




Support Services Information

For families & carers supporting someone who experiences a mental illness.

Aboriginal & Torres Strait Islander services/supports

Service	Contact details	Additional information
<p>Maruung Maruung “Good good Deadly” Yarn up Feel Deadly app</p> 	<p><u>Apple App Store - Click here</u> or QR code</p>  <p><u>Android Google Play Store - Click here or QR Code</u></p> 	<p>Contains culturally considerate resources & powerful personal video testimonials. The app includes:</p> <ul style="list-style-type: none"> • Resources to learn Aboriginal language • Information regarding mental health conditions, treatments and medications • Details of upcoming community events • Employment opportunities • It also has a staff portal where training and case scenarios are available on how to provide culturally responsive mental health assessments for Aboriginal and/or Torres Strait Islander people. While the culturally appropriate app is designed to target the Aboriginal community, the content and links will benefit and be of interest to all.
<p>13Yarn</p>	<p>Ph. 13 92 76 24/7 support</p>	<p>Provides crisis support to yarn with you without judgement & provide a confidential, culturally safe space to yarn about your needs, worries or concerns. https://www.13yarn.org.au/</p>
<p>Brother to brother</p>	<p>Ph. 1800 435 799 24/7 support</p>	<p>A 24-hour crisis line for Aboriginal and Torres Strait Islander men of all ages established to provide extra support during the coronavirus (COVID-19) pandemic</p>
<p>THIRRILI</p>	<p>Ph. 1800 805 801 24/7 support</p>	<p>Providing emotional and practical support to families impacted by a loss from suicide or other traumatic event.</p>

Child & Young Person

Service	Contact details	Additional information
Headspace	1800 650 890	Counselling and information for young people & their families https://headspace.org.au/online-and-phone-support/ Support for family headspace
Kids Helpline	1800 55 1800 24/7 support	Phone counselling for young people aged 5-25 https://kidshelpline.com.au/
Orygen: Resources for families & carers		Working directly with young people, their families & friends, we pioneer new, positive approaches to the prevention & treatment of mental disorders. Link provides access to useful resources/factsheets on specific mental health issues & topics. https://www.orygen.org.au/Training/Resources
ReachOut: For Parents		We offer different types of support, depending on what you & your teenager need & want. Home - ReachOut Parents

Carer Services

Service	Contact details	Additional information
ARAFMI Hunter- Samaritans	(02) 4922 1546.	Free face-to-face or over the phone counselling with accredited & professional counsellors Assistance in navigating the Hunter New England mental health services. Information on mental illness https://www.samaritans.org.au/services/counselling-and-mental-health/arafmi
Carer Gateway	1800 422 737	Emotional, practical & financial support for carers. https://www.carergateway.gov.au/
Defence Family Helpline	1800 624 608 24/7 support	Staffed by qualified human services professionals, including social workers & psychologists, who can provide you with assessment, assistance or referral.

Family Drug Support (NSW)	1300 368 186 24/7 support	Provides up to date information on alcohol & drug use relative to families of people who use substances. 24 hr, 7 day a week phone support for families affected by alcohol & other drug issues. Family Drug Support - Family Drug Support Australia (fds.org.au)
HNE Health Carer Support Program		If you are new or very experienced in the caring role our Carer Support Program wants to assist you with useful information & links. Carer Support Program HNE Health (nsw.gov.au)
Minds Together- Everymind program		Free, self-paced online support featuring interactive activities, multimedia content, peer support & personal stories of supporting family or friends. https://mindstogether.org.au/
One Door Carer Services	1800 843 539	A range of services on offer for the families of people with mental illness https://www.onedoor.org.au/services/carers-services
Young Carers NSW via Carers NSW	(02) 92804744	Free, state-wide service for young carers, 25 years or under. Resources for young carers Carers NSW

Helplines/Crisis support

Service	Contact details	Additional information
Beyond blue	1300 224 636 24/7 support	Phone & online counselling https://www.beyondblue.org.au/get-support/get-immediate-support
Hunter Homeless Connect Community Directory		Find community & government services, accommodation providers, food banks, emergency relief, financial assistance & more. Community Services Directory - Hunter Homeless Connect

Lifeline Helpline	13 11 14 or Text 0477131114 24/7 support	Anyone in Australia can speak to a trained crisis supporter Confidential 1-1 text with a trained lifeline crisis supporter https://www.lifeline.org.au/crisis-text/
National Sexual Assault, Domestic & Family Violence Counselling Service	1800RESPECT 1800 737 732 24/7 support	Counselling, information, & referral service. Free/confidential support https://www.1800respect.org.au/
Suicide Call Back Service	1300 659 467 24/7 support	Free nationwide service providing 24/7 phone and online counselling to people affected by suicide. You do not require a medical referral to initiate contact. https://www.suicidecallbackservice.org.au/home-and-online-counselling/

Culturally & Linguistically Diverse (CALD)

Service	Contact details	Additional information
NSW Service for the Treatment and Rehabilitation of Torture & Trauma Survivors (STARTTS)	(02) 9646 6800 – Ask for the Intake Counsellor or complete the Referral Form	Culturally relevant psychological treatment & support to help people/communities heal the scars of torture & refugee trauma & rebuild their lives in Australia. Anyone can refer (can be self-referral or for a family member) https://www.startts.org.au/services/make-a-referral/
The Transcultural Mental Health Centre (TMHC)		Works with health professionals & communities in NSW to support mental health for people from CALD communities https://www.dhi.health.nsw.gov.au/transcultural-mental-health-centre

LGBTIQ+ services

Service	Contact details	Additional information
ACON	Tel: 02 4962 7700 1800 063 060 9am-5pm Monday, Wednesday & Friday, 9am-6pm Tuesday, Thursday	<ul style="list-style-type: none"> Counselling services for LGBTIQI people and people with HIV to support them to manage their mental health. https://www.acon.org.au/what-we-are-here-for/mental-health/
Maple Leaf House- Specialist Trans and Gender Diverse Health Service- HNE Health	(02) 40164980	GP's can refer young people (up to 25 years old) to the service. Maple Leaf House - Transgender & Gender Diversity HNE Kids (nsw.gov.au)

QLife Phone Counselling	1800 184 527 3pm-midnight 7 days a week	Anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships https://qlife.org.au/
Transhub	online	A digital information & resource platform for all trans & gender diverse people in NSW, loved ones, allies & health providers https://www.transhub.org.au/

Drug/s & Alcohol

Service	Contact details	Additional information
Your Room-For families		Information to support families in NSW to reduce the harms caused by alcohol & other drugs, find support services & understand treatment options. For Families Your Room (nsw.gov.au) Information to support Aboriginal People <u>in NSW</u> https://yourroom.health.nsw.gov.au/aboriginal-info/pages/aboriginal-info.aspx

Other services/helplines

Service	Contact details	Additional information
Blackdog Institute		Evidence-informed information for anyone trying to find out more about mental health conditions, treatments & wellbeing. https://www.blackdoginstitute.org.au/resources-support/fact-sheets/
Butterfly Helpline	1800 334 673	Australia wide support for people concerned about eating disorders or body image issues, whether you need support for yourself or someone you support. Not a crisis line & we cannot provide medical help https://butterfly.org.au/get-support/helpline/
The COPMI (Children of Parents with a Mental Illness): Family & Friends		A national initiative that develops information for parents, their family & friends in support of these kids & young people. https://www.copmi.net.au/
Dementia Australia: Support for families & carers		High-quality services & support to meet family & carer needs. Recognise, promote & value carers & care relationships. https://www.dementia.org.au/support/family-&-carers

Flourish Australia		Supporting people with a lived experience to feel supported & meet their everyday challenges. Mental health support for carers, family & friends Flourish Australia
GambleAware counselling service	1800 858 858	Information on how to gamble safely, plus free confidential support for anyone affected by gambling. https://www.gambleaware.nsw.gov.au/i-need-support/i-am-affected-by-someone-elses-gambling
Head to Health- Australian Government site		A free, confidential service from the Australian Government. It connects you to trusted help & support. www.headtohealth.gov.au
Hunter Primary Care		Quality primary health, mental health & after-hours care through collaboration with our network of trusted health professionals. About Us - Hunter Primary Care Newcastle & The Hunter
LawAccess NSW - access to 'Mental Health Advocacy Service' via this number	1300 888 529 Monday to Friday between 9am and 5pm (excluding public holidays)	Legal support https://www.lawaccess.nsw.gov.au/ https://www.legalaid.nsw.gov.au/what-we-do/civil-law/mental-health-advice
Mensline Australia	1300 789 978	Qualified counsellors specialising in family & relationship issues, including relationship breakdown, separation & divorce, parenting, family violence, suicide prevention & emotional well-being https://mensline.org.au/mens-mental-health/
Mental Health Review Tribunal (MHRT)	1800 815 511	Constituted under the Mental Health Act 2007. Conducts mental health inquiries, can make & review orders, & hears some appeals, about the treatment/care of people with a mental illness. www.mhrt.nsw.gov.au
MyAgedCare	1800 200 422 Mon - Fri 8am - 8pm, Saturday 10am - 2pm	If you need some help around the house or think it's time to look into aged care homes. https://www.myagedcare.gov.au/

NSW Trustee and Guardian (NCAT)	1300 006 228 during business hours.	NCAT can be contacted for general enquiries about an online Guardianship &/or Financial Management application or NCAT procedures. NCAT hears applications about people with a decision-making disability when informal arrangements are not working or there is a legal problem. https://www.tag.nsw.gov.au/ Factsheet for applicants: please click here to access
National Disability Insurance Scheme (NDIS)	1800 800 110 or enquiries@ndis.gov.au Monday to Friday 8am to 8pm (local time).	https://www.ndis.gov.au/understanding/families-and-carers
NSW Government: Free financial & legal advice.		If you are experiencing financial difficulty & stress. https://www.nsw.gov.au/money-&-taxes/fines-&-fees/support-&-community-services/financial-legal-advice
Post and Antenatal Depression Association (PANDA) Helpline	1 Mon to Fri, 9am - 7.30pm AEST/AEDT 300 726 306	Safe, caring & confidential space for you to talk through any concerns you may have as an expecting or new parent, or support person https://panda.org.au/
SANE: Is someone you know unwell?		Support for family & friends. Is someone you know unwell? (sane.org)

HNE Mental Health Service internet page

https://www.hnehealth.nsw.gov.au/our_services/mental-health or utilise QR code for access to HNE Mental Health Services web page.

