

## Seeking Support - Counselling and Support Services

August 2023

New provisions in the *Sex Discrimination Act 1984* (Cth) place a **positive duty** on organisations and businesses to take reasonable steps to eliminate the following behaviour as far as possible:

- discrimination on the ground of sex in a work context
- sexual harassment in connection with work
- sex-based harassment in connection with work
- conduct creating a workplace environment that is hostile on the ground of sex
- related acts of victimisation.

We refer to these behaviours as '**unlawful behaviours**' in this factsheet.

This factsheet provides information about a selection of counselling and other support services.

Workers who experience or witness unlawful behaviours may experience psychological, emotional or physical reactions which impact on their overall wellbeing. Responses can range from mild to severe; they can occur immediately after the experience or manifest sometime later. Everyone reacts to stress and trauma differently. Appropriate support can help a person to recover and reduce short-term and long-term harms that may result.

Support can be informal, such as talking to a trusted friend and it can also be more formal, by accessing external, confidential counselling. The organisations listed in this factsheet can provide free, confidential support and advice.

If you need an interpreter, call the Telephone Interpreter Service (TIS) on 131 450. If you are deaf and/or find it hard hearing or speaking with people who use a phone, the National Relay Service (NRS) can help you. For support options visit the National Relay Service website:  
<https://www.accesshub.gov.au/about-the-nrs>.

If you, or someone else, is in immediate danger you should call the police on 000. If you have experienced sexual assault and feel you would like to make a report to the police, [click here for the relevant state and territory police contacts](#). If there is no immediate danger but you or someone else needs police assistance, phone 131 444.

## Counselling and mental health services

### Free and confidential counselling and mental health support services

#### **Lifeline**

24-hour crisis support and suicide prevention.

Ph: 13 11 14

Website: <https://www.lifeline.org.au/>

#### **Beyond Blue**

Available 24/7 for brief counselling. Online counsellors at Webchat Support Service.

Ph: 1300 224 636

Website: <https://www.beyondblue.org.au/support-service/chat>

#### **Suicide Call Back Service**

Nationwide service providing 24/7 phone and online counselling.

Ph: 1300 659 467

Website: <https://www.suicidecallbackservice.org.au/>

#### **13 Yarn**

24/7 culturally safe crisis support for Aboriginal and Torres Strait Islander people.

Ph: 13 92 76

Website: [13yarn.org.au](http://13yarn.org.au)

#### **Blue Knot National Counselling and Referral Service – Disability**

Contact for emotional support or ask to be connected to a counsellor near you. Available 9.00 am to 6.00 pm weekdays, and 9.00 am to 5.00 pm on weekends and national public holidays.

Ph: 1800 421 468

Website: <https://blueknot.org.au/national-counselling-referral-service-disability/>

#### **QLife**

Australia-wide peer support and referral for LGBTIQ+ people, friends and families.

Ph: 1800 184 527 and webchat: [qlife.org.au](http://qlife.org.au) from 3.00 pm – midnight daily

Website: <https://qlife.org.au/get-help>

#### **MensLine Australia**

Professional 24/7 telephone counselling support for men.

Ph: 1300 789 978

Website: [mensline.org.au](http://mensline.org.au)

#### **Headspace**

Support for young people aged between 12 and 25 years of age.

Ph: 1800 650 890

Website: <https://headspace.org.au/>

## **ReachOut**

A leading provider of specialist support for young people on the journey towards better mental health. Designed with – and specifically for – young people, ReachOut is 100% online, anonymous and confidential.

Website: <https://au.reachout.com/>

## **Counselling Services for Culturally and Linguistically Diverse Communities**

### **National services**

#### **Embrace Mental Health**

Website: <https://embracementalhealth.org.au/community/multilingual-information>

### **New South Wales**

#### **Transcultural Mental Health Centre**

Operates Monday to Friday between 9.00 am and 4.30 pm.

Ph: 1800 648 911(Transcultural Mental Health Line)

Website: <https://www.dhi.health.nsw.gov.au/transcultural-mental-health-centre-tmhc/resources/in-your-language>

### **Queensland**

#### **Queensland Transcultural Mental Health Centre**

Ph: 1800 188 189

Website: <https://metrosouth.health.qld.gov.au/qtmhc/programs-and-services/state-wide-clinical-consultation-service>

### **South Australia**

#### **CAASSA (Community Access and Services South Australia)**

Ph: (08) 8447 8821 (Monday – Thursday)

Website: <https://www.caassa.org.au/mental-health-services/#tab-id-2>

## **Sexual harassment and sexual assault support services**

### **National services**

#### **1800 RESPECT**

If you have experienced sexual assault or sexual harassment and feel you would like to speak to someone for support or information, 1800 RESPECT can provide counselling 24-hours a day, 7 days a week.

Ph: 1800 737 732

Website: [1800respect.org.au](http://1800respect.org.au)

Most specialist services are state and territory based. Many of these services offer 24-hour support for anyone impacted by sexual assault (including friends, families and supporters).

## ACT

### **Canberra Rape Crisis Centre**

Crisis Line: (02) 6247 2525 (7 am – 11 pm every day)

Website: [www.crc.org.au](http://www.crc.org.au)

## New South Wales

### **NSW Sexual Violence Helpline**

Ph: 1800 424 017 (available 24/7)

Website: <https://fullstop.org.au/get-help/our-services>

### **NSW Health Sexual Assault Services**

Website: <https://www.health.nsw.gov.au/parvan/sexualassault/Pages/health-sas-services.aspx>

## Northern Territory

### **Sexual Assault Referral Services (SARC)**

Alice Springs Ph: (08) 8955 4500; 0401 114 181 (after hours)

Darwin Ph: (08) 8922 6472 (available 24/7)

Katherine Ph: (08) 8973 8524

Tennant Creek Ph: (08) 8962 4361

Website: <https://nt.gov.au/wellbeing/hospitals-health-services/sexual-assault-referral-centres>

## Queensland

### **Statewide Sexual Assault Help Line**

Ph: 1800 010 120 (available between 7.30 am – 11.30 pm, 7 days a week)

Website: <https://www.dvconnect.org/sexual-assault-helpline/>

### **Queensland Health Sexual Assault Services**

Website: <https://www.health.qld.gov.au/sexualassault/html/contact>

## South Australia

### **Yarrow Place Rape & Sexual Assault Service**

Ph: 1800 817 421 (available 24/7)

Website: [www.yarrowplace.sa.gov.au](http://www.yarrowplace.sa.gov.au), or via [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)

## Tasmania

### **Statewide 24 hour crisis response**

Ph: 1800 MYSUPPORT (1800 697 877)

### **Sexual Assault Support Services (Southern Tasmania)**

Ph: (03) 6231 0044 (available 24/7)

Website: <https://www.sass.org.au/>

### **Laurel House**

Ph: (03) 6334 2740 (Northern Tasmania) (available 24/7)

Ph: (03) 6431 9711 (North West Tasmania) (available 24/7)

Website: [www.laurelhouse.org.au](http://www.laurelhouse.org.au)

## **Victoria**

### **Sexual Assault Crisis Line**

Crisis Line: 1800 806 292 (available 5.00 pm – 9.00 am weeknights, 24 hours on weekends)

### **Centres Against Sexual Assault (CASA)**

Website: <https://casa.org.au/contact-us/find-your-nearest-casa/>

## **Western Australia**

### **Sexual Assault Resource Centre (SARC)**

Ph: (08) 6458 1828 (crisis line available 24/7, counselling appointments available from 8.30 am – 4.30 pm)

Country areas: 1800 199 888

Website: <http://www.kemh.health.wa.gov.au/Our-services/Statewide-Services/SARC>

**Note:** The information contained in this factsheet, including contact details and links, is current at time of drafting (August 2023).

You can find more information about the positive duty under the Sex Discrimination Act on the Commission's website. Resources include *Guidelines for Complying with the Positive Duty*, an *Information Guide: Relevant Unlawful Conduct, Drivers, Risk Factors and Impacts*, a *Quick Guide*, *Small Business Resource*, and other factsheets.