



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, delivering over 135,000 sessions a 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.**

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## **Our Service Lines**

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

#### **Changing for Good (MensLine)**

A 24/7 specialist telephone counselling program supporting men to help them recognise their abusive behaviours and end the use of violence in their relationships.  
[mensline.org.au](http://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](http://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](http://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 three counselling sessions.  
[suicidecallbackservice.org.au](http://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 impacted by suicide or are experiencing mental health issues. The service also offers multi-session counselling and case coordination.  
[suicideline.org.au](http://suicideline.org.au)

*Funded by the Victorian Government  
Department of Health*

### **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](http://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](http://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](http://nationalredress.gov.au)

*Funded by the Australian Government  
Department of Social Services*

### **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](http://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.  
[nwmpnh.org.au](http://nwmpnh.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.  
[cwshelpline.org.au](http://cwshelpline.org.au)

*Commissioned by the Western Sydney  
Primary Health Network*

#### **MindHealth**

A 24/7 low intensity telephone and online chat counselling service for people in the Hunter New England and Central Coast region.  
[mindhealth.org.au](http://mindhealth.org.au)

*Funded by Hunter New England and  
Central Coast Primary Health Network*

#### **Regional Access**

A 24/7 low intensity telephone and online counselling service for people in regional South Australia.  
[saregionalaccess.org.au](http://saregionalaccess.org.au)

*Commissioned by the Country SA Primary  
Health Network*

#### **Talk it Out**

A 24/7 low intensity telephone, video and online chat counselling service for people in the Murray region.  
[talkitoutmurray.org.au](http://talkitoutmurray.org.au)

*Funded by Murray Primary Health Network*

### **Commercial**

#### **Australian Institute of Conveyancers NSW Care**

A telephone counselling service for AICNSW members and their families.  
[ontheline.org.au/aicnswcare](http://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](http://beyondblue.org.au)

*Funded by Beyond Blue*

#### **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 Helpline**

A national 24/7 triage and support counselling service for construction, mining and energy workers.  
[matesinconstruction.org.au](http://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](http://au.reachout.com/forums)

*Funded by ReachOut Australia*

#### **StandBy Support After Suicide**

An after-hours support service for people and communities who are impacted by suicide.

*Funded by United Synergies*

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

A 24/7 counselling service for Travellers Aid employees and volunteers.  
[travellersaid.org.au](http://travellersaid.org.au)

*Funded by Travellers Aid*

For more information, visit:  
[ontheonline.org.au](http://ontheonline.org.au)  
03 8371 2800  
[businessdevelopment@ontheonline.org.au](mailto:businessdevelopment@ontheonline.org.au)