **1300 371 288** (9am-5pm AEST M-F)  
Visit [salvationarmy.org.au](http://salvationarmy.org.au)

**Lifeline** provides a telephone and online service for anyone who is experiencing a personal crisis, contemplating suicide or caring for someone in crisis.

Call **13 11 14** (Operates 24/7)  
Visit [lifeline.org.au](http://lifeline.org.au)

**1800Respect**. Dial for sexual assault, domestic and family violence counselling, information and referrals.

Call **1800 737 732** (Operates 24/7)  
Visit [1800respect.org.au](http://1800respect.org.au)

**Beyond Blue** provides a confidential phone or online service offering support and counselling by trained mental health professionals.

Call **1300 22 4636** (Operates 24/7)  
Visit [beyondblue.org.au/getsupport](http://beyondblue.org.au/getsupport)

**Blue Knot** Helpline and Redress Support Service provides specialist trauma counselling, support, information and referrals to adults who have experienced childhood trauma.

Call **1300 657 380** (9am-5pm AEST M-S)  
Visit [blueknot.org.au/helpline](http://blueknot.org.au/helpline)

## Support for children and young people

**Kids Helpline** offers a free, confidential telephone and online counselling service for young people aged 5-25 years.

Call **1800 55 1800** (Operates 24/7)  
Visit [kidshelpline.com.au](http://kidshelpline.com.au)

**Bravehearts** offers a free telephone service providing information, counselling and support to those affected by child sexual abuse.

Call **1800 272 831** (8:30am-4:30pm AEST M-F)  
Visit [bravehearts.org.au](http://bravehearts.org.au)

**Australian Childhood Foundation** provides support to children and families affected by abuse, family violence and neglect and offers counselling, therapeutic care, research activities and parenting education.

Call **1300 381 581**  
Visit [childhood.org.au](http://childhood.org.au)

**headspace** provides free, confidential telephone or online mental health support to 12-25 year olds or their families. Visit the website to find a headspace centre in your territory.

Call **1800 650 890**  
Visit [headspace.org.au](http://headspace.org.au)

**Reachout** is an online service that provides information, support and resources about mental health issues for young people and their parents.

Visit [au.reachout.com](http://au.reachout.com)

### Learn more

If you are concerned about your child's mental health or behaviour, speak to your GP. Your GP can provide you with an appropriate counselling referral or further information on any of the above services and more.

## Support in your territory

### Access Mental Health

Offers free telephone assistance to anyone who is concerned about their mental health or needs immediate support. The service provides a streamlined process for mental health screening, telephone assessment and referral to health services.

Call **1800 629 354** (Operates 24/7)  
**02 6205 1065** (Operates 24/7)  
Visit [health.act.gov.au](http://health.act.gov.au)

### Parentline ACT

Offers free telephone and face-to-face confidential counselling services to parents and carers.

Call **6287 3833** (Operates 9am-5pm, M-F)  
Visit [parentlineact.org.au](http://parentlineact.org.au)

### ACT Child and Youth Protection Services

Provides support to children, young people and families.

Call 13 22 81  
Visit [act.gov.au](http://act.gov.au)

### Canberra Rape Crisis Centre

Offers free, confidential counselling and support to women and children who have experienced any form of sexual assault. The Centre also offers counselling and support to men over 16yrs who have experienced sexual assault or childhood sexual abuse (SAMSSA program).

Call **02 6247 2525**  
Visit [crcc.org.au](http://crcc.org.au)

Please consult your General Practitioner (GP) for further information and to ask for referrals if required.

If life is in danger or a person is highly distressed, feeling unsafe and you think they are a risk to themselves, dial 000 for immediate assistance.

[accce.gov.au](https://accce.gov.au)

Please note, neither the Australian Federal Police nor the Australian Centre to Counter Child Exploitation recommends or endorses any of the listed services. This information is provided should you feel you require assistance or support.