



Changing lives  
for the **better.**

**Encouraging  
people to feel better  
and create a life  
worth living.**

**On the Line is a professional  
social health organisation  
providing counselling support,  
anywhere and anytime.**

**We listen and encourage people  
to feel better: building resilience,  
fostering healthy relationships,  
and connecting people with  
community support.**

# Approachable. Caring. Expert. Responsive. Inspiring.

**Operating out of purpose built offices in Melbourne, our highly trained workforce delivers telephone, online chat and video counselling, and social media moderation services 24/7 to more than 100,000 people each year.**

**On the Line's social health business is anchored in supporting and counselling people in their relationships. We provide outsourced digital counselling services along the mental health continuum from high needs/crisis support, to the worried well, and integrated wellbeing.**

**Our digital counselling solutions include interactive websites and web-portals, moderated social media channels and online forums, and a range of digital products and Apps. Our digital counselling solutions are enabled by integrated marketing and communications.**

**We are expert in managing and supporting men's social and mental health, family violence (using and experiencing), healthy relationships, mental illness and substance abuse, chronic health conditions, and trauma-informed practice for anyone affected by suicide through its suite of professional counselling support services.**

## Our values:

### Courage

- Brave and inspired leadership
- Owning our story
- Kindness and compassion for ourselves and others
- Generosity of spirit

### Curiosity

- Explore possibility
- Listen, seek to understand
- Be interested in others, what they are passionate about and what drives and inspires them
- Be open to new and different ways of working and seeing the world

### Connection

- Create a welcoming and meaningful environment for ourselves and our clients
- Value and engage with others through the stories people tell
- Highly developed self-awareness
- Understand how we affect others
- Creating harmonious connections with ourselves, others and our environment

**On the Line is a professional social health organisation that delivers outsourced digital counselling solutions on behalf of our funders. Our 24/7 telephone, online chat and video counselling services are staffed by professional counsellors, psychologists or social workers who have experience working with a range of social and mental health issues.**

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## **Our Service Lines and Funding Partners**

### **Men's Mental and Social Health**

#### **Changing for Good**

A national 24/7 telephone counselling program helping men and their partners to build on the work they have started in a men's behaviour change program, supporting them to maintain respectful and violence-free relationships.

[changingforgood.org.au](http://changingforgood.org.au)

*Funded by the Australian Government  
Department of Social Services*

#### **MensLine Australia**

A national 24/7 telephone, video and online counselling, information and referral service for men with family and relationship concerns.

[mensline.org.au](http://mensline.org.au)

*Funded by the Australian Government  
Department of Social Services*

#### **MensLine Royal Commission**

A national 24/7 telephone counselling service for people affected by the Royal Commission into Institutional Responses to Child Sexual Abuse.

*Funded by the Australian Government  
Department of Social Services*

### **Suicide Prevention**

#### **All Hours Suicide Support Service**

A national 24/7 intake and assessment telephone service supporting clients of Primary Health Networks when their allied health provider is not available.

*Funded by the Australian Government  
Department of Health*

#### **Suicide Call Back Service**

A national 24/7 intake and assessment telephone, video and online counselling service for people at risk of suicide, worried about someone or lost someone to suicide.

[suicidecallbackservice.org.au](http://suicidecallbackservice.org.au)

*Funded by the Australian Government  
Department of Health*

#### **SuicideLine Victoria**

A 24/7 telephone, video and online counselling service for people at risk of suicide, concerned about someone or bereaved by suicide in Victoria.

[suicideline.org.au](http://suicideline.org.au)

*Funded by the Victorian Government  
Department of Health and Human Services*

### **Government**

#### **Department of Defence All Hours Support Line**

A national 24/7 telephone counselling service for Australian Defence Force members and their families.

[defence.gov.au/Health/DMH/  
AllHoursSupportLine.asp](http://defence.gov.au/Health/DMH/AllHoursSupportLine.asp)

*Funded by the Australian Government  
Department of Defence*

#### **Open Arms - Veterans and Families Counselling**

A national after-hours telephone counselling service for current and former Australian Defence Force members and their families.

[openarms.gov.au](http://openarms.gov.au)

*Funded by the Australian Government  
Department of Veterans' Affairs*

### **Step Together**

A telephone and online support service offering advice and early intervention to help prevent violent extremism in NSW.

[steptogether.com.au](http://steptogether.com.au)

*Funded by the NSW Government*

### **Support Now**

A 24/7 low intensity telephone and video counselling service for people who have potentially been affected by per- and poly-fluoroalkyl substance (PFAS) exposure in Katherine (NT), Oakey (QLD) and Williamstown (NSW).

[supportnow.org.au](http://supportnow.org.au)

*Funded by the Australian Government*

### **Primary Health Networks**

#### **CAREinMIND**

A 24/7 intake and assessment, low intensity telephone, video and online counselling service for people who live and work in northern, central or western suburbs of Melbourne.

[careinmind.com.au](http://careinmind.com.au)

*Funded by North Western Melbourne  
Primary Health Network*

#### **Connections Western Sydney Helpline**

A 24/7 intake and assessment, low intensity telephone counselling service for people who live and work in the western Sydney region.

[ontheline.org.au/WSHelpine](http://ontheline.org.au/WSHelpine)

*Funded by the Western Sydney Primary  
Health Network*

#### **NQ Connect**

A 24/7 intake and assessment, low intensity telephone, video and online counselling service for people who live and work in Northern Queensland.

[nqconnect.com.au](http://nqconnect.com.au)

*Funded by Northern Queensland Primary  
Health Network*

#### **NQ Connect: Operation Compass**

A 24/7 intake and assessment, low intensity telephone, video and online counselling service for serving and ex-Defence members and their families living in the Townsville region.

[nqconnect.com.au/OperationCompass](http://nqconnect.com.au/OperationCompass)

*Funded by Northern Queensland Primary  
Health Network*

### **Regional Access**

A 24/7 intake and assessment, low intensity telephone and online counselling service for people who live and work in regional South Australia.

[saregionalaccess.org.au](http://saregionalaccess.org.au)

*Funded by Country SA Primary  
Health Network*

### **Commercial**

#### **AMWU Care for Australian Manufacturing Workers' Union**

A national 24/7 telephone, video and online referral and information service for AMWU members and their families.

[amwu.org.au](http://amwu.org.au)

*Funded by the Australian Manufacturing  
Workers' Union*

#### **Incolink**

An after-hours telephone counselling service for Incolink members and their families in Victoria.

[incolink.org.au](http://incolink.org.au)

*Funded by Incolink*

#### **Mates in Construction National Helpline**

A national 24/7 telephone counselling service offering triage and support for building and construction workers in high distress.

[matesinconstruction.org.au](http://matesinconstruction.org.au)

*Funded by Mates in Construction*

#### **ReachOut Australia Forum Moderation**

Monitor ReachOut online peer support forums outside of business hours.

[au.reachout.com/forums](http://au.reachout.com/forums)

*Funded by ReachOut Australia*

#### **Travellers Aid EAP Service**

A national 24/7 telephone counselling service for Travellers Aid employees and volunteers.

[travellersaid.org.au](http://travellersaid.org.au)

*Funded by Travellers Aid*

#### **With Respect**

An after-hours telephone and online counselling service for people who identify as LGBTQI experiencing family violence in Victoria.

[withrespect.org.au](http://withrespect.org.au)

*Funded by Drummond Street Services*

For more information, visit:  
[ontheLine.org.au](http://ontheLine.org.au)  
03 8371 2800