



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.

On the Line provides outsourced telephone and digital counselling support services 24/7 to more than 119,000 people each year. Operating out of purpose-built offices in Melbourne, our professional and highly trained workforce delivers telephone, web chat and video counselling, digital applications, and forum and social media moderation.

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

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 professional 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.

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, web chat and video counselling services are staffed by professional counsellors, psychologists and social workers who have experience working with a range of social and mental health issues.

Our Service Lines

Men's Social and Mental Health

Changing for Good

A 24/7 specialist telephone counselling program supporting men to help them recognise their abusive behaviours and end their use of violence in their relationships.

mensline.org.au

*Funded by the Australian Government
Department of Social Services*

MensLine Australia

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

mensline.org.au

*Funded by the Australian Government
Department of Social Services*

Suicide Prevention

All Hours Suicide Support Service

A specialised national telephone service to support clients of the Primary Health Networks when their allied health provider is not available.

ontheline.org.au/ahs

*Funded by the Australian Government
Department of Health*

Suicide Call Back Service

A nationwide service that provides 24/7 telephone and online counselling to people who are affected by suicide. For people who may benefit from short-term counselling, the service can offer up to six counselling sessions.

suicidecallbackservice.org.au

*Funded by the Australian Government
Department of Health*

SuicideLine Victoria

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

suicideline.org.au

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

Government

1800RESPECT

Trauma Counselling

A national counselling service for people experiencing, or at risk of experiencing, sexual assault, domestic or family violence.

1800RESPECT.org.au

*Funded by the Australian Government
Department of Social Services*

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

*Funded by the Australian Government
Department of Defence*

National Redress Scheme Support Service

A 24/7 telephone support and information service for people who have experienced institutional child sexual abuse.

nationalredress.gov.au

*Funded by the Australian Government
Department of Social Services*

Open Arms – Veterans and Families Counselling

Services for current and former Defence Force personnel and their families: After-hours telephone counselling, business hours call back service, and after-hours moderation for online portals and social media platforms.

openarms.gov.au

Funded by the Australian Government

Step Together

A NSW community advice and early intervention support service to help prevent violent extremism.

stepttogether.com.au

Funded by the NSW Government

Primary Health Networks

CAREinMIND

A 24/7 low intensity telephone and online counselling service for people in northern, central or western suburbs of Melbourne.

careinmind.com.au

*Funded by North Western Melbourne
Primary Health Network*

CAREinMIND Suicide Prevention Service

An intake, assessment and referral suicide prevention service for people in northern, central or western suburbs of Melbourne.

nwmpnhn.org.au

*Funded by North Western Melbourne
Primary Health Network*

Connections Western Sydney Helpline

A 24/7 low intensity telephone counselling service for people in the western Sydney region.

ontheline.org.au/WSHelpline

*Commissioned by the Western Sydney
Primary Health Network*

NQ Connect

A 24/7 counselling and support service for people in northern Queensland. Support extended to flood-affected areas in western and northern Queensland.

nqconnect.com.au

*Funded by Northern Queensland Primary
Health Network*

NQ Connect: Operation Compass

A 24/7 counselling and support service for veterans, Defence members and their families in the Townsville region.

nqconnect.com.au/veterans

*Funded by Northern Queensland Primary
Health Network*

Regional Access

A 24/7 low intensity telephone and online counselling service for people in regional South Australia.

saregionalaccess.org.au

*Commissioned by the Country SA Primary
Health Network*

Commercial

Australian Institute of Conveyancers NSW Care

A telephone counselling service for AICNSW members and their families.

ontheline.org.au/aicnswcare

*Funded by the Australian Institute of
Conveyancers NSW*

Beyond Blue Social Media and Forum Moderation

Moderate online forums and social media outside of business hours.

beyondblue.org.au

Funded by Beyond Blue

Bupa Mental Health Navigation Service

An early intervention telephone service to provide referrals to families who have concerns about their children's mental health.

bupa.com.au

Funded by Bupa

Incolink

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

incolink.org.au

Funded by Incolink

Mates in Construction National Helpline

A national 24/7 triage and support counselling service for building and construction workers.

matesinconstruction.org.au

Funded by Mates in Construction

ReachOut Social Media and Forum Moderation

Moderate online peer support forums and social media outside of business hours.

au.reachout.com/forums

Funded by ReachOut Australia

Travellers Aid EAP Service

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

travellersaid.org.au

Funded by Travellers Aid

For more information, visit:
ontheonline.org.au
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