



13 DOLLY

Bullying Support Line

13 DOLLY (13 36 55) is a national Bullying Support Line from Dolly's Dream.

It offers confidential support to anyone affected by bullying. Its purpose is simple: no young person, parent or carer should ever have to face bullying alone, no matter where they live in Australia.

The service is delivered by qualified counsellors from **Kids Helpline** and **Parentline**, in partnership with Dolly's Dream. You do not need to be in crisis to reach out. You can contact **13 DOLLY (13 36 55)** at any time you need support.

Our counsellors understand bullying and the impact it can have. They provide calm, compassionate guidance that fits each person's situation.

13 DOLLY is designed to be easy to access.

The number is simple to remember and the service is available seven days a week. Calls are charged at a standard network rate, like any other call. Many young people prefer to talk online, so a

free webchat option is also available. This ensures people in metropolitan, regional, rural and remote communities can all reach support in a way that feels comfortable for them.

The counselling itself is completely free.

There is no GP referral required and no financial barrier to getting help.

If someone feels unsafe or overwhelmed in the moment, **13 DOLLY** offers a safe space to talk things through with a qualified counsellor who understands.

Call now. You are not alone.

Printable Support Care Pack



SCAN TO
DOWNLOAD

About Dolly's Dream

Dolly's Dream was founded by Kate & Tick Everett in memory of their daughter, Dolly, who tragically took her own life after relentless bullying. Dolly's Dream was created to change the culture of bullying and support kids, young people and families across Australia.

We want every person experiencing bullying to know they are not alone, and that help and support are available no matter where they live.



13 DOLLY Bullying Support Line - FAQs (13 36 55)

Is 13 DOLLY available 24 hours a day?

Yes, for kids and young people, **13 DOLLY** is available 24 hours a day, 365 days a year.

For parents and carers, the service is available from 6am to midnight every day.

If you are unsure, you can still call, and we will guide you.

Is the Bullying Support Line free?

Calling **13 DOLLY** costs the same as any standard phone call. Webchat is free.

The counselling provided through **13 DOLLY** is completely free and delivered by qualified **Kids Helpline** and **Parentline** counsellors, with no GP referral required.

Do I have to give my name?

No. You can choose how much information you share. You can stay anonymous if you prefer.

Can I contact the 13 DOLLY Bullying Support Line on my child's behalf?

Yes. Parents and carers are welcome to reach out for support and guidance.

What if my child doesn't want help?

That is okay. We can help you think about gentle ways to support them and keep communication open.

What if I am not sure if it is bullying?

You do not need to have the right words before you contact us. We can talk it through together.

Will I have to wait on hold?

Sometimes there may be a wait to speak with a counsellor. Calls and webchats are answered in order, so the person who has been waiting the longest will be the next to be answered. If the wait feels hard, please stay with us if you can. Or you can request a call back at dollysdream.org.au.

Your call is important.

What is the best time to call?

The busiest times are after school and in the evening.

We understand that it can be frustrating if you cannot connect with a counsellor straight away. Please keep trying, stay on the phone or webchat, and we will get to you as soon as we can.

Can I request a call back?

Yes. You can request a call back at a time that suits you via the link on the Bullying Support Line page at dollysdream.org.au



Bullying support whenever you need it

Bullying Support Hub

For kids, parents, carers and educators, our bullying support hub offers information and practical resources for dealing with bullying online and offline.



Beacon Cyber Safety App

Free for parents and carers to download from any app store, Beacon is your go-to guide for kids online safety.





Bullying Support Line

Private and confidential service for kids, young people and parents, with qualified counsellors available to talk to via phone or webchat.



**CALL NOW
YOU ARE
NOT ALONE**

Kids & Young People: Open 24/7

Adults including parents, carers & educators:

Open 6am - Midnight



Visit dollysdream.org.au for bullying support

✉ programs@dollysdream.org.au



YOU ARE NOT ALONE



Bullying support whenever you need it



13 DOLLY (13 36 55) **Bullying Support Line**

Get confidential support via phone or webchat.

Kids & Young People:

Open 24/7

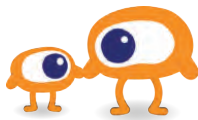
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Bullying Support Hub →

Get the latest bullying support
resources and toolkits.



Beacon Cyber Safety App

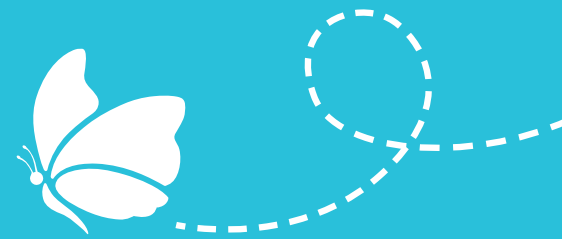
Free to download from any app store,

Beacon is a parents' guide to online safety.



Visit **dollysdream.org.au** for bullying support

✉ programs@dollysdream.org.au



DOLLY'S DREAM BULLYING SUPPORT SERVICES

You are not alone. Dolly's Dream offers support, education and hope to young people and families affected by bullying.



13 DOLLY (13 36 55) Bullying Support Line

Get confidential support via phone or webchat.



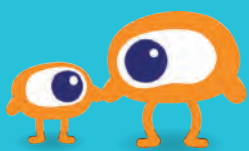
Anti-bullying Workshops

Visiting schools & communities across Australia to build empathy, foster kindness and equip students to prevent and respond to bullying.



Bullying Support Hub

Get bullying support resources and toolkits.



Beacon Cyber Safety App

Free to download from any app store, Beacon is your go-to guide for kids online safety.



GET BULLYING
SUPPORT



Butterfly Cut Out

Instructions:

1. Print on A4 paper as many times as needed.
2. Cut out the Dolly's Dream butterfly by cutting along the dotted lines.





Speak even if your voice shakes



**Call 13 DOLLY (13 36 55)
for Bullying Support**

Kids & Young People: Open 24/7

Parents & Carers: Open 6am - Midnight

Available over the phone on **13 36 55** or webchat

*Dolly's
Dream*





Being yourself is
more than enough

You don't need to change
who you are to fit in

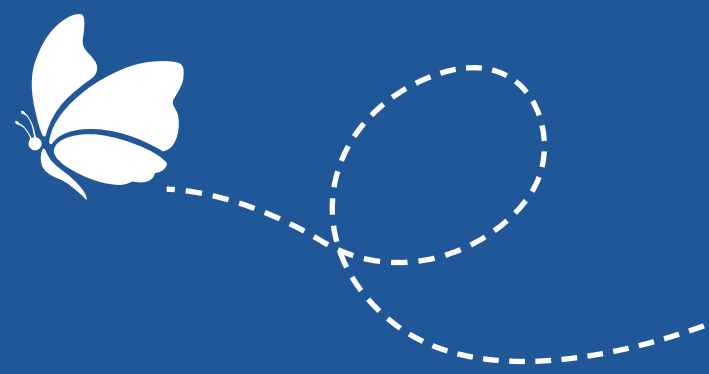


VISIT OUR
WEBSITE



BE BOLD BE KIND SPEAK UP

Visit dollysdream.org.au
for bullying support



VISIT OUR
WEBSITE



Be Kind.
ONLINE.
OFFLINE.
Always.

