



Our Healthy Clarence

LOCAL INFORMATION KIT

(Current as at May 2020)

Help in a crisis

In an EMERGENCY SITUATION, call 000 or go to a hospital emergency department.

If someone has attempted or is at immediate risk of attempting to harm themselves or someone else, call 000. 

24 hour help in a crisis

NSW Mental Health Line 1800 011 511

offers professional help and advice, and referrals to local mental health services.

It is staffed by mental health professionals who will ask questions to determine the type of mental health care and how urgently it is needed.

They can put you in contact with the most relevant mental health service for children, teens, adults and older people.

Lifeline 13 11 14 for crisis and suicide prevention support

www.lifeline.org.au/Get-Help

Suicide Call Back Service 1300 659 467

call for urgent assistance for people 15yrs+. Also offers free online counselling with professionally trained counsellors.

Contact them if you are concerned about someone and learn about the warning signs and how to talk with someone who might be feeling suicidal.

www.suicidecallbackservice.org.au

Suicide Helpline 1300 651 251 a telephone, video and online counselling service offering professional support to people at risk of suicide and people concerned about someone else's risk of suicide

www.suiceline.org.au

24 hour mental health support & counselling

MensLine Australia 1300 78 99 78 to talk with a counsellor by phone or online

www.mensline.org.au

Kids Helpline 1800 55 1800 counselling for young people aged up to 25 years, private, no name required (parent can initiate call)

www.kidshelp.com.au

Beyondblue 1300 224 636 all calls and chats are one-on-one with a trained mental health professional, and completely confidential.

To chat online between 3pm and midnight, visit www.beyondblue.com.au

Alcohol Drug Information Service

1800 422 599 for anyone who wants access to support, information, advice, crisis counselling and referral to services in NSW

RESPECT 1800 737 732 is the National Sexual Assault and Domestic Family Violence Counselling Service providing a free, confidential counselling, information and referral service.

Domestic Violence Line 1800 656 463

to access counselling, information and referrals for women and same-sex partners who are experiencing or have experienced domestic violence

www.domesticviolence.nsw.gov.au

Open Arms - Veterans and Families

Counselling 1800 011 046 provides free and confidential counselling, as well as group treatment program, community and peer network, suicide prevention training

www.openarms.gov.au

Support to families & others affected by suicide

National Indigenous Critical Response

Service 1800 805 801 supports individuals, families, and communities affected by suicide or other significant trauma. The service usually operates 24hrs/7 days a week

www.thirrili.com.au/nicrs

Standby 0417 119 298 for face-to-face

and 24/7 telephone support based in northern NSW for family, friends and anyone impacted from the death of a person by suicide (or serious attempt)

www.standbysupport.com.au

Grafton Suicide Bereavement Support

Group (02) 6640 3800 a free, facilitated, ongoing group for those 18+ who have

lost someone to suicide. An opportunity to share stories and talk about suicide in a safe and non-judgmental environment. Meetings are held at New School of Arts, South Grafton.

Support after a suicide attempt

The Way Back Service is a program available to people admitted to hospital following a suicide attempt. The program is a free service which can connect people with a range of supports. Eligible people can be referred by staff in Grafton Base Hospital.

A Way Back team member will make contact within 24 hours and work with the person to develop a safety plan. The team member will provide guidance, encouragement and follow-up for up to three months. The program can offer contact with a trained Lived Experience Peer Support Volunteer.

An online booklet 'Guiding their way back' which provides education and advice to partners, family members and other support people is available from:

www.beyondblue.org.au/thewayback

GP referrals and mental health services

GP Mental Health Treatment Plan to access psychological support (up to 10 sessions) which can be bulk-billed or a gap fee charged. Referrals are obtained following consultation with a GP.

Bulgarr Ngaru Aboriginal Medical Corporation offers comprehensive primary health care services which include medical and dental services, chronic disease management, mental health, and health education programs covering substance use, sexual health and lifestyle management

Grafton (02) 1800 571 117

Maclean (02) 6645 5824

South Grafton (02) 6644 3555

New Access 1800 010 630 (Beyond Blue) is a free mental health coaching program. It's for anyone feeling stressed, anxious or overwhelmed about everyday life issues, such as work, study, relationships, health or loneliness. No referral required; face-to-face or via phone for 6 sessions. No referral required; face-to-face or via phone for 6 sessions.

headspace Grafton (02) 6642 1520 provides free counselling and support to young people from 12-25 years. Covers issues such as relationships, drug and alcohol, mental health, bullying, anxiety, depression, bad thoughts and uncertainty about the future.

Open Monday- Thursday 9.00am - 5.00pm; Friday 9.00am - 4.30pm (closed weekends).

www.headspace.org.au/headspace-centres/grafton

Clear Minds (02) 6642 4736 is a program for children and young adults under 18, who are living with or showing early signs of mental health issues. Clear Minds can provide practical and wellbeing

support to children, young adults and their families in the Tweed to Grafton area.

Connect to Wellbeing Suicide Prevention Service 1300 160 339 for people at low to moderate risk of suicide and/or self-harm. Not intended to support people who are at acute and immediate risk. Provides short-term psychological intervention, strategies and techniques to help people manage their mental health.

Momentum Mental Health Recovery Service (02) 6642 6911 Mental health outreach services help people living with mental illness increase independence and participate in daily community activities, through strengthening daily living skills and self-care strategies.

The Buttery (02) 6687 1111 has a number of programs supporting mental health:

Footprints2Wellbeing gives short-term psychosocial support to people with moderate to severe and/or episodic mental illness. Its objective is to promote mental health and wellness. It is a free program available in the Clarence Valley.

Relapse Prevention Aftercare Service supports people in recovery from drug and/or alcohol dependence. For people aged 18 to 65 years assessed by an Alcohol & Other Drug (AOD) clinician or GP as having a recent substance use disorder and requiring support to prevent relapse. Operates across the North Coast region including the Clarence Valley.

Young Peoples Early Intervention Project evidence based aimed at increasing

alcohol and other drug early intervention and treatment services for young people 12-24 years-old in locations including the Maclean, Yamba and Grafton.

Northern Rivers Gambling Service offers free counselling and support services for people affected by gambling related problems.

To self-refer for any of these programs, Call The Buttery on: 02 6687 1111 or email enquiries@buttery.org.au

Open Minds (02) 5699 9999 is an independent not-for-profit (NFP) organisation that works with people to enhance their mental health and wellbeing.

ACON Health Northern Rivers (02) 6622 1555 provides free Counselling and Care-Coordination support for people aged 18+ who identify as Lesbian, Gay, Bisexual, Transgender, and Intersex (LGBTI) and people living with HIV. LGBTI people can access up to 12 free counselling sessions per year, and people can self-refer (no need for a GP referral). Face-to-face appointments in Lismore and phone or Skype support across all of NSW. Open Monday – Friday, 9am–5pm.
www.acon.org.au/who-we-are-here-for/regional-nsw

Phone & Online Support & Counselling

eHeadspace 1800 650 890 (9am–1am) telephone and online support and counselling to young people 12 –25yrs

and their families and friends

www.eheadspace.org.au

SANE Australia Helpline

1800 187 263 (week days 10am–10pm)

provides information, guidance and referrals needed to manage mental health concerns, including how to help someone who is suicidal

www.sane.org

QLife 1800 184 527 (3pm–12am) online chat support, counselling and referral service for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people.

ReachOut.com is Australia's leading online mental health organisation for young people, providing practical support to help them get through everything from everyday issues to tough time at
www.reachout.com.au

Parentline NSW 1300 1300 52 for counselling services 9am to 9pm Monday–Friday; 4pm to 9pm Saturday and Sunday and other resources at
www.kidshelpline.com.au/parents

Carers Australia 1800 242 636 provide short-term counselling and emotional and psychological support services for carers and their families
www.careraustralia.com.au

Mindspot an online clinic that provides free online screening assessments and free treatment courses to help recover from the symptoms of anxiety, depression and pain **www.mindspot.org.au**

MyCompass a personalised self-help tool for managing mental health from the

Black Dog Institute
www.mycompass.org.au

PatientInfo is a website with information and resources recommended by local health professionals

www.mancpatientinfo.org.au (follow the links for 'Mental Health' to access information about Suicide)

HealthPathways is an information portal supporting primary care clinicians to plan patient care within Mid and North Coast NSW
manc.healthpathways.org.au

Useful Apps

BeyondNow Suicide Safety Plan an app for people to create their own safety plan.

Virtual Hope Box an app providing a range of resources to assist people to cope with distress.

Be Calm an app that helps people to have conversations about suicide. It provides examples of what to say and how to use the C-A-L-M model, Connect – Ask – Listen – Monitor.

Be Safe an app to use as a safety plan to help a person reach out when they have thoughts of suicide.

Check-in an app designed for young people, but useful for anyone concerned about a friend. Gives tips on how to plan a conversation, where to have the conversation, what to ask, what you have noticed and what you can do to support your friend.

Local Groups & Organisations Supporting Mental Health & Wellbeing

Rural Adversity Mental Health Program (RAMHP) Local coordinator who provides specialist knowledge and support for people experiencing mental health concerns living in the rural communities they cover. RAMHP Coordinators can be contacted regarding non-crisis situations during business hours. **Grafton 0402 892 642**

Grow 1800 558 268 is a national community organisation that enables personal growth and development for all people and offers hope and recovery. They welcome people experiencing a mental health condition, addiction or having difficulty with life's challenges. Grow helps people to help themselves to overcome obstacles, to live a life of meaning, hope and optimism.

South Grafton Wednesday, 10.00am New School of Arts Neighbourhood Centre, Skinner Street, South Grafton

Yamba Monday, 10.30am at Treelands Drive Community Centre, Yamba

New School of Arts (02) 6640 3800 offers a range of services including:

- Early Childhood Education and Care & OOSH
- Youth Services & Programs
- Community Hubs (South Grafton & Baryulgil)

- Emergency Relief
- Volunteering Resource Centre
- Case Coordination
- Community Kitchen
- Tax Help
- Advocacy

Social Inclusion Programs:

Blokes Café a gathering of men, who want to connect with others, meet new people and learn new things.

LGBTIQ Youth Group a social peer group who meet weekly for LGBTIQ young people aged 14 to 24 years. The group is supported by local, qualified youth workers.

Women at the Heart are a weekly group of women who meet in a relaxed setting. All welcome! Free morning tea, and activities.

Gurehlgam (02) 6642 8677 Aboriginal owned and run organisation that aims to improve the life of local Aboriginal people and families. They offer a range of community service programs:

Clarence Valley Aboriginal Healing Centre offers programs and activities such as hosting the annual Apology Day; running a women's group; conducting cultural excursions to places of significance; holding cultural expression events; creating a community garden that has a focus on local plants used in food or medicine; and much more.

Cranes Community Support Programs Services (02) 6642 7257 Community programs with individually tailored support for:

- Children
- Families
- People over 65
- Members of Australia's First People communities
- People who want to live with healthy minds
- People who live with a range of different abilities