

RESOURCE BOOKLETS for Kinship Carers

**Mental health and family
relationships**



GPV/KCV acknowledges the peoples of the Kulin nation as the traditional owners of our great land and offers respect to Elders, past and present.

GPV/KCV acknowledges that the Aboriginal culture existed in Australia before European settlement and consisted of many community groups. Further, we acknowledge the Indigenous peoples of this land as the oldest continuing cultures in human history.

GPV/KCV acknowledges that laws and policies of the past have inflicted grief and suffering on our fellow Australians and regrets the removal of Aboriginal and Torres Strait Islander children from their families.

GPV/KCV believes that a society that is inclusive of all is crucial to individual and community wellbeing and will behave with respect towards all irrespective of their race, religion, sexuality, gender or socio-economic background.

GPV/KCV acknowledges 13th of February as National Apology Day, the anniversary of then Prime Minister, Kevin Rudd, delivering the National Apology to Australia's Indigenous Peoples in 2008. GPV/KCV will take steps that promote a happier and healthier future for Indigenous Australians, particularly the children and young people.

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www.grandparentsvictoria.org.au

www.kinshipcarersvictoria.org

Key words which influence GPV/KCV approaches are: Truthfulness, Confidentiality, Inclusiveness, Integrity, Constancy, Gratitude, Commitment, Compassion

Kinship Carers Victoria
acknowledges the support of the
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Lifeline

Crisis support. Suicide prevention

Lifeline is a national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services.

Call 13 11 14 for 24/7 crisis support

Online text: www.lifeline.org.au/crisis-text/

Online chat: www.lifeline.org.au/crisis-chat/

What services are available?

- Short-term support for people who are feeling overwhelmed or having difficulty coping or staying safe
- Confidential one-to-one support with a trained Lifeline telephone crisis supporter



Beyond Blue

Support. Advice. Action.

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Call 1300 22 4636

Online chat: beyondblue.org.au/support-service/chat

What services are available?

Beyond Blue works with the community to improve mental health and prevent suicide, so that all people in Australia can achieve their best possible mental health.



Kids Helpline

Anytime. Any Reason.

Kids Helpline is a free Australian telephone and online counselling service for young people aged between 5 and 25.

Call 1800 55 1800 for 24/7 support

Online chat: kidshelpline.com.au/get-help/webchat-counselling

What services are available?

- Phone counselling
- Online counselling
- Email counselling



QLife

QLife provides anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.

Call 1800 184 527, 3pm to midnight for support

Online chat: qlife.org.au/resources/chat

What services are available?

- The QLife family includes hundreds of highly experienced staff and volunteers Australia-wide. If you're looking to connect with someone to explore what's going on in your life, QLife are here to chat and to take your call from 3pm-midnight each day.
- QLife also welcome contact from people who may not be LGBTI but who want to talk about someone else they care about.



MensLine Australia

Talk it over.

MensLine Australia is a telephone and online counselling service offering support for Australian men anywhere, anytime

Call 1300 78 99 78 for counselling 24/7

Online chat and video counselling: mensline.org.au/phone-and-online-counselling/

What services are available?

Advice and support for men in the following areas:

- relationships
- dads & fathers
- men's mental health
- family violence



Suicide Call Back Service

Suicide Call Back Service is a nationwide service providing 24/7 telephone and online counselling to people affected by suicide.

Call 1300 659 467 for 24/7 support

Online counselling:
www.suicidecallbackservice.org.au/phone-and-online-counselling/

What services are available?

- Suicide Call Back Service offers free professional 24/7 telephone counselling support to people at risk of suicide, concerned about someone at risk, bereaved by suicide and people experiencing emotional or mental health issues.

National Centre Against Bullying

The National Centre Against Bullying

The National Centre Against Bullying (NCAB), an initiative of the Alannah & Madeline Foundation, is a peak body working to advise and inform the Australian community on the issue of childhood bullying and the creation of safe schools and communities, including the issue of cyber safety.

Contact NCAB at:

<https://www.ncab.org.au/get-help/>

What services are available?

Bullying – Advice

- Advice for parents, schools and kids.
- Working with your child's school
- For Parents
- For Schools
- For Kids
- Report Bullying
- Connect – Workshops & Seminars
- Myth Busters
- Risk factors for bullying involvement



SANE Australia

SANE Australia is a national mental health charity making a real difference through support, research and advocacy in the lives of people affected by complex mental health issues.

Call 1800 187 263, 10am–8pm M–F for support

What services are available?

- Information and resources
- Counselling
- Community forums
- Peer support



Headspace

National Youth Mental Health Foundation

Headspace supports young people with mental health, physical health (including sexual health), alcohol and other drug services, as well as work and study support. With a focus on early intervention, Headspace works with young people to provide support at a crucial time in their lives – to help get them back on track and strengthen their ability to manage their mental health in the future.

Call 1800 650 890 for 24/7 support

Online chat: headspace.org.au/online-and-phone-support/

What services are available?

- Centres located throughout Australia staffed with people trained and ready to help
- Online and phone support
- Work and study support
- Parent and carer events
- Early psychosis program
- Support for professionals and educators



ReachOut Australia

Mental health service for young people and their parents

ReachOut Australia has more than 20 years' experience of delivering digital mental health and wellbeing programs, backed by their own in-house digital team.

Call 02 8029 7777 for support

What services are available?

- ReachOut's office is open during business hours, Monday to Friday, 9 am – 5 pm.
- ReachOut cannot provide immediate or crisis support. If you need help right now or know of someone who does, there are 24/7 services available.



Family Relationships Online

Helping families build better relationships

Information for all families – whether together or separated – about family relationship issues. Find out about a range of services to assist families manage relationship issues, including helping families agree on arrangements for children after parents separate.

Call 1800 050 312 for family relationship advice

What services are available?

- Counselling
- Family dispute resolution providers
- Legal advice
- Publications
- Family mediation and dispute resolution
- Financial advice
- Information in other languages



The Butterfly Foundation

Support for eating disorders and body image issues

The Butterfly Foundation supports and advocates for all people in Australia impacted by eating or body image issues whatever your age, gender, sexuality, cultural background, religion or disability.

Call 1800 33 4673 for support

Email support: support@butterfly.org.au

Online chat: butterfly.org.au/get-support/chat-online/

What services are available?

- Butterfly provides support services, treatment and resources, delivering prevention and early intervention programs and advocating for the needs of those with eating disorders and body image issues



Partners in Wellbeing

Support to manage your wellbeing in difficult times.

If you are not coping or have been feeling distressed, anxious or down over several weeks, help is available through Partners in Wellbeing. This free service offers one-on-one support for people in Victoria to help improve wellbeing, develop strategies to cope and receive emotional support when and as you need it.

Call 1300 375 330 for support

The Partners in Wellbeing team is available 9am – 10pm weekdays and 9am – 5pm weekends.

What services are available?

- Wellbeing coaching
- Small business support
- Veterans support
- Mental health and wellbeing hubs



National Alcohol and Other Drug Hotline

For free and confidential advice about alcohol and other drugs, call the National Alcohol and Other Drug hotline. It will automatically direct you to the Alcohol and Drug Information Service in your state or territory.

Call 1800 250 015, 24 hours a day, 7 days a week

What services are available?

- Counselling
- Treatment
- Information
- Support



Better Pride

Speak with members or allies of the LGBTIQ+ community

The Better Pride service provides mental health support for LGBTIQ+ people through facilitating community access, empowering clients, and working to diminish the impact of systemic challenges.

Call 1800 531 919 for support

What services are available?

- Mediation
- Donor planning
- Counselling & psychological mental health support
- Personal relationships
- Intimate relationships/partnerships
- Family relationships (both biological and chosen)



the women's
the royal women's hospital
victoria australia

The Women's Mental Health Service

The Women's Mental Health Service provides specialist care to more than 800 patients at the Women's every year. Our team includes psychiatrists, clinical psychologists, an infant mental health clinician and a psychiatric consultation-liaison nurse.

Call 03 8345 2071 for support

What services are available?

- Mental health in pregnancy
- Mental health in parenthood
- Mental health and cancer
- Mental health and successful ageing

1800RESPECT

1800RESPECT

National Sexual Assault, Domestic Violence Counselling Service

1800RESPECT is a counselling, information and referral service. When you contact the service you will talk to a trained counsellor who will listen and support you in what feels right for you and your situation.

Call 1800 737 732 for 24/7 support

Online chat: <https://www.1800respect.org.au/#chat>

What services are available?

- Domestic and family violence support
- Sexual assault and violence support
- Referral service



Australian Men's Shed Association
SHOULDER TO SHOULDER

Men's Shed Victoria

Men don't talk face to face - they talk shoulder to shoulder

The Australian Men's Shed Association (AMSA) is the peak body representing more than 930 Men's Sheds and is recognised as one of Australia's largest male based Community Development organisations.

Call 1300 550 009

What services are available?

- AMSA, funded by the Federal Department of Health, provides practical support to Men's Sheds and delivers a wide range of services, aims to improve the health and wellbeing of members and reduce the number of men who are at risk from preventable health issues that may emanate from isolation.



Relationships Australia

Supporting respectful relationships for over 70 years

Relationships Australia is a leading provider of relationship support services for individuals, families and communities. Relationships Australia aims to support all people in Australia to achieve positive and respectful relationships.

Call 1300 364 277 for support

What services are available?

- Family relationship services
- Family violence prevention
- Services for children and young people
- Aboriginal and Torres Strait Islander people and their families
- Services for older Australians
- Counselling
- Workplace services
- Specialised services



Relationships Australia Victoria

A not-for-profit providing high quality affordable family and relationship services.

Contact your nearest centre or service

<https://www.relationshipsvictoria.org.au/contact-us/>

What services are available?

- Are you affected by family violence?
- Child and family services
- Counselling
- Disability Counselling and Support
- Family dispute resolution (family mediation)
- Forced Adoption Support Service
- Intercountry Adoptee and Family Support Service
- Multicultural programs
- Open Place - Support Service for Forgotten Australians
- Programs for men who use family violence
- Redress Support Services
- Workplace support



The Compassionate Friends Victoria

The Compassionate Friends Victoria (TCFV) is dedicated to supporting grieving parents, siblings and grandparents in the event of the death of a child – of any age or from any cause.

Phone (03) 9888 4944

Country Victoria Free Call 1300 064 068

What services are available?

- Bereaved Parent, Sibling & Grandparent Support Centre
- Helpline, 24 hours, 365 days
- Support and social groups
- Time-Out Program



Safe Steps

24/7 Family Violence Response Centre

Specialist support services for anyone in Victoria who is experiencing or afraid of family violence.

Contact 1800 015 188, 24 hours/7 days a week

Web chat: <https://www.safesteps.org.au/our-services/services-for-women-children/family-violence-webchat-support/>

Email: safesteps@safesteps.org.au

What services are available?

- 24/7 crisis phone line
- safety planning
- information for family and friends



13YARN

Going through a tough time? We're here to yarn.

Thirteen YARN is the first national crisis support line for mob who are feeling overwhelmed or having difficulty coping.

Call 13YARN (13 92 76) for 24/7 support

What services are available?

- Free and confidential service available 24/7 from any mobile or pay phone
- Aboriginal & Torres Strait Islander Crisis Supporters to yarn to



Parentline

Parentline is a phone service for parents and carers of children from birth to 18 years old. We offer confidential and anonymous counselling and support on parenting issues.

Call 13 22 89 for support 8am to midnight 7 days/week

What services are available?

Our qualified counsellors are available to:

- talk about any issues to do with parenting and your relationships with your child
- help you with ways to cope and be a positive parent
- help with your family's wellbeing and resilience
- connect you with services in your area.

MINUS18

MINUS18

Champions for LGBTQIA+ youth

MINUS18 are leading change, building social inclusion, and advocating for an Australia where all young people are safe, empowered, and surrounded by people that support them.

Contact <https://www.minus18.org.au/contact>

What services are available?

- Life-affirming social inclusion - through mental health support
- Education & advocacy - through training, resources and digital campaigns
- Youth empowerment



Rainbow Door

Rainbow Door is a free specialist LGBTQIA+ (Lesbian, Gay, Bisexual, Transgender and Gender Diverse, Intersex, Queer, Asexual, BrotherBoys, SisterGirls) helpline providing information, support, and referral to all LGBTQIA+ Victorians, their friends and family.

Call 1800 729 367, 10am - 5pm, 7 days a week

SMS support: 0480 017 246

Email: support@rainbowdoor.org.au

What services are available?

- suicidal thoughts support
- family and intimate partner violence (including elder abuse) support
- issues with alcohol and other drugs support
- relationship issues support
- sexual assault support and more



Yarning Safe'n'strong

Victorian Aboriginal Health Service have established a free and confidential counselling service for Aboriginal and Torres Strait Islander Peoples. Yarning SafeNStrong (YSNS) is available to people and families who need to have a yarn with someone about their wellbeing.

Call 1800 959 563, 24 hours/7 days a week

What services are available?

- Social and Emotional wellbeing
- Financial wellbeing
- Medical support including COVID-19 testing
- Drug and alcohol counselling and rehab services



Embrace Multicultural Mental Health

Embrace Multicultural Mental Health (the Embrace Project) is run by Mental Health Australia and provides a national focus on mental health and suicide prevention for people from culturally and linguistically diverse (CALD) backgrounds.

Call (02) 6285 3100 for support

What services are available?

Support in many languages

- mental health support
- information and training



The Alannah and Madeline Foundation

Keeping children safe from violence

The Alannah & Madeline Foundation is a national not-for-profit organisation dedicated to keeping children and young people free from violence and trauma wherever they live, learn and play.

**Contact <https://www.amf.org.au/contact-us/>
Or call 1300 720 747, 9am – 5pm, M–F**

What services are available?

- CARE - Support for children and young people who have experienced violence or trauma – and for their families, carers and communities.
- PREVENTION - AMF empowers young people to be positive digital citizens and to change the culture of bullying.
- ADVOCACY - The safety of children and young people is why AMF are here. Their child-rights framework informs everything they do.

HEAD TO HEALTH

Head to Health

Head to Health has more than 700 digital resources to support your wellbeing and mental health.

Contact: <https://www.headtohealth.gov.au/crisis-links>

What services are available?

- evidence-based apps and online programs
- dedicated online forums and other peer support services
- phone, chat and email services
- mental health websites



Help, hope and purpose

Mind Australia

Support for people experiencing mental health and wellbeing concerns to find help, hope and purpose in their lives.

Mind partner with health, community, and government organisations to provide holistic support and a safe environment for people experiencing mental health and wellbeing concerns to live in the community providing mental health and wellbeing support to people, and their families, friends and carers, for more than 40 years.

Call 1300 286 463

What services are available?

- information and advice
- support coordination
- specialised assessments, counselling, coaching and learning
- in home and community support
- a variety of housing and support services
- recovery retreats
- sub-acute recovery care
- family and carer support



Dardi Munwurro Brother to Brother 24-hour Crisis Line

The Brother to Brother 24-hour crisis line provides phone support for Aboriginal men who need someone to talk to about relationship issues, family violence, parenting, drug and alcohol issues or who are struggling to cope for other reasons. The line is staffed by Aboriginal men, including Elders, who have a lived experience in the issues that the line offers support for.

Call 1800 435 799 (24 hours, every day)



The Brave Program

Prevention and treatment of Childhood and Adolescent Anxiety

The BRAVE Program is an interactive, online program for the prevention and treatment of childhood and adolescent anxiety. The programs are free, and provide ways for children and teenagers to better cope with their worries. There are also programs for parents.

Contact brave4you@psy.uq.edu.au

What services are available?

- Young child (and their parents) program – for ages 3-7
- Child (and their parents) program – for ages 8-12
- Teen (and their parents) program – for ages 12-17



The Mental Health Foundation Australia

The Mental Health Foundation Australia (MHFA) is Australia's first mental health organisation, established in 1930 as the Victorian Council for Mental Hygiene. The MHFA has been at the forefront of many developments in the Australian and International Mental Health Movement.

Call 1300 643 287 (1300 MHF AUS)

Mental Health Support Groups can help in many ways:

- Feeling less lonely, isolated or judged
- Talking openly and honestly about your feelings to help cope with the situation better
- Providing new coping strategies when listening to others experiences and sharing solutions
- Offering a safe place to speak up about frustrations of living with a mental illness and ways of overcoming it.
- Strengthening your motivation to stick with a treatment plan to manage your condition.
- Reducing stress, depression, anxiety or fatigue
- Gaining a sense of empowerment, control and hope.
- Improving the understanding of a disease and your experience with it



South East Suicide Prevention Network

The South East Suicide Prevention Network meets bi-monthly and is open to all members of the community with meetings held in the Glen Eira and Bayside areas.

**Contact sesuicideprevention@gmail.com
or on (03) 9575 5333 8.30am–5pm M–F**

Facebook: <https://www.facebook.com/profile.php?id=100064478605408&ref=bookmarks>



Anxiety Recovery Centre Victoria

The Anxiety Recovery Centre Victoria (ARCVic) is a state-wide, specialist mental health organisation, providing support, recovery and educational services to people and families living with anxiety disorders. We aim to support and equip people with knowledge and skills that will build resilience and recovery and reduce the impact of anxiety disorders.

**Call Helpline OCD & Anxiety HelpLine 03 9830 0533
or 1300 ANXIETY or 1300 269 438**

What services are available?

- support groups
- ARCVic CARES 4ME Program
- education seminars
- library
- recovery programs
- parent support services



PANDA

PANDA (Perinatal Anxiety and Depression Australia)

Telephone information, counselling and referral service for women, men and families affected by perinatal mental illness. PANDA is dedicated to supporting the mental health and wellbeing of expecting, new and growing families. Through a range of information, services and programs we support parents and families during pregnancy the first 12 months of a new baby.

Contact 1300 726 306, Monday to Saturday

What services are available?

Support for:

- expecting mums
- expecting dads and non-birth parents
- new mums
- new dads and non-birth parents
- partners and carers



Blue Knot Foundation Helpline

Support for adult survivors of childhood trauma and abuse, parents, partners, family and friends as well as the professionals who work with them.

Call 1300 657 380 9am - 5pm, 7 days a week

Email: helpline@blueknot.org.au

What services are available?

- Blue Knot Helpline and Redress Support Service
- Counselling and Referral Service - Disability
- For survivors and those who support them
- Research and knowledge translation
- A professional community
- Building a trauma-informed world



Open Arms (Veterans and Families Counselling)

Free and confidential counselling to anyone who has served at least one day in the ADF, and their families. Open Arms specialises in providing free face-to-face and/or tele-health counselling, group programs and peer support. We are committed to your privacy and confidentiality.

Call 1800 011 046, 24hours/7 days a week

What services are available?

- Counselling
- Treatment programs and workshops
- Community and peer program
- Self-help tools



In Tough Times Text

An initiative of the Australian Suicide Prevention Foundation

Does someone you know have suicidal thoughts?

We suggest you send regular texts OR start a WhatsApp Group of supportive people using our suggested texts.

This site contains tools for you to help if you don't know how.

<https://intoughtimestext.org/>

Support for Children and Young People



Y Victoria (formally YMCA)

Youth Services empowering young people to amplify their voices, contribute to their communities and be a positive force for change. The Y's youth services team are working on the frontline, helping young people everyday. The team's main experience is in youth work, training and education.

Contact (03) 9403 5000, 9am–5pm, Monday to Friday

Email: helpline@blueknot.org.au

Website: <https://victoria.ymca.org.au/programs-services/youth-services>



Good Shepherd

Good Shepherd believe in the value of all young people. Young people may need extra support especially when faced with barriers that prevent them from opportunities and a chance to thrive.

Call (03) 9495 9600 during business hours

Email: info@goodsherp.org.au

What youth support services are available?

- Mental health
- Social conflict; e.g. bullying, technology, mistrust of authority
- Challenges maintaining engagement in school and education
- Family violence
- Trauma
- Young parenthood
- Disadvantage



Youth Central (Victoria's One-Stop Shop for Young People)

Website which is one place for young Victorians aged 12–25 to get help on a range of topics and issues.

<https://www.youthcentral.vic.gov.au/>

Areas where youth support advice and help is available

- Jobs
- Finances
- Housing
- Health and wellbeing
- Driving and public transport
- Study
- Rights and safety
- Getting involved



Youth Support and Advocacy Service

Support to help young people and families to overcome problems associated with substance use, mental health and behaviours such as offending and self-harm.

Contact (03) 9415 8881

Email: reception@ysas.org.au

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

What youth support services are available?

- Drug and alcohol services
- Mental health support
- Youth support programs



What's OK at Home?

Safe and Equal (formerly Domestic Violence Victoria and Domestic Violence Resource centre Victoria) have websites, videos, apps, posters and more to help children and young people understand what family violence is, why it happens, how to recognise it and how to help others who are experiencing it.

This site helps children and young people work out what's okay in a family and what's not. It helps children and young people understand what they can do if someone in their family is hurting or abusing them or another member of their family.

The site contains three different areas for 14-17 year olds, 10-13 year olds and for adult allies.

<https://woah.org.au/>



Centre for Multicultural Youth

CMY work is focused in the growth corridors in Melbourne's North West and South East regions, and in regional centres in Ballarat and Gippsland.

CMCY believe in creating a society where multicultural young people live a life where they are connected and can fully reach their potential for Young people from migrant and refugee backgrounds to feel connected, empowered and influential Australians.

Contact (03) 9340 3700

Email: info@cmy.net.au

Website: <https://www.cmy.net.au/>



Kids Helpline (see page 6 of this booklet)

Kids Helpline is a free Australian telephone and online counselling service for young people aged between 5 and 25. Ballarat and Gippsland.



Relationships Victoria (page 14)

Youth supports

<https://www.relationshipsvictoria.org.au/resources/youth-services/>



headspace (page 9)

National Youth Mental Health Foundation
Supports young people with mental health, physical health (including sexual health), alcohol and other drug services, as well as work and study support.



ReachOut (page 9)

Online mental health support and free apps for young people.



The Brave Program (page 21)

The BRAVE Program is an interactive, online program for the prevention and treatment of childhood and adolescent anxiety.



MINUS18 (page 21)

Champions for LGBTQIA+ youth leading change, building social inclusion, and advocating for an Australia where all young people are safe, empowered, and surrounded by people that support them.



Partners in Wellbeing (page 11)

This free service offers one-on-one support for people in Victoria to help improve wellbeing, develop strategies to cope and receive emotional support.



Melbourne City Mission Youth Services

Youth services are open to any young person who is aged 12 to 25 years and lives or studies in the City of Melbourne.

Call (03) 9977 0000

Email: info@mcm.org.au

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

What youth support services are available?

- Prevention of homelessness where possible
- Accommodation options
- Family Reconciliation Mediation Program
- YHI Services



Melbourne City Mission Youth Homelessness - Frontyard

Frontyard offers physical, emotional and social needs of young people aged 12 to 25 who spend time in the Melbourne CBD and are homeless or at risk of homelessness.

Freecall 1800 800 531

Website: <http://frontyard.org.au/>

What youth support services are available?

- Melbourne Youth Support Service (MYSS)
- Melbourne Gateway Reconnect
- Young People's Health Service (YPHS)
- Job Services Australia (JSA)
- Youthlaw
- Young and Pregnant Parenting Program



Odyssey Youth & Family Services

Odyssey Victoria provides outreach and centre-based programs for young people aged 12 to 24 and their families.

Odyssey Victoria is a state-wide, specialist treatment organisation dedicated to improving the lives of individuals who experience significant or long-term problems from alcohol and other drug use.

Email: odyssey@odyssey.org.au

Website: <https://odyssey.org.au/what-we-do/community-services/youth-and-family-services/>

Contact (03) 9415 8881

What youth support services are available?

- Youth alcohol and other drug counselling
- Dual diagnosis counselling - for young people suffering from mental health and drug and alcohol issues
- Family alcohol and other drug counselling
- Youth AOD outreach/dual diagnosis counselling
- Youth out reach program - targeted youth AOD support for young people in OOHC in the outer west



Smiling Mind - smartphone app

A free mindfulness and meditation app with dedicated programs for young people. Contains content for children (and adults) designed by psychologists.

Smiling Mind is Australia's go-to digital mental health organisation representing children and young people, promoting and enabling lifelong mental fitness.

The Smiling Mind App is available for download on the Apple App Store or on Google Play.

<https://www.smilingmind.com.au/smiling-mind-app>

BULLYING NO WAY

Bullying No Way

RESOURCES AND SUPPORT FOR BULLYING PREVENTION

Supporting Australian school communities with evidence-informed resources and activities for a proactive approach to bullying prevention and education.

Website: <https://bullyingnoway.gov.au/contact-us/need-help-now>

What resources are available?

- Classroom resources
- Early childhood to year 2
- Factsheets
- First Nations resources
- Professional learning resources
- Teaching resources

Kids Helpline

Private and confidential 24/7 phone and online counselling service for young people aged 5–25.

Free call 1800 55 1800

24 hours a day, 7 days a week

eheadspace

Free online and phone support and counselling to young people 12–25, their families and friends.

Free call 1800 650 890

9am to 1am (AEDT) 7 days a week

Parentline External link

13 22 89 (cost of a local call)

8am to midnight, 7 days a week



Mental Health and Wellbeing Centres

Mental Health and Wellbeing Connect centres may be directly accessed free in-person via walk-in (no appointment required), or via phone and online booking for tailored support. Centres have a wide range of support available, including:

- peer worker support
- access to hardship funds
- psychological and wellbeing supports
- help navigating the mental health and wellbeing system
- education and practical support

Call your chosen Mental Health and Wellbeing Connect centre for more information or your nearest centre here: <https://www.betterhealth.vic.gov.au/mental-health-and-wellbeing-connect>

Children's Health and Wellbeing Locals

Children's Health and Wellbeing Locals provide easy access to health and wellbeing support for children and their families and carers. The services support children aged zero to 11 years of age who may be experiencing developmental, emotional, relational and behavioural challenges, while also providing support to their families and carers.



You can get advice and support from a range of health professionals including:

- paediatricians
- psychologists & child psychiatrists
- speech pathologists
- occupational therapists
- family services workers.

Find your nearest service here : <https://www.betterhealth.vic.gov.au/childrens-health-and-wellbeing-locals#find-your-nearest-service>

Free Mental Health Clinics Head to Health Clinics

Head to Health Clinics provide Free confidential, safe and welcoming space to talk to someone if you, or someone you care about, are in distress, or need help finding the right mental health support to meet your needs.

The Centres are staffed by qualified professionals and people with lived experience of mental ill health. The Centres offer immediate support for people in distress, including their family and carers. Centres offer:

- free, short-to-medium term care
- help connecting with ongoing or longer-term free or low-cost support
- help connecting with other services to support you into the future

List of Centres <https://www.medicarementalhealth.gov.au/centre-list>

or Call **1800 595 212** (8:30am to 5pm weekdays) for information about your local centre and other mental health and wellbeing supports in your local area.

Griefline

For anyone experiencing grief
or facing any kind of loss

Griefline provides free,
compassionate and confidential
support every day of the year

Griefline are dedicated to helping individuals navigate the complexities of grief and loss. They provide free, accessible support and resources to people across the country, anytime they need it.

Phone support

The Griefline helpline is a free service and provides telephone support nationwide, 7 days a week. Phone support sessions are secure and confidential and available to adults aged 18 years and over.

Online forums

Online peer-to-peer moderated forums give people the opportunity to read about others' stories in managing and working through their experiences of grief and loss, while also providing the chance to actively interact and share their own journey

Support groups

Griefline provide bereavement support groups facilitated by a qualified counsellor. If you are facing grief as a result of losing a loved one, you don't have to go it alone. Connect and interact with others dealing with similar circumstances.

www.griefline.org.au

Vision and values

Griefline envision a national mental health ecosystem where grief is met with empathy and effective support.

Guided by their values of courage, compassion, and connection, Griefline work to prevent mental health challenges linked to unresolved grief.

Ensuring excellence

- **Evidence-based practices:** All programs are grounded in the latest grief and bereavement, mental health research and industry standards.
- **Comprehensive training:** Griefline's counselling team and volunteers receive best-practice training, monthly professional development sessions, and access to recorded resources for ongoing learning.
- **Supportive supervision:** They prioritise regular supervision and peer debriefing to ensure their team is supported in their vital work.
- **Strong governance:** Forward-thinking governance structures guide adaptability and responsiveness to community needs.
- **Advocacy and engagement:** Griefline work with policy and decision-makers to shape services that effectively support emotional and mental well-being on a national scale.

**Call 1800 845 745
for support 8am-8pm,
7 days a week**

Early Parenting Centres (EPCs)



What does the service provide?

EPCs provide specialist, targeted and flexible supports to parents/carers of children aged 0 and up to 4 years, in the areas of sleep and settling, feeding, behaviours, parent-child attachment and strengthening parenting capacity.

EPCs provide a free service that can be accessed by people with or without a Medicare card, including those on visas.

View this short video about the service

<https://www.vhba.vic.gov.au/health/specialist-centres/early-parenting-centres-expansion-and-upgrade>

How to access the service

Referrals to the service are usually from:

- maternal and child health services
- maternity services
- general practitioners
- Child FIRST (Family Information Referral and Support Team) and Child Protection – delivered by the Department of Families, Fairness and Housing (DFFH).

EPC locations, and self-referral form links

Noble Park – The Queen Elizabeth Centre

Tel: (03) 9549 2777

<https://qec.jotform.com/231968068845976>

Footscray – Tweddle Child and Family Health Service

Tel: (03) 9689 1577

<https://www.tweddle.org.au/online-self-referral/>

Wyndham (Werribee) – Tweddle Child & Family Health

Tel: (03) 9689 1577

<https://www.tweddle.org.au/online-self-referral/>

Ballarat – Grampians Health

Tel: (03) 5320 3003

<https://www.bhs.org.au/services-and-clinics/community-services/grampians-early-parenting-centre/>

Canterbury – Mercy Health

Tel: (03) 8416 7600

<https://health-services.mercyhealth.com.au/our-health-services/oconnell-family-centre/>

Whittlesea (South Morang) – Mercy Health

Tel: (03) 9407 6820

<https://health-services.mercyhealth.com.au/our-health-services/oconnell-family-centre/>

Casey (Clyde North) – Monash Health

Tel: (03) 7511 2800

<https://monashhealth.org/services/child-youth-and-family/murrumbek-casey-early-parenting-centre/>

Geelong – Barwon Health

Tel: (03) 4215 5920

<https://www.barwonhealth.org.au/services-departments/barwon-early-parenting-centre/self-referral-form>

Anticipated to open in 2024

Bendigo – Bendigo Health

Aboriginal EPC in Frankston – First Peoples' Health and Wellbeing

In planning stage

Hastings – The Queen Elizabeth Centre

Northcote – Operating health service TBC

Shepparton – Operating health service TBC



**Barwon
Health**

**Barwon Health
Youth Mental
Health and
Wellbeing Services
(formerly Jigsaw)**

**Call: 1300 094 187
24/7 help, information
or referral**

Youth Mental Health and Wellbeing clinicians and psychiatrists provided various treatments for young people 12 – 25 years old who are experiencing a severe mental illness or are at risk of developing a severe mental illness.

Services include:

Therapeutic interventions including Cognitive Behavioural Therapy (CBT), Mindfulness, Motivational Interviewing, Cognitive Analytic Therapy (CAT) etc.

Generic case management
activities of service
linkages and housing
supports

Multi-family support
group for young
people with psychosis

Family consultation

Clinicians and medical staff are also able to provide secondary consultation to other services and can also provide one-off medical reviews to GPs upon request via a written referral



Surf Therapy Programs

Ocean Mind offers surf therapy programs in the Ocean Grove, Torquay, Anglesea and the Mornington Peninsula.

It is a research-backed surf therapy program aiming to improve young people's mental health, relationships and potential through surfing and combines the therapeutic elements of the ocean with the adventure of surfing to have a positive impact on physical and mental wellbeing.



www.oceanmind.org.au

Call: 03 4210 0408

The programs centre around

- 1. Skill development**
- 2. Capacity building**
- 3. Mentoring**
- 4. Fun**



Programs offered include:

- **6-week swell course – introductory course for young people aged 8-18**
- **surf club – run by mentors for those wanting to continue learning to surf**
- **School programs – for groups of 10-15 students**
- **NDIS programs**



info@oceanmind.org.au

satellite FOUNDATION

*Creativity and connection for
mental health and wellbeing*



Satellite Foundation is a not-for-profit that connects and empowers children and young people who have a family member living with mental health challenges.

This may also include young people in families experiencing challenges with substance use, family conflict or violence, complex trauma, or other adverse life circumstances.

satellitefoundation.org.au

Satellite programs

SATELLITE CONNECT - A safe space for young people to share their stories and lived experiences in a supportive and positive environment. They'll meet other young people who have a family member living with mental health challenges, and get to chat, collaborate, and create lasting connections.

SATELLITE CAMPS - Three-day overnight camps cater for children and young people ages 9 -15 years approx. with a mix of outdoor and indoor activities that create a fun, safe environment for building skills and confidence, while making great peer connections.

AT HOME WITH SATELLITE - a fun, creative program of activities and workshops for ages 8-14 years approx. Participants are posted an activity-based self-care packs then meet in an online workshop to get creative, meet new friends and unleash conversations about our life experiences.

CREATE AND CONNECT WORKSHOPS - arts-based, one-day workshops for young people ages 8-11, 12-14, and 14-17 years (approx.). Facilitated by young people, Satellite Staff and visiting artists, these engaging workshops are a fun way to share stories and enjoy activities like music, songwriting, photography, sculpture, and graffiti.

Satellite offers a range of in-person and online programs, workshops, activities, and projects for young people to come together, have fun, connect through shared experiences, and tap into their creative selves. Each program targets an age range, however this is approximate, as all children and young people develop at different rates.

Satellite wants young people to feel welcome, like they belong, are understood, and connected to others who may be in a similar situation. Their programs are co-created and facilitated by young people and Satellite staff and they're FREE!

CALL: 1800 973 444

EMAIL: hello@satellitefoundation.org.au



orygen

Orygen

**Research, policy, education,
& innovations in care –
focusing on youth mental
health**

www.orygen.org.au

Orygen's vision is for all young people to enjoy optimal mental health as they grow into adulthood. Their goal is to see young people with mental ill-health getting well and staying well.

One in five young people will have experienced a depressive episode by the time they turn 18. Orygen believe in treating early and focusing on recovery.

Orygen's research is world-leading, impactful and creates change. Working directly with young people, their families and friends, they pioneer new, positive approaches to the prevention and treatment of mental disorders.

Orygen advocate and make sure that policy makers understand the need and cost of mental ill-health in young people.

Orygen educate. They use their research and evidence-based practice to develop innovative training programs and resources.

Clinical Care services

Aboriginal and Torres Strait Islander-specific programs

After hours services

Employment and education services

Low intensity services

Orygen in schools

Enhancing Mental Health Supports in Secondary Schools

Doctors in secondary Schools (DISS)

Orygen Specialist Program

Orygen headspace centres

Youth Enhanced Services

Based on evidence and best practice, Orygen's programs address gaps in youth mental health services, embrace mental health, alcohol and other drugs, primary care and educational services.

**03 9966 9100
info@orygen.org.au**

Organisation website addresses

13YARN	https://www.13yarn.org.au/
1800RESPECT	https://www.1800respect.org.au/
Alannah and Madeline Foundation	https://www.amf.org.au/
Anxiety Recovery Centre Victoria	https://www.arcvic.org.au/
Barwon Health	https://mhdas.barwonhealth.org.au/service/youth-mental-health-wellbeing/
Better Pride	https://betterpride.com.au/
Beyond Blue	https://www.beyondblue.org.au/
Blue Knot	https://blueknot.org.au/
Brother to Brother	https://www.dardimunwurro.com.au/brother-to-brother/
Bullying No Way	https://bullyingnoway.gov.au/contact-us/need-help-now
Centre for Multicultural Youth	https://www.cmy.net.au/
Early Parenting Centres (EPCs)	Various
Embrace Multicultural Mental Health	https://www.embracementalhealth.org.au/
Family Relationships Online	https://www.familyrelationships.gov.au/
Good Shepherd	https://goodshep.org.au/services/youth-services/
Griefline	https://griefline.org.au
Head to Health	https://www.headtohealth.gov.au/
Headspace	https://headspace.org.au/
In Tough Times Text	https://intoughtimestext.org/
Kids Helpline	https://kidshelpline.com.au/
LifeLine	https://www.lifeline.org.au/
Melbourne City Mission Youth Homelessness - Frontyard	https://www.mcm.org.au/services/homelessness/frontyard
Melbourne City Mission Youth Services	https://www.mcm.org.au/services/homelessness/support-services
Men's Shed Victoria	https://vicmensshed.org/
MensLine Australia	https://mensline.org.au/

Organisation website addresses (continued)

Mental Health Foundation Australia	https://www.mhfa.org.au
Mind Australia	https://www.mindaustralia.org.au
Minus18	https://www.minus18.org.au/
National Alcohol and Other Drug Hotline	https://campaigns.health.gov.au/drughelp
Ocean Mind	https://oceanmind.org.au
Open Arms	https://www.openarms.gov.au/
Orygen	https://.orygen.org.au
PANDA	https://panda.org.au/
Parentline	https://parentline.com.au/
Partners in Wellbeing	https://www.partnersinwellbeing.org.au/
Pathway to Good Health for Children in Care	https://www.health.vic.gov.au/populations/vulnerable-children/pathway-to-good-health-for-children-in-care
QLife	https://qlife.org.au/
Rainbow Door	https://www.rainbowdoor.org.au/
ReachOut Australia	https://au.reachout.com/
Relationships Australia	https://relationships.org.au/
Relationships Australia Victoria	https://www.relationshipsvictoria.org.au/
Safe Steps	https://www.safesteps.org.au
SANE Australia	https://www.sane.org/
Satellite Foundation	https://satellitefoundation.org.au
Smiling Mind smartphone app	https://www.smilingmind.com.au/smiling-mind-app
South East Suicide Prevention Network	https://connecthealth.org.au/programs-activities/south-east-suicide-prevention-network/
Suicide Call Back Service	https://www.suicidecallbackservice.org.au/
The Brave Program	https://brave4you.psy.uq.edu.au/
The Butterfly Foundation	https://butterfly.org.au/

Organisation website addresses (continued)

The Compassionate Friends Victoria	https://www.compassionatefriendsvictoria.org.au/
The National Centre Against Bullying	https://www.ncab.org.au/
The Women's Mental Health Service	https://www.thewomens.org.au/health-professionals/womens-mental-health-service
What's OK at Home?	https://woah.org.au/
Y Victoria	https://victoria.ymca.org.au/programs-services/youth-services
Yarning Safe 'n' strong	https://www.vahs.org.au/yarning-safenstrong/
Youth Central	https://www.youthcentral.vic.gov.au/
Youth Support and Advocacy Service	https://ysas.org.au/



Kinship Carers Victoria
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