



ONLINE | DIGITAL PHONE | E-HEALTH

RESOURCES

gateway
health
People living well

This information was compiled by the Mental Health and Wellbeing team at Gateway Health. Information correct at time of printing.



We acknowledge the traditional custodians of all the lands on which we live, work and play. We pay our respects to Elders, past present and future, for they hold the memory, culture and stories all First Nations peoples. We commit to Reconciliation through truth telling and recognition of loss of land, language and culture; and, to listening and learning as part of a future where all can grow and thrive.

We recognise and celebrate the diversity of our communities and all people we serve, including First Nations peoples; people with disabilities; lesbian, gay, bisexual, transgender and gender diverse people; intersex people; people experiencing health inequalities; culturally and linguistically diverse people; older people; children and people from rural and remote areas.

We are a Child Safe organisation and will ensure the safety of children and young people at all times.

Crisis Support Services

Albury Wodonga Mental Health Triage Line

 **1300 104 211**

- Mental Health Crisis Support and Referral Line
- Covers Albury, Wodonga, Wangaratta and most surrounding regional areas
- Referral to short, medium, and long term acute mental health care services
- 24 hour 7 days/week crisis support

13 YARN

 **13 92 76**

 **13yarn.org.au**

- Crisis line support for mob who are feeling overwhelmed or having difficulty coping
- 1-1 yarning opportunity with a lifeline trained Aboriginal and Torres Strait Islander Crisis supporter
- 24 hours a day, 7 days a week

Lifeline

 **13 11 14 | SMS 0477 131 114**

 **lifeline.org.au**

- Telephone crisis support and suicide prevention services
- Online Chat: lifeline.org.au/crisis-chat/
- Available 24 hours a day, seven days a week

Suicide Call Back Service

 **1300 659 467**

 **suicidecallbackservice.org.au/**

- Provides immediate telephone counselling and support in a crisis. Your call will be answered by a counsellor.
- You may be eligible to receive up to three free telephone counselling sessions, scheduled at times to best suit your needs.
- Online chat, and video chat available via website
- Available 24 hours a day, seven days a week

Suicide Line Victoria

 1300 651 251

 suicideline.org.au

- Video and online counselling service offering professional support to people at risk of suicide, people concerned about someone else's risk of suicide, and people bereaved by suicide.
- Online chat and video chat also available via the website
- Available 24 hours a day, seven days a week

Mental Health Counselling Supports

NewAccess

 1300 921 535

 wellways.org/our-services/newaccess

- It's a free, structured six session program using Low-intensity Cognitive Behavioural Therapy
- It's available via phone, video call or face-to-face.
- No doctor's referral or Mental Health Treatment Plan is required
- Must reside in North East Victoria, Gippsland, or South Eastern NSW

Beyond Blue

 1300 224 636

 beyondblue.org.au/

- Information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.
- Online chat online.beyondblue.org.au/#/chat/start
- Online forums beyondblue.org.au/get-support/online-forums
- Available 24 hours a day, 7 days week

OCD and Anxiety Helpline

 1300 269 438

 arcvic.org.au/

- Support, information and referral to people with anxiety disorders and their families and carers, and mental health care providers.
- Available 10am – 8:30pm Monday to Friday

Open Arms

 **1800 011 046**

 **openarms.gov.au/**

- Mental health support for Navy, Army and Air Force personnel, veterans & their family members, including partners and both younger and adult children.
- Face-to-face, online, or phone counselling for wide variety of needs (eg relationship, grief and loss, trauma and PTSD, anger management, addictions, self-harm, chronic pain, anxiety and fear, and other
- 24 hour, 7 days/week phone support

SANE Australia

 **1800 187 263**

 **sane.org**

- Provide counselling, peer support as well as other mental health supports.
- Phone, web chat, or email counselling supports available
- 10am – 10pm Monday-Friday

Kids HelpLine

 **1800 55 1800**

 **kidshelpline.com.au/**

- Free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25 in Australia.
- Provides helpful resources for parents
- Available 24 hours a day, seven days a week

Headspace

 **1800 650 890**

 **headspace.org.au/**

- Young people aged 12 to 25
- Telephone Supports: 10pm to 1am
- Free online account required to access on-line and email supports
- Online counselling 1pm to 1am

Parent Line Victoria

 13 22 89

 services.dffh.vic.gov.au/parentline

- For parents and carers of children birth to 18 years old
- Available 8am-midnight, 7 days a week.

Parent Line NSW

 1300 1300 52

 parentline.org.au/

- For parents and carers of children birth to 18 years old
- Available 9am – 9pm weekdays, 4pm – 9pm weekends

Mensline Australia

 1300 78 99 78

 mensline.org.au/

- For men with concerns about mental health, anger management, family violence (using and experiencing), addiction, relationship, stress and wellbeing.
- Telephone and online and zoom video chat supports and information service for Australian men.
- Available 24 hours a day, seven days a week

Grief-line

 1300 845 745

 griefline.org.au/

- Support for experiencing any type of loss or grief.
- Weekly phone call from support line worker available
- Online forums griefline.org.au/forums/
- Available 6am-12am 7 days per week.

Relationships Australia

 1300 364 277

 relationships.org.au/

- Relationship support services and information for individuals, families and communities to achieve positive and respectful relationships.

Carer Gateway

 1800 422 737

 carergateway.gov.au

- Practical advice & support for anyone in a caring role.
- Carers can get a wide range of help from counselling, peer support to respite care.
- Available 8am – 5pm Monday to Friday

Domestic Violence Supports

1800RESPECT

 1800 737 732

 1800respect.org.au/

- National sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.
- Online Chat: chat.1800respect.org.au/#/welcome
- Available 24 hours a day, seven days a week

Safe Steps Family Violence Response Centre

 1800 015 188

 safesteps.org.au/

- Providing specialist support services for anyone in Victoria who is experiencing or afraid of family violence.
- Provides phone, online webchat and email supports
- Online chat available Monday to Friday 9am – 5pm
- Email support safesteps@safesteps.org.au
- Available 24 hours a day, seven days a week

Men's Referral Service

 1300 766 491

 ntv.org.au/

- This service from No to Violence offers assistance, information and counselling to help men who use family violence.

LGBTIQA+ Supports

Rainbow Door

 **1800 729 367** or text **0480 017 246**

 rainbowdoor.org.au/

- For people of all ages and identities with issues that may include suicidal thoughts, family and intimate partner violence (including elder abuse), alcohol and other drugs, relationship issues, sexual assault, social isolation, mental health and wellbeing.
- Email support: support@rainbowdoor.org.au
- Available 10am-5pm, 7 days a week.

QLife

 **1800 184 527**

 qlife.org.au/

- Provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships
- Delivered by trained LGBTI community members across the country.
- Online web chat 3pm-midnight 7 days/week qlife.org.au/resources/chat
- Available 3pm – midnight 7 days a week.

Addiction Supports

Family Drug Help

 **1300 660 068**

 sharc.org.au/

- Provides practical help, information and support to families and friends affected by someone's drinking, drug use or gambling.
- Available 24 hours a day, seven days a week

Direct Line

 **1800 888 236**

 directline.org.au/

- Confidential alcohol and drug counselling and referrals in Victoria

- For people with substance abuse issues, family members, friends, and carers
- Telephone and online chat supports available
- Online chat: directline.org.au/online-counselling
- Available 24 hours a day, seven days a week

Gambler's Help

 **1800 858 858**

 gamblershelp.com.au/

- Gambler's Help services operate from about 100 locations across Victoria. You can contact a Gambler's Help service to make an appointment with a Gambler's Help therapeutic or financial counsellor. All services are free and confidential.

SMART Recovery

 smartrecoveryaustralia.com.au/online-smart-recovery-meetings-2/

- Online SMART Recovery meetings are guided by trained facilitators and cater to all forms of addiction. Participants set their own goals and path to success using a range of evidence-based tools and techniques.

Turning point

 turningpoint.org.au/

- Turning Point Alcohol and Drug Centre has online initiatives related to gambling and drug and alcohol to help individuals, professional, GPs and families including the following support lines:

Counselling online

 counsellingonline.org.au

- Provides live counselling, information and referral for people with alcohol and drug problems via online chat, email or text message supports and peer support forums

Gambling Help

 gamblinghelponline.org.au

- Provides live counselling & email support for anyone with a gambling concern.

Pre & Post Natal Mental Health Supports

Albury Wodonga Health Perinatal Emotional Health Program

 02 6051 7950

 awh.org.au/services-departments/mental-health/community-mental-health-services/pnd-post-natal-depression

- A specialist early intervention service supporting emotional health during pregnancy and early parenthood 0-12mths.
- Free, home-based service for women and families experiencing emotional difficulties during pregnancy and after childbirth.
- Provides assessment, education, counselling and facilitation of support groups.

PANDA Perinatal Anxiety & Depression Australia

 1300 726 306

 panda.org.au

- Supports women, men and families across Australia affected by anxiety and depression during pregnancy and in the first year of parenthood
- For individuals and their families to recover from perinatal anxiety and depression, a serious illness that affects up to one in five expecting or new mums and one in ten expecting or new dads.
- Available 9am – 7:30pm Monday to Friday

Mind the Bump Meditation (App)

 mindthebump.org.au/

- Mind the Bump is a free mindfulness meditation app to help individuals and couples support their mental and emotional wellbeing in preparation for having a baby and becoming a new parent.

What Were We Thinking! (App)

 whatwerewethinking.org.au

- WWWT is a carefully researched, evidence-based set of materials and activities designed to promote confidence and reduce distress in parents with a first baby.

Day by Day (App)

 awardentryonline.com/daybyday/

- The Day by Day: Learning Together app is designed for mums and dads with children up to three years old. The app prompts parents to play simple learning games and do activities in everyday environments, such as the kitchen, bathroom, outdoors and travelling.

Other Support Services:

Disability Counselling and Support

 1800 317 387

 email: disabilitysupport@rav.org.au

Forced Adoption Support Service

 1800 21 03 13

 email: fass@rav.org.au

Redress Support Services

 1800 052 674

 email: redress@rav.org.au

Open Place - Support Service for Forgotten Australians

 1800 779 379

 email: info@openplace.org.au

Regional Disability Advocacy Service (RDAS)

 1800 250 292

 rdas.org.au/

Apps and Self-Help Resources



Beyond Now – Suicide safety planning

 lifeline.org.au/get-help/beyond-now/create-your-beyond-now-suicide-safety-plan-online/

- Beyond Blue developed the Beyond Now app to help you make your own safety plan to support you through times of sadness or grief. You can make it on your phone and carry it with you to access anywhere and anytime.

This way Up

 thiswayup.org.au/

- Provides online evidence-based programs to improve the way people feel

Smiling Mind

 smilingmind.com.au

- Smiling Mind is a non-for-profit web and app-based meditation program developed by psychologists and educators to help bring mindfulness into your life.

Calm Harm

 au.reachout.com/tools-and-apps/calm-harm

- Calm Harm provides tasks that help you resist or manage the urge to self-harm. You can add your own tasks too and it's completely private and password protected.

Stop, Breathe, & Think

 au.reachout.com/tools-and-apps/stop-breathe-and-think

- The Stop, Breathe and Think App is designed to help you be more mindful and compassionate using a meditation guide. You can check in daily, track your progress, and feel more calm.

Day Break

 hellosundaymorning.org/daybreak/

- Change your relationship with alcohol via the Day Break

Mood Prism

moodprismapp.com/

- Mood Prism helps you learn about your mood by transforming daily mood reports into a colourful summary of your emotional health.
- You will receive feedback on your mood each day, and the more you use the app, the more detailed this information will become – with flourishing scores after one week’s use, and depression/anxiety scores after two weeks of use.
- It also provides health information based on your daily mood, and links to mental health resources.

Mood Mission

moodmission.com/

- MoodMission is an evidence-based app designed to empower you to overcome feelings of depression and anxiety by discovering new and better ways of coping.

Black Dog Institute

blackdoginstitute.org.au/resources-support/digital-tools-apps/

- Black Dog Institute’s tools and resources can be accessed by anyone, anywhere to help deal with this stress.

TEN - The Essential Network

blackdoginstitute.org.au/ten/

- Helping healthcare workers find resources and support to manage burnout and maintain good mental health.

iBobbly app

blackdoginstitute.org.au/resources-support/digital-tools-apps/ibobbly/

- The iBobbly app from Black Dog Institute is a self-help app that helps Aboriginal and Torres Strait Islander people aged 15 years and over to build good social and emotional wellbeing.

HeadGear app

blackdoginstitute.org.au/resources-support/digital-tools-apps/headgear/

- HeadGear is a free, easy-to-use smartphone app that guides you

through a 30-day mental fitness challenge designed to build resilience and wellbeing and prevent things like depression and anxiety.

Biteback

 biteback.org.au/

- BITE BACK is the very first online positive psychology program designed to improve the overall wellbeing and resilience of young Australians aged 13 – 16 years old.

myCompass

 blackdoginstitute.org.au/resources-support/digital-tools-apps/mycompass/

- Free online self-help program for people with mild to moderate depression, anxiety and stress.

Centre for Clinical Interventions

Looking After Yourself

 cci.health.wa.gov.au/Resources/Looking-After-Yourself

Mood Gym

 moodgym.com.au/

Healthy Mind

 blackdoginstitute.org.au/resources-support/digital-tools-apps/healthy-mind/

ReachOut Australia

 au.reachout.com/

Sensory strategies to manage stress

- Listed below are self-soothing strategies attached to the different sensory systems of the body. We all have different preferences as to what we find soothing and calming, particularly within the different sensory components.

Touch	Taste	Smell
<ul style="list-style-type: none"> • Soaking in a warm bath • Getting a massage • Relaxing in the warmth of the sun • Stretching • Going for a swim • Changing into comfortable clothes • Playing with an animal, patting, cuddling 	<ul style="list-style-type: none"> • Eating a comforting meal • Sipping herbal tea • Eating healthy food • Sucking on hard candy, strong mints 	<ul style="list-style-type: none"> • Shopping for or smelling flowers • Smelling scents such as lavender or vanilla • Wear favourite perfume • Light scented candles • Lighting a scented candle • Deeply breathing in fresh air
Sight	Sound	Movement
<ul style="list-style-type: none"> • Watching a funny movie or TV show • Reading a book • Looking at pictures of family and friends, favourite moments • Watching clouds 	<ul style="list-style-type: none"> • Listening to relaxing music • Singing to yourself • Saying positive statements to yourself, encouraging yourself out loud • Playing a musical instrument 	<ul style="list-style-type: none"> • Go for a walk, exercise • Think about the way your body feels when you move • Sit on a rocking chair or gym ball • Participate in repetitive activities, folding clothes, swimming, walking

Strategies developed from: C Brown & W Dunn (2002) Adolescent/Adult Sensory Profile User Manual, Pearson: United States of America

gateway health

People living well

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E: info@gatewayhealth.org.au

gatewayhealth.org.au

Wangaratta

45-47 Mackay Street,
Wangaratta, VIC 3677
T: (03) 5723 2000

Wodonga

155 High Street,
Wodonga, VIC 3690
T: (02) 6022 8888

Myrtleford

32 Smith Street,
Myrtleford, VIC 3737
T: (03) 5731 3500

