

# Support Services



# Table of Contents

<b>Get help now</b>	<b>3</b>
<b>Key support services</b>	<b>4</b>
<b>Family and relationships</b>	<b>13</b>
<b>Family violence</b>	<b>14</b>
<b>Recovery from addiction</b>	<b>15</b>
<b>Grief and bereavement support</b>	<b>17</b>
<b>Support for young people</b>	<b>19</b>
<b>Support for carers</b>	<b>22</b>
<b>Recovery support groups</b>	<b>26</b>
<b>Legal support</b>	<b>27</b>
<b>Advocacy and complaints</b>	<b>29</b>
<b>Online support and resources</b>	<b>30</b>
<b>Apps to download</b>	<b>35</b>
<b>Interpreters</b>	<b>37</b>
<b>Support for people with low hearing</b>	<b>37</b>

## Get help now

If you need help now – click on the yellow button under [Options for getting help](#) on the NWMH internet site.

Options for a range of specialised support services including crisis services contacts are listed under [Contact a specialised support service](#).

# Key Support Services

## Beyond Blue

Beyond Blue focusses on all aspects of mood disorders, suicide prevention and healthy families, with resources for schools and unis, workplaces, aged care and health professionals. The website offers an “Ask Dr Kim” area, research, a workplace initiative, “Dadvice” videos, online chat, suicide safety plans and prevention, discrimination projects, mindfulness apps, news/media and online communities:

- [www.beyondblue.org.au](http://www.beyondblue.org.au) **1300 224 636**
- [www.youthbeyondblue.com](http://www.youthbeyondblue.com)

## SANE

SANE offers comprehensive fact sheets (reviewed by clinicians and consumers), online forums, personal stories of recovery, a SANE Help Centre, referrals to services, material for families, friends and carers, help navigating the mental health system, physical health tips, guidance on stigma and returning to work, FAQs and a range of publications and research:

- [www.sane.org](http://www.sane.org) **1800 187 263**

## MIND

MIND offers services and forums for those with mental illness, educates on related topics, does research in the field, undertakes advocacy and community development, and has useful information for families and carers, a range of publications and runs the MIND Recovery College, offering courses on mental health for consumers and family, friends and carers:

- [www.mindaustralia.org.au](http://www.mindaustralia.org.au) **1300 286 463**

## VMIAC

The Victorian Mental Illness Awareness Council is the peak consumer-run organisation (established 1981) that works on individual, group and systemic advocacy, runs education programs for consumers and for mental health professionals (including the bi-yearly VMIAC conference), supports consumers into the NDIS, conducts research project, and runs “Peer Connect” (a peer support network with website and bulletin: [www.peerconnect.org.au](http://www.peerconnect.org.au)):

- [www.vmiac.org.au](http://www.vmiac.org.au) **03 9380 3900**

## The Black Dog Institute

The Institute specialises in mood disorders, and offers a wide range of mental health information, clinical services, self-help online tools and apps, runs evidence-based workplace, health professional, school and community education programs and undertakes research:

- [www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)

**1800 187 263**

## NEAMI

NEAMI is a consumer-run organisation offering individual outreach, prevention and early intervention services, NDIS and support co-ordination, advocacy and knowing your rights, housing and homelessness services, community and life-skills programs, recovery stories, legal rights info, resources and forums:

- [www.neaminational.org.au](http://www.neaminational.org.au)

**03 8691 5300**

## Wellways

Wellways runs case management services, transitions to the NDIS, linkages into mainstream services, community education, respite, home support, community support and rehabilitation programs, Personal Helpers and Mentors, housing support and recovery, homeless outreach, peer-led education programs and employment services. The website offers news, a blog, events, and research:

- [www.wellways.org](http://www.wellways.org)

**1300 111 400**

Wellways also runs a free and confidential Helpline for mental health information, support and referral advice, staffed by trained volunteers with lived experience:

- [Wellways Helpline](#)

**1300 111 500**

## Mental Health Foundation Australia

The Foundation runs Mental Health Week each year and other awareness campaigns, community education and resilience programs, volunteering and suicide prevention initiatives, and provides referrals to support groups and other services. Its website offers news, events, online forums, key information, articles, tweets and a gallery:

- [www.mhfa.org.au](http://www.mhfa.org.au)

**Helpline: 1300 022 247**

## Australian Psychological Society

Allows you to explore what good therapy means for you personally and connect with psychologists, counsellors and psychotherapists across Australia:

- [www.psychology.org.au](http://www.psychology.org.au)

1800 333 497

## Good Therapy Australia

Provides listings and factsheets on psychological services:

- [www.goodtherapy.com.au](http://www.goodtherapy.com.au)

(02) 8006 7267

## EACH

EACH provides a wide range of services, from substance abuse recovery programs, intervention programs for co-existing mental health and drug abuse issues, Mental Health Community Intake service, a broad spectrum of youth programs, specialist recovery and resilience programs, carer and partner support groups, community-based outreach services (e.g. Personal Helpers and Mentors) and Reconnexion (benzodiazepine dependency counselling, phone support, community education and training):

- [www.each.com.au](http://www.each.com.au)

1300 003 224

## Co-Health

Co-Health works from six sites across Melbourne, offering outreach, social welfare, occupational therapy, counselling, family, addiction, health promotion, youth and peer education, drop-in, legal and financial services:

- [www.cohealth.org.au](http://www.cohealth.org.au)

1300 022 247

## Ermha

Ermha supports people facing challenges: disability, mental illness, homelessness, trauma and/or substance use. It specialises in working with people who are facing multiple challenges, some magnified by factors such as age and cultural and linguistic barriers. It provides NDIS key info, carer respite and vocational support, community education, residential support, housing services, recovery programs, multicultural mental health services and suicide prevention initiatives:

- [www.ermha.org](http://www.ermha.org)

1300 376 421

## Mentis Assist

Mentis Assist offers NDIS support, and is a not-for-profit, community-managed provider supporting people with mental illness and psychiatric disabilities. It supports individuals and their families with one-on-one outreach and in-office support, service co-ordination, group activities, and a suite of training/activities for youth, carers and seniors. Its website offers news, events, publications, resources and forums:

- [www.mentisassist.org.au](http://www.mentisassist.org.au)

**1300 636 847**

## Anxiety Recovery

The Anxiety Recovery Centre Victoria (ARCVic) runs a helpline, workshops/ seminars, and recovery programs, and its website offers comprehensive info on the full spectrum of anxiety disorders, news, podcasts, online chat, support group referrals and a resources library:

- [www.arcvic.org.au](http://www.arcvic.org.au)

**1300 269 438**

## Anxiety Disorder Association of Victoria

The Association provides support, information, phone support, online support, participation in research, referral to support groups and services, community education, professional help, personal stories and resources for those experiencing anxiety, depression and related issues, including stress, phobias, panic attacks, obsessive compulsive disorder, post-traumatic stress disorder, sleep disorders and self-esteem problems:

- [www.adavic.org](http://www.adavic.org)

**03 9853 8089**

## R U OK?

R U OK? Encourages starting conversations with friends, family, work colleagues, anyone, about mental health: (1) ask, (2) listen, (3) encourage action, (4) check in. You can join in R U OK? Day, participate in a “Conversation Convoy”, find research and personal stories on suicide and its prevention, use its everyday resources, volunteer, participate in events/fundraisers and sign up for the mailing list.

- [www.ruok.org.au](http://www.ruok.org.au)

**hello@ruok.org.au**

## Parentline

Parentline provides a statewide telephone counselling service to parents and carers of children aged from birth to eighteen years, with free confidential counselling and referrals to community services:

- [www.parentline.vic.gov.au](http://www.parentline.vic.gov.au)

**13 22 89**

## Mensline

Mensline is a telephone and online counselling service for men with family and relationship concerns, with both online and video chat, a help area, tips and tools for parenting, relationships, suicide prevention (with a focus on young men) and emotional wellbeing:

- [www.mensline.org.au](http://www.mensline.org.au)

**1300 789 978**

## Men's Health Australia

Men's Health Australia is a primary resource for the social and psychological wellbeing of men and boys. It provides news, commentary, articles, links and information about events, services, resources and newsletters covering a wide range of topics and issues of relevance to men and boys:

- [www.menshealthaustralia.net](http://www.menshealthaustralia.net)

## WIRE Women's Information

WIRE provides free and confidential support, information and referrals for women by women on any issue. WIRE also runs programs at their Drop-in Centre, a lunch/activity club, legal clinics and monthly seminars, plus a telephone Helpline (9am-5pm weekdays), Livechat online and email support ([inforequests@wire.org.au](mailto:inforequests@wire.org.au)):

- [www.wire.org.au](http://www.wire.org.au)

**1300 134 130**

## Women's Mental Health Network

The Network advocates for women's rights and empowerment, and for change at a systems level. It runs gender-sensitive and safe practice workforce training, co-designed programs, consumer advocacy training, projects, forums, research partnerships and online surveys:

- [www.wmhv.org.au](http://www.wmhv.org.au)

**9663 6733**



## Voices Vic

Voices Vic is a statewide specialist program led by people with a lived experience, which seeks to improve the lives of people who hear voices, changing the relationship with those voices and learning to get control. It provides support groups right across Victoria, FAQs and other reference materials, public training and workshops, customised in-house training, peer support, mentoring, newsletters and “Our Stories: Voices Unplugged”:

- [www.prahranmission.org.au/ourservices/voices-vic/](http://www.prahranmission.org.au/ourservices/voices-vic/) **03 9692 9500**

## Schizophrenia Fellowship of Australia

The Fellowship website has a comprehensive and regularly updated range of articles, factsheets, info on current research, therapies and medication for schizophrenia:

- [www.schizophrenia.org.au](http://www.schizophrenia.org.au) **02 9368 0600**

## Butterfly Foundation

The Butterfly Foundation provides comprehensive support for eating disorders and body image issues. Its website offers online chat and phone counselling, referral to support groups, treatment and recovery programs, community education, news and updates, tweets, videos, a Myths + Questions section, personal stories, plus factsheets and other resources:

- [www.thebutterflyfoundation.org.au](http://www.thebutterflyfoundation.org.au) Helpline: **1800 334 673**

## Eating Disorders Victoria

EDV responds to eating disorders as serious mental illness– not a lifestyle choice, a diet gone wrong or a fad. It aims to change the stigma associated with eating disorders and spread a message of hope. It is the first point of contact for sufferers and families of people with an eating disorder, connecting them with the services and support they need for recovery. Whether you are worried about yourself, a family member or a friend, information is available on all types of eating disorders, early warning signs, treatment options and how to support someone with an eating disorder. The website offers factsheets, online forums, news, events, referral to support groups, treatment options, e-news, useful links and recovery stories:

- [www.eatingdisorders.org.au](http://www.eatingdisorders.org.au) Helpline: **1300 550 236**

## LGBTQI Switchboard

### (Lesbian, Gay, Bisexual, Transgender, Queer, Intersex)

The Switchboard is a volunteer organisation that provides free, confidential and anonymous telephone counselling, advice, referral and information for the LGBTQI community:

- [www.switchboard.org.au](http://www.switchboard.org.au)

**03 9663 2939**

## QLife

QLife is a counselling and referral service for people who are lesbian, gay, bisexual, trans, and/or intersex (LGBTI). Available nation-wide (from **3:00pm to midnight** 7-days a week) with peer-supported early interventions. They also have an online chat service, comprehensive online resources, a YouTube channel, webinars, extensive help links and connections to professional help:

- [www.qlife.org.au](http://www.qlife.org.au)

**1800 184 527**

## Dementia Australia

Dementia Australia provides support, information and services for those living with dementia; their carers, family and friends; and health professionals. Their website offers a free information pack, Helpline webchat, email support, helpsheets, videos, guides, toolkits, translated information, useful resources, a comprehensive dementia learning service, referral to counselling and support services, carer support groups, respite options and education. NDIS pathways, clinical trial info, personal stories, news/events, media releases and linked social media. The website has excellent, clear navigation through a huge range of content:

- [www.dementia.org.au](http://www.dementia.org.au)

Dementia Helpline:

**1800 100 500**

## Mission Australia

Mission Australia has been helping vulnerable Australians move towards independence for more than 155 years. It offers nationwide support in homelessness and social housing, families and child services, youth services, mental wellbeing and disability support (including peer support), employment, skills and training, and alcohol, drug and dependencies support. Its website has news, media, blogs and an newsletter, useful publications, videos and a Find a Service database:

- [www.missionaustralia.com.au](http://www.missionaustralia.com.au)

**1800 888 868**

Homelessness Helpline: **1800 825 955**

## Financial Problems and Mental Health

Money worries and financial problems can cause stress and significantly worsen mental health issues. These problems can seem impossible to overcome, but you can get help and take steps to improve your situation.

- [www.lifeline.org.au/get-help/topics/financial-problems](http://www.lifeline.org.au/get-help/topics/financial-problems)
- **Financial Counselling Hotline** **1800 007 007**  
(9.30am - 4pm, Monday to Friday)
- [www.salvos.org.au](http://www.salvos.org.au) (Salvation Army) **13 72 58**
- [www.goodshep.org.au](http://www.goodshep.org.au)  
(Good Shepherd: microfinance & no-interest loans etc) **1300 786 696**
- [www.capaust.org](http://www.capaust.org) (Christians Against Poverty) **1300 227 000**
- [www.jobaccess.gov.au](http://www.jobaccess.gov.au) (Disability Gov. Agency) **1800 464 800**
- [www.wiseemployment.com.au](http://www.wiseemployment.com.au) (Disability Employment Agency)  
**1800 685 105**

## Mental Health in Multicultural Australia

MHiMA provides a national focus for advice and support on mental health and suicide prevention for people from culturally and linguistically diverse (CALD) backgrounds. This involves representation and support for CALD communities' interests in mental health, and raising awareness of mental illness and suicide prevention. The website offers translated factsheets and information, news, events, a newsletter, a 'Knowledge Exchange' area and linguistically diverse videos:

- [www.mhima.org.au](http://www.mhima.org.au) **02 6285 3100**

## Action on Disabilities within Ethnic Communities (ADEC)

ADEC offers access and support services, advocacy, group activities, respite programs, community development projects, NDIS help, a domestic violence program, interpreting services, and a visual arts program. Its website has a newsletter, brochures, client stories, DVDs, finders and useful links:

- [www.adec.org.au](http://www.adec.org.au) **03 9480 7000**

## Victorian Transcultural Mental Health

VTMH addresses inequity in mental health service provision, to improve the mental health, social and emotional wellbeing of culturally diverse individuals, families and communities. VTMH provides workforce education, training and is involved in research and evaluation. VTMH runs seminars, workshops and a wide range of projects (e.g. Intersect: LGBTQI, multifaith and multicultural identity), and its website has a translated info finder, online portal, newsletter, publications, interpreter resources and a bilingual practitioner finder:

- [www.vtmh.org.au](http://www.vtmh.org.au)

**9231 3300**

## Family and relationships

### Relationships Australia

Relationships Australia is a leading provider of relationship support services for individuals, families and communities, which include counselling, family dispute resolution (mediation) and a range of family and community support and education programs. The Victorian website offers an eNewsletter, training courses, tip sheets and videos, research, publications and referral to Family Relationship Centres:

- [www.relationships.org.au](http://www.relationships.org.au)

**1300 364 277**

### Family Relationships Services Australia

FRSA is the national peak body for family relationship and support services, and provides services across Australia through more than 400 outlets. The website includes a service finder, articles and resources, community education, training and events information, a searchable member directory and a virtual library:

- [www.frsa.org.au](http://www.frsa.org.au)

**02 6162 1811**

### Family Relationships Online

Family Relationships Online provides all families (whether together or separated) with information about family relationship issues, ranging from building better relationships to dispute resolution. It links to a range of services to manage relationships, including agreeing on appropriate arrangements for children after parents separate:

- [www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)

Family Relationships Advice Line

**1800 050 321**

### Dads in Distress

Dads in Distress supports men experiencing family breakdown, difficulties in relationships with their children, or separation/estrangement from them. The website offers news, events, useful links, FAQs, e-newsletter, books, videos, testimonials and referrals to support groups and one-on-one support:

- [www.dadsindistress.asn.au](http://www.dadsindistress.asn.au)

Helpline: **1300 853 437**  
(9am – 5pm weekdays)

## Family violence

### 1800 Respect

1800 Respect offers comprehensive help for those experiencing sexual assault and/or domestic violence, and their family and friends supporting them. Their helpline is staffed by trained professionals who provide counselling and can put you in touch with support services near you. Their website enables you to access anonymous counselling online, search support services, download safety and advice apps, find practical advice for supporting someone, subscribe to a regular newsletter, and find fact sheets on making safety plans and navigating the legal/police systems:

- [www.1800respect.org.au](http://www.1800respect.org.au) (24/7) **1800 737 732**

### CASA House (Centre Against Sexual Assault)

CASA provides counselling, advocacy, health services, legal advice and crisis care via the unit at The Royal Women's Hospital:

- [www.casahouse.com.au](http://www.casahouse.com.au) **03 9635 3600**  
Counselling and Support Line: **03 9635 3610**

### Safe Steps Family Violence Response Centre

Safe Steps is a Victoria-wide service for women and children experiencing violence or abuse from a partner or ex-partner, another family member or someone close to them:

- [www.safesteps.org.au](http://www.safesteps.org.au) **1800 015 188**

### No to Violence/Men's Referral Service

This cross-state initiative aims to end family violence by helping men. It has a counselling line, comprehensive resources, referral to key services, an e-newsletter, training and professional development, professional support for clients using or experiencing family violence, and live online chat:

- [www.ntvmrs.org.au](http://www.ntvmrs.org.au) **1300 766 491**

### Living Well

Living Well is a national service specifically designed to assist men who have experienced childhood sexual abuse or sexual assault or family violence, their partners, friends, family and service providers. They offer a range of resources and services, including user guides, support groups, crisis intervention, and face-to-face, online and telephone counselling:

- [www.livingwell.org.au](http://www.livingwell.org.au) **07 3028 4648**

## Recovery from addiction

### Gambling Help Online

Gambling Help Online offers free, private and confidential, 24/7 support, talking with real people. You can also get SMS support, join online forums, read recovery stories, find services in your state and learn practical ways to help someone with a gambling problem:

- [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au) **1800 858 858**

### Gamblers Help

Gamblers Help provides 24/7 peer support, counselling (over the phone, face-to-face and online) and financial counselling. Check out their website for signs of harm, check-your-gambling quiz, staying-in-control tips, local service finder, young people and gambling, news and research, programs and events:

- [www.responsiblegambling.vic.gov.au](http://www.responsiblegambling.vic.gov.au) **1800 858 858**  
**Gambler's Help Youthline** **1800 262 376**

### Taking Action: Stopping Ice

Taking Action focuses on support and treatment programs for ICE users, prevention projects, helping affected families, and community education programs. Use their website to access fact sheets and referral services, or call their helpline for support:

- [www.ice.vic.gov.au](http://www.ice.vic.gov.au) **1800 906 669**
- **Ice Advice helpline** **1800 423 238**

### Direct Line

Direct Line provides free, 24/7 confidential drug and alcohol counselling, information and referrals for consumers, carers/families and health professionals. The website offers self-assessment tools, support options, key info on withdrawal services, medication treatments, drug/drink driving advice, rehabilitation facilities and a service finder:

- [www.directline.org.au](http://www.directline.org.au) **1800 888 236**
- **Drug Info** **1300 858 584**

## Drug Help

Drug Help is a national service for those living with alcohol or drug problems, their friends and family. Drug Help provides referral to services, outlines key drug risks and provides comprehensive information on a wide range of drugs, symptoms and impacts:

- [www.drughelp.gov.au](http://www.drughelp.gov.au)

**1800 250 015**

## Odyssey House

Odyssey House works at the interface between mental disorders and alcohol and other drug dependencies. They do clinical assessments, run counselling (face-to-face, online, telephone and group), provide referrals to support services, and offer residential rehabilitation, financial counselling, child, youth and family outreach and support services, and community education. Their website has a newsletter, articles, info sheets and useful links:

- [www.odyssey.org.au](http://www.odyssey.org.au)

**03 9425 9537**

## Alcohol and Drug Foundation

The Alcohol and Drug Foundation aims to minimise harm from alcohol and other drugs. It operates Local Drug Action Teams and provides referrals to services and crisis support. The Foundation has a range of resources including fact sheets on both prescription and illegal drugs, FAQs for teenagers or about the law, a range of publications including specialised ice resources, and video stories:

- [www.adf.org.au](http://www.adf.org.au)

Support Line:

**1300 858 584**

## Drug and Alcohol Clinical Advisory Service (DACAS)

DACAS is a specialist telephone consultancy service that is free of charge for health and welfare professionals. Consultation is provided by professional counsellors from Turning Point and addiction medicine specialists. Their website contains an Addiction Medicine Community Portal, Portal to Alcohol Counselling and Therapy and Turning Point Clinic, plus useful links, clinical resources, alcohol and other drug info, Find Help service and a forum:

- [www.dacas.org.au](http://www.dacas.org.au)

**1800 812 804 (24/7)**



# Grief and bereavement support

## Griefline

Grief can be experienced for many reasons, and Griefline can help you cope and deal with this traumatic period: it provides Australia's only dedicated telephone counselling service, staffed by trained volunteers. They offer evidence-based and personalised services for individuals, families and community groups and online counselling, and the website has targeted cancer, children/youth and "silent grief" programs, clear engaging publications, useful contacts list, news/events and a keyword search engine:

- [www.griefline.org.au](http://www.griefline.org.au) **03 9935 7400**

## National Association for Loss and Grief

This network is for people who have experienced a loss and those who support them. It does referrals to support groups and counselling, community education, awareness campaigns, and its website offers free resources (including brochures, fact sheets, and an e-newsletter, online and downloadable), news, events, a gallery and useful links:

- [www.nalag.org.au](http://www.nalag.org.au) **02 6882 9222**

## Support After Suicide

This Victorian organisation provides practical and targeted information, support and services for those dealing with the suicide of someone they were close to. The website offers counselling, referrals to support groups, community education, an online community, personal stories and helpful links:

- [www.supportaftersuicide.org.au](http://www.supportaftersuicide.org.au) **03 9421 7640**

## Postvention Australia

This is the National Association for the Bereaved by Suicide. Its website offers up-to-date information, practical advice, a comprehensive range of downloadable publications, referrals to support groups and counselling services, personal stories, news, events, videos, useful links and a newsletter:

- [www.postventionaustralia.org](http://www.postventionaustralia.org)

## The Compassionate Friends

Run by those with lived experience, this state-wide organisation supports the parents and siblings of a child who has died, at any age and from any cause. It provides online support, referrals to support groups, a resources centre, downloadable publications, a bi-monthly magazine, a 'time-out' service and education programs:

- [www.compassionatefriendsvictoria.org.au](http://www.compassionatefriendsvictoria.org.au) **03 9888 4944 (24/7)**

## Australian Centre for Grief and Bereavement

The Centre has a major focus on education/training, but does offer bereavement counselling services, a range of support groups, publications and other resources and a comprehensive useful contacts list:

- [www.grief.org.au](http://www.grief.org.au) **03 9265 2100**

## Support for young people

### Headspace

Headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, along with assistance in physical health, work and study support and alcohol and other drug services:

- [www.headspace.org.au](http://www.headspace.org.au) **03 9027 0100**
- [www.eheadspace.org.au](http://www.eheadspace.org.au) (online resources and counselling)

### Kids Helpline

Kids Helpline is Australia's only free, private and confidential, phone counselling service specifically for young people aged between 5 and 25. Calls from mobile phones, landlines and payphones are free if you are calling from within Australia.

- [www.kidshelpline.com.au](http://www.kidshelpline.com.au) **1800 187 263**

### ReachOut

Reachout has separate comprehensive approaches for young people, for parents and for schools, delivers online tools that address youth mental health and reduce youth suicide, and works with parents and carers improve the mental health and wellbeing of the young people within their family environment. The website offers online forums and a huge array of online tools and mobile phone apps delivering evidence-based psychological therapies, with a focus on stress, anxiety and suicide prevention, developed with a clinical advisory group:

- [www.reachout.com](http://www.reachout.com) **02 8029 7777**

### The Line

This website mostly targets young people, but also parents, carers and teachers, exploring what is and is not OK in terms of dating, sex, online/sexting/social media interactions and relationships. It features online articles, tips, Dos & Don'ts, where and how to get help, surveys, online Q and As and interactive videos.

- [www.theline.org.au](http://www.theline.org.au)

## Youth Drugs and Alcohol Advice (YoDAA)

This service is aimed at young people, health workers, families/carers and schools. It offers advice, information, tools, support, practical skills, referrals, screening/assessment, news/events, online videos and a best-practice, evidence-based Youth AOD (Alcohol and Other Drugs) toolbox:

- [www.yodaa.org.au](http://www.yodaa.org.au)

**1800 458 685**  
(9am – 8pm weekdays)

## Youth Support and Advocacy Service

Youth Support + Advocacy Service (YSAS) is a leading youth (12-21) health not-for-profit agency focussing on young people experiencing serious disadvantage. It engages, supports and strengthens highly vulnerable and high-risk young Victorians affected by, or at risk of being affected by, alcohol, drugs, mental health issues and social disconnection. The website offers crisis support, suicide prevention and interventions, day/community programs, news, events, personal stories, Helpful Tips, articles, referral to other services and online chat:

- [www.ysas.org.au](http://www.ysas.org.au)

**03 9415 8881**

## ConnectEDspace

connectEDSpace is a website provided by Relationships Australia Victoria (RAV) to help young people get all the info to deal with the stuff they go through each day. It offers tipsheets, Q and A spaces, story-sharing forums, quizzes, an online game and help links

- [www.connectedspace.com.au](http://www.connectedspace.com.au)

## Bullying. No Way!

Bullying. No Way! provides information and ideas for students, parents and teachers. It has research, teaching resources, apps, a video gallery and help links:

- [www.bullyingnoway.gov.au](http://www.bullyingnoway.gov.au)

## Bully Stoppers

Bully Stoppers supports students, parents, teachers and principals in working together to make sure schools are safe and supportive places. It has advice sheets, cyberbullying advice, quizzes and an info line:

- [www.education.vic.gov.au/about/programs/bullystoppers](http://www.education.vic.gov.au/about/programs/bullystoppers)

**1800 809 834**

## National Centre Against Bullying

The National Centre Against Bullying (NCAB), an initiative of the Alannah & Madeline Foundation, is a peak body working to advise on the issue of childhood bullying and the creation of safe schools and communities, including cyber safety. Its website offers research, news, advice, events, workshops/seminars and an eBulletin:

- [www.ncab.org.au](http://www.ncab.org.au)

## Centre for Multicultural Youth

The Centre for Multicultural Youth is a community-based organisation that advocates for the needs of young people from migrant, culturally and linguistically diverse and refugee backgrounds. It undertakes research, training, leadership, and community education, and its website has a comprehensive 'Knowledge Hub':

- [www.cmy.net.au](http://www.cmy.net.au)

**03 9340 3700**

## Family Life

Family Life is an independent, innovative community organisation, dedicated to working with vulnerable families and communities since 1970. Its community education, outreach and intervention programs and services work with families affected by complex issues such as child abuse & neglect, family violence, mental illness, homelessness and social isolation; family relationship and dispute resolution Services, parent education, specialist support for children with parents separating and/or in conflict and SHINE Children's Mental Health Program:

- [www.familylife.com.au](http://www.familylife.com.au)

## Support for carers

### Get Growing Carer Support

Get Growing Carer Support Groups offer a supportive environment for family and friends of a person with mental health issues, to discuss day to day challenges and collectively seek solutions through mutual peer support. The program aims to develop their capabilities and resilience and improve relationships with loved ones through information, education, self-help, friendship, learning activities, social events and support from others with the lived experience as a carer.

**Queries: 9528 2977 / 1800 558 268**

### Carers Australia

Carers Australia is the national peak body representing those who supply unpaid care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness, an alcohol or other drug issue or who are frail aged. It has a special focus on NDIS access, FAQs, pre-planning and support, has a peer-to-peer project, and support for work and care, guardianship, advanced care planning, decision-making arrangements, mental health carer counselling and other specialist programs and advocacy:

- [www.carersaustralia.com.au](http://www.carersaustralia.com.au) **1800 242 636**

### Carers Victoria

Carers Victoria focusses on advocacy, self-care advice, NDIS information, respite and other services and supports (including support groups), CALD, aged and young carers, counselling and holding family meetings, financial help and guidance, policy and research, online eLearning modules, news/events and publications:

- [www.carersvictoria.org.au](http://www.carersvictoria.org.au) **1800 059 059**
- Carer Advisory Line: (9am – 5pm weekdays) **1800 242 636**

## Tandem

Tandem is the Victorian peak body representing carers of people experiencing mental health challenges. It promotes and advocates for carer involvement in treatment and recovery, in the planning, delivery and evaluation of mental health services, facilitates relationships between carers, peer support and other workers, agencies, policy stakeholders and DHHS. It runs training for carers and mental health professionals, administers a Carer Support Fund and other grants, conducts research, facilitates NDIS and legal system navigation, and raises community awareness:

- [www.tandemcarers.org.au](http://www.tandemcarers.org.au)
- Reception: **03 8803 5555**  
Carer Advocate: **03 8803 5501**  
Carer Support Fund: **03 8803 5504**

## MIND Carer Services

MIND has a special focus on carers, families and supportive friends, with separate resources, online forum, peer support work, education programs, short-term in-home respite, respite/recreation events, counselling, support groups and workshops, a carer resources hub, and a dedicated Helpline:

- [www.mindaustralia.org.au](http://www.mindaustralia.org.au)
- Carer Helpline: **1300 554 660**  
(9am – 5pm weekdays)

## The Carer Gateway

The Gateway is a national online and phone service supporting carers: it offers an interactive service finder to connect carers to local support services, videos (in a range of languages) and key information on services, carer payments, financial advice, legal matters, planning, self-care respite and mental well-being:

- [www.carergateway.gov.au](http://www.carergateway.gov.au)
- 1800 422 737**  
(8am – 6pm weekdays or request a call back)

## Mental Health Carers Australia

Mental Health Carers Australia is the only national advocacy group solely concerned with the well-being and promotion of the needs of mental health carers. It grew out of the Association of Relatives And Friends of the Mentally Ill, founded in 1975. The website provides key info on the mental health system, NDIS, carer recognition and mental health acts, as well as resources and support services for carers, news and events:

- [www.mentalhealthcarersaustralia.org.au](http://www.mentalhealthcarersaustralia.org.au) **1300 554 660**

## Children of a Parent with a Mental Illness (COPMI)

COPMI provides comprehensive, clear, up-to-date information for young people dealing with a parent with a mental illness. The website offers videos, factsheets and online material, an e-learning program, links to support and services and planning, advice for young carers, research, reports and advice for mental health professionals, community education, a Crisis Help Finder and a Resource Finder:

- [www.copmi.net.au](http://www.copmi.net.au)

## Families where a Parent has a Mental Illness (FaPMI)

FaPMI provides easy-to-understand info for parents, carers, young people and professionals, runs after-school groups for children and teenagers, peer support programs, partnerships /networks, and referrals to support groups and services. The website below has a list of your local FaPMI Co-ordinators:

- [www.bouverie.org.au/support-for-services/fapmi](http://www.bouverie.org.au/support-for-services/fapmi)

## Commonwealth Respite and Carelink Centres

Commonwealth Respite and Carelink Centres (CRCCs) support caring relationships with access to information, respite care and other support. The national network of CRCCs can give you a break through short-term and emergency respite and, if possible, put in place regular respite. CRCCs also offer free and confidential information on local carer support, disability and community services:

**Google “Commonwealth Respite and Carelink Centres”** **1800 052 222**  
**Emergency Respite Line:** **1800 059 059**



## Healthtalk Australia (for Carers)

This website has a comprehensive focus on the experience of carers for those with mental health issues, based on research interviews. It deals with the process of becoming a carer, navigating the mental health and legal systems, supported decision making and challenges, the impact of caring, supporting quality of life, carer profiles and advice for others:

- [research.healthtalkaustralia.org/carers/overview](https://research.healthtalkaustralia.org/carers/overview)

## Family Drug Helpline

This Helpline is for family, friends or carers of those with an alcohol or other drug use problem. It offers a wide range of education programs (including one specifically on Ice), runs support groups throughout Victoria, online support for families, access to family counselling and an eNewsletter:

- [www.familydrughelp.org.au](http://www.familydrughelp.org.au) **1300 660 068**

## National Network of Adult and Adolescent Children who have a Mentally Ill Parent

NNAAMI provides information, news, articles, personal stories, online forums, resources and support through self-help services, discussion groups and counselling:

- [www.nnaami.org](http://www.nnaami.org) **03 9889 3095**

## UnitingCare LifeAssist

LifeAssist provides short-term carer support, respite, referrals to services and support groups, capacity-building programs, online needs-assessments, a peer support program and detailed assistance with the NDIS, and its website offers research, articles, news, advocacy and access to pastoral care:

- [www.lifeassist.org.au](http://www.lifeassist.org.au) **1300 277 478**

## Recovery support groups

### Grow

**Grow** is Australia's largest community-based mutual help organisation working in the area of mental health. It has been established in Australia since 1957. It has a network of 100+ peer support groups nationwide, including eGrow online and Young Adult Groups. Grow weekly support meetings are confidential, open to all and free:

- [www.grow.org.au](http://www.grow.org.au) **1800 558 268**

### Smart Recovery

Smart Recovery offers advice, resources, an app and support groups for those recovering from drug addiction:

- [www.smartrecoveryaustralia.com.au](http://www.smartrecoveryaustralia.com.au) **02 9373 5100**

### Alcoholics Anonymous

AA offers advice, resources, a helpline and 12-step support groups for those recovering from alcohol addiction:

- [www.aa.org.au](http://www.aa.org.au) **1300 222 222**

### Al-Anon Family Groups

These are support groups for the families and friends of those recovering from alcohol addiction:

- [www.al-anon.org.au](http://www.al-anon.org.au) **1300 252 664**

### Narcotics Anonymous

NA offers advice, personal stories, resources, a helpline and 12-step support groups for those recovering from drug addiction:

- [na.org.au](http://na.org.au) **1300 652 820**

### Family Drug Help Support Groups

In addition to a comprehensive website (see listing under 'Carers'), support groups are available and listed at the web address below (you can also call the Helpline for more details or updates on groups being run):

- <http://sharc.org.au/program/family-drug-help/support-group/>  
**1300 660 068 (24/7)**

**Please refer to the websites and Helplines in other sections of this booklet for more special-focus Support Groups**

## Legal support

### Mental Health Legal Centre

The Legal Centre offers free confidential legal advice, representation, policy, reform, resources and support on all legal issues relating to mental health (including your rights as an involuntary patient, restrictive interventions, Mental Health Tribunal, forensic matters, advance directives and complaints):

- [Mental Health Legal Centre](https://www.mentalhealthlegalcentre.org.au) **1800 555 887**  
(call **Tuesday and Thursday**, 6:30pm - 8:30pm)

### Victorian Legal Aid

Legal Aid provides legal assistance, advice and support, and its website offers both detailed guidance on navigating the legal system and information resources:

- [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au) **1300 792 387**

### Women's Legal Service

Women's Legal Service is a not-for-profit organisation providing free and confidential legal advice, information, referrals and representation for women across Victoria:

- [www.womenslegal.org.au](http://www.womenslegal.org.au) **03 8622 0600**

### National Children's and Youth Legal Service

NCYLC is a Community Legal Centre dedicated to addressing human rights and legal issues for children and young people in Australia, providing information, advice, advocacy and referrals to services. The site includes free legal information online and via email for young people under 18:

- [www.ncylc.org.au](http://www.ncylc.org.au) **02 9385 9588**

### Disability Discrimination Legal Service

The Disability Discrimination Legal Service (DDLS) is a state-wide independent community legal centre that specialises in disability discrimination legal matters. It provides information and publications, and free legal services in several areas including referral, advice, casework assistance, community legal education, and policy and law reform:

- [www.ddls.org.au](http://www.ddls.org.au) **03 9654 8644**

## Victorian Equal Opportunity Human Rights Commission

The Commission website comprehensively covers how discrimination works, legal guidelines and requirements, with a focus on the workplace, education programs and your rights and courses of action. It can help you if you are being discriminated against, for example with housing, employment or education, and assist you in making a complaint:

- [www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au) **1300 292 153**

## Australian Human Rights Commission

Their website has key information on legal frameworks, resource kits, and runs outreach and education programs. You can also contact this national helpline if you are being discriminated against:

- [www.humanrights.gov.au](http://www.humanrights.gov.au) **1300 656 419**

## Victorian Civil and Administrative Tribunal

VCAT has a cases section specifically on appeals under the Mental Health Act 2014, and also deals with cases of guardianship and administration in relation to financial affairs and other decisions made on your behalf due to a mental illness disability. The website has comprehensive information and guides on such cases:

- [www.vcat.vic.gov.au](http://www.vcat.vic.gov.au) **03 9628 9900**

*To set up and control such administration/guardianship contact the two agencies below:*

## The Office of the Public Advocate (Victoria)

This office has a detailed website on these concerns, including power of attorney and medical consent, with research, guidelines, advocacy, community education and advice/community services:

- [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au) **1300 309 337**

## State Trustees (Victoria)

State Trustees are also able to deal with executor services, wills, powers of attorney and the legal frameworks around personal financial administration:

- [www.statetrustees.com.au](http://www.statetrustees.com.au) **03 9667 6444**

# Advocacy and complaints

## Independent Mental Health Advocacy

IMHA offers free confidential support, advice, representation and advocacy for those on a compulsory treatment order, preparing for the Mental Health Tribunal, wanting advice on legal rights or experiencing problems with the mental health system:

- [www.imha.vic.gov.au](http://www.imha.vic.gov.au) **1300 947 820**

## Second Psychiatric Opinion Service

This service facilitates independent second psychiatric opinions to help people on a Treatment Order understand options in treatment and may affect your legal status: you are legally entitled to this second opinion:

- [www.secondopinion.org.au](http://www.secondopinion.org.au) **1300 503 426**

## Mental Health Complaints Commissioner

The Office of the Mental Health Complaints Commissioner must, by law, respond in a timely, appropriate manner to complaints from consumers about their mental health service and/or treatment (you can submit a complaint online):

- [www.mhcc.vic.gov.au](http://www.mhcc.vic.gov.au) **1800 246 054**

## Online support and resources

### mindhealthconnect (mental health and wellbeing)

mindhealthconnect is a straightforward way to find mental health and wellbeing information, support and services from Australia's leading health providers, together in one place, compiled and supported by the Australian Government. The website offers a search engine, a Mental Health A-Z, online quizzes, a mood monitor, wellbeing tools, apps, referral to services, online chat and communities, useful links, news and helplines:

- [www.mindhealthconnect.org.au](http://www.mindhealthconnect.org.au)

### mental health compass

Mental Health Compass is an online hub and user-friendly guide for consumers, carers, and mental health professionals. It has crisis support info, helplines, overview material on diagnosis, treatment types/costs, active recovery, rights, and a wide range of related topics, plus a directory of mental health services in your region:

- [www.mentalhealthcompass.com.au](http://www.mentalhealthcompass.com.au)

### Better Health Channel

The Better Health Channel provides health and medical information that is quality-assured, reliable, up to date, easy to understand, regularly reviewed and locally relevant. The Better Health Channel is one of the most popular health and medical websites in Australia with a comprehensive coverage of mental health:

- [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)

### Healthtalk Australia

This website has a comprehensive focus on the lived experience of consumers and on supported decision making, based on research interviews. It deals with diagnosis, medication, hospitalisation, experiences with health professionals and the mental health system, discrimination, personal recovery, supportive relationships, consumer profiles, and advice they would give to others:

- [research.healthtalkaustralia.org/supported-decision-making/overview](http://research.healthtalkaustralia.org/supported-decision-making/overview)

## DepressioNet

dNet is an online community empowering people to make informed choices and find solutions to the challenges of living with depression. The website offers information resources, FAQs, personal stories, useful links, creative writing and art, help to access professionals, treatments, tools, etc throughout Australia, as well as peer support in a message-board and chat rooms:

- [www.depressionnet.org.au](http://www.depressionnet.org.au)

## DepNet

DepNet is an information and support website focussing on depression. It offers advice and referrals for those living with depression, and their carers and families, to available community resources, and runs a secure chat room and diary area, so you can talk things through and direct questions to trained medical professionals:

- [www.depnet.org.au](http://www.depnet.org.au)

## Blue Pages

Blue Pages is a national online information hub on depression, and particularly treatments for depression based on the latest scientific evidence. It also offers screening tests for depression and anxiety, prevention advice and links to other helpful resources:

- [www.bluepages.anu.edu.au](http://www.bluepages.anu.edu.au)

## On Track

On Track offers a range of clinician-approved interactive programs, fact sheets and layman-oriented key information, online quizzes, wellbeing tools and practical advice on mental and physical health:

- [www.ontrack.org.au](http://www.ontrack.org.au)

## mindspot

mindspot is an interactive program for those experiencing mood disorders (particularly anxiety and depression), in three stages (1) learn, (2) get assessed, (3) get treatment. It uses brief, practical fact sheets and online quizzes, a telephone or online assessment instrument, and refers you to either one of mindspot's own treatment courses or to other services:

- [www.mindspot.org.au](http://www.mindspot.org.au) **1800 614 434**

## This Way Up

This Way Up offers *How Do You Feel?* mood quizzes, Cognitive Behavioural Therapy courses for anxiety, depression, social phobia, OCD, panic attacks, PTSD and other mental health problems, a mindfulness course and others also available as mobile phone apps, advice videos, with a clinician supervising your online engagement:

- [www.thiswayup.org.au](http://www.thiswayup.org.au) **02 8382 1400**

## moodgym

moodgym is like an interactive self-help book which helps you to learn and practise skills which can help to prevent and manage symptoms of depression and anxiety. It is free, anonymous, handles all data securely, accessible anytime and scientifically evaluated, with an FAQ and emergency help sections:

- [www.moodgym.com.au](http://www.moodgym.com.au)

## e-couch

e-couch is a self-help interactive program with modules for depression, generalised anxiety & worry, social anxiety, relationship breakdown, and loss and grief. It provides evidence-based information and teaches strategies drawn from cognitive, behavioural and interpersonal therapies as well as relaxation and physical activity:

- [www.ecouch.anu.edu.au](http://www.ecouch.anu.edu.au)



## Tune In Not Out

Tune In Not Out provides 24hr TV for life's challenges from mental to sexual health. It brings together videos, factsheets, real stories and blogs from across Australia into one central point for young people to explore:

- [www.tuneinnotout.com](http://www.tuneinnotout.com)

## Counselling Online

Counselling Online is a website connecting you to a professional counsellor about an alcohol or drug related concern. This service is for anyone seeking help about their own drug use or the drug use of a family member, relative or friend. The service is free and confidential:

- [www.counsellingonline.org.au](http://www.counsellingonline.org.au)

## Beacon

Beacon provides consumers and professionals with evaluated and filtered information about e-health online applications for mental and physical health disorders. Relevant websites throughout the world are reviewed and ranked by a panel of health experts. Consumers can also submit rankings and comments:

- [www.beacon.anu.edu.au](http://www.beacon.anu.edu.au)

## Child and Youth Directory

This directory offers a comprehensive and searchable database of info, resources and links on child and youth health (with a focus on mental health) in metropolitan Victoria. It has Finders for agencies and services, and sections for Parents/Carers and Service Providers:

- [childandyouthdirectory.com.au](http://childandyouthdirectory.com.au)

## OnTrack Get Real

OnTrack Get Real is a free online treatment program for people who are having odd experiences, and are worried they may be getting out of touch with reality. It can also help people in the early stages of psychosis, where they may be hearing voices or feel suspicious. It was written by psychologists and uses methods that have been shown in research to be helpful:

- [www.ontrack.org.au/web/ontrack/programs/get-real](http://www.ontrack.org.au/web/ontrack/programs/get-real)

## Ask Izzy

When you're looking for support, Ask Izzy can help you to find the services you need, right now and nearby. It is free and anonymous, and you can search over 350 000 services to find housing, meals, clothes, food vouchers, healthcare, counselling, legal advice, addiction treatment, Centrelink services, emergency financial assistance, life skills and education, even close-by amenities and facilities. If you're on the Telstra mobile network, you can access Ask Izzy even if you don't have credit.

- [www.askizzy.org.au](http://www.askizzy.org.au)

## Helping Out Booklet

The Booklet is a guide to finding support services and agencies in Melbourne, from homelessness accommodation, services for women, essential items and services (including food, clothes, showers, laundry and travel), addiction supports (including drugs, alcohol, gambling and needle exchanges), health and wellbeing services (including hospitals, counselling, mental health and pharmacies), legal and financial services and assistance in employment services:

- [www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au)

## **Apps to download** (search [App Store](#) or [Google Play](#))

### **BeyondNow**

Safety planning involves creating a structured plan – ideally with support from your health professional or someone you trust – that you work through when you're experiencing suicidal thoughts, feelings, distress or crisis.

It starts with things you can do by yourself, such as thinking about your reasons to live and distracting yourself with enjoyable activities. It supplies coping strategies and people you can contact for support – your friends, family and health professionals.

Convenient and confidential, the BeyondNow app puts your safety plan in your pocket so you can access and edit it at any time. You can also email a copy to trusted friends, family or your health professional so they can support you when you're experiencing suicidal thoughts or heading into crisis. It is also available direct online from Beyond Blue: [www.beyondblue.org.au](http://www.beyondblue.org.au)

### **What's Up?**

This app focusses on anxiety and panic attacks. It features several useful areas: Help Right Now for in-crisis intervention (breathing exercises, grounding/distraction tactics, mindfulness, etc.), *Coping Strategies*, *Info/Research*, and *Personal* (Diary, Positive/ Negative Habits, and Notes records).

### **This Way Up**

This app works with Generalised Anxiety Disorder, typified by frequent, persistent, and excessive worrying, physical symptoms like chronic tension, irritability, feeling restless, and on edge, difficulties with sleep, concentration, and decision making, plus worry about worry, difficulties facing uncertain situations, and avoidance of worry triggers.

### **Simple Habit**

This app trains you up in simple, streamlined meditation and mindfulness practices to reduce and manage depression, anxiety and stress. It offers a library of guided meditations and you can set reminders to take breaks.

### **Smiling Mind**

This app trains you in meditation and mindfulness, de-stressing and balance, and is designed specifically for young people.

## WorryTime

Founded by ReachOut with a focus on young people, WorryTime prompts you to allocate time to log concerns that need to be addressed and minimised, emptying out fears from your mind.

## Digital Dog

This app was developed by the Black Dog Institute to simplify and streamline the diagnosis, treatment and prevention of mood disorders such as depression and bipolar disorder, and thus lower risk of suicide.

## The Check-In

This app was developed by Beyond Blue in consultation with young people to help take the fear out of having a conversation with a friend who might be struggling. This app provides building blocks for approaching a friend, gives you confidence, helps you plan what to ask, what you've noticed and what support you can provide. You can rate the conversation and get advice on the next steps, while looking after your own mental health, plus links to a range of online and phone services.

## HabitBull

This app is designed to break bad habits like smoking, drinking or nail biting, or build positive habits like fitness, meditation or reading, allowing you to customise, set goals, build up routines and comprehensively tackle bad habits.

## SnapShot

This app was also developed by the Black Dog Institute designed to help you to keep track of your mental wellbeing. It is a confidential, password-protected tool that enables you to measure and monitor your mental health. By assessing your general happiness, mood, and anxiety, as well as work stress, sleep, social support and alcohol intake, this app provides general feedback and options for online and offline help-seeking services in Australia.

## Daisy

This app connects women across Australia experiencing violence, and their families and supporters, to key services. You can use it to contact services direct by phone, to search the internet for more information and let you know what to expect. Family members and friends can use Daisy to gather information and support a loved one's decision making: [www.1800respect.org.au/daisy](http://www.1800respect.org.au/daisy)

## Interpreters

### Translating and Interpreting Service (Lifeline)

A free interpreting service is available when calling Lifeline. To access, please:

- Call TIS on **13 14 50** and ask to talk to Lifeline on **13 11 14** in the language required
- TIS will call Lifeline on behalf of the caller
- [www.tisnational.gov.au](http://www.tisnational.gov.au)

**13 14 50**

## Support for people with low hearing

### Low Hearing Support (Lifeline)

- TTY (teletypewriter) users phone **13 36 77** then ask for Lifeline on **13 11 14**
- Speak and Listen users phone **1300 555 727** then ask for Lifeline on **13 11 14**
- Internet relay users connect to the NRS then ask for **13 11 14**