

Online and digital mental health support



Australian Government

Department of Health,
Disability and Ageing

Services captured in this fact sheet reflect online and phone mental health supports. They include apps, webchats and phone lines; and online peer support, self-assessments and treatment courses. Some are available 24/7.

These services are designed to help anyone in need of support, including First Nations people, people from culturally and linguistically diverse communities and the LGBTQIA+ community. Those who need interpreting assistance can visit www.tisnational.gov.au (charges may apply).

This fact sheet lists services that are free or low cost to you, because they are funded by the Australian Government. This list is not exhaustive, and your state or territory may also offer free or low-cost options that are suitable for you. Community and private mental health settings may also have appropriate services, although costs may vary. Services available to you may vary depending on where you live.



Need help finding a service?

Seeking support can sometimes feel overwhelming. If you need help, the services below can assist you in finding support in your area.

The **Medicare Mental Health phone service** can help you find free or low-cost mental health support services near you, including supports funded by your state or territory government and those in local community and private mental health settings.

Call **1800 595 212** during weekdays 8:30am-5:00pm (excl. public holidays), scan the QR code or visit the website at www.medicarementalhealth.gov.au.

Your local **Primary Health Network** (PHN) can also direct you to a suitable free or low-cost service near you. To find your local PHN and a list of locally available services, scan the QR code or visit www.health.gov.au/our-work/phn/your-local-PHN.



If you need immediate support, call one of these 24/7 crisis lines

13YARN
13 92 76

Beyond Blue
1300 22 46 36

Kids Helpline (ages 5-25)
1800 55 1800

Lifeline
13 11 14 or text 0477 13 11 14

MensLine Australia
1300 78 99 78

Red Nose Australia Grief and Loss Support Services
1300 308 307

Suicide Call Back Service
1300 659 467

Use these icons to find services that suit your needs



webchat with a counsellor



peer programs and community forums



self-guided courses



phone support



tips and information

Beyond Blue

www.beyondblue.org.au

Beyond Blue offers several digital mental health services, including access to online forums, mental health coaches, helplines and support groups.



e-headspace

headspace.org.au

The headspace website offers a range of mental health resources for young people aged 12 to 25 years, including safe online communities for group chats, and self-guided activities.



ForWhen

forwhenhelpline.org.au

This free phone line supports parents and carers to access perinatal mental health services that best meet your needs. Everyone you talk to is clinically trained and can help you locate services in your local area. Call 1300 24 23 22 during weekdays 9:00am–4:30pm.



Kids Helpline

kidshelpline.com.au

The Kids Helpline website provides mental health tips and resources for young people aged 5 to 25 years, as well as for parents, carers and teachers. It includes a free, private, safe and confidential social platform for young people aged 12 to 25 years across Australia. Kids Helpline also offers free, 24/7 webchat and phone counselling services – visit the website or call 1800 55 1800.



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Mental Health Online

www.mentalhealthonline.org.au

Mental Health Online offers several resources and expert online programs to help you manage your mental health and wellbeing.



MindSpot

www.mindspot.org.au/what-we-do

MindSpot offers online treatment courses that you can complete at your own pace, including a First Nations wellbeing course. You can also choose to speak to a therapist on the phone.



myCompass

www.mycompass.org.au

myCompass is an online self-help tool to support your mental health. It includes 14 interactive learning activities that you can complete in your own time.



National Early Intervention Service (NEIS)

Starting in early 2026, the NEIS will offer free support if you are feeling stressed, down or are going through a hard time. You will have access to online self-guided tools and resources whenever you need. Low-intensity cognitive behavioural therapy (LiCBT), delivered via phone or video by trained professionals, will also be available.

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Orygen's MOST

www.most.org.au

MOST is a digital mental health app for young people aged 12 to 25 years. It can be set up for you so you can access help for any challenge you are dealing with.



PANDA's National Perinatal Mental Health Helpline

www.panda.org.au/articles/pandas-national-perinatal-mental-health-helpline

The free PANDA helpline helps expecting and new parents during the transition to parenthood. Call 1300 726 306 during weekdays 9:00am–7:30pm, and on Saturdays and public holidays (except Christmas Day) 9:00am–4:00pm.



Perinatal Mental Health Centres

www.gidgetfoundation.org.au/support/gidget-village

Perinatal Mental Health Centres, through Gidget Village and Virtual Village Group Programs, offer free services for expectant and new parents across Australia who have a diagnosis of a perinatal mood or anxiety disorder.



QLife

Webchat: qlife.org.au

QLife offers free webchat and phone support for the LGBTQIA+ community from 3pm – midnight every day. Visit the website or call 1800 184 527.



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Red Nose Grief and Loss Support Services



rednose.org.au/grief-and-loss-support/overview

Red Nose provides free bereavement support if you have been affected by the death of a baby or child during pregnancy, birth, infancy or childhood. Call 1300 308 307, email support@rednose.org.au or access the live chat on the website (for available hours, visit rednose.org.au/grief-and-loss-support/find-support/live-chat). Peer support groups and counselling sessions are also available.

SANE



www.sane.org/get-support/sane-support-services



SANE offers several digital services for people aged over 18 years. These include online recovery programs, webinars, information and 24/7 community forums.

THIS WAY UP



thiswayup.org.au



THIS WAY UP offers online evidence-based programs to help improve your mental health and wellbeing, as well as tools to help you cope.