# NORTH RICHMOND COMMUNITY HEALTH RESOURCES AND HELPLINES



Updated as of May 2023



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
- St Vincent Mental Health Service | 1300 558 862 (triage)

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



There is always someone to talk to.

# • 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



There is always someone to talk to.

### • CareinMind well-being services | 1300 096 269

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

• Email: careinmind@nwmphn.org.au

# • Head to Health | 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@nwmphn.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) | 1800 011 046
- 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 LGBTIQ 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 LGBTIQ 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 | 1800 184 527

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

• switchboard.org.au



There is always someone to talk to.

# 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/#/

#### • 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

There is always someone to talk to.

# • 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



There is always someone to talk to.

#### • 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

# • Djiraa | 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 Response 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



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# • 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 24/7 | 139 27 (Victorian Aboriginal Health Service)

Yarn Safe has information for young people who identify as Aboriginal and/or Torres Strait Islander. It is a 24/7 service and part of the Headspace website:

• headspace.org.au/yarn-safe/

# • Healing Foundation (1800 687 662)

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-islanderpeople-hub/

# **NEED SUPPORT?** There is always someone to talk to.



# Butterfly Foundation | 1800 33 4673

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/getinvolved/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/resourcessupport/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.

There is always someone to talk to.



### • 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-counsellingonline

# • 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/aboriginalinfo/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

There is always someone to talk to.



### • 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/



There is always someone to talk to.

• 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 422 737

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-carersnetwork/

#### • 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/





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# • 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.

# • 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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### Richmond Youth Hub | 9426 1455 (Behind 110 Elizabeth St, Richmond)

A place for young people to connect. Access essential services, feel supported and are empowered to reach their full potential through social, recreational, and educational programs.

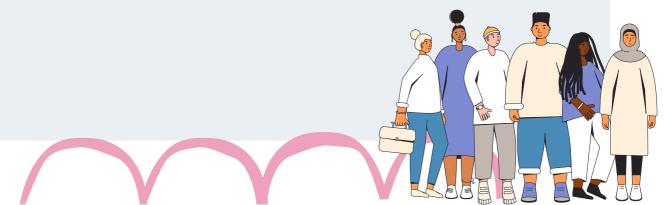
### • Yarra Youth Services | 9426 1455 (156 Napier Street, Fitzroy 9am - 5.30pm.)

For young people aged between 12 and 25 years who live, work, study or have a connection to the Yarra area.

# • The Drum | 9663 6733

Delivers youth services in Carlton, Kensington, North Melbourne, the Melbourne CBD, as well as the Richmond and Collingwood public housing estates.

- Carlton | Drummond Street services Office, 100 Drummond Street Carlton, VIC
- Collingwood | Family and Community Space, 253
   Hoddle Street, Collingwood VIC 3066
- North Melbourne | North Melbourne Community Centre, 49-53 Buncle Street, North Melbourne VIC 3051



There is always someone to talk to.



• Elder Abuse helpline | 1800 353 374

# • 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



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• 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

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

• www.tisnational.gov.au/



# Notes

Date / /

# Do you need wellbeing support?

#### We are here to support with:

- ✓ Service access and referrals
- Social and emotional wellbeing needs
- ✓ Co-designing wellbeing activities
- ✓ Health check-ins
- ✓ Health literacy sessions (understanding the health systems)
- ✓ Providing self-care sessions
- ✓ Learning how to support family/friends going through difficult times
- $\checkmark$  Learning about symptoms of stress and ways to manage them.

#### Contact us Monday to Friday 9:00am to 5:00pm:

Counselling and Case Work support General reception 03 9418 9965
03 9418 9800



north richmond community health <sup>Wulempuri - Kertheba</sup>



🔀 nrch.com.au