

blue knot HELPLINE 1300 657 380

The Blue Knot Helpline
is not a crisis service.
For crisis support call
Lifeline on 13 11 14.

The **Helpline** is staffed by specialist counsellors who provide short-term phone counselling, information, support and referrals to people who have experiences of childhood trauma, abuse and neglect, their partners, family and friends.

The Helpline supports people considering or applying to the National Redress Scheme. Blue Knot's Helpline counsellors can also support survivors right through the redress application process. It can also link you in with local services through a warm referral process, and support local services to support you.

We also provide information and guidance to anyone working with adult survivors, including health professionals, service providers and support workers.

If you are looking for ongoing counselling support, the Helpline has a referral database of trauma-informed health professional and organisations.

"I've now had two recent calls with separate Blue Knot Helpline phone counsellors. They've left me with nothing but respect and admiration for the care and wisdom provided on both occasions. They were warm and supportive, patient and insightful.

They listened well and offered highly relevant advice. Their language was easy to understand and not unduly technical. They were calm and gave me time when I needed it... I am deeply appreciative."



National Centre of Excellence
for Complex Trauma

blueknot.org.au



blue knot foundation

- We may not be able to answer your call immediately during periods of high demand. If this occurs, you are able to leave a message and one of our counsellors will return your call as soon as possible. All calls received out of hours will be returned as soon as possible in normal operating hours.
- For privacy reasons, our number will appear as a blocked call and we will not leave a message unless you tell us it is okay to do so.
- If you leave a message, please remember to leave your area code and permission for us to leave you a voicemail if we cannot reach you.

If you are a health professional, doctor or organisation that supports adult survivors of childhood trauma and abuse, please visit our website blueknot.org.au/database for information on how to apply to be on our referral database.

The counsellors are trauma specialists and the Helpline 1300 657 380 operates every day between 9am-5pm AEST

The Helpline is also accessible by emailing helpline@blueknot.org.au

"I feel like your counselling line has given me a way forward and a sense of hope. I don't think I've felt that understood in a very, very long time. I'm so blessed to have had the gift of this phone call....the right person on the other end of the phone and I cannot believe the difference it's made."

**empowering
recovery**
from
**childhood
trauma**

blueknot.org.au

02 8920 3611 | admin@blueknot.org.au
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