

# Ambulance Victoria Review – Phase 3 Progress Evaluation Audit

## Referral guide: Support and other services

Participating in discussions held during interviews and focus groups may be distressing, and it can help to have access to experienced support services.

This referral guide is intended to help Ambulance Victoria employees, first responders and volunteers who require assistance to find the support they need.

Please call 000 if you have been assaulted or need emergency help.

## Support services

The organisations below can provide counselling and other support.

13YARN	24-hour telephone crisis support for First Nations people. Services provided by Aboriginal and Torres Strait Islander mental health professionals with lived experience.	13 92 76 13yarn.org.au
1800 Respect	24-hour National Sexual Assault and Domestic Violence Counselling and Support Service.	1800 737 732 1800respect.org.au
Beyond Blue	24-hour free information and support to help people work through mental health issues.	1300 224 636 beyondblue.org.au
Headspace 'Connect with a clinician 1-on-1'	National youth mental health foundation with clinicians available.	1800 650 890 headspace.org.au
Lifeline	24-hour Telephone Crisis Support for mental health support and emotional assistance.	13 11 14 lifeline.org.au
Mensline	A national phone and online support service for men that includes video counselling.	1300 789 978 mensline.org.au
QLife	QLife provides anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, gender, bodies, feelings or relationships.	1800 184 527 qlife.org.au

Switchboard	Peer-driven support services for LGBTIQ people, and their families, allies and communities.	1800 184 527 switchboard.org.au
Victorian Aboriginal Health Service	A dedicated health service to address the specific medical needs of First Nations communities in Victoria.	(03) 9403 3300 For 24-hour free and confidential telephone counselling service call 1800 959 563.
Victorian Centre Against Sexual Assault (CASA)	Confidential support and intervention for victim-survivors of sexual assault or sexual harassment.	1800 806 292 sacl.com.au
WIRE	Free support, referral and information for Victorian women, non-binary and gender diverse people.	1300 134 130 wire.org.au

## Other services

You can also contact the organisations below for help and advice on your workplace rights.

Australian Human Commission	Investigates national complaints about discrimination and human rights breaches.	1300 656 419 humanrights.gov.au
Disability Discrimination Legal Service (DDLS)	State-wide independent legal centre specialising in disability discrimination legal matters.	(03) 9654 8644 ddlsaustralia.org
Fair Work Commission	Deals with workplace matters including anti-discrimination claims.	1300 799 675 fwc.gov.au
Fair Work Ombudsman	Support to understand workplace rights and responsibilities in Australia	13 13 94 fairwork.gov.au
Independent Broad-based Anti-Corruption Commission (IBAC)	Investigates serious corruption in the Victorian Public Sector	1300 735 135 info@ibac.vic.gov.au

Victorian Aboriginal Legal Service	Free legal information, referrals, advice and casework assistance for Victorian Aboriginal and Torres Strait Islander Peoples on a range of legal issues, including discrimination and sexual harassment.	(03) 9418 5999 1800 064 865 (toll free) vals.org.au
Victorian Civil and Administrative Tribunal (VCAT)	Manages cases on unlawful discrimination, sexual harassment, victimisation or vilification	1300 018 228 vcat.vic.gov.au
Victoria Legal Aid	Free legal services to support people with legal problems, including issues of discrimination, sexual harassment and victimisation.	1300 792 387 legalaid.vic.gov.au
Victorian Ombudsman	Investigates breaches of human rights in Victoria.	(03) 9613 6222 ombudsman.vic.gov.au
Victoria Police	To report alleged crimes and emergencies.	Assistance: 131 444 Emergency: 000 police.vic.gov.au
Worksafe Victoria	Regulates workplace bullying in Victoria.	Advice: 1800 136 089 Emergencies: 13 23 60 worksafe.vic.gov.au/bullying-workplace
Unions	Ambulance Employees Australia Victoria.	(03) 9287 1713 aeavic.org.au
	Professionals Australia	1300 273 762 professionalsaustralia.org.au
	Victorian Ambulance Union Incorporated	(03) 9958 6841 vicambounion.org
	Victorian Trades Hall Council Women's and Equality Team	(03) 9659 3533 unionwomen.org.au