

Specialist Phone Helplines



Converge understands that people face many challenges in their lives and that sometimes, these require specialised support. Your organisation offers access to specialist phone support in addition to your existing Employee Mental Health & Wellbeing Program.

HOW DO THESE SERVICES SUPPORT YOU?

When you call one of our specialist helpline services, you can access additional support through referrals to external services, specialised information and resources. Most importantly, you get to speak with an independent, experienced, trained and supportive counsellor; someone who is there for you during a challenging time.

Aged Care Support **1300 035 337**

Access advice on aged care issues and referral to specialist resources, as well as emotional support when caring for family members or friends.

Disability & Carers **1300 243 543**

Specialised advice on disability support, as well as emotional support around caring for family members or friends who live with disability.

Domestic & Family Violence **1300 338 465**

Speak with a specialist and access counselling, referral and support around domestic and family violence.

First Nations **1300 287 432**

Support around indigenous issues. We provide a safe space for you to talk to someone who can empathise with your issues and provide support.

LGBTQIA+ **1300 542 874**

Speak with a specialist counsellor and access support across issues specific to Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex, Asexual and/or Aromantic people.

Spiritual & Pastoral Care **1300 772 435**

Speak with a counsellor who will help you draw on spiritual resources suitable to your faith journey. Support across all major faith traditions and every major Christian denomination trained to integrate spirituality as an essential aspect of wellbeing.

Young People & Young Adults **1300 687 399**

Access age-sensitive support focusing on the emotional needs and psychological pressures many young Australians face in their daily lives.



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1300 687 327

Converge
Care Anytime Anywhere

Domestic & Family Violence Helpline

1300 338 465

Domestic, family and sexualised violence can happen to anyone.
We recognise its impact on your health, wellbeing and safety.

WHO IS THIS HELPLINE FOR?

Our helpline provides support to:

- people who are experiencing or have experienced family and/or domestic violence, including:
 - emotional, or psychological abuse
 - physical or sexualised violence
 - reproductive coercion and abuse
 - economic abuse
 - stalking and intimidation
 - technology-facilitated abuse
 - spiritual or religious abuse
- people who are concerned for someone who may be experiencing family and/or domestic violence and need to seek guidance how best to support them.

HOW DO YOU ACCESS THE HELPLINE?

By calling **1300 338 465**.

The phone line is accessible 24/7. It is a free call and won't appear on your phone bills.

WHAT HAPPENS WHEN YOU CALL?

A customer service officer (CSO) will answer the call, already knowing the subject you are phoning about. They will be guided by you and what you need and choose to disclose.

You will be offered an appointment with a trained consultant within 24 hours or at a time that you prefer. Your consultant is someone who:

- has experience and training in Family and/or Domestic Violence
- recognises everyone's experience is unique
- can provide an environment where you are believed, heard and supported
- can provide options to support you to make decisions which best suit your needs including referrals to community supports.
- works within a Trauma Informed Framework.

WHAT SUPPORT CAN YOU EXPECT?

Our consultants may work with you on:

- identify and assess your immediate needs
- provide counselling support
- collaborate with you to create a safety plan
- provide relevant information and referrals.

CONFIDENTIALITY

It is a confidential service and we are committed to protecting your privacy to keep you safe. We will listen and follow your lead to support you in your unique situation.



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1300 338 465

Converge
Care Anytime Anywhere

Aged Care Support Helpline

1300 035 337

“There’s so much to juggle, so many decisions to make about Mum’s care; it’s so reassuring to know there is someone who I can talk to, someone who’s there to support me.”

Converge understands that people face many challenges in their lives and that, sometimes, these require specialised support.

We believe the counsellors providing this support should be specialists with specific social or cultural experience, knowledge and understanding. Your organisation offers access to specialist phone support in addition to your existing Employee Mental Health & Wellbeing Program.

WHAT IS THIS HELPLINE FOR?

Talk with a counsellor to access specialised advice on aged care and referral to state and local resources, as well as emotional support around caring for elderly family members or friends.

WHAT SUPPORT CAN YOU EXPECT?

When you call one of our specialist helpline services, you can access additional support through referrals to external services, specialised information and resources.

Most importantly, you get to speak with an independent, experienced, trained and supportive counsellor; someone who is there for you during a challenging time.

CONFIDENTIALITY

It is a confidential service and the details of your discussion will not be shared with your manager or workplace.



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1300 035 337

Converge
Care Anytime Anywhere

Disability & Carers Helpline

1300 243 543

“There are so many different services and agencies we have to deal with, just to access the care and support we need; it’s a relief to be able to access support and information, to know someone is there for me.”

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WHAT IS THIS HELPLINE FOR?

Talk with a counsellor to access specialised advice on disability support and referral to state and local resources and services, as well as emotional support around caring for family members or friends who live with disability.

WHAT SUPPORT CAN YOU EXPECT?

When you call one of our specialist helpline services, you can access additional support through referrals to external services, specialised information and resources.

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1300 243 543

Converge
Care Anytime Anywhere

First Nations Helpline

1300 287 432

Converge understands that people face many challenges in their lives and that, sometimes, these require specialised support.

We believe the counsellors providing this support should either be Indigenous consultants or carefully selected specialists with training in the issues that face many people. Cultural load, lateral violence, trauma and community issues are just a few examples of the conversations we have with Indigenous people of Australia.

Artwork commissioned
and created by Gary Walker

WHAT IS THIS HELPLINE FOR?

When you call our First Nations helpline, you can feel safe in the knowledge that we'll match you with a counsellor of your choosing. Our experienced consultants are either First Nations themselves or have undertaken specialist training in cultural awareness. We provide a safe space for you to talk to someone who can empathise with your issues and provide support.

Our consultants can also arrange for referral to other services where necessary or upon request.

WHAT SUPPORT CAN YOU EXPECT?

When you call one of our specialist helpline services, you can access additional support through referrals to external services, specialised information and resources. It's a free and confidential service.

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1300 287 432

Converge
Care Anytime Anywhere

LGBTQIA+ Helpline

1300 542 874

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WHAT IS THIS HELPLINE FOR?

Speak with a specialist counsellor and access support across issues specific to Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex, Asexual and/or Aromantic people, with the + representing other identities that don't quite fit other labels, or identities that we don't quite have the language to describe yet. You can also discuss referral to specialised services and access to general information and resources.

WHAT SUPPORT CAN YOU EXPECT?

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1300 542 874

Converge
Care Anytime Anywhere

Spiritual & Pastoral Care Helpline

1300 772 435

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PROUDLY SUPPORTED BY:



WHAT IS THIS HELPLINE FOR?

We respect the fact that an individual's spiritualism and journey can take on many guises. In accessing our helpline you will be offered connection with counsellors from a number of different specific faiths or you may choose to speak to a counsellor who consults outside any specific faith based context.

WHAT SUPPORT CAN YOU EXPECT?

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1300 772 435

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Care Anytime Anywhere

Young People & Young Adults Helpline

1300 687 399

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WHAT IS THIS HELPLINE FOR?

We recognise that there are many pressures on young people today. Whether they are in the senior years of their schooling, or commenced tertiary studies, or out in the world working toward building a fulfilling life, we know it can be tough sometimes. This is why we've set up a new helpline specifically targeting young people, staffed by young people who want to make a positive difference.

WHAT SUPPORT CAN YOU EXPECT?

When you call one of our specialist helpline services, we make an appointment for you to speak with an independent, experienced and supportive counsellor. They can also help you access additional support through referrals to external services, specialised information and resources. Even though they are intentionally a young counselling team, they have the full backing of our large senior team of counsellors and mental health experts that can help out at a moment's notice.



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