



Mental Health and Emotional Wellbeing

The following information is taken from the linked websites and is accurate as of October 2025.
Access to services is by decision of the listed organisations (not NICS).

24/7 Support

Suicide Call Back Service – phone: 1300 659 467

A free nationwide service providing 24/7 phone and online counselling to people affected by suicide.

Chat online: <https://www.suicidecallbackservice.org.au/phone-and-online-counselling/>

Lifeline – phone: 13 11 14

Free nationwide 24/7 crisis support

Chat online: <https://www.lifeline.org.au/crisis-chat/>

13YARN – phone: 13 92 76

They offer a confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter who can provide crisis support 24 hours a day, 7 days a week. 13YARN empowers community with the opportunity to yarn without judgement and provide a culturally safe space to speak about their needs, worries or concerns.

MATES in Construction – phone: 1300 642 111

For all workers within the construction industry and their family. If you or someone you know is struggling or facing a tough time, the MATES Helpline is here to support you. Available 24/7, our team is ready to listen, provide guidance, and help you find the support you need. You don't have to go through this alone.

Mental Health / Counselling

TIACS – phone or SMS: 0488 846 988

TIACS provides professional mental health counselling to Australia's blue collar community. TIACS also provides free counselling services to anyone who may be a carer, friend or loved one of a blue collar worker who is doing it tough.

Don't meet the above criteria? Not to worry, you could still be eligible to receive up to 2 counselling sessions where we provide information and resources and connect people to the right service they may need. Find out more: <https://www.tiacs.org/>



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Kids Helpline (for up to 25 year olds) – phone: 1800 55 1800

Kids Helpline is Australia's only free (even from a mobile), confidential 24/7 online and phone counselling service for young people aged 5 to 25. Qualified counsellors at Kids Helpline are available anytime and for any reason.

Chat online: <https://kidshelpline.com.au/get-help/webchat-counselling>

Find out more: <https://kidshelpline.com.au/what-counselling>

Medicare Mental Health – phone: 1800 595 212

Medicare Mental Health is a free service that connects you with the mental health support that is right for you. Free call (weekdays 8:30am-5:00pm, excl. public holidays).

Find out more or browse resources: <https://www.medicarementalhealth.gov.au/finding-help/medicare-mental-health-services>

**Aboriginal and Torres Strait Islander Mental Health and
Emotional Support Services**

Wellmob - <https://wellmob.org.au/>

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People.

National Aboriginal Community Controlled Health Organisation

NACCHO oversees a network of 148 members, each running Aboriginal Community Controlled Health Organisations (ACCHOs) across urban, regional, and remote Australia.

Find a local service: <https://www.naccho.org.au/locations/>

Brother to Brother – phone: 1800 435 799

The Brother to Brother crisis line provides phone support for Aboriginal men who need someone to talk to about relationship issues, family violence, parenting, drug and alcohol issues or who are struggling to cope for other reasons.

The line is staffed by Aboriginal men, including Elders, who have a lived experience in the issues that the line offers support for.



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LGBTIQA+SB Services

Diverse Voices – phone: 1800 184 527

(This service operates between 3pm and Midnight 365 days)

Diverse Voices Works alongside QLife who provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.

Find out more / chat online: <https://www.diversevoices.org.au/#>

Alcohol and other drugs

ADIS - Alcohol and Drug Support

24/7 support for people in Queensland with alcohol or other drug concerns. Counselling support, information and advice, for yourself or if you are concerned about a friend or family member.

Phone: 1800 177 833

Find out more: <https://adis.health.qld.gov.au/>

Queensland Network of Alcohol and Other Drug Agencies

Find a service local to you: <https://qnada.org.au/service-finder/>

Domestic or family violence

DV Connect Womensline – phone: 1800 811 811

DVConnect's Womensline is a 24/7 free helpline for women and their children in Queensland who are experiencing domestic and family violence.

If you identify as non-binary or gender fluid, you can call the helpline you feel most comfortable calling (Womensline or Mensline).

Find out more: <https://www.dvconnect.org/womensline/>

DV Connect Mensline – phone: 1800 600 636

DVConnect's Mensline can support men who are using abuse or experiencing abuse in their intimate partner, ex-partner, or familial relationships. Mensline is a free and confidential helpline that assists men to change their abusive behaviours or to access safety from abuse.



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If you identify as non-binary or gender fluid, you can call the helpline (Womensline or Mensline) you feel most comfortable calling.

Find out more: <https://www.dvconnect.org/mensline/>

Face to face / telehealth supports

Mental Health Care Plan:

Speak with your GP about obtaining a Mental Health Care Plan to access Medicare rebates for psychological therapies, find out more at:

<https://www.health.qld.gov.au/newsroom/features/what-is-a-mental-health-care-plan-and-how-do-i-get-one>

Please note, although Medicare provide some rebate there is often an out of pocket / gap expense payable per session.

Most services can be provided face to face, or via telehealth (video call).

Find a service local to you through the Ask Izzy website <https://askizzy.org.au/>