

# MENTAL HEALTH SUPPORT SERVICES



Health  
Hunter New England  
Local Health District

## EMERGENCY

In the event of an emergency patients should call **000** or go to their nearest Emergency Department

## MENTAL HEALTH LINE

For those with mental health concerns, this line provides professional advice to determine appropriate local mental health support services. The Mental Health Line is available to everyone in NSW and operates 24 hours a day, 7 days a week. Call **1800 011 511**  
<https://www.health.nsw.gov.au/mentalhealth/Pages/Mental-Health-Line.aspx>

## FACE TO FACE SUPPORT

Service	Description	Phone
Beam Health	Head to Health and under 12's psychology provider.	02 4954 9333
General Practitioner	GP will complete a Mental Health Care Plan, providing access to mental health clinicians via the Better Access initiative and/or Access to Allied Psychological Services (ATAPS) subsidised by Medicare <a href="https://directory.wayahead.org.au/information-and-resources/accessing-mental-health-services/">https://directory.wayahead.org.au/information-and-resources/accessing-mental-health-services/</a>	
Head to Health	Phone intake assessment and referral service plus mental health interventions. No GP referral required.	1800 595 212
Headspace	Provides support for young people aged 12-25 years with mild to moderate mental health concerns. <a href="https://headspace.org.au/headspace-centres/">https://headspace.org.au/headspace-centres/</a> Headspace also offers free online and telephone counselling at: <a href="https://headspace.org.au/eheadspace/">https://headspace.org.au/eheadspace/</a>	
Headspace Cessnock	Youth mental health service 12 – 25 years. No GP referral required.	02 4993 3450
Headspace Maitland	Youth mental health service 12 – 25 years. No GP referral required.	02 4932 1000
Hunter Primary Care	Psychological services.	02 4925 2259

<b>PHN Members Assistance Program</b>	Three, free counselling services for employees of General Practices and Allied Health practices and their immediate family members working and residing in the Hunter, New England or the Central Coast. <a href="http://thephn.com.au">Member Assistance Program - Primary Health Network (thephn.com.au)</a>	
<b>Rural Adversity Mental Health Program (RAMHP)</b>	RAMHP inform, educate and connect individuals, communities and workplaces with appropriate services and programs. RAMHP link people to local mental health services and resources, educate workplaces and communities about mental health and wellbeing and respond in times of natural disasters and severe adversity. <a href="https://www.ramhp.com.au/">https://www.ramhp.com.au/</a>	Local Coordinator: <b>0405 288 081</b>
<b>Rural Young Minds (Samaritans)</b>	Moderate/ high intensity youth mental health service 12 – 25 years. No GP referral required:	<b>1800 270 738</b>

## HELPLINES, PHONE AND ONLINE COUNSELLING

Service	Description	Contact
<b>Alcohol &amp; Drug Information Service</b>	Support, information, counselling and referral to services in NSW. <b>Web chat</b> (Mon—Fri 8.30am—5pm): <a href="https://yourroom.health.nsw.gov.au/getting-help/Pages/adis.aspx">https://yourroom.health.nsw.gov.au/getting-help/Pages/adis.aspx</a>	<b>1800 250 015</b> 24/7
<b>Beyond Blue</b>	Telephone support, online chat, digital resources, online forums and email counselling. <b>Online Chat</b> (7 days, 3pm—12am): <a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>	<b>1300 22 4636</b> 24/7
<b>Butterfly Foundation</b>	Support people affected by an eating disorder with information, counselling, and guidance on treatment options. Telephone support, online chat, or email, available 8am – midnight, 7 days. <b>Online Chat:</b> <a href="https://butterfly.org.au/">https://butterfly.org.au/</a>	<b>1800 33 4673</b> 8am—midnight, 7 days
<b>Carer Gateway</b>	Counselling, peer support, support packages, and respite services <a href="http://www.carersnsw.org.au/">http://www.carersnsw.org.au/</a>	<b>1800 422 737</b> Mon—Fri, 8am—5pm
<b>Domestic Violence Line</b>	Counselling and referral to women experiencing domestic and family violence <a href="http://www.dvline.nsw.gov.au/">NSW Domestic Violence Line</a>	<b>1800 65 64 63</b> 24/7
<b>Family Relationship Advice Line</b>	Helps families affected by relationship or separation issues, incl. information on parenting arrangements after separation. It can also refer callers to local services that provide assistance. <a href="https://www.familyrelationships.gov.au/talk-someone/advice-line">https://www.familyrelationships.gov.au/talk-someone/advice-line</a>	<b>1800 050 321</b> Mon—Fri, 8am—8pm Sat 10am—4pm
<b>Griefline</b>	Counselling and support telephone, SMS and video service. Including digital resources on loss, grief and trauma. <a href="https://griefline.org.au/">https://griefline.org.au/</a>	<b>1300 845 745</b> 6am—2am, 7 days
<b>Kids Helpline</b>	Telephone and online counselling for young people aged 5-25 years, including online resources. <a href="https://kidshelpline.com.au/">https://kidshelpline.com.au/</a>	<b>1800 551 800</b> 24/7

<b>Lifeline</b>	Crisis Support Services via phone, text or online chat. <b>Text</b> (6pm—midnight): <b>0477 13 11 14</b> <b>Online Chat</b> (7pm—midnight): <a href="https://www.lifeline.org.au/crisis-chat/">https://www.lifeline.org.au/crisis-chat/</a>	<b>13 11 14</b> 24/7
<b>Mensline Australia</b>	Telephone and online counselling service for men with emotional health and relationship concerns. <b>Register for online chat:</b> <a href="https://mensline.org.au/phone-and-online-counselling/">https://mensline.org.au/phone-and-online-counselling/</a>	<b>1300 78 99 78</b> 24/7
<b>Mindhealth</b>	Low intensity telephone and online counselling support. <b>Register for online counselling:</b> <a href="https://mindhealth.org.au/phone-and-online-counselling/">https://mindhealth.org.au/phone-and-online-counselling/</a>	<b>1300 092 131</b> Mon—Sat, 7am—9pm
<b>ReachOUT</b>	Digital resources for young people and their parents. <a href="https://au.reachout.com/">https://au.reachout.com/</a>	Online
<b>Suicide Callback Service</b>	Telephone and online support for suicide related issues. Register for online counselling: <a href="https://www.suicidecallbackservice.org.au/phone-and-online-counselling/">https://www.suicidecallbackservice.org.au/phone-and-online-counselling/</a>	<b>1300 659 467</b> 24/7
<b>“Yarn Up, Feel Deadly” App</b>	Aims to improve Aboriginal and Torres Strait Islander communities access to Hunter New England Mental Health Services. The app includes video testimonials and resources. <b>Download for free on both android and apple devices.</b>	Phone App

*Please note all counselling services listed above are FREE*