

# Banyule Mental Health Pathways

Resources and helplines: 2023



**Banyule**  
City Council



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# Resources and Helplines (General)

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 **Call 000 if it is an emergency**

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## Healthdirect

[healthdirect.gov.au/](https://healthdirect.gov.au/)

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**Contact your General Practitioner/Doctor**

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**Counsellors at Banyule Community Health**

 **9450 2000**

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## Lifeline

(24hr phone counsellors)

 **13 11 14**

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## Beyond Blue

(24hr phone counsellors)

 **1300 22 46 36**

[beyondblue.org.au/](https://beyondblue.org.au/)

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**North Eastern CAT Service**

 **1300 859 789**

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**LIFT stepped care model**  
(Banyule Community Health)

Free mental health support for eligible people who live, work or study in Banyule

[bchs.org.au/services/mental-health/lift-stepped-care-model/](https://bchs.org.au/services/mental-health/lift-stepped-care-model/)

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**Wellbeing, Insight and Skills for Empowerment (WISE)**  
(Banyule Community Health)

A group program for eligible people to increase mental wellbeing and psychological flexibility.

[bchs.org.au/services/mental-health/wise-wellbeing-insight-and-skills-for-empowerment/](https://bchs.org.au/services/mental-health/wise-wellbeing-insight-and-skills-for-empowerment/)

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## Griefline

 **1300 845 745**

Free counselling and support to people experiencing loss and grief at any stage in life.

[griefline.org.au](https://griefline.org.au)

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## Suicide Call Back Service

 **1300 659 467**

Free 24-hour national telephone and online counselling service for people 15 years and over who are suicidal or bereaved by suicide.

[suicidecallbackservice.org.au](https://suicidecallbackservice.org.au)

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## Beyond Now

### Suicide safety planning

An app created by Beyond Blue that supports people through suicidal feelings

<https://www.beyondblue.org.au/get-support/beyondnow-suicide-safety-planning>

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## Roses in the ocean

### Suicide Prevention Peer Care Companion Warmline

 **1800 777 337**

A safe place for people with a lived experience of suicide to connect with others with a similar lived experience of suicide

[rosesintheocean.com.au/sector-priorities-collaborations/peer-care-companion-warmline/](https://rosesintheocean.com.au/sector-priorities-collaborations/peer-care-companion-warmline/)

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## Support after suicide

 **9421 7640**

Free all-ages counselling, support groups and online resources for those who have lost someone by suicide.

[jss.org.au](https://jss.org.au)

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## Mental Health Online

Online psychological assessment and online self-guided treatment programs for anxiety, panic, OCD, PTSD, and depression for people 18+. Offers free 12-week online program with free access to therapists online.

[mentalhealthonline.org.au/](https://mentalhealthonline.org.au/)

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## SANE Australia

 **1800 187 263**

The SANE helpline and online chat are open weekdays from 10am to 8pm.

[sane.org/](https://sane.org/)

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## BlueKnot helpline

 **1300 657 380**

Trained, experienced and trauma-informed counsellors, male and female, support adult survivors of childhood trauma and abuse.

[blueknot.org.au/](https://blueknot.org.au/)

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## Neami National - Partners in Wellbeing

 **1300 375 330**

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## CareinMind well-being services

 **1300 096 269**

24-hour short term support, provides three telephone counselling sessions with a mental health counsellor.

[careinmind.com.au/](http://careinmind.com.au/)

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## Head to Health

 **1800 595 212**

For everyone, including people from a refugee background, people seeking asylum and international students. 8.30am to 5pm Monday to Friday.

[headtohealth.gov.au/](http://headtohealth.gov.au/)

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## Black Dog Institute

The Black Dog Institute offers information and resources about depression, anxiety, bipolar disorder and suicide prevention.

[blackdoginstitute.org.au/](http://blackdoginstitute.org.au/)

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## Open Arms Veterans and Families Counselling

 **1300 224 636**

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## Men's Line Australia

 **1300 78 99 78**

A telephone and online counselling service offering support for Australian men 24hrs.

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## Butterfly Foundation

For anyone concerned about eating disorders or body image issues.

[butterfly.org.au/get-support/helpline/](http://butterfly.org.au/get-support/helpline/)

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## Eating Disorders Victoria (EDV)

A guide for Victorians affected by eating disorders.

[www.eatingdisorders.org.au/](http://www.eatingdisorders.org.au/)

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## Hope Springs, Banyule Network of Uniting Churches

A series of programs and social activities to support people living with mental illness and social isolation

[banyuleuc.org.au/connecting-with-community/hope-springs/](http://banyuleuc.org.au/connecting-with-community/hope-springs/)

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## **Banyule Support and Information Centre (BANSIC)**

Available to support anyone experiencing difficulty in Banyule, including providing information, emergency relief and support for personal or family problems.

[bansic.org.au/](http://bansic.org.au/)

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## **Independent Mental Health Advocacy**

Provide support and act as an advocate where appropriate for people who are engaged with mental health and wellbeing support services

[imha.vic.gov.au/](http://imha.vic.gov.au/)

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## **Victorian Mental Illness Awareness Council**

Provides support and advocacy for consumers with mental health and related services.

[vmiac.org.au/](http://vmiac.org.au/)

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## **Partners in wellbeing**

Free support and advice to improve your wellbeing during COVID and beyond

[partnersinwellbeing.org.au/  
wellbeing-coaching](http://partnersinwellbeing.org.au/wellbeing-coaching)

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## **For all other support services**

including emergency relief, please refer to Ask Izzy:

[askizzy.org.au/](http://askizzy.org.au/)



# Resources and Helplines for Multicultural Communities

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## LIFT stepped care model (Banyule Community Health)

Free mental health support for eligible people who live, work or study in Banyule, including asylum seekers

[bchs.org.au/services/mental-health/lift-stepped-care-model/](https://bchs.org.au/services/mental-health/lift-stepped-care-model/)

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## Foundation House

 9389 8900

[foundationhouse.org.au/](https://foundationhouse.org.au/)

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## Cabrini Hospital Asylum Seeker and Refugee Health Hub

 8388 7874

[cabrinioutreach.com.au/our-work/australian-programs/asylum-seeker-and-refugee-health-hub/](https://cabrinioutreach.com.au/our-work/australian-programs/asylum-seeker-and-refugee-health-hub/)

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## InTouch 1800 755 988

Free support services for migrant and refugee women who are experiencing or have had experiences of family violence.

[intouch.org.au](https://intouch.org.au)

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## Asylum Seeker Resource Centre (ASRC)

[asrc.org.au/](https://asrc.org.au/)

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## Embrace Multicultural Mental Health

Provides resources, links to services and information for people from culturally and linguistically diverse backgrounds.

[embracementalhealth.org.au/](https://embracementalhealth.org.au/)

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## Victorian Transcultural Mental Health (VTMH)

The lead transcultural and intersectional mental health service for Victoria, providing support to the mental health sector.


[vtmh.org.au/](https://vtmh.org.au/)

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## Interpreting Service (TIS National)

is a free interpreting service

 131 450

To pre-book phone interpreters,  
 [tis.prebook@homeaffairs.gov.au](mailto:tis.prebook@homeaffairs.gov.au)

[tisnational.gov.au/](https://tisnational.gov.au/)



# Resources and Helplines for the LGBTIQ+ Community

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## Mind Equality Centre

☎ 1300 054 284

The Mind Equality Centre is a safe place for LGBTIQ people that provides psychological and allied health counselling for individuals, couples and families.

[mindaustralia.org.au/mind-equality-centre](http://mindaustralia.org.au/mind-equality-centre)

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## QLife

☎ 1800 184 527

Free telephone and online chat peer support between the hours of 3:00pm to midnight, 7 days per week.

[qlife.org.au](http://qlife.org.au)

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## Charlee (Connection, Hope, Action, Resources and Lived Experience Education)

A suicide prevention hub made by and for LGBTIQ+ people

[charlee.org.au/](http://charlee.org.au/)

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## Queerspace

☎ 9663 6733

Provides low or free confidential counselling, peer support and a range of other services to support LGBTIQ people and their families

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## Rainbow Door

☎ 1800 729 367

Free telephone and online chat peer support from 10:00am to 5.00pm, 7 days per week.

[rainbowdoor.org.au](http://rainbowdoor.org.au)

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## Switchboard Victoria

Free, peer-driven support services for LGBTIQ people, their families, friends and communities.

[switchboard.org.au](http://switchboard.org.au)

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## Zoe Belle Gender Collective

An online service supporting the health and wellbeing of Victoria's sexuality and gender-diverse community, with information available to anyone in Australia.

[zbgc.org.au/](http://zbgc.org.au/)

# Resources and Helplines for Parents and Families

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## Drummond Street Services

 **9663 6733**

Available for personal counselling, parenting classes, seminars, or group work with families and parents.

[ds.org.au](http://ds.org.au)

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## PANDA

 **1300 726 306**

Perinatal anxiety and depression Australia. Free information and helpline service for women, men and their families who are finding it difficult to cope leading up to or following the birth of a child.

[panda.org.au](http://panda.org.au)

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## ParentWorks

A free online program for parents and caregivers of children 2 to 16. Helping parents to improve parenting skills, confidence and child behaviour.

[parentworks.org.au/#/](http://parentworks.org.au/#/)

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## Tresillian Family Care Centres

 **1300 272 736**

Provides home-visiting service and support groups to new parents. 7am to 11pm every day.

[tresillian.org.au/](http://tresillian.org.au/)

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## Parentline

 **13 22 89**

Free phone support for parents offering counselling and support on parenting issues.

[education.vic.gov.au](http://education.vic.gov.au)

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## Rainbow Families

Organise community events and groups to connect, support and empowering LGBTQI+ families.

[rainbowfamilies.com.au/](http://rainbowfamilies.com.au/)

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## Children of Parents with a Mental Illness (COPMI)

Online information and courses for parents, their family and friends to support kids and young people who have parents with a mental illness.

[copmi.net.au/](http://copmi.net.au/)

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## Safe Steps

 **1800 015 188**

Free professional support services for women and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them.

[safesteps.org.au](http://safesteps.org.au)

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## Shakti Australia

 **1800 742 584**

24-hour multilingual Crisis Call service for women in violent and or abusive situations, help families make their own safety plans, provide outreach and support group activities with women and youth.

**Melbourne:**  **03 9753 4324**

**After hours:**  **0432 611 688**

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## SMS4Dads

SMS4Dads provides new fathers with information and connections to online services through their mobile phones. The text messages with tips, information and links to other services help fathers understand and connect with their baby and support their partner.

[sms4dads.com.au/](http://sms4dads.com.au/)

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## Mum Mood Booster

Online treatment to help new mothers who are experiencing postnatal depression or anxiety including six interactive online sessions tailored to individual users.

[mummoodbooster.com/public/](http://mummoodbooster.com/public/)

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## COPE - Centre of Prenatal Excellence

Information to help you work through all the emotional challenges of becoming and being a parent.

[cope.org.au/](http://cope.org.au/)

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## Banyule Community Health Mum's wellbeing group

Support group for women with children under 12 months

# Resources and Helplines for Aboriginal and Torres Strait Islander People

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## Dardi Munwurro

☎ 1800 435 799

Aboriginal men and family counselling services.

[dardimunwurro.com.au](http://dardimunwurro.com.au)

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## Djiraa

☎ 1800 105 303

Family violence support service for Aboriginal people, free support to Aboriginal women and Aboriginal people who are currently experiencing family violence or have in the past.

[djirra.org.au](http://djirra.org.au)

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## Thirrili - National Indigenous Critical Response Service (NICRS)

☎ 1800 805 801

The NICRS supports individuals, families and communities affected by suicide or other significant trauma. A critical response support person can be contacted 24/7.

[thirrili.com.au/nicrs](http://thirrili.com.au/nicrs)

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## Victorian Aboriginal Childcare agency (VACCA)

Family counselling and a range of support services for the Victorian Aboriginal community.

Preston: ☎ 03 9480 7300

Melton: ☎ 03 8746 2776

Werribee: ☎ 03 9742 8300

[vacca.org](http://vacca.org)

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## WellMob

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander people.

[wellmob.org.au](http://wellmob.org.au)

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## Yarning SafeNStrong

☎ 1800 959 563

Yarn safely with culturally suitable counsellors who 'get it', no matter how big or small the challenge (24/7 service).

[vahs.org.au/yarning-safenstrong](http://vahs.org.au/yarning-safenstrong)

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## Yarn safe

Yarn Safe has information for young people who identify as Aboriginal and/or Torres Strait Islander. It is part of the Headspace website.

[headspace.org.au/yarn-safe/](https://headspace.org.au/yarn-safe/)

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## Healing Foundation

The Healing Foundation offers a wide range of resources on trauma and healing for Stolen Generations survivors, their descendants, families and communities, along with other Aboriginal and Torres Strait Islander peoples.

[healingfoundation.org.au/](https://healingfoundation.org.au/)

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## Reimagine: Aboriginal and Torres Strait Islander People's Hub

This Hub has information and resources about the NDIS for Aboriginal and Torres Strait Islander people who live with a psychosocial disability. The resources include videos and learning activities for people who work with Aboriginal and Torres Strait Islander communities.

[reimagine.today/aboriginal-and-torres-strait-islander-people-hub/](https://reimagine.today/aboriginal-and-torres-strait-islander-people-hub/)

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## Butterfly Foundation

 **1800 33 4637**

Provides information for Aboriginal and Torres Strait Islanders who have eating or body image concerns. Resources include videos, fact sheets and posters.

[butterfly.org.au/get-involved/campaigns/everybodyisdeadly/](https://butterfly.org.au/get-involved/campaigns/everybodyisdeadly/)

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## iBobbly app

A social and emotional wellbeing self-help app for young Aboriginal and Torres Strait Islander Australians aged 15 years.

[blackdoginstitute.org.au/resources-support/digital-tools-apps/ibobbly/](https://blackdoginstitute.org.au/resources-support/digital-tools-apps/ibobbly/)

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## Brother to Brother

 **1800 435 799**

Provides phone support for Aboriginal men going through difficulties.

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## Banyule Community Health

A range of programs and services to assist First Nations community with physical health, mental health, social and cultural supports.

[bchs.org.au/services/first-nations-health/our-aboriginal-health-programs/](https://bchs.org.au/services/first-nations-health/our-aboriginal-health-programs/)

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## Victorian Aboriginal Health Service

 **9403 3000**

Free, culturally safe service for adults and children. Provides social and emotional wellbeing and mental health counselling, cultural healing and recovery programs, care coordination and outreach support, for individuals and families.

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## Wadamba Wilam (Renew Shelter, Fairfield)

Provides intensive outreach support to Aboriginal and Torres Strait Islander people who are experiencing homelessness and enduring mental illness.

[neaminational.org.au/find-services/wadamba-wilam-renew-shelter/](https://neaminational.org.au/find-services/wadamba-wilam-renew-shelter/)



# Resources and Helplines for Young People

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## Kids Helpline

☎ **1800 55 1800**

24hr phone counselling service for ages 5 - 25.

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## Child Protection

☎ **13 12 78**

To report child abuse or neglect.

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## The Brave Program

Online program to help children aged 8 to 17 with anxiety.

[brave-online.com/](http://brave-online.com/)

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## Young Carers Helpline

☎ **1800 514 845**

Gives young people tips on how to look after themselves and the person you are caring for.

[carersaustralia.com.au/support-for-carers/young-carers-network/](http://carersaustralia.com.au/support-for-carers/young-carers-network/)

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## Bite Back

Promotes wellbeing and resilience in young people 12-18 years old.

[biteback.org.au/](http://biteback.org.au/)

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## Headspace

Provides free online and telephone counselling to young people 12-25 and their families and friends.

**Headspace Greensborough**

☎ **9433 7200**

eheadspace: ☎ **1800 650 890**  
(open 9am - 1am every day)

[headspace.org.au](http://headspace.org.au)

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## Smiling Mind

Online and app-based program to improve wellbeing of young people through mindfulness meditation.

[smilingmind.com.au/](http://smilingmind.com.au/)

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## ReachOut

Online community for young people between the ages of 14-25 to chat, connect and support each other.

[au.reachout.com/](http://au.reachout.com/)

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## Banyule Community Health: LIFT

A free service for all ages that provides expert support from mental health practitioners.

[bchs.org.au/services/mental-health/lift-stepped-care-model/](http://bchs.org.au/services/mental-health/lift-stepped-care-model/)

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## Canteen Connect

Canteen Connect is an online community where you can meet other people your age who get it. The community is for young people aged 12-25 whether they or their loved ones are affected by cancer. Connect with someone your own age, join conversations, read resources or blogs and attend an event. Counselling is also available via phone or live chat.

[canteenconnect.org/](https://canteenconnect.org/)

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## Youth Beyond Blue

☎ **1300 22 4636**

Information, online and phone counselling for young people 12 to 25 years old, who can contact trained mental health professionals 7 days a week, 24 hours a day.

[beyondblue.org.au/who-does-it-affect/young-people](https://beyondblue.org.au/who-does-it-affect/young-people)

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## Banyule Youth Services

Offer a range of free groups and programs for young people (12 – 25 years) in Banyule.

[banyuleyouth.com/](https://banyuleyouth.com/)

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## Youth Outreach Recovery Support (YORS)

A welcoming and inclusive service for people between 16-25 years of age living in Victoria who have been experiencing mental health issues for six months or more.

[neaminational.org.au/find-services/yors/](https://neaminational.org.au/find-services/yors/)

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## Right By You

Mental health resources and information, designed by young people, for young people.

[rightbyyou.org.au/](https://rightbyyou.org.au/)





# Resources and Helplines for Older Adults

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## Elder Abuse helpline

Elder Abuse Prevention Unit

 **1300 651 192**

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## National Dementia Helpline

 **1800 100 500**

Free confidential phone and email information and support service.

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## Banyule Older Adults Recreation Program

A free program of activities that will support social connection for older adults (55+).

[banyule.vic.gov.au/Community-services/Older-people/Older-adults-recreation](https://banyule.vic.gov.au/Community-services/Older-people/Older-adults-recreation)

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## My Aged Care social support program

Assists socially isolated elderly residents aged 65+ (50+ for Aboriginal and Torres Strait Islander residents) to participate in community-based social activities.

[banyule.vic.gov.au/Community-services/Older-people/My-Aged-Care-social-support-program](https://banyule.vic.gov.au/Community-services/Older-people/My-Aged-Care-social-support-program)

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## Banyule Neighbourhood Houses and Learning Centres

Banyule has seven neighbourhood houses and learning centres where people of all ages can meet, share, exchange information and learn together.

[banyule.vic.gov.au/Events-activities/Neighbourhood-houses](https://banyule.vic.gov.au/Events-activities/Neighbourhood-houses)

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## Better Place Australia

 **1800 639 523**

Services include family mediation, conciliation, arbitration, counselling, family therapy, elder abuse prevention and relationship education.

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## Compass

Compass is a national website navigating elder abuse in Australia. Compass connects people to services and information tackling elder abuse.

[compass.info](https://compass.info)

# Resources and Helplines for Carers

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## Tandem

Peak body for family, carers and supporters of people with mental health challenges. Offers resources and support.

[tandemcarers.org.au/](https://tandemcarers.org.au/)

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## Carer gateway

Emotional and practical services and support for carers.

[carergateway.gov.au/](https://carergateway.gov.au/)

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## North East Metro Mental Health and Wellbeing Connect

Support for family, carers and supporters of people with mental health challenges. A peer worker with lived experience can provide information and resources, practical support and financial assistance, family counselling, education sessions and group programs.

[accessshc.org.au/north-east-metro-family-and-wellbeing-connect/](https://accessshc.org.au/north-east-metro-family-and-wellbeing-connect/)



# Resources and Helplines for Alcohol and Other Drugs Support

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## Counselling online

Online text-based counselling. The service is also available to family members, relatives, and friends.

[counsellingonline.org.au/what-is-counselling-online](https://counsellingonline.org.au/what-is-counselling-online)

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## Opioid Treatment Line

☎ **1800 642 428**

Provides opiate pharmacotherapy information (including methadone and buprenorphine), referrals and advice.

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## Alcohol and drug related support (Uniting)

☎ **1800 700 514**

Counselling, withdrawal (detox), rehabilitation, service coordination, or post-withdrawal services

[unitingvictas.org.au/services/alcohol-other-drugs/](https://unitingvictas.org.au/services/alcohol-other-drugs/)

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## Banyule Community Health

Support for people living with addiction, and their families, friends and carers.

[bchs.org.au/services/alcohol-and-drug-support/](https://bchs.org.au/services/alcohol-and-drug-support/)

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## Alcohol and other drugs pathway

☎ **1800 319 619**

Supports individuals, families and friends who have had difficulty accessing drug and alcohol treatment.

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## Your Room

Provides information about alcohol and other drugs.

[yourroom.health.nsw.gov.au/aboriginal-info/pages/aboriginal-info.aspx](https://yourroom.health.nsw.gov.au/aboriginal-info/pages/aboriginal-info.aspx)

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## Ready to Change (Directline)

☎ **1800 888 236**

Free 24/7 telephone service, offering counselling and referral to specialist treatment services for people affected by addiction.

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## SMART Recovery

☎ **8413 8413**

SMART Recovery provides face-to-face and online support groups for people experiencing addiction.

[smartrecoveryaustralia.com.au/](https://smartrecoveryaustralia.com.au/)

# How to contact your Council

For all enquiries or information about any Council services:

Telephone: **9490 4222**

Email: **enquiries@banyule.vic.gov.au**

Website: **banyule.vic.gov.au**

Fax: **9499 9475**

If your hearing or speech is impaired, you can call us through the National Relay Service on **133 677** (TTY) or **1300 555 727** (ordinary handset) and ask for 9490 4222.

## Postal Address:

PO Box 94, Greensborough 3088

## Council Service Centres:

Greensborough: Level 3, 1 Flintoff Street

Ivanhoe: 275 Upper Heidelberg Road

## Office Hours of Opening:

Greensborough: Monday – Friday 8.30am – 5pm

Ivanhoe: Monday - Friday 9am - 5pm

## Interpreter service:

If you need an interpreter, please contact TIS National on 131 450 and ask to be connected to Banyule Council on 9490 4222.

إذا كنتم بحاجة إلى مترجم، الرجاء الاتصال بالخط القومي لخدمة الترجمة الهاتفية TIS على الرقم 131 450. واطلبوا إيصالكم ببلدية بانبول على الرقم 9490 4222.

如果你需要口譯員，請致電131 450聯絡TIS National，要求他們為你致電9490 4222接通Banyule市政廳。

Ako vam je potreban tumač, molimo vas, nazovite TIS National na broj 131 450 i zatražite da vas se spoji sa Vijećem općine Banyule na broj 9490 4222.

Αν χρειάζεστε διερμηνέα τηλεφωνήστε στην Εθνική Υπηρεσία Διερμηνέων Μεταφραστών στον αριθμό 131 450 και ζητήστε να σας συνδέσουν με τη Δημαρχία Banyule στο 9490 4222.

Se hai bisogno di un interprete chiama TIS National al numero 131 450 e chiedi di essere messo in comunicazione con il Comune di Banyule al numero 9490 4222.

Ako vi treba prevodувач ве молиме јавете се на TIS National на 131 450 и замовете да ве поврзат со Banyule Council на 9490 4222.

如果你需要一名翻译，请打电话到国家电话翻译服务处 (TIS National) 131 450，再转接到Banyule市政府9490 4222

Haddii aad u baahan tahay mutarjum wac khadka qaranka oo ah TIS 131 450 weydiina in lagugu xiro Degmada Banyule tel: 9490 4222.

Nếu cần thông dịch, xin gọi cho TIS Toàn Quốc qua số 131 450 rồi nhờ họ gọi cho Hội Đồng Thành Phố Banyule theo số 9490 4222 giúp quý vị.