

Accessing Support

Immediate assistance

If you are in a *crisis situation* or need *immediate medical assistance* contact *Mental Health Services* or *Emergency Services on 000*.

Mental Health Service Helpline (for all ages)

- Phone: 1800 332 388 (free call within Tasmania)
- 24 hour a day/7 day a week service for *mental health crisis*
- Operated by mental health professionals
- Provides help to arrange mental health assessment and intervention
- Provides help to access other services
- For more information:
https://www.dhhs.tas.gov.au/service_information/services_files/mental_health_services/mental_health_service_helpline

Do you need to speak to someone?

Kids Helpline (for ages 5-25)

Provides free and confidential counselling for children and young people either via phone, web or email. The quickest way to talk to someone is by calling.

Phone: 1800 55 1800 (free call from all landlines [including payphones] and mobiles) for more information: <https://kidshelpline.com.au/get-help/phone-counselling>

WebChat Counselling: <https://kidshelpline.com.au/kids/get-help/webchat-counselling/>

Email a counsellor: <https://kidshelpline.com.au/get-help/email-counselling/>

Website: <http://www.kidshelp.com.au>

Lifeline (for all ages)

Lifeline also provides access to 24 hour crisis support and suicide prevention services.

Phone: 13 11 14 (cost of local call from landline or free from mobile phone)

Online chat: <https://www.lifeline.org.au/get-help/online-services/crisis-chat>

Website: <http://www.lifeline.org.au>

Youth Beyond Blue (for ages 12-25)

Calls and chats one-on-one with a trained mental health professional and completely confidential.

Phone: 1300 22 4636 (available 24 hrs every day. Cost of a local call from a landline and may be more from mobiles).

Chat online: <https://online.beyondblue.org.au/#/chat/start> (available from 3pm to 12am AEST seven days a week)

Email: <https://online.beyondblue.org.au/email/#/send> (complete the form and you will receive a response within 24 hours)

Website: <https://www.youthbeyondblue.com/help-someone-you-know/what-to-do-in-an-emergency/get-immediate-support>

ehespace (for ages 12-25 and their family and friends)

Confidential, free, anonymous and secure space where you can chat or email qualified youth mental health professionals. Support available between 9am and 1am AEST seven days a week. Phone: 1800 650 890 (normal call charges from a mobile – if you let them know you are calling from a mobile they can call you back – (*due to COVID-19 services are currently available via chat and email rather than phone*))

Online chat: <https://headspace.org.au/ehespace/connect-with-a-clinician/> (9am-1am AEST seven days a week)

Email: Register with ehespace to access ability to email anytime and receive a response from an ehespace worker within 24 to 48hrs. Can also email ehespace with your details and times you are available for an ehespace worker to call you back or webchat between 9am-1am AEST.

Website: <https://headspace.org.au/ehespace/>

MensLine Australia

MensLine Australia provides free access to qualified counsellors who specialise in family and relationship issues, including relationship breakdown, separation and divorce, parenting, family violence, suicide prevention and emotional well-being. They can provide support to men directly or can be contacted by someone who is concerned about and seeking help for a male family member, partner, colleague or friend.

Phone counselling: 1300 789 978 (Calls are charged at the cost of a local call and calls from mobile phones may be charged at a higher rate)

Online and Video chat: <https://mensline.org.au/phone-and-online-counselling/mensline-australia-online-counselling/> (you must be 15 years or over to access online chat and 18 or over to access video chat)

Website: <https://mensline.org.au/>

Suicide Call Back Service (for ages 15 and over)

Provides a free, 24 hour, nationwide service for both telephone and online counselling to people 15 years and older who are either experiencing suicidal thoughts; considering self-harm; are caring for or concerned about someone who may be at risk; or who are bereaved by suicide.

Phone: 1300 659 467

Register for online counselling: <https://www.suicidecallbackservice.org.au/phone-and-online-counselling/suicide-call-back-service-online-counselling/> (you must be 15 years or over to access online chat and 18 years or over to access video chat)

Website: <https://www.suicidecallbackservice.org.au/>

headspace

Address: headspace Hobart, 49 Liverpool Street, Hobart

Phone: 6231 2927

Website: <http://www.headspace.org.au/headspace-centres/headspace-hobart>

Email: headspace@thelink.org.au

Facebook: <https://www.facebook.com/hobartheadspace/>

headspace Hobart are a free, youth-focused health service for young people aged 12-25. Consist of a team of friendly professionals who specialise in health related issues experienced by young

people. To make an appointment either call or get referred. headspace are continuing to provide face to face individual therapy appointments and can also provide phone based therapy appointments.

The Link Youth Health Service – Health Hub

Address: 57 Liverpool Street, Hobart

Phone: 6231 2927

Email: healthhub@thelink.org.au

Website: http://www.thelink.org.au/The_Link/Health_Hub.html

Facebook: <https://www.facebook.com/thelinkyouthhealthservice/>

The Link provides a range of free and confidential health and wellbeing services for young people aged 12-25. They provide a safe, professional and confidential service that provides support, practical assistance, information, advocacy and referral services in relation to health and other related issues. If you need support, you can contact them on the number above and speak to one of the Youth Health Workers.

Relationships Australia

Phone: 1300 364 277

Website: <https://www.tas.relationships.org.au/>

Relationships Australia offers confidential counselling for individuals, couples and families who are seeking improved relationships, or resolution of relationship or other personal difficulties.

Currently outreach services at Huonville, Cygnet and Dover are being conducted by phone.

Accessing a private psychologist

If you would like longer term support you can access a private psychologist through Medicare, for this you need to see your GP to develop a Mental Health Care Plan. There are private psychologists based in Huonville, Kingston and Hobart and a mental health social worker also based in Huonville. There is likely to be a waiting period before the first appointment. Many private psychologists will be now offering their services using tele-health or online.

For further information: <https://headspace.org.au/blog/how-to-get-a-mental-health-care-plan/>

Specialist services

Huon Domestic Violence Service – Provides a free and confidential service to anyone affected by family violence in the Huon Valley.

Phone: 6264 2222

Website: <https://huondomesticviolence.com.au/>

Family Violence Counselling and Support Services – Offers professional and specialised services to assist children, young people and adults affected by family violence. Available 9am to midnight on weekdays and 4pm to midnight on weekends. For further information:

https://www.communities.tas.gov.au/children/family_violence_counselling_and_support_services

Phone: 1800 697 877

1800 RESPECT – A 24 hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.

Phone: 1800 737 732

Website: <https://www.1800respect.org.au/>

Sexual Assault Support Service – Is a free and confidential support service for southern Tasmanian people of all ages who have been affected by any form of sexual violence. They provide a 24 hour, 7 days per week crisis support line.

24-hour crisis support line: 1800 697 877

Phone: 6231 0044

Website: <https://www.sass.org.au/>

Housing Connect – Provides services related to housing and support, including applying for a home with Housing Tasmania and access to emergency accommodation. They can complete housing and support assessments and make referrals to appropriate support services.

Phone: 1800 800 588 (24 hour free call)

Website: <https://www.communities.tas.gov.au/housing/housing-connect>

Other helpful links

Smiling Mind – provides mindfulness programs either via their website or free app. Includes programs for children and young people aged between 3 and 18 years of age as well as programs designed for adults and families: <https://www.smilingmind.com.au/>

ReachOut – a website specially designed for young people, aimed at improving mental health in young people. It provides support and information: <https://au.reachout.com/> They also have developed a range of tools and apps: <https://au.reachout.com/tools-and-apps>

BITE BACK – the Black Dog Institute's website for 12-18 year olds and aims to improve their wellbeing and mental fitness: <http://www.biteback.org.au/>

iBobby – a free social and emotional wellbeing self-help app for young Aboriginal and Torres Strait Islander Australians aged 15 years and over designed to reduce suicidal thinking, depression and psychological distress. Available through iTunes and Google Play:

<https://www.blackdoginstitute.org.au/getting-help/self-help-tools-apps/ibobbly-app>

headspace – headspace provides young people 12-25, and their families, with information, support and advice on general health; mental health and wellbeing: <http://www.headspace.org.au/>

MoodGYM – innovative, interactive web program designed to prevent and manage symptoms of depression and anxiety. It is suitable for people aged 16 years and older. It consists of five modules, an interactive game, anxiety and depression assessments, downloadable relaxation audio, a workbook and feedback assessment: <http://moodgym.anu.edu.au/welcome>

The Brave Program – BRAVE is a free evidence based online program for the prevention of anxiety for children and adolescents and was developed at the University of Queensland. There is a

Young Child Program (for parents and caregivers of children aged 3-7) a Child Program (for ages 8-12) and a Teen Program (for ages 12-17). There are also programs for parents for both the Child and Teen Programs. To access the programs: <https://www.brave-online.com/>

niggle – a free app by Kids Helpline which provides a self-help toolkit for all things related to mental, social and emotional wellbeing. Allows you to track your wellbeing, access resources and provides tips to help you tame your niggles: <https://kidshelpline.com.au/niggle>

ReachOut WorryTime – a free app designed to interrupt repetitive thinking by setting aside worries until later. Only available through the Apple App Store. For further information: <https://au.reachout.com/tools-and-apps/reachout-worrytime>

ReachOut Breathe – a free app which helps you to reduce the physical symptoms of stress and anxiety by supporting you to control your breath and measuring your heart rate. Only available on iPhone or Apple Watch. For further information: <https://au.reachout.com/tools-and-apps/reachout-breathe>

Headspace – guided meditation app (please note that they are not associated with headspace the youth focused health service available in Australia). Some meditations are currently being offered for free. There is a cost to subscribe to access their full library of meditations: <https://www.headspace.com/>

Additional support for parents

Kids Helpline – access to tips and information: <https://kidshelpline.com.au/parents>

Parent Line Tasmania – offers 24 hours a day, 7 days a week information and support to parents throughout Tasmania. For more information:

<https://kidshelpline.com.au/parents/issues/how-parentline-can-help-you>

Phone: 1300 808 178 (cost of a local call, normal mobile charges apply)

myCompass – a free, personalised self-help tool for your mental health:

<https://www.mycompass.org.au/>

Resilient Kids Conference – offers resources, information and runs webinars regarding building resilience in kids and adolescents:

https://www.facebook.com/pg/resilientkidsconference/about/?ref=page_internal