

Mental health services directory for South Eastern NSW - December/January

Christmas and New Year *can* be a time to celebrate and catch up with family and friends. It can also be a lonely and isolating time for some people.

Should you, or someone you know need support, there are crisis care services available to help.

Emergency assistance

If you, or someone you know, are in an emergency situation, call emergency services at 000. Other crisis services are available over the Christmas period for immediate support.

Translation services

For callers who require a translating or interpreting service. Phone 13 14 50 and ask them to contact the phone number of the service you want to get in touch with below. For more information: <https://www.tisnational.gov.au/>

National relay service

For callers who are deaf or have a hearing or speech impairment.

- TTY/Voice Calls: Phone 133 677 and ask them to contact the number you want below.
- Speak and Listen: Phone 1300 555 727 and ask them to contact the number you want below.

For more information: <https://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service>

Service	Type of assistance	Hours
Lifeline 13 11 14 Chat online: https://www.lifeline.org.au/crisis-chat/	24/7 crisis support line where you can call, chat online or text.	Available 24/7
Mental Health Line 1800 011 511	The Mental Health line offers professional help and advice and referral to local mental health services. If you are unsure what services are available over Christmas, the Mental Health line can help you find the most appropriate service based on your symptoms. Carers, Mental Health Professionals and emergency workers can also use this line for guidance in a crisis.	Available 24/7
Head to Health 1800 0595 212	Head to Health provides information, advice and links to find digital mental health services and supports to help you or someone you know. If you are unsure what services are available over Christmas, Head to Health can help you find a service.	Available Monday to Friday 8:30am-5pm Not available public holidays.

<p>Navigate online: https://www.headtohealth.gov.au/</p>		
<p>Suicide Call Back 1300 659 467</p> <p>Chat online: https://www.suicidecallbackservice.org.au/phone-and-online-counselling/</p>	Free 24/7 telephone, video and online counselling for anyone who may be feeling suicidal, feeling worried about someone, caring for someone experiencing suicidality or who has lost someone to suicide.	Available 24/7
<p>BeyondBlue 1300 22 4636</p> <p>Chat online: https://www.beyondblue.org.au/get-support/talk-to-a-counsellor</p>	For immediate one-on-one support and referral 24/7 with a trained mental health professional. If you require immediate support around suicide you should call Lifeline or Suicide call Back Service.	Available 24/7
<p>Kids Helpline 1800 551 800</p> <p>Chat online: https://kidshelpline.com.au/get-help/webchat-counselling</p>	For young people aged 5-25 to call or chat online 24/7 as well as advice for parents, teachers and carers and online resources for identifying your symptoms and building a coping tool kit.	Available 24/7
<p>Wollongong Safe Haven 55 Urunga Parade, Wollongong</p>	Safe Haven is a non-clinical alternative to hospital emergency departments where you can go if you're feeling distressed or having suicidal thoughts. You can talk to a peer worker openly about how you are feeling and what you're going through. It's free and you don't need an appointment.	Open Wednesday to Saturday 2pm-10pm including public holidays.
<p>1800 Respect 1800 737 732</p> <p>Chat online: https://www.1800respect.org.au/</p>	Chat over the phone 24/7 for confidential information, counselling and support for anyone who has experienced, or is at risk of, family and domestic violence and/or sexual assault.	Available 24/7
<p>Strong Yawa 1800 953 736</p>	After-hours crisis support service for Aboriginal and Torres Strait Islander people who are experiencing high levels of distress and/or suicidal ideation, alcohol/substance abuse, or the impact of the suicide of a loved one.	Available after 5pm Monday to Friday and all weekend. Includes public holidays.
<p>Mens Line 1300 78 99 78</p>	MensLine Australia is a free telephone and online counselling service offering support for Australian men anywhere, anytime. Receive advice, support and referral resources for relationships, stress, anger, domestic violence, being a dad, addiction and depression.	Available 24/7

Chat online: https://mensline.org.au/phone-and-online-counselling/		
Q-Life 1800 184 527 Chat online: https://www qlife.org.au/resources/chat	Call or chat online for anonymous and free LGBTQIA+ peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships for LGBTQIA+ individuals and their friends.	Available every day of Christmas and New Years from 3pm-midnight.
BlueKnot Foundation 1300 657 380 Helpline@blueknot.org.au	For adults impacted by complex trauma and childhood trauma to access support from a trauma counsellor and get assistance with applications around national redress. Webchat is also available for people seeking information, education or support with referrals.	Available 9am-5pm on public holidays and weekends.
SANE Australia 1800 187 263	For adults who identify as having a complex mental health issue, complex trauma or high levels of psychological distress, as well as their families and friends, to call or chat online for counselling, support, information, referrals and peer support.	Available 10am-10pm Monday through Friday.

Emergency accommodation

If you need emergency accommodation or legal support, there are services available to help point you in the right direction.

Service	Type of assistance	Hours
Housing NSW After Hours temporary accommodation Line 1800 422 322	Assistance to find immediate shelter. If eligible, Housing NSW may also provide RentStart financial assistance.	Available Monday to Friday 9am-5pm
Link2Home 1800 152 152	Link2home is the state-wide homelessness information and referral telephone service for assessment and referral for homelessness services, temporary accommodation and other appropriate services for those who are homeless or at risk of homelessness.	Available 24/7

Local services hours over Christmas and New Year

Find out when your local services will be operating this Christmas and New Year period and when services re-open for 2023:

Service	Type of assistance	Hours
Family Services Australia	Family Services Australia provides a range of services that promote change and provide opportunities for children, young people and families to build on their relationships and connect with their communities. Services include family support workers for support with access to childcare, parenting skills, specialist assessments, day-to-day running of the home and assessment and case	Closed on public holidays only

	planning. Support is also available for domestic violence, disability employment services and other educational and social programs.	
Grand Pacific Health	Grand Pacific Health provides locally-tailored, high quality services in areas of physical health, mental health, youth health, Aboriginal health & chronic disease management.	Batemans Bay, Bega, Moruya, Goulburn and Wollongong: Closed from 5pm on 23 December 2022 and reopening on the 3 January 2023 at 8:30am. Nowra: Closed from 24 to 27 December and from 31 December to the 2 January.
headspace	Headspace offers support, services and information for people aged 12-25 and their families. Support is available for mental health needs, physical and sexual health, alcohol and other drug services and work and study support.	Closed from 23 December 2022 and reopening on 3 January 2023 (except Batemans Bay reopening 9 January). Over the phone support is available throughout the holiday period on 1800 650 890 . Online support available through www.eheadspace.org.au
Illawarra Aboriginal Medical Centre	Illawarra Aboriginal Medical Centre provides holistic and culturally appropriate wellbeing services for and with Aboriginal communities including GP and allied health services, dental services, mental health services, ear and eye health, men's and women's health, drug and alcohol supports, chronic disease, NDIS support, social and emotional health programs and patient transport.	Closed from 22 December 2022 and reopening on 3 January 2023.
Katungul	Katungul Aboriginal Corporation Regional Health and Community Services (ACRH&CS) provides health care to the Koori people on the Far South Coast of New South Wales.	Closing from the 23 December 2022 and reopening on 9 January 2023.
NEAMI	Mental health, homelessness and suicide prevention support. Services include access to a support worker, housing support, community and group programs and Activ8 physical health program.	Closed on public holidays only.
One Door CPS	One Door Mental Health is the new name for the Schizophrenia Fellowship of NSW. Through One Door, people living with mental illness and their families can find an inclusive community, innovative services and advocacy support. The CPS program provides short-term support to eligible participants to build skills to manage their mental health challenges and improve social and daily living skills. Sessions are goal-oriented and designed in collaboration with a psychosocial coach with focus on building a person's recovery plan. The program can assist with service navigation, psychological NDIS applications, recovery supports and recovery-focused group activities.	Closed on public holidays only.

ProCare Mental Health Services 1800 16 17 18	<p>The GP Psychiatry Support Line is a free service to GPs to help you manage the care of mental health consumers including in diagnosis, investigation, medication and safety planning. It is not about triaging or referring consumers to a psychiatrist, but rather keeping consumers whose conditions are able to be treated within primary care under the care of their GP.</p> <p>To access this service, GP's first need to take 2 minutes to register (once only) with their AHPRA Registration Number and practice details.</p>	Closed on the 26 and 27 December 2022 and the 2 January 2023.
Royal Far West (Connect for Kids)	<p>Connect for Kids is a mental health service for children, delivered by Psychologists via videolink (Telecare). Royal Far West use their expertise in Telecare to connect children outside of major cities with health specialists. Once referred, children and their parent/carer will speak with a senior mental health clinician and be recommended a service which can include one-on-one or family-based psychology sessions, structured programs or multi-disciplinary support to treat underlying factors influencing mental health.</p>	Closed from the 24 December 2022 to the 9 January 2023.
Rural Outreach Mental Health Service	<p>The Rural Outreach Mental Health Service provides support to those with Complex Mental Health Needs in the Southern Shoalhaven regions. Support to the Southern region is provided by Credentialed Mental Health Nurses via telehealth and a monthly face to face clinic in Gerringong.</p>	Closed from 24 to 27 December and from 31 December to 2 January.
South Coast Aboriginal Medical Service	<p>South Coast Aboriginal Medical Service provides health and health related services for Aboriginal and Torres Strait Islander people. Services include GP services, counselling, dental services, substance use support, eye and hearing screening, child and family services, chronic care support and other services and programs.</p>	Closed from 23 December 2022 and reopening on 3 January 2023.
Uniting: C2BMe	<p>The C2BMe program provides person-centred psychological care for people for people living in Residential Aged Care homes. Includes short-term individual or group therapies to improve mental health wellbeing, increase hope and connectedness, increase day-to-day functioning and reinforce identity and purpose.</p>	Closed on public holidays with reduced staff until 2023.
Waminda	<p>Waminda provides a culturally safe and holistic service, providing women and their Aboriginal families an opportunity to belong and receive quality health and well-being support. The key focus of the service is to provide tailored strength based care.</p>	Closed from 23 December 2022 and reopening on 9 January 2023. Note: The Strong Yawa (After Hours) program will be operating during closure. The number is 1800 953 736
Wellways	<p>Wellways offers a wide range of individually tailored services designed to support people affected by mental health issues or disability, as well as their families, friends and carers. Services available at Wollongong, Nowra, Batemans Bay and Bega locations include Enhanced Adult Community Living Support Service, icare, NDIS Supported Independent Living and Recovery Coaching.</p>	Closed on public holidays only. Reopening on 4 January 2023.

Free Christmas meals and activities

Christmas day can be a tough day for some. Connections and relationships are important at this time of year and there are places to spend Christmas with warm company.

Service	Time
One Door At Illawarra Clubhouse 32-34 Auburn Street, Wollongong FREE Christmas lunch	Sunday 25 December 10am-2pm Register at: https://events.humanitix.com/christmas-day-at-illawarra-clubhouse
The Barstool Brothers At His Boy Elroy FREE fatboy burgers for blokes	Sunday 25 December 3-4pm Message the Barstool Brothers over facebook: https://www.facebook.com/search/top?q=the%20barstool%20brothers
The Salvation Army FREE Christmas meals	Christmas dinner- 25 December from 4:30pm 2 Fawkner Street, BRADDON ACT Christmas BBQ – 26 December from 4pm Cnr Fawkner and Elouera St, BRADDON ACT Find other Christmas events by the Salvation Army here: https://www.salvationarmy.org.au/christmas/events/results/
Holiday heArts A Peer-led place to make art during the holidays. All sessions are online to participate from the comfort of home. Online	<u>Dates include:</u> 24 December: 4pm-6pm 25 December: 6pm-8pm 26 December: 6pm-8pm 31 December: 3pm-5pm 1 January: 6pm-8pm Register at: https://www.eventbrite.com.au/e/holiday-hearts-a-peer-led-place-to-make-art-during-the-holidays-tickets-452813245607?aff=erelpanelorg

Free apps and resources

Need to create an interim plan or be guided through a coping tool while waiting for services to re-open? Try one of these helpful apps.

App/resource name	Type of assistance
Beyond now	Suicide safety planning app to create your own plan for keeping safe when experiencing suicidal thoughts. List ideas and contacts to stay safe, map out your warning signs, coping strategies, reasons for living and ways to make your environment safe.
Not ok	Add up to five trusted contacts and hit the big red button when you're not ok. This will alert your support network that you need support and send your GPS coordinates so they can come to you.
Mood kit	Over 200 different mood improvement activity based on Cognitive Behavioural Therapy designed to help you build self-awareness, change thinking patters and develop healthy attitudes.
Calm harm	Activities to address urges to self-harm including activities for comfort, distraction, release, expressing yourself, breathing and more.
Worry time	Worry Time interrupts repetitive thinking by prompting you to set aside your worries to deal with later so that you don't get caught up in them and can get on with your day. This means you deal with your worries once a day rather than carrying them around 24/7.
Smiling mind	Behavioural Daily meditation and mindfulness exercises developed by psychologists and educators with tailored programs to assist with stress, sleep, relationships, performance, attention & concentration, sport and mindful eating. Tailored programs for classrooms, workplaces youth and adults.
Headspace: meditate and relax	Learn meditation and mindfulness skills for your everyday life from world-class experts and choose from hundreds of meditations from managing stress to sleep, focus and mind-body health. The app includes at- home workouts, concentration boosting music, mindful fitness courses by expert trainers and Olympians and meditations for working from home and adjusting to change.
Check in (by Beyond Blue)	Christmas is an important time to check-in on friends and loved ones. Use the app to view prompts and enter your own dialogue to create a step-by-step plan and script to help you prepare for and move through a conversation with a friend you'd like to check-in on. Opportunities to reflect on how the conversation went and keep you accountable to next steps forward to support your friend. There are also tips for looking after your own mental health and links to online forums and services for support.
SAM	This is the app for someone who is interested in self-help but for who meditation isn't your thing. Users are prompted to build their own anxiety toolkit to track anxious thoughts and behaviours with the support of 25 different self-help techniques. You can also connect to other users in the community confidentially for additional support.