

When and where do I get help?



A number of services throughout Australia can provide information, support and treatment options for people who are experiencing problems with ice and other drugs. Although it can be difficult to seek help, in most cases the sooner you reach out for support, the better.

Your local doctor can be a good starting point – they can discuss your concerns with you and provide referrals to other services that you might need. For free and confidential advice about alcohol and other drugs, you can also call the National Alcohol and Other Drug Hotline on 1800 250 015.

If you need **emergency support**, call **Lifeline** on **13 11 14** (a free and confidential 24-hour crisis helpline) or **dial '000'** for the police or an ambulance.

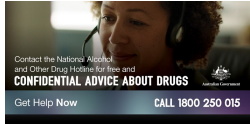
Do I need help?

Click [here](#) to get feedback about your use of ice

Key support services in Australia

A variety of free and confidential telephone and online support services are available for people experiencing problems with crystal methamphetamine ('ice'), as well as their family and friends.

National Alcohol and Other Drug Support Services



NATIONAL ALCOHOL AND OTHER DRUG HOTLINE

For free and confidential advice about alcohol and other drugs, call the National Alcohol and Other Drug Hotline on 1800 250 015. It will automatically direct you to the Alcohol and Drug Information Service in your state or territory. These local alcohol and other drug telephone services offer support, information, counselling and referral to services.

Ph: 1800 250 015



LIFELINE

Crisis telephone support. Open 24 hours. Also provides one-on-one online chat support.

Ph: 13 11 14 | Web: lifeline.org.au

Free Drug & Alcohol counselling 24/7

Counselling ONLINE

COUNSELLING ONLINE

Free and confidential counselling for people using drugs, their families and friends.

Web: counsellingonline.org.au

State and Territory Telephone Services

Free telephone services are available in all Australian states and territories for anyone seeking help for their own or another person's use of alcohol or other drugs (such as ice). These services provide free, confidential and non-judgemental telephone counselling, information and referrals to services.

There are also free telephone services in some Australian states and territories that provide information and referrals specifically for ice use.

All services listed are available to callers 24 hours a day, 7 days a week (except ADIS SA which is available 8.30 am - 10 pm, 7 days a week).

Click on your state or territory in the map shown below to find out what options are available in your area.

Mental Health Services



LIFELINE

Crisis telephone support. Open 24 hours. Also provides one-on-one online chat support.

Ph: 13 11 14 | Web: lifeline.org.au

BEYOND BLUE



Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Ph: 1300 22 4636 | Web: beyondblue.org.au



HEADSPACE

headspace helps young people aged 12-25 years who are going through a tough time.

Web: headspace.org.au

headspace centres are located across Australia and help you to access the right type of health worker for your needs.

Web: headspace.org.au/headspace-centres/

eheadspace provides online and telephone support for young people and their families

Web: headspace.org.au/eheadspace/

Head to Health

HEAD TO HEALTH

Head to Health provides links to trusted Australian online and phone supports, resources and treatment options for people trying to improve their own mental health, or support somebody else with mental health issues.

Web: headtohealth.gov.au



KIDS HELPLINE

Free and confidential online and telephone counselling service for people aged 5-25 years. Open 24 hours.

Ph: 1800 55 1800 | Web: kidshelpline.com.au



SANE AUSTRALIA

SANE Australia is a national mental health charity working to support Australians affected by complex mental illness. SANE's work includes mental health awareness, online peer support and information, stigma reduction, specialist helpline support, research and advocacy.

Ph: 1800 18 7263 | Web: sane.org

Support for Family and Friends



FAMILY DRUG SUPPORT

24-hour support for relatives and friends affected by alcohol and other drugs.

Ph: 1300 368 186 | Web: www.fds.org.au



Crystal Methamphetamine
*Trusted, evidence-based
information for the community*

GET THE FACTS ABOUT ICE

WHAT ARE THE EFFECTS OF ICE?

STAYING SAFE

www.cracksintheice.org.au



FAMILY DRUG HELPLINE

Confidential telephone helpline and web-based information services run by Self Help Addiction Research Centre (SHARC).

Ph: 1300 660 068 | Web: www.sharc.org.au



FAMILY AND FRIENDS SUPPORT PROGRAM

Online resilience and wellbeing program to support affected friends and family members of people who use methamphetamine.

Web: www.ffsp.com.au



NATIONAL SEXUAL ASSAULT, DOMESTIC FAMILY VIOLENCE COUNSELLING SERVICE

A confidential 24-hour support line providing support for people experiencing or at risk of experiencing sexual assault, domestic or family violence.

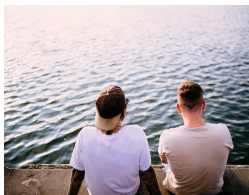
Ph: 1800 737 732 | Web: www.1800respect.org.au



The Link Foundation AOD

24 hour counselling and groups for families and individuals. Currently under accreditation by NADA.

Ph: 1800 935 465 | Web: linkfoundationaod.org.au



INFORMATION AND RESOURCES FOR FAMILY AND FRIENDS

If you have friend or family member who you think might be experiencing problems with ice, please visit the [Families and Friends section](#) for further information and resources.

Alcohol and Other Drug Information



ALCOHOL AND DRUG FOUNDATION - DRUGINFO

DrugInfo is a free and confidential phone and email service providing information on alcohol and other drugs. DrugInfo can provide advice on how to best support yourself or someone you're concerned about, including the contact details of counselling, treatment and support services. Available Monday - Friday 9am - 5pm.

Ph: 1800 25 25 34 | Email: info@druginfo.org.au | Web: www.druginfo.org.au



Australian Government
Department of Health, Disability and Ageing



THE UNIVERSITY OF
SYDNEY
—
Matilda Centre

Ph: 1300 85 85 84 | e: druginfo@adf.org.au | Web: adf.org.au/druginfo



NATIONAL DRUGS CAMPAIGN

An Australian Government website that provides information about illicit drugs.

Web: campaigns.health.gov.au/drughelp



POSITIVE CHOICES

Positive Choices is an online portal to help school communities access accurate, up-to-date drug education resources and prevention programs.

Web: positivechoices.org.au



REACHOUT.COM

ReachOut.com has information about drugs, where to seek help, how to help a friend, and many other youth related issues.

Web: au.reachout.com

Mental Health Information



**Black Dog
Institute**

BLACK DOG INSTITUTE

The Black Dog Institute is a translational research institute that aims to reduce the incidence of mental illness and the stigma around it, to actively reduce suicide rates and empower everyone to live the most mentally healthy lives possible.

Web: blackdoginstitute.org.au



LIFE IN MIND

Life in Mind is an online portal that connects organisations and communities to the latest information, activities, resources and research about suicide prevention.

Web: lifeinmindaustralia.com.au/



#YOUCANTALK

#YouCanTalk is a joint national suicide prevention campaign aimed at giving people the confidence to respond to friends and family when they need help and guide them to the right support services.

Web: lifeinmindaustralia.com.au/youcantalk

web: methamphetamineaustralia.com.au/youcantalk

LGBTIQ+ Support Services



TOUCHBASE

Provides information about health and well-being, including information on drug use, for LGBTIQ+ Australians.

Web: touchbase.org.au/alcohol-and-drugs



QLIFE HOTLINE

QLife provides peer support and referral services for people wanting to talk about a range of issues including sexuality, identity, gender and relationships.

Ph: 1800 184 527 | Web: <https://qlife.org.au/>



M3THOD

M3THOD is a free and confidential service that provides support for people who combine sex with drugs like crystal **methamphetamine** and GHB.

If you are looking for a space to chat to someone who understands the scene from personal lived experience, M3THOD is for you. The service is led by trained and non-judgemental peers who will help you explore your personal experience and options for reducing harms.

You can book an in-person appointment if you're based in Sydney NSW or an online appointment if you're based elsewhere in Australia.

Book a M3THOD appointment online or in-person:

Location: a[TEST] clinic, 167 Oxford St, Darlinghurst, 2010 10:00 – 18:00, Monday to Friday.

Web: <https://endinghiv.org.au/toolkit/m3thod/>

Advice for Health Workers

View our list of [specialist telephone alcohol and other drug consultancy services for health workers](#).

Find a Psychologist

FIND A PSYCHOLOGIST



The Australian Psychological Society's "Find a Psychologist" tool allows people to search for a psychologist in their area, create a shortlist, and have the chosen psychologist contact them.

Web:

<https://psychology.org.au/find-a-psychologist>

Support Services for Aboriginal and Torres Strait Islander Peoples

For 24/7 crisis support, call Lifeline:

 **13YARN [13 92 76]**

Click [here](#) to view our list of support services for Aboriginal and Torres Strait Islander peoples

