




Suicide prevention services guide.

A guide to community-based suicide prevention services in the Northern Sydney Region.

Lifeline 13 11 14

Emergency services 000 (112 from a mobile)



The purpose of this document is to provide community members, GPs and service providers with a central place to locate information about local suicide prevention in the Northern Sydney area and to help people navigate which services to contact depending on individual circumstances.

My Self care plan

The following is a self care plan developed by Roses in the Ocean. This can be used by community members or by general practitioners (GPs) and other service providers.

We can't plan for an emergency once it has already happened, but we can benefit from having a plan in place in case of an emergency. It can be helpful to have a personal self-care plan before a significant period of stress, distress or crisis.

We suggest you take the time to complete your personal self-care plan

Three positive coping strategies I can use if I'm stressed or distressed:

Examples: write in a journal, call a friend, family member, mental health professional and break the problem into smaller manageable issues.

1.
2.
3.

Three things I can do to relax:

Examples: Go for a run/walk, watch a movie, meditate.

1.
2.
3.

Three people, professionals and/or services I can call if I need to talk:

1.
2.
3.

www.rosesintheocean.com.au | 1300 411 461 | info@rosesintheocean.com.au



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Crisis Support

Who to call if you are feeling suicidal or are experiencing a personal crisis.

Are you in immediate danger or cannot keep yourself safe?

*If you, or someone you are with, is in immediate danger call **000 (or 112 from a mobile)** or go to your nearest hospital emergency department.*

Lifeline – 24/7 Crisis Support

13 11 14

Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services.

Available online, following link above or contact Lifeline on 13 11 14.

Suicide Call Back Service (24/7)

www.suicidecallbackservice.org.au

1300 659 467

A nationwide service that provides 24/7 telephone support to people 15 years and over who are feeling suicidal, caring for someone who is suicidal, or who are bereaved by suicide.

Also, online text based counselling 24/7, online information and resources.

Kids Helpline (24/7)

www.kidshelpline.com.au

1800 55 1800

Free phone counselling 24/7 for children and young people aged 5–25. Talk about anything that is going on in your life to someone who will listen and care.

Also, WebChat between 8.00am–midnight and email counselling.

Mental Health Line – 24 hour contact

1800 011 511

The Mental Health Line (MHL) is a 24 hour, 7 day service operated by a mental health clinician who can offer support and connect consumers with the appropriate local public health mental health service within NSW. The MHL is for anybody needing advice about mental health matters including how to contact or connect with a mental health service. The service is for all age groups including consumers, family/carers, members of the community or other health professionals. Additionally, Northern Sydney Local Health District Mental Health Drug & Alcohol (NSLHD MHDA) assess consumers who come into Emergency Department due to a mental health crisis 24/7.

Men's Line Australia (24/7)

www.mensline.org.au

1300 789 978

Telephone support and referral service available 24/7 for men with family and relationship concerns (including relationship difficulties, separation and family breakdown, parenting, family violence and emotional wellbeing). Professional counsellors experienced in men's issues.

Also, online chat counselling, video counselling and online tips and tools.

Helplines (in addition to crisis lines) and online support

Who else can I call to talk about thoughts of suicide, or of painful feelings, or about any issues (big or small) that I am trying to cope with, or... if I just don't feel myself.

Where can I go to find out more information?

ReachOut (under 25yrs)

www.reachout.com

Reachout is an internet service for young people parents & schools who would like to find articles ,information or tools to help support a young person, ReachOut.com helps under 24s with variety of topics and difficult issues (e.g bullying, exam stress, alcohol, depression and violence).

Visit the website now to get the tools you need to make life easier.

Mates in Construction Helpline (24/7)

1300 642 111

<https://matesinconstruction.org.au/nsw/>

Support for men in the building and construction industry who need assistance with any personal issues, emotional issues or general support and help.

The Butterfly Foundation

www.thebutterflyfoundation.org.au

1800 33 4673 (1800 ED HOPE)

The Butterfly Foundation's National Helpline provides free support for anyone concerned by eating disorders and body image issues. Specialist counsellors provide non-judgemental support, information and referrals; They also provide clinicians with general guidance on eating disorders and services options.

This service does not provide crisis support.

Phone, email and web chat seven days a week 8.00am-midnight AEST.

SANE Australia

www.sane.org **1800 18 7263**

For anyone who requires information, guidance, referrals and support. SANE Australia does not provide crisis support.

Please see page 4 for crisis lines.

Sane Helpline and helpline chat available weekdays, 10:00 am- 10:00 pm AEST. Check site for more details.

Mental Health Access Line

1800-011-511

People and families facing complex mental health problems can speak with a professional about their symptoms and then can be connected to appropriate care.

Head to Health

www.headtohealth.gov.au

Makes it easier to search for Australian mental health resources and services to find appropriate websites, forums, apps and programs and phone, chat and email support.

Mindspot

www.mindspot.org.au

1800 61 44 34

8am-8pm M-F 8am-6pm S

Mindspot provides free online services for Australians with depression and anxiety problems. It provides mental health screening assessments, therapist-guided online treatment courses and referrals to help people recover and stay well.

QLife

www.qlife.org.au

1800 184 527

QLife is Australia's first nationally-oriented counselling and referral service for people who are lesbian, gay, bisexual, transgender, and/or intersex (LGBTI). QLife provides nation-wide, early intervention, peer supported telephone and web based services to people of all ages across the full breadth of people's bodies, genders, relationships, sexualities, and lived experiences.

QLife phone and online chat are available 3.00pm-midnight.

Black Dog Institute

www.blackdoginstitute.org.au

Provides clinical information, support and free online mental health programs for all Australians.

Self-help tools and apps -

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

Beyondblue

www.beyondblue.org.au

1300 22 4636

This service provides support to anyone who needs to talk to someone about any difficulties or concerns (big or small) going on in their life.

Phone support 24/7, online chat 7 days/week 3.00pm-midnight, email support with response within 24hrs, online forums.

Orygen

www.orygen.org.au

National Centre of Excellence in Youth Mental Health - Deliver research, policy development, clinical services, and evidence-based training and education.

Moodgym

www.moodgym.com.au

A cognitive behaviour website that teaches people to use ways of thinking that will help prevent and reduce depression.

This Way Up

www.thiswayup.org.au

02 8382 1437

This Way Up is run by the Clinical Research unit for Anxiety and Depression in Sydney. It offers free information on depression and anxiety disorders, and brief online courses designed to help a person learn to overcome these disorders.

eheadspace

<https://headspace.org.au/eheadspace>

1800 650 890

eheadspace provides one-on-one online and telephone support and counselling to young people aged 12 - 25 yrs and their families and friends. Online group chats are also available. If you're based in Australia and going through a tough time, eheadspace can help.

Way2Wellness (16 years and over)

Way2Wellness.org.au

1300 120 446

Mon -Thurs 1pm - 6pm

Free telephone based service for anyone who is struggling with life's challenges. These stressors may include being worried and not coping with school, work, family or relationships. In the initial call a trained Online Supporter will assist you to identify your concerns and then recommend the most appropriate on-line program (e-mental health) or face-to-face service for you. Over the following four weeks you may receive up to four follow-up telephone coaching calls. This service can support you as you are working through an online program or tool or while you are awaiting access to a face to face service.

Service provided by Lifeline Harbour to Hawkesbury.

Face-to-face

Psychology and counselling (all ages) – Face to face support.

Who can I see in person to talk about thoughts of suicide, or of painful feelings or about any issues (big or small) that I am trying to cope with, or.. if I just don't feel myself?

Better Access Initiative

www.health.gov.au

Mental health clinicians are trained and skilled to support people experiencing emotional, behavioural or psychological issues or who are feeling suicidal. A GP can complete a Mental Health Care Plan, which enables you to access up to 10 individual counselling sessions in a calendar year under the Better Access initiative and refer you to the most appropriate clinician or service. Talk to your GP about costs and if you are experiencing financial difficulties.

Northern Sydney Local Health District (NSLHD) – Mental Health Services

1800 011 511

Several services that provide face to face support for people of all ages (across different services) with moderate to severe mental health presentations and moderate to severe risks of self-harm/suicide.

Services include:

Child Youth Mental Health Service - Offers a range of community services for children up to 18 years of age across the Northern Sydney Region.

Northern Beaches Mental Health Service - Mental health service for persons aged 18 years and over in the Northern Beaches area.

North Shore Ryde Mental Health Service - Mental health service for persons aged 18 years and over in the North Shore/Ryde areas.

Hornsby Ku-Ring-Gai Mental Health Service - Mental health service for persons aged 18 years and over in the Hornsby and Ku-Ring-Gai areas.

headspace (12-25yrs)

www.headspace.org.au

**Chatswood: 30 Devonshire St, Chatswood
8021 3668**

**Brookvale: 2/1a Cross St, Brookvale
9937 6500**

Out reach available

headspace is the National Youth Mental health Foundation providing early intervention mental health services to 12-25 year olds. The service is designed to make it as easy as possible for a young person and their family to access the help they need for problems affecting their wellbeing.

New Horizons

www.newhorizons.net.au

**15 Twin Road North Ryde NSW 2113
1300 726 372**

mywellbeing@newhorizons.net.au

New Horizons supports people with accommodation and tenancies, employment and education, community and social participation, independence, specialised supports, cultural, spiritual, and physical wellbeing, and daily living skills.

Mates in Construction

www.matesinconstruction.org.au

1300 642 111

The MIC program is a suicide prevention program that encourages workers to seek help, often with the help of their mates, before an issue gets so big that they consider suicide.

MIC provides case management, critical incident support, and postvention support for people who are referred by Mates in Construction. Check site for details for how MIC can come to your worksite.

One Door Mental Health

www.onedoor.org.au/services/health-care

Psychologists, dieticians and exercise physiologists provide Bulk-billed health care services to support mental health and wellbeing. A GP mental health care plan is required

KYDS

www.kyds.org.au 9416 0900

Youth Development Services that helps young people understand and manage difficult issues they face. They provide easy-access counselling services for youth and families, information events and workshops for youth and parents on a multitude of issues.

Primary and Community Care Services (PCCS)

www.pccs.org.au

9477 8700

The PCCS Psychological Access+ program provides patients with assistance for short-term intervention. A local workforce of psychologists and allied health professions provide one-to-one psychological services to underserved groups across the Northern Sydney Region. A GP referral is required.

Lifeline Harbour to Hawkesbury Counselling service

<https://lifelineh2h.org.au/get-help/counselling-services/personal-counselling-services>

4 Park Ave, Gordon, NSW, 2072 02 9498 8805

By appointment Mon-Fri 9am-5pm.

Our services provide caring support without judgement or religious or cultural bias in a safe and respectful environment. They cover Depression/anxiety, Relationships, Grief and Loss, Panic/Phobias, OCD, PTSD, and many more. All services are low or no cost.

Bulk-billing Psychologists are also available.

Parramatta Mission

www.parramattamission.org.au

Parramatta Mission provides services for people residing in the region with Severe and Complex Mental Illness. This includes care coordination and psychological therapy tailored to the individuals' needs.

Karrikin

02 9196 8700

www.parramattamission.org.au/mh-service/karrikin

Outreach mental health service for people aged 12-25 years who are experiencing mental health concerns.

Warekila

02 9196 8700

<https://www.parramattamission.org.au/mh-service/warekila>

Outreach Mental Health Service for people aged 18 years of age and over who are experiencing mental health concerns.

Community Living Supports

02 8599 4844

<https://www.parramattamission.org.au/mh-service/northern-sydney-community-living-supports>

Provides support to individuals over 16 years struggling with their mental health. Non-clinical, practical and goal-oriented support.

Support workers work collaboratively with the consumer and their family/carer when relevant and their clinical team to support with goals around building daily living skills, linking to community services, building social connections, accessing clinical services medication adherence, accessing education and employment, transition of hospital of correctional facility, learning new skills.

To make a referral, please email: nscls@parramattamission.org.au

Northern Beaches Adolescent & Family Counselling Service

www.afc@northernbeaches.nsw.gov.au

9976 1486

Available to young people aged 12-18 and their families, who live on the Northern Beaches.

This service provides free counselling, group work programs, information and referrals to other agencies to young people and/or their family members experiencing difficulties with things like family relationships, school or work, mental health, drugs and alcohol, violence, sexual identity and a wide range of other issues. Young people and parents/family members can choose to either have individual session alone or to include other family members.

Community Care Northern Beaches (CCNB)

Email: seasons@ccnb.com.au

www.ccnb.com.au

1300 000 125

CCNB is a local provider of impartial information, advice and guidance to support people, their families and carers to access health and community services.

Seasons Program: *Suicide Recovery & Prevention in the Northern Sydney Region.*

See https://ccnb.com.au/docs/The_Seasons_Program.pdf

The Seasons Program is a suicide postvention and prevention program. This program helps people start their recovery in their community post a suicide attempt. The Seasons Program has been designed to engage with a person in the first 12 weeks following a suicide attempt. With a focus on care coordination and safety, a person and their family is linked to emotional, clinical and practical support delivered by various providers.

All support is coordinated by the Care Coordinator, who works with everyone

involved to ensure there is constant communication during each step of the recovery process. The primary purpose of The Seasons Program is to help people start the recovery journey.

Relationships Australia in partnership with the Gaimaragal Group

Caber-ra-nanga ENGAGE Program

www.relationshipsnsw.org.au/support-services/caber-ra-nanga-engage

1300 364 277

Relationships Australia and the Gaimaragal Group provide Aboriginal and Torres Strait Islander Mental Health services, including one-on-one service coordination to support community members to access culturally appropriate and sustainable treatment and support options.

Local Doctor

www.nhsd.com.au

General Practitioner (GP) can provide you with support and guidance and discuss different referral options for where you can access further support. Your GP is usually familiar with different local services and can recommend a particular service depending on your individual circumstances. If you do not have a regular GP and would like to locate a practice close to you - refer to the National Health Service directory.

Lifeline Northern Beaches - Counselling service

www.lifelinenb.org.au

9949 5522

Lifeline Northern Beaches offers low cost face-to face counselling for adults experiencing emotional and psychological distress or who are feeling suicidal. Includes individual and couple counselling by trained and experienced counsellors.

Friends, family, community members

Where can I find guidance on what to say and actions to take if I am concerned that someone is at risk of suicide?



Lifeline Northern Beaches - Support Groups

www.lifelinenb.org.au/get-help/support-groups

Lifeline offer a range of social support groups for anxiety, depression, trauma, grief and loss and suicide bereavement, giving people the opportunity to talk openly, sharing experiences and ideas.

Training

www.lifelinenb.org.au/support-lifeline/training

Email: training@lifelinenb.org.au

Lifeline Northern Beaches offers a range of training for community members to equip them to support family members, friends or colleagues who may be in crisis.

Available online, following link above or contact Lifeline on 13 11 14.

Black Dog Institute

www.blackdoginstitute.org.au

Provides guidance on four steps to take if you are worried that someone is thinking about taking their own life.

See link above and follow these tabs: Clinical Resources > Suicide & self-harm > Warning signs

Suicide Call Back Service

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

1300 659 467

Provides guidance on how to start a conversation about suicide, how to talk with someone about their suicidal thoughts, and steps to take if you or someone is at immediate risk.

See link above and follow these tabs: I am worried about someone > How can I talk to them about it.

ReachOut (Under 25yrs)

www.au.reachout.com

Reachout is an internet service for young people parents & schools who would like to find articles, information or tools to help support a young person, ReachOut.com helps under 24s with variety of topics and difficult issues (e.g bullying, exam stress, alcohol, depression and violence).

RUOK? Website

www.ruok.org.au/how-to-ask

Provides to step by step guidance on how to ask, listen, encourage action and support someone who you are concerned about.

Check site for more details.

Lifeline Harbour to Hawkesbury: Corporate and Community Training

<https://lifelineh2h.org.au/training/accidental-counsellor>

Lifeline Harbour to Hawkesbury offers training (to corporates, community groups and individuals) to assist anyone to be better equipped to be there for a family member, friend or colleague who is experiencing a personal crisis due to mental health, domestic violence, drug and alcohol and other issues.

Friends, family, community members continued

Parentline

www.parentline.com.au/about-us

1300 30 1300

Support and advice for parent and carers (e.g managing challenging behaviours, relationship and custody issues, emotional wellbeing of children and young people.)

Phone support 7days/week, 8.00am – 10:00pm. Check site for details.

Conversations Matter

www.conversationsmatter.com.au

Online resources which provide basic tips to help you with how to talk to someone who may be thinking about suicide.

See link above and follow these tabs: Community Resources > Resources for individuals and community.

Youth beyondblue

www.youthbeyondblue.com

1300 22 4636 (24/7)

beyondblue's youth program, Youthbeyondblue, aims to empower young people aged 12–25 yrs, their friends and those who care for them to respond to anxiety and depression. This service supports and promotes environments and settings that build on strengths of young people and respond to ongoing change.

Online chat available 3pm– 12am

EveryMind

www.everymind.org.au

Leading institute of mental health committed to the prevention of mental ill-health and suicide.

Provides research and programs to educate about mental health and create awareness.

Wayahead

<https://wayahead.org.au>

Provides a range of engagement programs, free anxiety support groups, workshops for parents and education seminars for mental health, as well as fact sheets with information about the aspects of mental health and wellbeing.

QLife

www.qlife.org.au **1800 184 527**

QLife is Australia's first nationally-oriented counselling and referral service for people who are lesbian, gay, bisexual, transgender, and/or intersex (LGBTI). QLife provides nation-wide, early intervention, peer supported telephone and web based services to people of all ages across the full breadth of people's bodies, genders, relationships, sexualities, and lived experiences.

QLife phone and online chat are available 3pm-midnight. QLife is also a referral service.

Parramatta Mission - Family and Carer Support

**Chatswood Hub, 47 Hercules St,
Chatswood, NSW 2067 02 8599 4855**

www.parramattamission.org.au

Parramatta Mission provides individual, group based and educational support to parents and families supporting people living with a mental health issue.

Carers NSW

www.carersnsw.org.au **1800 242 636**

Carers NSW is the peak non-government organisation that has a focus on improving the lives of carers in NSW. This organisation offers short-term counselling with a focus on issues related to the caring role as well as advice regarding other carer services that help carers obtain the practical, financial and emotional support they need.

Suicide bereavement & survivors of suicide

I've lost a loved one by suicide, where can I get support?

Support After Suicide

www.supportaftersuicide.org.au

A variety of resources available to assist individuals and families bereaved by suicide, as well as professionals who may be in contact with supporting the bereaved.

Relationships Australia

<http://www.relationshipsnsw.org.au>

1300 857 886

Leading provider of relationship support for individuals, families and communities through counselling, mediation and family dispute resolution.

Lifeline Harbour to Hawkesbury - Support Groups

Suicide Bereavement Support Group

02 9498 8805

<https://lifelineh2h.org.au/get-help/groups/suicide-bereavement-support-program>

This Lifeline SBSG is open to adults who have experienced the loss of a loved one through suicide. The group aims to provide a safe and confidential environment for people to share their experiences and support each other. The Group is facilitated by trained, experienced and accredited personal counsellors.

Individual face-to-face counselling is also available.

Eclipse Group

<https://lifelineh2h.org.au/get-help/groups/eclipse-support-group>

02 9498 8805

Email- admin@lifelineh2h.org.au

4 Park Ave, Gordon, NSW, 2072

Eclipse is a group for adults who have survived a suicide attempt. It is a closed, confidential group that runs for 8 weeks run by experienced, trained and accredited facilitators.

Run by Lifeline Harbour to Hawkesbury with support from the Lifeline Foundation and the University of New England.

Lifeline *Survivors of Suicide*

<https://www.lifeline.org.au/static/uploads/files/survivors-of-suicide-booklet-wfmr-rknsvnce.pdf>

13 11 14

Survivors of Suicide - Coping with the suicide of a Loved One Provides bereavement support and information prepared by people with a lived experience of suicide.

Available online, following link above or contact Lifeline on 13 11 14.

Roses in the Ocean

www.rosesintheocean.com.au

1300 411 461 or 0410 640 803

As a lead organisation for lived experience of suicide in Australia, this service is focused on building a safe, trained and supported lived experience "workforce" with expertise and skills needed to bring the lived experience as a voice of change in all aspects of suicide prevention. Provides lived experience programs and workshops, guidelines and resources and a national mentoring program.

Survivors of Suicide Bereavement Support Association (SOSBA)

www.sosbsa.org.au/Home.php

secretary@sosbsa.org.au

1300 767 022 or 9949 5522

A support group based at Balgowlah for people who have lost a loved one due to suicide. The SOSBSA acknowledges and accepts all individuals.

If you would like more information or are seeking support- check site for details and for support groups across Australia.

Suicide bereavement & survivors of suicide continued

Australian Centre for Grief and Bereavement.

www.grief.org.au 1800 642 066

The Australian Centre for Grief and Bereavement is an independent, not for profit organisation which is the largest provider of grief and bereavement education in Australia. Online resources including grief information sheets and supporting children and adolescents are available.

*See link above and follow these tabs:
Publications & Resources > Resources for
the Bereaved > Grief Information Sheets.*

Wings of Hope

<http://wingsofhope.org.au>

Wings of Hope is a postvention organisation that aims to help those bereaved by suicide by reducing isolation and preventing harm. It provides resources and supports following a suicide death and a unique education resource "Red Chocolate Elephants" for children and families bereaved by suicide. Additionally Wings of Hope organise support events to enable adults with a shared or similar experience to network in order to reduce isolation.

Community postvention

headspace School Support

www.headspace.org.au/schools 0455 079 803

Outreach assistance for Australian school communities to prepare for, respond to and recover the death of a student by suicide. *Call or check site for further details.*

Specific population group services

Aboriginal and Torres Strait Islander specific services

Relationships Australia in partnership with the Gaimaragal Group

Caber-ra-nanga ENGAGE Program

[www.relationshipsnsw.org.au/
support-services/caber-ra-nanga-engage](http://www.relationshipsnsw.org.au/support-services/caber-ra-nanga-engage)

1300 364 277

Relationships Australia and the Gaimaragal Group provide Aboriginal and Torres Strait Islander Mental Health services, including one-on-one service coordination to support community members to access culturally appropriate and sustainable treatment and support options.

Children and youth support

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www.reachout.com

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Orygen

www.orygen.org.au

National Centre of Excellence in Youth Mental Health - Deliver research, policy development, clinical services, and evidence-based training and education.

KYDS

www.kyds.org.au 9416 0900

Youth Development Services that helps young people understand and manage difficult issues they face. They provide easy-access counselling services for youth and families, information events and workshops for youth and parents on a multitude of issues.

headspace (12-25yrs)

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**Chatswood: 30 Devonshire St, Chatswood
8021 3668**

**Brookvale: 2/1a Cross St, Brookvale
9937 6500**

Out reach available

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eheadspace

<https://headspace.org.au/eheadspace>

1800 650 890

eheadspace provides one-on-one online and telephone support and counselling to young people aged 12 - 25 yrs and their families and friends. Online group chats are also available. If you're based in Australia and going through a tough time, eheadspace can help.

Parramatta Mission

www.parramattamission.org.au

Parramatta Mission provides services for people residing in the region with Severe and Complex Mental Illness. This includes care coordination and psychological therapy tailored to the individuals' needs.

Karrikin 02 9196 8700

www.parramattamission.org.au/mh-service/karrikin

Outreach mental health service for people aged 12-25 years who are experiencing mental health concerns.

Northern Beaches Adolescent & Family Counselling Service

www.afc@northernbeaches.nsw.gov.au

9976 1486

Available to young people aged 12-18 and their families, who live on the Northern Beaches.

This service provides free counselling, group work programs, information and referrals to other agencies to young people and/or their family members experiencing difficulties with things like family relationships, school or work, mental health, drugs and alcohol, violence, sexual identity and a wide range of other issues. Young people and parents/family members can choose to either have individual session alone or to include other family members.

Youth beyondblue

www.youthbeyondblue.com

1300 22 4636 (24/7)

beyondblue's youth program, Youthbeyondblue, aims to empower young people aged 12-25 yrs, their friends and those who care for them to respond to anxiety and depression. This service supports and promotes environments and settings that build on strengths of young people and respond to ongoing change.

Online chat available 3pm- 12am

Specific population group services continued

Construction industry

Mates in Construction

www.matesinconstruction.org.au

1300 642 111

The MIC program is a suicide prevention program that encourages workers to seek help, often with the help of their mates, before an issue gets so big that they consider suicide.

MIC provides case management, critical incident support, and postvention support for people who are referred by Mates in Construction. Check site for details for how MIC can come to your worksite.

Culturally and linguistically diverse services

STARTTS

152-168 The Horsley Drive, Carramar
www.startts.org.au (02) 9646 6700

STARRTS is a specialist, non profit organisation that for more than 25 years has provided culturally appropriate and cutting edge psychological treatment and support to help people heal the scars of torture and refugee trauma and rebuild their lives in Australia.

New Vision Psychology

Chatswood Clinic: 701/7 Help Street,
Chatswood 2067. 1300 782 391
www.newvisionpsychology.com.au

New Vision Psychology provides psychological services to Mandarin and Cantonese speaking people across the region.

New Vision counsellors are multidisciplinary made up of registered Psychologists and Accredited Mental Health Social Workers specifically for the Chinese community

Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) specific services

QLife www.qlife.org.au 1800 184 527

QLife is Australia's first nationally-oriented counselling and referral service for people who are lesbian, gay, bisexual, transgender, and/or intersex (LGBTI). QLife provides nation-wide, early intervention, peer supported telephone and web based services to people of all ages across the full breadth of people's bodies, genders, relationships, sexualities, and lived experiences.

QLife phone and online chat are available 3pm-midnight. QLife is also a referral service.

Current or ex-serving military

MATES4MATES

www.mates4mates.org/events

1300 4 MATES (1300 462837)

Available to wounded, injured or ill current Australian Defence Force personnel and their families. This service offers a range of rehabilitation adventure activities and equine therapy programs.

Open Arms - Veterans and Families Counselling

Open Arms - Veterans and Families Counselling

www.openarms.gov.au 1800 011 046

A free nationwide counselling and support service for war and service-related mental health conditions such as post-traumatic stress disorder, anxiety, depression, sleep disturbance and anger related issues. Support is also available for relationship and family matters that can arise due to the unique nature of military service.

During business hours you will be connected to your nearest VVCS centre. After hours you will be connected with the Veterans Line. Check site for eligibility criteria for active service personnel, veterans and family members.

Veterans Centre Sydney Northern Beaches

www.vcsnb.org.au 0409 154 074

The Centre is accessible to all Veterans in the region, with the intention of providing a holistic approach to care and assistance for anyone with military connections, be it a Veteran, their spouses, family, relatives and friends.

Life event support

Alcohol and other drug support

Alcohol and Other Drug Information Service (ADIS)

<https://yourroom.health.nsw.gov.au/getting-help/Pages/adis.aspx>

1800 250 015

Provides a free counselling, information and referral service for anyone with concerns about their own or someone else's use of alcohol or other drugs.

Anonymous and confidential service available 24/7. Check site or call for more information

Northern Sydney Local Health District - Detoxification Unit - Herbert Street Clinic

www.nslhd.health.nsw.gov.au/Services/Directory/Pages/DetoxificationUnit.aspx

A 24/7 inpatient unit at Royal North Shore Hospital. The unit provides medically supervised withdrawal management from alcohol and drugs along with an educational/therapeutic program which includes groups and case management. Provides comprehensive medical and psychiatric assessment and aftercare planning.

SDECC - AOD Intensive Support Program

www.sdecc.org.au **02 9977 0711**

SDECC is a non-government alcohol and other drugs counselling service. SDECC specialise in supporting young people aged 14-25 to reduce the harms associated with problematic alcohol and/or other drug use and any associated mental health issues.

SDECC also offers support for parents affected by their child's alcohol and/or drug use. Counselling is available at Manly, St Leonards and Hornsby for people residing in the SNPHN region.

All SDECC services are free and confidential

Odyssey House Community Services

www.odysseyhouse.com.au/what-we-do/community-services/alcohol-and-other-drugs-counselling

1800 397 739

Non-residential rehabilitation for adults over 18 years old, including individual and group counselling, support to family members of people who have an addiction. Services available in Chatswood and Manly.

For more information about Alcohol and Other Drug Information Services in the region please visit: <https://sydneynorth-healthnetwork.org.au/mentalhealthtriage/alcohol-and-other-drugs>

Family Drug Support

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

24/7 Support Line: 1300 368 186

Family Drug Support is a caring, non-religious organisation with provides non-judgmental, non-directive support and information to friends of families and carers of drug users across Australia. Regular support meetings are available as well as courses for the community, including 'Stepping Stones to Success' and 'Stepping Forwards'.



Life event support continued

ACON Substance Support

www.acon@acon.org.au

9206 2000

ACON deliver specialist alcohol and other drug treatment services to Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) community members residing in the region.

Kedesh

www.kedesh.com.au

02 4222 1800

Kedesh Rehabilitation Services (KRS) is a non-government, non-profit, charitable community based organisation. Kedesh is a centre of excellence in co-occurring substance use and mental illness rehabilitation.

DAYSS (Drug & Alcohol Youth Support Services) – Northern Beaches

<https://sydneynorthhealthnetwork.org.au/wp-content/uploads/2018/08/Dayss-Youth-Drug-and-Alcohol-Flyer.pdf>

8043 2600

DAYSS is a free and confidential service for 12 – 24 year olds in the Northern Beaches area. It aims to empower young people to create positive change in their own lives and communities. The service offers one-on-one support using a harm reduction model through casework, counselling or mentoring. It works with young people experiencing substance abuse or immediately surrounded and effected by others use. It also offers after care support and assistance to parents and families.

DAYSS also delivers a range of outreach services including street work, support at youth events, drug and alcohol school education programs and presentations. DAYSS is a WDO registered service.

Domestic and family violence, sexual assault or child abuse

Domestic and family violence, sexual assault or child abuse **1800RESPECT**

www.1800respect.org.au

1800 737 732

National sexual assault, domestic and family violence counselling service.

Telephone and online counselling 24/7.

Check site for details.

Manly Warringah Women's Resource Centre/ Bringa Women & Children's Refuge/ Delvena Women & Children's Refuge

<http://womensrefuge.org.au>

9971 4499

Provides information, advocacy and referral services to women and children who are experiencing or have experienced domestic violence. Call to speak to Intake for crisis and medium-term accommodation, family support and case management



Mary's House Women's Domestic Violence Refuge, North Shore

<https://maryshouse.org.au>

8937 2094

Provides crisis accommodation, case management, information, advocacy and referral for women and children who have experienced domestic violence.

Northern Beaches Women's Shelter

<http://nbws.org.au>

9977 7772

Provides crisis accommodation, case management, information, advocacy and referral for single women.

Women's Domestic Violence Court Advocacy Service (WDV-CAS) - Hornsby/ Manly Courts

<https://www.catholiccaredbb.org.au/dv-court-advocacy>

8425 8707

Support, advocacy, referrals and information for women experiencing domestic violence. Assists women to obtain effective legal protection by applying for an Apprehended Domestic Violence Order (ADVO).

Women's Domestic Violence Court Advocacy Service (WDV-CAS) - Hornsby/ Manly Courts

<https://www.catholiccaredbb.org.au/dv-court-advocacy>

8425 8707

Support, advocacy, referrals and information for women experiencing domestic violence. Assists women to obtain effective legal protection by applying for an Apprehended Domestic Violence Order (ADVO).

Child wise National Child Abuse Helpline

www.childwise.org.au **1300 244 539**

Providing Australians with access to expert advice from trained counsellors and an opportunity to speak up about child abuse.

Monday-Friday, 9.00am-5.00pm AEST.

Check site for more details.

Eating disorder support

The Butterfly Foundation

www.thebutterflyfoundation.org.au

1800 33 4673 (1800 ED HOPE)

The Butterfly Foundation's National Helpline provides free support for anyone concerned by eating disorders and body image issues. Specialist counsellors provide non-judgemental support, information and referrals; They also provide clinicians with general guidance on eating disorders and services options.

This service does not provide crisis support.

Phone, email and web chat seven days a week 8.00am-midnight AEST..

Legal advice

Legal Aid NSW

www.legalaid.nsw.gov.au

Central Sydney Office no :

02 9219 5000

Legal Aid provide assistance to people who are financially disadvantaged. Support includes legal information and advice, help in court, lawyer assisted dispute resolution, and referrals to other organisations.

9.00am-Midnight and 24 hours from Friday

9.00am - Sunday Midnight

Life event support *continued*

Legal advice *continued*

LawAccess NSW **1300 888 529**

A free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW.

Available between 9am to 5pm, Monday to Friday (excluding public holidays).

Northern Sydney Area Tenants' Service (NSATS)

www.nsats.org **02 8198 8650**

NSATS provides free telephone advice to renters on their rights and responsibilities. Provides drop-in services at Community Northern Beaches Centre in Manly (every Tuesday 10am – 3pm) and Dougherty Community Centre in Chatswood (every Monday 10am – 4pm). The service is available to renters in the Northern Sydney area.

Parental support

Dads in Distress & Mums in Distress Support Services

www.parentsbeyondbreakup.com

02 6652 8113 or 1300 853 437

Offers peer support, help and hope for separated families.

Support groups and online resources also available. Office hours Monday – Friday 9am to 5pm (NSW timezone). Check site for details.

Parentline

www.parentline.org.au **1300 1300 52**

Support and advice for parents and carers (e.g. managing challenging behaviours, relationship and custody issues, emotional wellbeing of children and young people).

Financial difficulties and gambling support

Financial difficulties National Debt Helpline

www.ndh.org.au **1800 007 007**

National Debt Helpline is a not-for-profit service that helps people tackle their debt problems.

Professional financial counsellors offer a free, independent and confidential service.

If you are having problems with debt talk to a free telephone financial counsellor (minimum opening hours are 9.30am – 4.30pm Monday–Friday).

Check site for details.

Gambling Help Online (24/7)

www.gamblinghelponline.org.au

1800 858 858

Support for anyone affected by gambling or for people who are concerned that someone they know is gambling too much.

Free, confidential and available 24/7. Online

Lifeline Harbour to Hawkesbury - Gambling Help Counselling

<https://lifelineh2h.org.au/get-help/counselling-services/gambling-help-counselling-services>

By appointment: 02 8498 8805

Gambling Help at Lifeline Harbour to Hawkesbury is funded by the NSW Govt. through the Responsible Gambling Fund.

Lifeline Harbour to Hawkesbury offers Free Gambling Help counselling for problem gamblers, family and friends. We can help you take action now to get back in charge of your money, your time and your life. Services include:

- Face-to-face counselling
- Free Financial Counselling
- Pro bono legal referrals

School based support

School-based Support

If you are a parent/guardian/young person who is concerned about a young person, or if they just do not seem themselves, talking to school staff can provide you with initial help, support, information and guidance on where you can go to access further specialist support (e.g. a counsellor or psychologist). Different schools will have different support staff. Try starting with your school guidance officer or counsellor, a school nurse, school chaplain, or a trusted teacher or coach. A guidance officer or counsellor can also assist with facilitating a referral to a GP or local service provider, and may be able to support your young people to access additional assistance at school.

Other supports

Lifeline Harbour to Hawkesbury - Support and Treatment Groups

<https://lifelineh2h.org.au/get-help/groups>

02 9498 8805

Email: admin@lifelineh2h.org.au

We offer a range of support, psycho-educational and psychological treatment groups in our offices in Gordon and other locations in Northern Sydney and the Northern Beaches. These groups are run by experienced facilitators and may offer a combination of skills development, psycho-education, treatment, support or specific therapeutic interventions.

Groups include: Being Mums, Hoarding Disorder, Depression/Bipolar, Managing your Feelings/Mood, ECLIPSE and SuicideBereavement.

Community Care Northern Beaches (CCNB)

www.ccnb.com.au

1300 000 125

CCNB offers information, advice and guidance to people who need access to the health and community care systems.

CCNB supports people through a range of programs including but not limited to;

Information, Advice and Guidance Service

Provides training, community education and information sessions for groups. This service is for anyone wanting to access health and community services or social care.

GP Social Work Program

A short-term case management service that supports older people to stay well and healthy in their chosen community.

Wellness Program

Provides independent and impartial information, advice and guidance to persons over 65yrs and their families/carer to support them to make choices about their health, care and support.

ST VINCENT DE PAUL - COMPEER

www.vinnies.org.au/page/Find_Help/NSW/General_support/Compeer_Friendship_Program

Community mental health program that aims to provide one-to-one friendship with a volunteer to reduce social isolation and improve quality of life.

Children Of Parents With a Mental Illness (COPMI)

www.copmi.net.au

Australian Government initiative providing practical advice and information for children and parents in families living with complex mental health. COPMI has a collection of free resources for families and support services.

Life event support continued

Community Northern Beaches

<https://www.cnb.org.au> 9977 1066

An independent, not-for-profit organisation committed to serving the community throughout the Northern Beaches. Provides drop in service, community information, advocacy and welfare referrals. Broad range of programs including domestic and family violence service, homeless outreach, tenancy advice, family support, legal service, volunteering, taxation, Justice of the Peace service, multicultural and migration service, counselling.

NSW Government Family & Community Services

<https://www.facs.nsw.gov.au/about>

Chatswood: 02 9406 9777

Pennant Hills: 02 9875 0800

The FACS cluster works with children, adults, families and communities to improve lives and help people realise their potential.

Family Referral Service – Northern Sydney

www.familyreferralservice.com.au

40 Merrenburn Ave, Naremburn NSW 2065

1800 066 757 (8am to 6pm Mon to Fri – excl Public Holidays)

Email: sensfamilyreferral@barnardos.org.au

The Family Referral Service provides support to individuals and family members to link in to local services including those to help with:

- Domestic violence
 - Migrant and Settlement
 - Financial assistance
 - Counselling and mediation
 - Child and Parenting programs
 - Youth support
 - Housing and accommodation
 - Mental health support
- and any other services that may be required.

Pioneer Clubhouse

Lot 2 Quirk Rd, Balgowlah 2093 9907 9999

Email: pioneerclubhouse@onedoor.org.au

Pioneer Clubhouse provides a safe, supportive, respectful environment for people living with mental illness. It's a place you can go to meet other people with lived experience of mental illness, take part in activities and find the help you need on your mental health journey.

How to access this Service:

Referrals from individuals, doctors, and family. Please call to make an appointment.

Open Monday-Friday. 9-4 pm.

Catholic Care Diocese of Broken Bay – Family and Relationship Counselling

Brookvale, Naremburn and Waitara Family Centres

www.catholiccaredbb.org.au

This service provides opportunities to address and overcome life challenges and stress including support with family transitions, communication issues, work/life balance, conflict, parenting after separation, grief and loss and decision-making.

The service provides affordable:

- Counselling for children and adolescents
- Individual counselling
- Couple counselling
- Pregnancy counselling and support; and
- Marriage preparation



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About Sydney North Health Network

Northern Sydney PHN, operating as Sydney North Health Network is one of 31 Primary Health Networks (PHNs) established by the Australian Government nationally to increase the efficiency and effectiveness of medical services for the community. We co-design and commission new services where it has been identified through our Population Health Planning and Needs Assessment process, that a service gap exists.

We work across the local primary healthcare system with general practice, allied health providers and services to improve the coordination of care for people who are at risk of poor health outcomes so that they receive the right care in the right place at the right time.

If you would like to provide feedback regarding this guide or would like your service to be included in the next revision, please email Craig Parsons, Mental Health Drug and Alcohol Commissioning Manager at cparsons@snhn.org.au



SYDNEY NORTH
Health Network

Phone: (02) 9432 8250

Email: info@snhn.org.au

Web: <https://sydneynorthhealthnetwork.org.au>

Level 5, Tower 2, 475 Victoria Avenue,
Chatswood NSW 2067, Australia
PO BOX 1083 Chatswood NSW 2057