

# Where you can go to get help



You may find that you or your child needs some help.

There are many organisations familiar with cyber issues, and teen issues for that matter.

You don't have to do this alone and sometimes your teen may feel they need to speak to someone else. After all, despite what she or he may say, your child does not want to disappoint or upset you.

## Emergency

In a life threatening or time critical situation – call 000 in Australia

## Kids Helpline

1800 55 1800 or the web page has buttons to press for web counselling or email counselling. <http://www.kidshelp.com.au/teens/>

There is a new social support chat where they can connect with other teens and a counsellor on Google+ platform. It's called Buddyhelp.

<http://www.kidshelp.com.au/teens/buddyhelp/>

## Eheadspace

For people aged between 12 – 25 and suffering (or suspect you are suffering from) a mental health concern such as anxiety, depression, self-harm, or suicidal thoughts <https://www.eheadspace.org.au/>

## Lifeline

This is for crisis support and suicide prevention service for all ages. They also help with family and relationship problems, loneliness and isolation, loss and grief, panic attacks, and domestic violence. <https://www.lifeline.org.au/Get-Help/>

Call 13 11 14 available 24/7

The website has a crisis support link you can press to chat online. The website also has a mental health quiz, coping kit, tool kits, and fact sheets.

## Beyond blue

Offers phone counselling 24/7 on 1300 224 636 and online chat between 4pm – 10pm. Beyond blue helps with depression and anxiety. The resources on the

youth page are particularly good.

<https://www.youthbeyondblue.com>. There are videos to watch, stories to read and a quiz to take.

#### Parentline

1300 30 1300

Linked to Boystown. This has tools and counselling for parents. It also offers web counselling.



#### Report cyberbullying

eSafety is a government agency where you report cyberbullying, if it meets the requirements as explained on the website. There is a form you fill out. You will need to keep evidence of the bullying (screen shots, printouts etc).

<https://www.esafety.gov.au/report/cyberbullying>

#### Lodge a complaint regarding offensive or illegal content

<https://www.esafety.gov.au/report/illegal-harmful-content>

You can read the criteria and complete the form if your situation meets the requirement.