



A to Z of Help Lines



Queensland Government
Department of Communities

www.communities.qld.gov.au

Who to call	Phone numbers	When to call	How they can help
ADOPTION			
Inter-country Adoption Unit	(07) 3404 3112 National Free Call 1800 003 969	9am - 5pm Mon - Fri	Provides information to Qld's prospective parents on the process for adopting a child from overseas.
Local & Post Adoptions	(07) 3224 7415 National Free Call 1800 647 983	9am - 5pm Mon - Fri	Provides information regarding general adoptions, step parent adoptions, special needs adoptions & post adoption matters.
CHILD CARE			
Child Care Information Service (CCIS)	(07) 3224 4225 National Free Call 1800 637 711	8.30am - 5pm Mon - Fri	Free statewide service giving information to help families choose childcare including types, locations, hours, & contact details for childcare services, & advise on what to look for when choosing a child care provider. <i>NB: The service provides information, it does not recommend individual services.</i>
CHILDREN & YOUNG PEOPLE			
Kids Help Line	1800 551 800	24 hrs/7 days	Professional telephone counselling & support for children & young people. Callers accessing the service can arrange to speak to the same counsellor on subsequent calls. Counsellors have access to an extensive database of referral agencies across Australia & are able to set up three-way conversations where necessary.
CRIME			
Victims of Crime Counselling & Support Service	1300 733 777 (cost of a local call)	24 hrs/7 days	Providing a professional, empathic & supportive service to assist in the recovery of victims of crime.
CRISIS			
Crisis Care Unit	1800 177 135	24 hrs/7 days	Statewide telephone counselling and crisis intervention service offering professional help in the areas of child abuse & neglect, parenting problems, parent-child conflict, juvenile justice & other youth welfare issues.
DPI Drought Hotline	1800 501 307	24 hrs/7 days	Provides support & counselling to those affected by drought & referral to other agencies if necessary. This service is operated by the Crisis Care line.
DOMESTIC VIOLENCE			
Men's Line	1800 600 636	9am - 5pm Mon - Fri (answering machine after hours)	Professional counselling & support for men affected by domestic & family violence.
DV Line (Women's Line)	1800 811 811	24 hrs/7 days	Professional counselling, support & referral for women & children affected by domestic and family violence.

FOSTER CARE

Former Children in Care	1800 501 560	8.30am - 4.30pm Mon, Tues, Thurs & Fri	Provides counselling & support for former children in care.
Foster Care Recruitment	1300 550 877 (cost of a local call)	9am - 5pm Mon - Fri	Provides information & referral for Queenslanders interested in becoming general approval foster carers.
Foster Care Hotline	1800 501 307	24 hrs/7 days	Hotline for children who have been or who are being abused by their foster parents.

GAMBLING

Gambling Helpline	1800 222 050	24 hrs/7 days	Professional support & counselling for people with gambling problems & their families.
-------------------	--------------	---------------	--

GENERAL

Department of Communities Enquiries Unit	(07) 3224 8045 Statewide Free Call 1800 811 810 Hearing impaired (07) 3012 8655	8.30am - 5pm Mon - Fri	General enquiry line providing information & referral on the activities of the Department of Communities.
Freedom of Information	1800 809 078	8.30am - 5pm Mon - Fri	Service for people who have had dealings with the Department of Communities to access records (information) about them. This service is governed under the Freedom of Information Act.

PARENTS

Parentline	1300 301 300 (cost of a local call)	8am - 10pm 7 days/wk	Confidential & professional counselling & support for parents & primary care givers.
------------	--	-------------------------	--

SENIORS

Elder Abuse Prevention Unit	1300 651 192 (cost of a local call)	9am - 5pm Mon - Fri	Confidential information, support & referral service for anyone experiencing, witnessing, or at risk of elder abuse. Families or friends of seniors experiencing abuse, & service providers can also obtain assistance from the helpline.
Seniors Card	(07) 3224 2788 National Free Call 1800 175 500	9am - 5pm Mon - Fri	Provides information about the Seniors Card including eligibility, concessions & business discounts for Qld seniors.
Seniors Enquiry Line	1300 135 500 (cost of a local call) Hearing impaired (07) 3250 1928	9am - 5pm Mon - Fri	General information & referral service for seniors & their families, friends & carers regarding accommodation, community groups, education, finance, government services, health & leisure. www.seniorsenquiryline.com.au
Seniors Week	1300 132 654 (cost of a local call)	9am - 5pm Mon - Fri	Information regarding events across Qld to celebrate Seniors Week.

SEXUAL ASSAULT

Brisbane Rape & Incest Survivors Support Centre (BRISC)	(07) 3391 0004 National Free Call 1800 242 526	9am - 1pm Mon - Thurs	
Sexual Assault Helpline	National Free Call 1800 010 120	24 hrs/7 days	Provides crisis intervention, referral & support for any woman who has ever experienced rape or sexual assault. <i>NB: This is a women only service; however, men who call will receive referral advice.</i>

YOUTH & FAMILY SUPPORT

Youth & Family Support Service (YFSS)	(07) 3239 3292	10am - midnight 7 days/wk	Support & counselling service for young people aged 10-17 & their families. Brisbane City region only.
---------------------------------------	----------------	------------------------------	--
