

NEED SUPPORT?

There is always someone to talk to.



- **Call 000 if it is an emergency**
- **General Practitioner/Doctor**
- **Counsellors at North Richmond Community Health | 9418 9800**
 - www.nrch.com.au/services
- **Foundation House | 9389 8900**
- **Counsellors at Cohealth | 9448 5502**
- **Lifeline (24hr phone counsellors) - 13 11 12**
- **Beyond Blue (24hr phone counsellors)- 1300 22 46 36**
- **Cabrini Hospital Asylum Seeker and Refugee Health Hub | 8388 7874**
- **Specialist Mental Health Service | 1300 558 862**

Operates 24 hours a day, 7 days a week. Provides immediate telephone access to an experienced mental health clinician. This is a free service.

- **Griefline | 1300 845 745**

Free counselling and support to people experiencing loss and grief at any stage in life.

 - griefline.org.au

- **Suicide Call Back Service | 1300 659 467**

Free 24-hour national telephone and online counselling service for people 15 years and over who are suicidal or bereaved by suicide.

- suicidecallbackservice.org.au

- **Support after suicide | 9421 7640**

Free all-ages counselling, support groups and online resources for those who have lost someone by suicide,

- jss.org.au

- **Mental Health Online**

Online psychological assessment and online self-guided treatment programs for anxiety, panic, OCD, PTSD, and depression for people 18+. Offers free 12-week online program with free access to therapists online.

- mentalhealthonline.org.au/

- **Sane Australia**

The SANE helpline and online chat are open weekdays from 10am to 10pm.

- sane.org/

- **BlueKnot helpline | 1300 657 380**

Trained, experienced and trauma-informed counsellors, male and female, support adult survivors of childhood trauma and abuse.

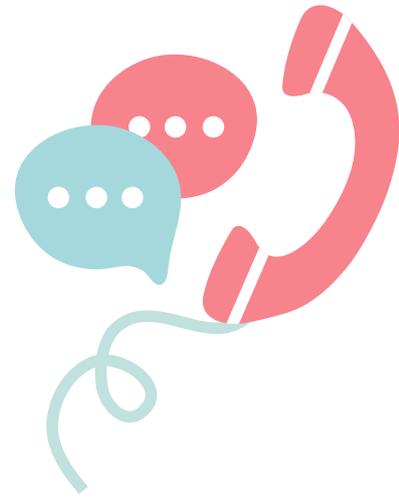
- blueknot.org.au/

- **Neami National - Partners in Wellbeing | 1300 375 330**



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- **CareinMind well-being services | 1300 096 269**

24-hour short term support, provides three telephone counselling sessions with a mental health counsellor.

- Email: careinmind@nwmpfn.org.au

- **Head to Help | 1800 595 212**

For everyone, including people from a refugee background, people seeking asylum and international students.

8.30am to 5pm Monday to Friday. Email: headtohelpintake@nwmpfn.org.au

- **Black Dog institute**

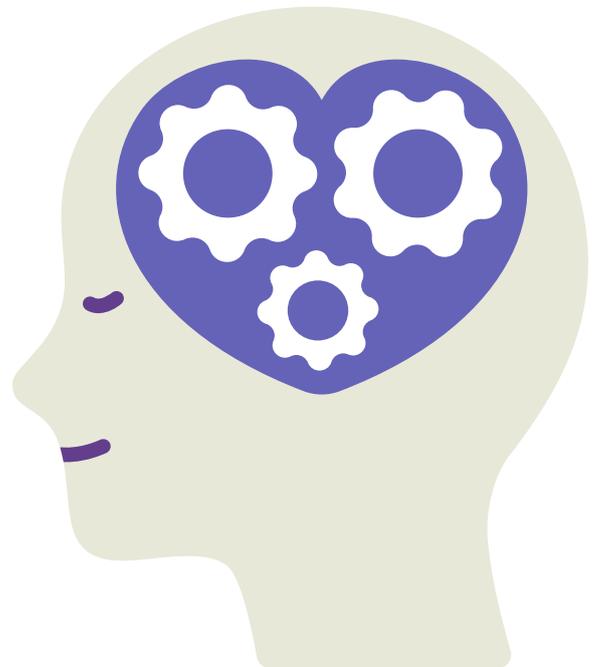
The Black Dog Institute offers information and resources about depression, anxiety, bipolar disorder and suicide prevention.

- blackdoginstitute.org.au/

- **Veterans and Families Counselling (open Arms) | 1300 224 636**

- **Men's Line Australia | 1300 78 99 78**

A telephone and online counselling service offering support for Australian men 24hrs.



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- **Mind Equality Centre | 1300 054 284**

The Mind Equality Centre is a safe place for LGBTQI+ people that provides psychological and allied health counselling for individuals, couples and families.

- mindaustralia.org.au/mind-equality-centre

- **QLife | 1800 184 527**

Free telephone and online chat peer support between the hours of 3:00pm to midnight, 7 days per week.

- qlife.org.au

- **Queerspace | 9663 6733**

Provides low or free confidential counselling, peer support and a range of other services to support LGBTQI+ people and their families.

- queerspace.org.au

- **Rainbow Door | 1800 729 367**

Free telephone and online chat peer support from 10:00am to 6:00pm, 7 days per week.

- rainbowdoor.org.au

- **Switchboard Victoria | 9663 2474**

Free, peer-driven support services for LGBTQI+ people, their families, friends and communities.

- switchboard.org.au



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- **Drummond street services | 9663 6733**

Available for personal counselling, parenting classes, seminars, or group work with families and parents.

- ds.org.au

- **PANDA | 1300 726 306**

Perinatal anxiety and depression Australia. Free information and helpline service for women, men and their families who are finding it difficult to cope leading up to or following the birth of a child.

- panda.org.au

- **ParentWorks**

A free online program for parents and caregivers of children 2 to 16. Helping parents to improve parenting skills, confidence and child behaviour.

- parentworks.org.au/#/

- **Tresillian family care centres | 1300 272 736**

Provides home-visiting service and support groups to new parents.

Monday to Sunday 7am to 11pm

- tresillian.org.au/

- **InTouch | 1800 755 988**

(Multicultural centre against family violence), free support services for migrant and refugee women who are experiencing or have had experiences of family violence.

- intouch.org.au

- **Parentline | 13 22 89**

Free phone support for parents offering counselling and support on parenting issues.

- education.vic.gov.au

- **Rainbow Families**

Organise community events and groups to connect, support and empowering LGBTQI+ families.

- rainbowfamilies.com.au/

- **Children of Parents with a Mental Illness (COPMI)**

Online information and courses for parents, their family and friends to support kids and young people who have parents with a mental illness.

- copmi.net.au/

- **Safe Steps | 1800 015 188**

Free professional support services for women and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them.

- safesteps.org.au

- **Shakti Australia | 1800 742 584**

24-hour multilingual Crisis Call service for women in violent and or abusive situations, help families make their own safety plans, provide outreach and support group activities with women and youth.

Melbourne 03 9753 4324 | After hours: 0432 611 688



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- **SMS4Dads**

SMS4dads provides new fathers with information and connections to online services through their mobile phones. The text messages with tips, information and links to other services help fathers understand and connect with their baby and support their partner.

- sms4dads.com.au/

- **Mum Mood Booster**

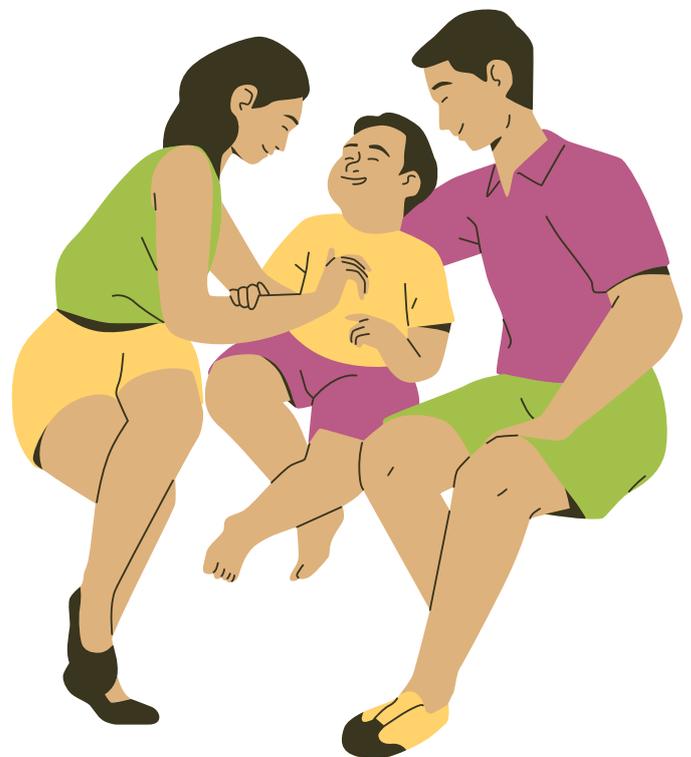
Online treatment to help new mothers who are experiencing postnatal depression or anxiety including six interactive online sessions tailored to individual users.

- mummoodbooster.com/public/

- **COPE (Centre of Prenatal Excellence)**

Information to help you work through all the emotional challenges of becoming and being a parent.

- cope.org.au/



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- **Dardi Munwurro | 1800 435 799**

Aboriginal men and family counselling services.

- dardimunwurro.com.au

- **Djirra | 1800 105 303**

Family violence support service for Aboriginal people, free support to Aboriginal women and Aboriginal people who are currently experiencing family violence or have in the past.

- djirra.org.au

- **Thirrili- National Indigenous Critical Resonse Service (NICRS) | 1800 805 801**

The NICRS supports individuals, families and communities affected by suicide or other significant trauma. A critical response support person can be contacted 24/7.

- thirrili.com.au/nicrs

- **Victorian Aboriginal Child care agency**

Family counselling and a range of support services for the Victorian Aboriginal community.
Call: Preston: 03 9480 7300
Melton: 03 8746 2776
Werribee: 03 9742 8300

- vacca.org

- **WellMob**

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander people.

- wellmob.org.au

- **Yarning SafeNStrong | 1800 959 563**

Yarn safely with culturally suitable counsellors who 'get it', no matter how big or small the challenge (24/7 service).

- vahs.org.au/yarning-safenstrong

- **Yarn safe (Victorian Aboriginal Health Service)**

Yarn Safe has information for young people who identify as Aboriginal and/or Torres Strait Islander. It is part of the Headspace website

- headspace.org.au/yarn-safe/

- **Healing Foundation**

The Healing Foundation offers a wide range of resources on trauma and healing for Stolen Generations survivors, their descendants, families and communities, along with other Aboriginal and Torres Strait Islander peoples.

- healingfoundation.org.au/

- **Reimagine, Aboriginal and Torres strait islander people's hub**

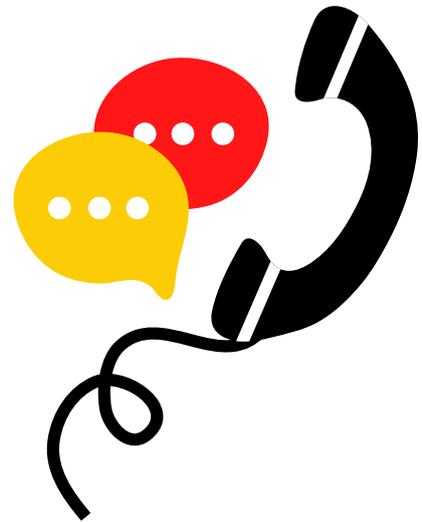
This Hub has information and resources about the NDIS for Aboriginal and Torres Strait Islander people who live with a psychosocial disability. The resources include videos and learning activities for people who work with Aboriginal and Torres Strait Islander communities.

- reimagine.today/aboriginal-and-torres-strait-islander-people-hub/



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- **Butterfly Foundation | 1800 33 4637**

Provides information for Aboriginal and Torres Strait Islanders who have eating or body image concerns. Resources include videos, fact sheets and posters.

- www.butterfly.org.au/get-involved/campaigns/everybodyisdeadly/

- **Brother to Brother | 1800 435 799**

Provides phone support for Aboriginal men going through difficulties.

- **iBobbly app**

A social and emotional wellbeing self-help app for young Aboriginal and Torres Strait Islander Australians aged 15 years.

- www.blackdoginstitute.org.au/resources-support/digital-tools-apps/ibobbly/

- **Victorian Aboriginal Health Service | 9403 3300**

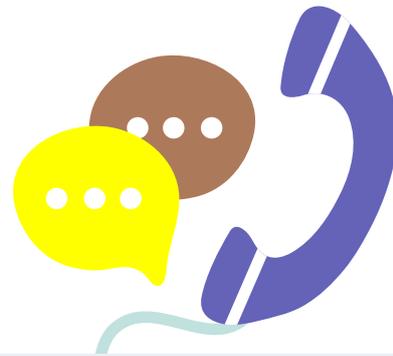
Free, culturally safe service for adults and children. Provides social and emotional wellbeing and mental health counselling, cultural healing and recovery programs, care coordination and outreach support, for individuals and families.

- vahs.org.au



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- **Counselling online**

Online text-based counselling for people concerned about their own drinking or drug use. The service is also available to concerned family members, relatives, and friends.

- www.counsellingonline.org.au/what-is-counselling-online

- **Opioid Treatment Line | 1800 642 428**

Provides opiate pharmacotherapy information (including methadone and buprenorphine), referrals, advice, and a forum for pharmacotherapy concerns.

- **Your Room**

Provides information about alcohol and other drugs.

- www.yourroom.health.nsw.gov.au/aboriginal-info/pages/aboriginal-info.aspx

- **Ready to Change | 1800 888 236**

Free telephone counselling program for people living in Victoria who are struggling with their alcohol or drug use and are unable to attend face-to-face services

- **Directline | 1800 888 236**

Free 24/7 telephone service, offering counselling and referral to specialist treatment services for people affected by addiction.

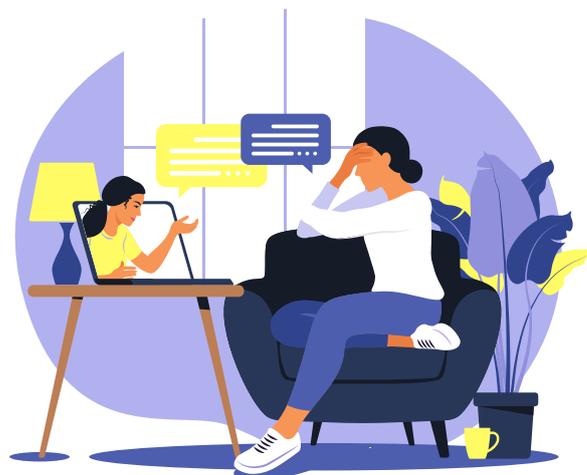
- **Alcohol and other drugs pathway | 1800 888 236**

Supports individuals, families and friends who have had difficulty accessing drug and alcohol treatment.

- **SMART Recovery | 8413 8413**

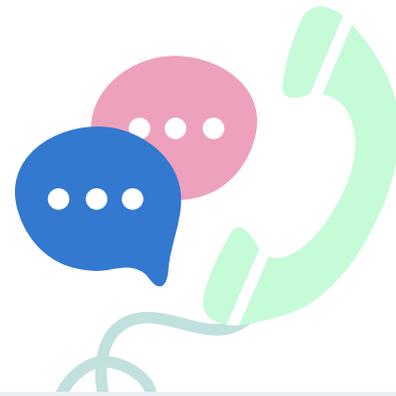
SMART Recovery provides face-to-face and online support groups for people experiencing addiction.

- www.smartrecoveryaustralia.com.au/



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- **Kids Helpline | 1800 55 1800**

24hr phone counselling service for ages 5 - 25.

- **Child Protection | 13 12 78**

To report child abuse or neglect.

- **The Brave Program**

Online program to help children aged 8 to 17 with anxiety.

- www.brave-online.com/

- **Young Carers Helpline | 1800 242 636**

Gives young people tips on how to look after themselves and the person you are caring for.

- www.carersaustralia.com.au/support-for-carers/young-carers-network/

- **Headspace**

Provides free online and telephone support and counselling to young people 12 - 25 and their families and friends.

- Headspace Collingwood: 9417 0150
- eheadspace: 1800 650 890
- www.headspace.org.au

- **Bite Back | 1300 845 745**

Promotes wellbeing and resilience in young people 12-18 years old.

- www.biteback.org.au/

- **Smiling Mind**

Online and app-based program to improve wellbeing of young people through mindfulness meditation. Provides age-specific content for 7-to adult years.

- www.smilingmind.com.au/

- **ReachOut**

Online community for young people between the ages of 14-25 to chat, connect and support each other.

- www.forums.au.reachout.com

- **Canteen Connect**

Canteen Connect is an online community where you can meet other people your age who get it.

The community is for young people aged 12-25 whether they or their loved ones are affected by cancer. Connect with someone your own age, join conversations, read resources or blogs and attend an event. Counselling is also available via phone or live chat.

- www.canteenconnect.org/

- **Youth Beyond Blue | 1300 22 4636**

Information, online and phone counselling for young people 12 to 25 years old, who can contact trained mental health professionals 7 days a week, 24 hours a day.

- www.beyondblue.org.au/who-does-it-affect/young-people



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- **Elder Abuse helpline | 1300 651 192**

- **National Dementia Helpline | 1800 100 500**

Free confidential phone and email information and support service.

- **Seniors' Hubs**

Residents of Yarra aged 50-years and over are welcome (formerly Seniors Citizens Centres), to take part in a range of activities and make social connections.

- Richmond Seniors' Hub - 1 Hosie Street, Richmond
- Collingwood Seniors' Hub - 4 Eddy Court, Collingwood

- **Bent Twig Alliance (BTA) | 9205 5276**

LGBTI Elders and Allies Social group (with City of Yarra).

The BTA group meets fortnightly in Collingwood. Call the Willowview Centre on 9205 5276.

- **Interpreting Service (TIS National) is a free interpreting service | 131 450**

- www.tisnational.gov.au/

To pre-book phone interpreters, email: tis.prebook@homeaffairs.gov.au

