

Accessing mental health services in NSW

March 2020



Many people may be feeling anxious, worried or afraid as new steps are introduced to stop the spread of COVID-19.

Looking after the mental health of ourselves, friends and family is an important part of staying well.

There are a number of high quality services we can access free from home.

The below websites have a mixture of self-guided mental health resources and programs as well as one-on-one connection to professionals through webchat, online counselling and phone services.

Gateways to Mental Health online services

Find out more about online and telephone services available across NSW

NSW Mental Health Services	Categorised List of NSW Mental Health Services	https://www.health.nsw.gov.au/mentalhealth/services/Pages/support-contact-list.aspx
Head to Health	Navigation platform for links to Australian online and phone supports	https://headtohealth.gov.au/
Health Direct	Direct links to etherapy services	https://www.healthdirect.gov.au/
Lifeline	Online resources, phone counselling, text chat and webchat	https://www.lifeline.org.au/

Individual websites

Target	Platform	Resources	Link
General population	Beyond Blue	Online resources, webchat, phone calls, online forums	https://www.beyondblue.org.au/
	Lifeline	Online resources, phone counselling, text chat and webchat	https://www.lifeline.org.au/
	Black Dog Institute	Online resources and online clinic	https://www.blackdoginstitute.org.au/
	Thiswayup	Online courses to improve mental health. Free access to anxiety courses till 30 April	https://thiswayup.org.au/
	Mycompass	Online personalised self help tool designed by Blackdog	https://www.mycompass.org.au/
	Mental Health Online	24/7 support, programs and e-therapists	https://www.mentalhealthonline.org.au/pages/signup
	MindSpot	Free online clinic, resources, and courses	https://mindspot.org.au/
	ECentre Clinic	Run by Macquarie University, free online mental health courses	https://www.ecentreclinic.org/

Target	Platform	Resources	Link
Children & young people	Kids Helpline	Phone, webchat and email counselling	1800 55 1800 https://kidshelpline.com.au/
	Headspace	Phone, webchat and email counselling	https://headspace.org.au/
	Mood Gym	Online course designed for ages 15-25	https://moodgym.com.au/
	ReachOut	Online coronavirus resources Has reviewed mobile apps and tools to help you look after your health and wellbeing.	https://au.reachout.com/ https://au.reachout.com/tools-and-apps
	The Brave Program	Free online anxiety program for children	https://brave4you.psy.uq.edu.au/child-program
Parents and teachers	Black Dog Institute	Online resources	https://www.blackdoginstitute.org.au/news/news-detail/2020/03/22/coronavirus-reassuring-your-child-about-the-unknown
	Emerging Minds	For children and their families. Resources, webinars, toolkits	https://emergingminds.com.au/
	The Brave Program	Free online program for parents	https://brave4you.psy.uq.edu.au/child-program
24 hour suicide risk & emergency lines	Lifeline	Crisis support	13 43 57 https://www.lifeline.org.au/
	Suicide Call Back Service	Online counselling, video chat and phone services	1300 659 467 https://www.suicidecallbackservice.org.au/
	NSW Mental Health Line	Staffed by mental health professionals to put people in contact with a local mental health service	1800 011 511
Men specific	MensLine	Resources, phone and online counselling – including for fathers.	https://mensline.org.au/
New parents	PANDA	Resources and help for new parents	https://www.panda.org.au/
	Mum Mood Booster	Online interactive treatment sessions	https://mummoodbooster.com/public/
	COPE	Online resources for new parents and families	https://www.cope.org.au/new-parents/