



# Emergency Help

Following services are confidential and 24/7.

## Lifeline

For support and advice in a personal crisis.

- Age: For all ages
- Phone counselling 24 hour on call – 13 11 14
- Online web chat (<https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat>) available 7 days/week between 7:00pm – 4:00am (AEST/AEDT). Check site for more details [www.lifeline.org.au](http://www.lifeline.org.au)

## Suicide Call Back Service

Support if you, or someone you know, is feeling suicidal.

- Age: For all ages
- Phone counselling 24 hour on call – 1300 65 94 67
- Online web chat (<https://www.suicidecallbackservice.org.au/register>) (24/7). Check site for more details [www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

## Mental Health and Information and Support Services

- Phone counselling 24 hour on call – 1800 011 511

## Drug and Alcohol Helpline

- Phone counselling 24 hour on call – 1800 422 599

## Domestic Violence Helpline

- Phone counselling – 1800 656 463



# Where to go for e-Mental Health Resources

## Online Crisis Support and Online Counselling

**KidsHelpline** online 'chat' and email (or phone) counselling for young people 5-25 years.  
[www.kidshelp.com.au](http://www.kidshelp.com.au)



**Lifeline** online 'chat' (or phone) counselling provides short-term crisis support for people having difficulty coping or staying safe.  
[www.lifeline.org.au/Get-Help/Online-Services/crisis-chat](http://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat)



**Suicide Call Back Service** crisis counselling online (video or web 'chat') or phone 24/7, plus telephone counselling callbacks for people affected by suicide, including people who are feeling suicidal, people who are worried someone they know may be suicidal, and people who have lost someone to suicide.  
[www.suicidecallbackservice.org.au/register](http://www.suicidecallbackservice.org.au/register)



**eheadspace** online 'chat', email (or phone) contact with a qualified youth mental health professional for young people 12-25 years and parents and carers worried about a young person.  
[www.eheadspace.org.au](http://www.eheadspace.org.au)



**MensLine** online (text), video or phone counselling 24/7. Includes peer support forums and interactive PDF worksheets.  
[www.mensline.org.au](http://www.mensline.org.au)



**QLife** online 'chat' (or phone) counselling for lesbian, gay, bisexual, transgender and intersex (LGBTI) people.  
[www.qlife.org.au](http://www qlife.org.au)



## Information and Peer Support

**Bite Back** (Black Dog Institute) targets young people (12-25 years) and aims to promote wellbeing and resilience through psycho-education, positive psychology and related approaches.  
[www.biteback.org.au](http://www.biteback.org.au)



**BluePages** provides information about depression and its treatment. It includes reviews of scientific evidence for medical, psychological and lifestyle interventions and resources/services that can help.  
[bluepages.anu.edu.au](http://bluepages.anu.edu.au)



**BlueBoard** peer support forums for service users and carers over 18 years. Aims to reduce stigma, provide support and hope. Moderated with strict protocols to enhance safety and privacy.  
[blueboard.anu.edu.au](http://blueboard.anu.edu.au)



**ReachOut** for people under the age of 25 years. Includes peer support forums, apps, tips and information about coping with tough times, improving wellbeing, volunteering opportunities and social engagement.  
[au.reachout.com](http://au.reachout.com)



## Symptom-focused Courses and Programs

### 1. Self help programs

**The BRAVE program** prevention, early intervention and treatment of anxiety. It has child (8-12 years), teen (12-17 years), and parent components.  
[brave4you.psy.uq.edu.au](http://brave4you.psy.uq.edu.au)



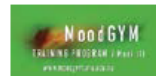
**Centre for Clinical Interventions** provides free workbooks for a range of mental health concerns including depression, anxiety, body dysmorphia, disordered eating, bipolar disorder and distress tolerance.  
[www.cci.health.wa.gov.au/resources/consumers.cfm](http://www.cci.health.wa.gov.au/resources/consumers.cfm)



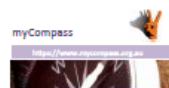
**e-couch** evidence-based information and self-help strategies drawn from CBT and IPT with modules for depression, anxiety, relationship breakdown, loss and grief.  
[ecouch.anu.edu.au](http://ecouch.anu.edu.au)



**MoodGYM** teaches skills from CBT to help prevent and manage symptoms of depression.  
[moodgym.anu.edu.au](http://moodgym.anu.edu.au)



**myCompass** resilience and wellbeing for people with stress, anxiety or depression. Includes internet and mobile phone-based mood tracking, motivational messages and self-help modules.  
[www.mycompass.org.au](http://www.mycompass.org.au)



**OnTrack** provides programs for alcohol, depression, alcohol/depression together, unusual experiences/early psychosis, flood and storm recovery, diabetes and a program for carers.  
[www.ontrack.org.au](http://www.ontrack.org.au)



### 2. Programs offering in-house therapist support/guidance

**eCentreClinic** develops and tests courses for adults and older adults—including anxiety, OCD, PTSD, stress, depression, chronic pain and epilepsy. Self-guided and therapist-supported courses.  
[www.ecentreclinic.org](http://www.ecentreclinic.org)



**OCD? Not Me!** program is for people aged 12-18 years with OCD. It has eight stages and provides information, tips, activities as well as support for parents and caregivers.  
[www.ocdnotme.com.au](http://www.ocdnotme.com.au)



**THIS WAY UP™** provides courses for depression and anxiety (GAD, mixed depression/anxiety, panic, social phobia, OCD). People are referred by their clinician and receive clinician support to work through the program for a small fee. There are also free self-help courses for depression, anxiety and stress.  
[www.thiswayup.org.au](http://www.thiswayup.org.au)



## Sites for Specific Areas of Concern

**Adults Surviving Child Abuse** email (or phone) service for people seeking help for complex trauma from childhood.  
[www.asca.org.au](http://www.asca.org.au)



**Butterfly Foundation** provides information and referrals for people concerned about eating disorders plus phone and email support.  
[www.thebutterflyfoundation.org.au](http://www.thebutterflyfoundation.org.au)



**CanTeen** online 'chat' or email (or phone) counselling and forums for people aged 12-24 years living with the impact of cancer (either as a patient or having a family member who is living with cancer).  
[www.canteen.org.au](http://www.canteen.org.au)



**Counselling Online** text-based (or phone) counselling 24/7 for drug or alcohol concerns—for people concerned about their own or other peoples' substance use.  
[www.counsellingonline.org.au](http://www.counsellingonline.org.au)



**Gambling help online** text and email (or phone) counselling for people concerned about their own or another person's gambling.  
[www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)



**What Were We Thinking?** information, support and app (available on iTunes) for first-time parents and resources for professionals.  
[www.whatwerewethinking.org.au](http://www.whatwerewethinking.org.au)

