

## 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.

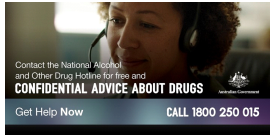
If you need **emergency support**, call **Lifeline** on **131 114** (a free and confidential 24-hour crisis helpline) or dial **'000'** for the police or an ambulance.

DO I NEED HELP? [CLICK HERE FOR FEEDBACK ABOUT YOUR EXPERIENCE](#)

## KEY SUPPORT SERVICES IN AUSTRALIA

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

### NATIONAL ALCOHOL AND OTHER DRUG HOTLINE



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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.

### AUSTRALIAN DRUG INFORMATION NETWORK



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For more information about support services in your local area, please visit the [Australian Drug Information Network \(ADIN\)](#). ADIN is a national search directory for treatment services and other resources relevant to alcohol and other drug issues.

## OTHER SUPPORT SERVICES



### 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](http://www.fds.org.au)



### DRUGINFO LINE

Provides information and resources about drugs. Open from 9am-5pm, Monday to Friday.  
Ph: 1300 85 85 84 | Web: <https://adf.org.au/help-support/>



### JUST ASK US

Provides information about health and well-being including information on drug use.  
Web: [www.justaskus.org.au](http://www.justaskus.org.au)



### TOUCHBASE

Provides information about health and well-being, including information on drug use, for LGBTI Australians.  
Web: <http://touchbase.org.au/alcohol-and-drugs>



### KIDS HELPLINE

Free and confidential online and telephone counselling service for people aged 5-25 years. Open 24 hours.  
Ph: 1800 55 1800 | Web: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)



### LIFELINE

Crisis telephone support. Open 24 hours. Also provides one-on-one online chat support.  
Ph: 131 114 | Web: [www.lifeline.org.au](http://www.lifeline.org.au)

Free drug & alcohol counselling 24/7



### COUNSELLING ONLINE

Free and confidential counselling service for people using drugs, their families and friends.  
Web: [www.counsellingonline.org.au](http://www.counsellingonline.org.au)



### TURNING POINT – ICE ADVICE

Free and confidential telephone counselling for people experiencing problems with ice, and their family and friends. Open 24 hours.  
Ph: 1800 423 238



### 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](http://positivechoices.org.au)



### NATIONAL DRUGS CAMPAIGN

An Australian Government website which provides information about illicit drugs.  
Web: [campaigns.health.gov.au/drughelp](http://campaigns.health.gov.au/drughelp)



### 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: <https://www.lifeinmindaustralia.com.au/>

## #YouCanTalk

### #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: <https://www.lifeinmindaustralia.com.au/youcantalk>



### INFORMATION AND RESOURCES FOR FAMILY AND FRIENDS

If you are a friend or family member of a person experiencing problems with ice, please visit the **"Families and Friends"** section for further information and resources.

## ADVICE FOR HEALTH PROFESSIONALS DRUG AND ALCOHOL CLINICAL ADVISORY SERVICE (VIC, TAS, NT)

24-hour specialist telephone AOD consultancy available for health professionals in:

Victoria: Ph: 1800 812 804

Tasmania: Ph: 1800 630 093

Northern Territory: Ph: 1800 111 092

Web: [www.dacas.org.au](http://www.dacas.org.au)

## ST VINCENT'S HOSPITAL DRUG AND ALCOHOL SPECIALIST ADVISORY SERVICE (NSW)

24-hour specialist telephone AOD consultancy available for health professionals in NSW.

Sydney Metropolitan: Ph: (02) 9361 8006

Regional and rural NSW: Ph: 1800 023 687

Web: [Click here](#)

## ALCOHOL AND DRUG CLINICAL ADVISORY SERVICE (QLD)

Specialist telephone AOD consultancy available for health professionals in QLD, 8.00am-11.00pm, 7 days a week.

Ph: 1800 290 928

Web: [Click here](#)

## DRUG AND ALCOHOL CLINICAL ADVISORY SERVICE (SA)

Specialist telephone AOD consultancy available for health professionals in SA.

Ph: (08) 7087 1742

Web: [Click here](#)

## ADVICE FOR HEALTH PROFESSIONALS IN OTHER STATES AND TERRITORIES

The National Alcohol and Other Drug Hotline is available to all states and territories and offers services for health professionals as well as individuals.

Ph: 1800 250 015

## SUPPORT SERVICES FOR ABORIGINAL AND TORRES STRAIT ISLANDERS

For a list of support services for Aboriginal and Torres Strait Islander people, please [click here](#).