Mental health support services resource list

Resource list for veteran-specific and civilian services of treatments and supports that can help a person experiencing mental health problems to function better and aid their recovery.

This resource relates to courses delivered by:

MENTAL HEALTH FIRST AID®
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MENTAL HEALTH SUPPORT SERVICES RESOURCE LIST

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Introduction

Although Mental Health First Aid Australia is not a mental health or referral service, an important role of a Mental Health First Aider is to encourage appropriate professional help.

There are many different types of treatments and supports available that can help a person experiencing mental health problems to function better and aid their recovery. Being aware of some of the different types of supports available can help a person choose options that are right for them.

This resource lists both veteran specific and civilian support services. Telephone numbers are included where relevant, and for those accessing this resource online, you can select the service name to be taken directly to the associated website.

You can use this resource as a reference point when helping to connect a person from the veteran community with professional help. Remember, a consultation with their general practitioner (GP) is often a good place for a person to start.

National mental health crisis numbers

If you or someone you know is in immediate danger, call Triple Zero (000) as soon as possible.

If urgent help is required, the following services are also available 24 hours a day, 7 days a week:

Lifeline (Call 13 11 14)

Lifeline provides crisis support and suicide prevention services via phone, text message or online chat to all Australians experiencing emotional distress.

ADF Mental Health All-hours Support Line (Call 1800 628 036)

The All-hours Support Line (ASL) is a 24/7 confidential telephone service for Australian Defence Force (ADF) members and their families to facilitate access to ADF or civilian mental health services. Services include psychology, medical, social work, and chaplain services.

Suicide Call Back Service (Call 1300 659 467)

Suicide Call Back Service can help anyone who is affected by suicide which includes anyone who is feeling suicidal, worried about someone, caring for someone who is feeling suicidal, lost someone to suicide, or health professionals supporting people who are affected by suicide. They offer counselling via phone or online.

1800RESPECT (Call 1800 737 732)

1800RESPECT is telephone and online counselling service available to assist people experiencing domestic, family or sexual violence. They also have a service directory that allows a person to search for services in their local area.

13YARN (Call 13 92 76)

13YARN provides crisis support and a confidential, culturally safe space for a person to yarn about their needs, worries or concerns. Callers will be connected to an Aboriginal or Torres Strait Islander person.

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National mental health services for the veteran community

Open Arms (Call 1800 011 046)

Open Arms provides mental health and wellbeing support to anyone who has served at least one day of continuous fulltime service in the ADF, and their immediate families. Open Arms) – Veterans & Families Counselling offers 24-hour free and confidential counselling. Open Arms have a range of other specialised services including a community and peer program, crisis accommodation support, group treatment programs, educational workshops, relationship retreats, and suicide prevention workshops. Their website contains a wealth of information and resources about mental health and wellbeing.

Legacy (Call 1800 534 229)

Legacy cares for the families of Australian Defence Force personnel who gave their lives or their health in service. Their programs and services are aimed at promoting social inclusion, relieving financial hardship, and providing developmental opportunities.

Mates4Mates (Call 1300 62 837)

Mates4Mates is a support service for veterans, current-serving members, and families. They offer psychological services including access to psychologists and counsellors, as well as social support through recreational and family activities. Partners, children, and parents of veterans with service-related injuries are also encouraged to use the services offered.

Returned & Services League of Australia

The Returned & Services league of Australia (RSL) advocates for benefits, treatment, and the welfare of current and ex-serving members of the ADF. They provide a supportive network for veterans and their families, with RSL sub-branches around Australia. RSL's mental health initiatives include the provision of suicide awareness and mental health literacy workshops at RSL branches. Their website also includes a list of support services for veterans and their families.

Department of Veterans' Affairs (Call 1800 838 372)

The Australian Government's Department of Veterans' Affairs (DVA) supports veterans, war widows/widowers, eligible defence and police force members, and their dependants and carers, with commemoration, compensation, health care and income support. They also provide an advocacy service to assist those seeking support with services and payments. Advocates are trained volunteers and are typically members of the veteran community who can help individuals to access information relating to services such as health and treatment, or rehabilitation.

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Information about finding a mental health service in your state and territory

A person's GP can guide them to appropriate services in their local area.

During the instructor-led component of the Standard Mental Health First Aid course you will have the opportunity to share your knowledge of mental health support services available in your local area and to hear from your instructor and others in your group about the local support options they are aware of.

Here are some other ways to find out what mental health services are available in your state and territory:

Head to Health (Call 1800 595 212)

Head to Health is a free, confidential service from the Australian Government which helps people access mental health information, services, and supports. A directory of services is available via their website, and telephone support is available 8.30am - 5pm weekdays (except public holidays).

Contact numbers for state and territory-funded services

The following list contains contact details for mental health support, triage and 24/7 emergency response in each Australian state and territory (excluding Peel Region in WA):

ACT: Access Mental Health (Call 1800 629 354)

NSW: Mental Health Line (Call 1800 011 511)

NT: Northern Territory Mental Health Line (Call 1800 682 288)

QLD: Mental Health Access Line (Call 1300 642 255)

SA: Mental Health Triage Service (Call 13 14 65)

TAS: Access Mental Health (Call 1800 332 388)

VIC: Mental Health and Wellbeing Hubs (Call 1300 375 330)

WA: Mental Health Emergency Response Line, Perth Metro Region (Call 1300 555 788)
Mental Health Emergency Response Line, Peel Region (Call 1800 676 822) (Times vary)
Rurallink, Rural and Regional WA (Call 1800 552 002)

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Veterans' and Families' Hubs available locally

Veterans' and Families' Hubs deliver integrated support to veterans and families and improve access to local services which may include wellbeing support, advocacy, employment and housing advice, social connection and physical and mental health services.

Veterans' and Families' Hubs are open to all current and former serving Australian Defence Force (ADF) members, including reservists, and their families.

The network of Veterans' and Families' hubs continues to expand. Currently, there are hubs available in the following locations:

NSW (Nowra): Nowra Veteran Wellbeing Centre, RSL LifeCare (Call 02 8088 0388)

NT (Darwin): Veteran & Family Wellbeing Centre in Stuart Park, Mates4Mates (Call 08 7943 2300)

QLD (Caboolture): Veterans' and Families' Wellbeing Hub, Lives Lived Well (Call 1300 727 957)

QLD (Townsville): The Oasis Townsville (Call 07 4759 8777)

SA (Adelaide): Veteran Wellbeing Centre, SA Health (Call 08 7117 5237)

TAS (Hobart and Launceston): Veteran Hub (Call 03 6154 0000)

VIC (Wodonga): The Veterans' and Families' Hub Wodonga, In Honour of Tim Fischer AC (Call 03 9655 5597)

WA (Perth): ANZAC House, RSLWA (Call 08 9287 3799)

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Helpful resources for depression and anxiety

Beyond Blue (Call 1300 22 4636)

Beyond Blue is a counselling and information service for anyone going through a hard time or looking for ways to support someone they care about. The Beyond Blue Support Service is available 24/7 for brief counselling. They also have a wealth of information on their website for anyone wishing to learn more about mental health.

Black Dog Institute

Black Dog Institute is an independent, not-for-profit medical research institute affiliated with UNSW Sydney. Black Dog Institute delivers research with real world impact to treat, manage and prevent common mental health conditions and suicide in workplaces, schools, health settings and the wider community. They provide information and have a number of tools, mobile apps, and programs for mental health and wellbeing.

MensLine Australia (Call 1300 78 99 78)

MensLine Australia is a telephone and online support, information, and referral service for men with family and relationship concerns. The service is available 24 hours a day, 7 days a week.

MindSpot (Call 1800 61 44 34)

MindSpot is a free digital mental health clinic for all Australians. Providing online assessment and treatment to Australian adults experiencing anxiety, depression, OCD, PTSD and difficulties managing the impact of chronic conditions including pain. For more information visit www.mindspot.org.au or call 1800 614 434.

Thirrili (Call 1800 805 801)

Thirrili is an Aboriginal and Torres Strait Islander organisation that provides emotional and practical support in the aftermath of suicide or other fatal incidents. Available 24 hours a day, 7 days a week. Thirrili is a non-crisis service; in a crisis call 13YARN.

PANDA (Call 1300 726 306)

PANDA supports women, men, and families across Australia affected by anxiety and depression during pregnancy and in the first year of parenthood. They also provide support related to postnatal psychosis.

Helpful resources for substance use problems

Alcohol & Drug Counselling Online

Alcohol & Drug Counselling Online is a Turning Point service that provides free online, text-based counselling to people impacted by substance use, including family members and carers.

National Alcohol and Other Drug Hotline (Call 1800 250 015)

This Australian Government's hotline provides confidential support for people struggling with substance use problems, including information about treatment options. The national helpline is available 24 hours a day, 7 days a week.

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Alcohol and Drug Foundation (Call 03 9611 6100)
The Alcohol and Drug Foundation (ADF) is committed to inspiring positive change and delivering evidence-based approaches to minimise alcohol and drug harm. Their website contains information about different substances, as well as information about the different types of support available.
Hours Mon- Fri 9am to 5pm

Helpful resources for disordered eating

The Butterfly Foundation (Call 1800 33 4673)
The Butterfly Foundation is a nation-wide advocacy and support organisation for those with eating disorders and their loved ones. The website has excellent resource for parents and carer and provides support by email or live chat.

Other helpful resources

SANE Australia (Call 1800 187 263)
SANE Australia provides counselling, peer support, online groups, and community forums for adults with recurring, persistent or complex mental health issues and trauma, and their family, friends, and carers.

Blue Knot Foundation Helpline (Call 1300 657 380)
Blue Knot provides information and support for anyone who is affected by complex trauma.

Phoenix Australia (Call 03 9035 5599)
Phoenix Australia provides resources, guidelines, supports, and services to help people understand, prevent and recover from the impacts of trauma, and to support trauma-impacted loved ones or communities.

StandBy Support After Suicide (Call 1300 727 247)
StandBy is a national suicide postvention service that provides practical support to anyone who has been bereaved or impacted by suicide, at any stage in their life. This includes individuals, families, friends, witnesses, first responders, service providers, groups and communities.

Mentoring Men (Call 1300 583 925)
Mentoring Men is a registered Australian charity providing free long-term one-to-one life mentoring for men who are going through some challenges or changes in their life. They also host other activities aimed at encouraging social connections between men, including men's walk and talk events, men's breakfasts, men's forums, webinars and other social events.

Roses in the Ocean Peer CARE Companion Warmline (Call 1800 77 7337)
The Peer CARE Companion Warmline is a suicide prevention 'warmline' call-back service created by Roses in the Ocean. It provides a safe place for people with a lived experience of suicide to connect with others with a similar lived experience of suicide. The service may assist in providing relief from emotional distress, explore coping strategies, assistance navigating to find additional online resources and/or information. Please note this is not a crisis line.

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