

## About Your Helpline

Name of Organisation

Name of Helpline

Helpline Phone Number/s

TTY

Fax

### Cost of Call

Free  Local  STD rates apply

### Region Service Caters for

Local  State  National  Global

### Hours of service

24 hrs/365 days  Business hours (MF/ 9am-5pm)

Public Holidays:  Yes  No

After Hours:  Message  Diverted

### Helpline Category

(please tick all relevant categories)

<input type="checkbox"/> Accommodation	<input type="checkbox"/> Women's Health	<input type="checkbox"/> Gambling
<input type="checkbox"/> Aged Care	<input type="checkbox"/> Abuse/Violence Prevention	<input type="checkbox"/> Legal
<input type="checkbox"/> Disability	<input type="checkbox"/> Drug/ Alcohol	<input type="checkbox"/> Well Being
<input type="checkbox"/> Health (general)	<input type="checkbox"/> Sexual Health	<input type="checkbox"/> Youth
<input type="checkbox"/> Mental Health	<input type="checkbox"/> Indigenous	<input type="checkbox"/> Other
<input type="checkbox"/> Workplace Support	<input type="checkbox"/> Chronic Disease/ Condition	<input type="checkbox"/>

### Agency Details

Postal Address

Admin Phone

Fax

General Agency E-mail

Helpline Website

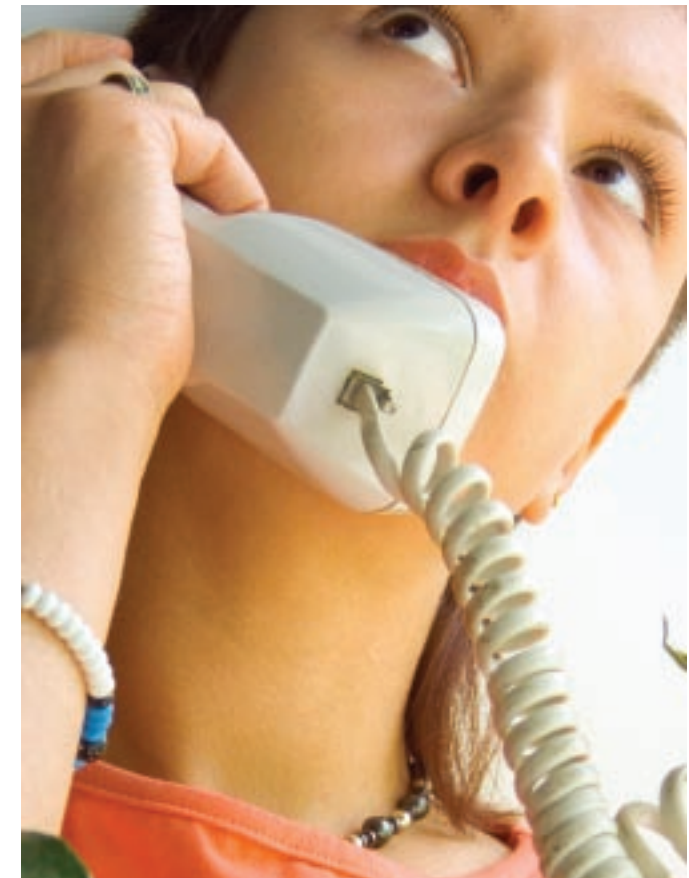
### What does Helplines Australia do?

- Liaises and participates with businesses and government agencies to raise the profile of telephone helplines in our communities.
- Provides clear guidelines and standards to assist present and future telephone services.
- Conducts training seminars and provides resources for telephone and internet based services.
- Provides a national listing of over 500 helplines throughout Australia.
- Provides a network for telephone and internet based services (including regular newsletters).

### Thanks to:

Dial-a-Mum, Lifeline Western Sydney, Lifeline Inc, Mission Australia, Family Drug Support and the Telephone Helplines Association UK.

Thank you for all your contributions, support and resources. It is much appreciated.



### More Information?

Helplines Australia offers information packages for members relating to various aspects of Telephone and Internet Support and Counselling services.

### Visit our Website:

[www.helplines.org.au](http://www.helplines.org.au)

PO Box 80  
Roseville NSW 2069  
T 0407 599 947  
E [info@helplines.org.au](mailto:info@helplines.org.au)  
W [www.helplines.org.au](http://www.helplines.org.au)

ABN 12 791 011 627  
Incorporated Association

# helplines

AUSTRALIA

[www.helplines.org.au](http://www.helplines.org.au)



## Call For Help - Helplines



When people call a helpline they are often in a state of emotional crisis. It often takes a person courage and perhaps a state of desperation to phone an unknown service for help, not sure if the phone will be answered by a 'real person' or a machine and yet, every day thousands of people take the plunge.

Any one of us might be a helpline caller. Until we are in a position of crisis we do not know how we might react. Parents, partners, adolescents, people diagnosed with a serious illness, people who realise that they have an addiction, people who are used to being in control in their lives may suddenly find themselves at a loss to know what to do.

We, as helplines, have a duty to ensure that all callers get the best and most effective help. They put their trust and faith in us and we must respond professionally. Often they do not want to talk to someone face-to-face. The anonymity and confidentiality the phone (or e mail) provides is priceless. Often a single call to a helpline can be enough to guide someone on the path to self-help or to seek other professional help.



The Australian public has the right to be confident that a call to a helpline will be responded to in a professional and competent manner, that the information given will be accurate and appropriate and that people in emotional distress are supported.

## Helplines Australia

Helplines Australia is an association that actively supports and promotes, ethical and professional standards for Telephone and Internet, Support and Counselling Services whilst allowing each service to remain autonomous.

Helplines Australia is a voluntary, non-Government, not-for-profit association.

## Why Helplines Australia?

The development of telephone and internet based services in Australia has grown immensely. Since 1997 the helpline sector has grown almost 30% per year. There has also been an increase in the professionalism and accountability expected of these services. Helplines Australia was formed to cater for these growing demands and concerns.

*Often a single call to a helpline can be enough*

### Supporting helplines

*to guide someone on the path to self-help or to*

### To support you

*seeking other professional help*

#### Who can Join?

Any individual or agency offering telephone or Internet support services to the public or to special needs groups can join Helplines Australia.

Membership rates are:

#### Criteria

Criteria	Annual Fee
National Service	\$200.00
Agencies with more than 3 staff*	\$140.00
Agencies with or less than 3 staff*	\$100.00
Individuals (Newsletters only)	\$50.00

\*Staff = Full time equivalent, paid staff

## Membership

Please return to: Helplines Australia Membership  
PO Box 80  
Roseville NSW 2069

Name: Mr/Mrs/Ms/Prof/Dr

Agency/ Organisation

Address:



State

Postcode

Telephone

Mobile

E-mail

I hereby apply to become a member of Helplines Australia. In the event of my admission as a member, I agree to be bound by the rules of the association for the time being in force.

Signature  Date

#### Nomination by Agency

I, \_\_\_\_\_ (Full name) a staff member of \_\_\_\_\_ (Agency) nominate the applicant, who is personally known to me, for membership of Helplines Australia.

Signature  Date

#### Level of Membership or Donation

\$200  \$140  \$100  \$50

#### Method of Payment

Cheque (Made payable to HELPLINES AUSTRALIA)  
 Electronic Funds Transfer  
(inc Name of your agency in the deposit)  
Commonwealth Bank  
BSB: 062 108 Account No: 1014 5370

Helplines Australia is a registered not-for-profit association