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## Who to call in a crisis

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### Summary

- Help is always available in an emergency.
  - Call triple zero (000) for ambulance, fire or police in an emergency.
  - Call Lifeline on 13 11 14 for crisis support and suicide prevention.
  - Call counselling and crisis services for confidential help and advice.
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If you have a crisis or emergency that requires action, there are services that you can call for immediate help. Emergencies may include major events, such as a health crisis, bushfire, natural disaster, gas leak and other threats to people and property. They may also include personal crises, such as domestic violence, sexual assault, homelessness or severe depression.

### In an emergency, always call triple zero (000)

In an emergency, call triple zero (000) on any mobile phone that has reception – even if the phone is locked. This free service is available 24 hours a day, 7 days a week and offers immediate assistance.

You are involved in an emergency if:

- someone's life or property is in danger
- someone is badly injured or in need of immediate medical help
- you have just witnessed a serious accident or crime.

When calling triple zero, (000) remember to:

- speak calmly and do not shout
- tell the operator exactly where you are
- let the operator know which service you need – ambulance, police or fire brigade
- listen carefully to the operator and follow any instructions they give
- stay on the phone, as the operator may be able to help you until emergency staff arrive.

Being prepared and knowing who to call in an emergency can help save lives.

### Dial 106 if you have a hearing or speech impairment

If you have a hearing or speech impairment, dial 106 to use the text-based emergency services network on a teletypewriter (TTY). This service does not accept voice calls.

### Dial 112 for international standard emergency number

Triple zero (000) is the Australian standard emergency number, while 112 is an international standard emergency number. Calling 112 in Australia will work, as your call will be directed to triple zero (000).

### Other crisis services

Immediate telephone assistance is available for all kinds of emergencies. All of the services listed below can give you confidential help and support.

### Emergencies and natural disasters

There are a variety of different phone lines to call depending on the type of emergency you or others are experiencing.

### Bushfire

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**VicEmergency Hotline** Call (free call) 1800 226 226

National Relay Service on 1800 555 677 and if you don't speak English, call the Translating and Interpreting Service on 131 450.

Trained operators are available Monday to Friday, 8 am – 6 pm. Opening times are extended during significant bushfires and recorded information on specific topics is available 24 hours a day

**Bushfire relief centres**

Find a bushfire relief centre or locate affected family and friends

Red Cross Information Line

Call (free call) 1800 727 077

**Flood, storms, tsunami or earthquake**

**Victorian State Emergency Service (SES)**

Call 132 500

24 hours a day, 7 days a week

Visit <http://www.ses.vic.gov.au>

**Workplace emergencies**

**Worksafe Victoria – Emergency Response Line**

Call 132 500

24 hours a day, 7 days a week

Visit <http://www.vwa.vic.gov.au>

**Gas leaks and emergencies**

**Energy Safe Victoria**

Call 132 771

24 hours a day, 7 days a week

Visit <http://www.esv.vic.gov.au/ForConsumers/Emergencies/tabid/66/Default.aspx>

**Medical issues**

Depending on the urgency of medical issues, there are a number of phone services you can contact.

**Poisons**

**Victorian Poisons Information Centre**

Call 131 126

24 hours a day, 7 days a week

Visit <http://www.austin.org.au/poisons>

**Immediate health advice**

**NURSE-ON-CALL**

Health information helpline provided by registered nurses

Call 1300 60 60 24

24 hours a day, 7 days a week

Visit <https://www.ambulance.vic.gov.au/nurse-on-call/>

**Maternal and Child Health Line Victoria**

Family health line for child health, maternal and family health and parenting advice provided by maternal and child health nurses

Call 13 22 29

24 hours a day, 7 days a week

**Personal and family crises**

There are a range of services to deal with personal or family crises.

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**betterhealth.vic.gov.au**

## **Suicide and self-harm prevention**

### **Lifeline**

Confidential phone counselling to discuss personal issues

Call 13 11 14

24 hours a day, 7 days a week

Visit <http://www.lifeline.org.au>

### **SuicideLine**

Phone and online counselling for people considering suicide or self-harm

Call 1300 651 251

24 hours a day, 7 days a week

Visit <http://www.suiceline.org.au/>

### **Support for women**

#### **Women's Information Referral Exchange (WIRE)**

Support, advice and referrals on all topics for women

Call 1300 134 130

Monday to Friday, 9 am – 5 pm

Visit <http://www.wire.org.au>

### **Support for men**

#### **Men's Referral Service**

Counselling and referrals for men seeking to stop violent and controlling behaviour

Call (03) 9428 2899, (free call) 1800 065 973

Monday to Friday, 12 pm – 9 pm

Visit <http://www.mrs.org.au>

### **Support for family**

#### **Parentline**

Counselling service for parents and carers to discuss parenting issues and services

Call 132 289

Monday to Friday, 8 am – 12 midnight

Saturday and Sunday, 10 am – 10 pm

Visit <http://www.parentline.vic.gov.au>

### **Sexual assault or domestic violence**

#### **Centre Against Sexual Assault (CASA) Counselling and Support**

Advice and support for victims of sexual assault or family or domestic violence

Call (03) 9635 3610

24 hours a day, 7 days a week

Visit <http://www.thewomens.org.au/SexualAssault>

### **Homelessness and housing**

#### **St Kilda Crisis Contact Centre**

Housing information and referral, and transitional housing services to help those who are homeless or at risk of homelessness

Call (03) 9536 7777, (free call) 1800 627 727

10 am - 12 midnight, 7 days a week

### **Counselling services**

Counselling services offer information, support and advice, as well as assisting you in times of crisis.

### **Personal issues**

#### **Gay, lesbian, bisexual, transgender and intersex (GLBTI) support**

Gay and Lesbian Switchboard Victoria

Phone counselling and information service for the Victorian gay, lesbian, bisexual, transgender and intersex community and its supporters

Call (03) 9663 2939, (free call) 1800 184 527

Monday, Tuesday and Thursday, 6 pm – 10 pm

Wednesday, 2 – 10 pm

Friday to Sunday, 6 pm – 9 pm

Visit <http://www.switchboard.org.au/>

#### **Victorian Responsible Gambling Foundation**

Counselling and support services for people affected by problem gambling

Call (free call) 1800 858 858, TTY 1800 777 706

24 hours a day, 7 days a week

Visit <http://www.problemgambling.vic.gov.au/immediate-help>

#### **Children and young adults (between five and 25 years old)**

##### **Kids Helpline**

Phone and online counselling service specifically for young people aged between five and 25

Call (free call) 1800 551 800

24 hours a day, 7 days a week

Visit <http://www.kidshelp.com.au>

#### **Grief and bereavement**

##### **Bereavement Information and Referral Service**

Phone counselling for people experiencing grief and bereavement

Call 1300 664 786

Monday to Friday, 9 am – 5 pm

Visit <http://www.grief.org.au>

#### **Where to get help**

- In an emergency, always call triple zero (000)
- Your doctor
- **NURSE-ON-CALL** 1300 60 60 24 – for expert health information and advice (24 hours, 7 days)

#### **You might also be interested in:**

- Calling **triple zero (000)**
- Calling an **ambulance**

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