



Tip sheet

Helplines

Understand the facts

What do I need to know?

Helplines can be found in many countries. Many offer general helplines but some countries also offer helplines that are specific to a select demographic or issue. If you or someone you know is in crisis or feeling overwhelmed, it is important to get help quickly. You can call emergency services or go to the nearest emergency room. Helplines are another option as most are available 24 hours a day, seven days a week.

What to expect when you call

- You may first hear an automated message and some music while you are connected to a trained counselor.
- A counselor at your local center will answer the phone.
- The person will listen to you, try to understand how the problem is affecting you, provide support and get you the help you need.

During the call

- Explain the situation, behavior and your concerns. Be specific.
- Listen and prepare to explore your thoughts, feelings, options and resources.
- Ask questions to gather more information (e.g. What could I do differently? Can you give me more information about?)
- Check what you have heard.

Further information

- In addition to the telephonic helplines listed on the next page, some organizations also offer online chat, email, text messaging and online support group services as well.
- Choose to access a helpline in the way that makes you the most comfortable.
- BHP provides additional support to employees and their families through an [Employee Assistance Program](#). The support is free, available 24 hours a day, seven days a week and is completely confidential.

Where to go for help:

- See a list of country Helplines on the next page.
- Employee Assistance Program Tip Sheet.



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Country Specific Helplines

This page lists helplines available in different countries. Please note additional helplines may be available to you but are not listed here.

Australia

- Lifeline Australia: www.lifeline.org.au or 13 11 14.
- BeyondBlue: <https://www.beyondblue.org.au/> or 1300 22 4636.
- Kids Helpline: (ages 5-25): www.kidshelpline.com.au or 1800 55 1800.
- Headspace: (ages 12-25): 1800 650 890.
- Mensline Australia: www.mensline.org.au or 1300 78 99 78.
- QLife (counselling and referral service for LGBTI people): www qlife.org.au or 1800 184 527.
- Alcohol and Drug Foundation: <https://adf.org.au/help-support/> or 1300 858 584.
- Ngala Parenting Line (WA only): <http://www.ngala.com.au/helpline>, (08) 9368 9368 or 1800 111 546.

United States

- National Suicide Prevention Lifeline: 1-800-273-TALK (8255).
- National Suicide Hotline: 1-800-SUICIDE (784-2433).
- Crisis Text Line: www.crisistextline.org.
- Veteran Crisis Line: 1800 273 8255 Press 1 or send a text message to 838255.
- NAMI Helpline: 1-800-950-NAMI (6264).
- Texas Youth Hotline: 1-800-210-2278.
- Rape, Abuse and Incest National Network (RAINN): 1-800-656-HOPE (4673).
- National Council on Alcoholism and Drug Dependence: <https://www.ncadd.org/> Hope Line: 800 622 2255.

Canada

- The Canadian Association for Suicide Prevention: www.suicideprevention.ca.
- Youthspace.ca: access via IM on the website or text (778-783-0177).

Chile

- Salud Responde: 600 360 7777 or <http://web.minsal.cl/salud-responde/>.
- Chile Atiende: 101 or <https://www.chileatiende.gob.cl/>.

Singapore

- The Samaritans of Singapore: www.sos.org.sg.
- The Institute of Mental Health: www.imh.com.sg.
- Singapore Association of Mental Health: www.samhealth.org.sg or 1800 2837019.
- Singapore Anglican Community Services: <http://sacs.org.sg/>.
- Health Promotion Board: <https://www.hpb.gov.sg/>.
- National Council of Social Service: <https://www.ncss.gov.sg/>.

Mexico

- SAPTEL: www.saptel.org.mx.