

Crisis And Wellbeing Support

24-hour Crisis Support

Lifeline | 13 11 14

www.lifeline.org.au/Get-Help

- 24/7 crisis and suicide prevention telephone support

Lifeline Text | 0477 13 11 14

Available 24/7

www.lifeline.org.au/Get-Help

Lifeline Online Chat

Available 24/7

<https://www.lifeline.org.au/crisis-chat/>

13YARN | 13 92 76

Crisis support for Aboriginal and Torres Strait Islanders

- 24/7 crisis and suicide prevention telephone support

Suicide Call Back Service | 1300 659 467

www.suicidecallbackservice.org.au

- for urgent assistance for people 15yrs+
- free online counselling with professionally trained counsellors
- suitable if you are concerned about someone else who might be feeling suicidal.

MensLine Australia | 1300 78 99 78

www.mensline.org.au

- 24/7 telephone or online discussion with a counsellor, for men with emotional and relationship concerns.

Kids Helpline | 1800 55 1800

www.kidshelp.com.au

- 24/7 phone and online counselling for young people aged up to 25 years, confidential, parent can initiate call.

Beyondblue | 1300 224 636

www.beyondblue.com.au

- One-on-one confidential telephone support with a trained mental health professional.



In an EMERGENCY or if someone is at immediate risk of harming themselves, please call 000.

Help in a Crisis

24-hour Crisis Support

Alcohol Drug Information Service

- Lismore: (02) 6620 7600 (other phone numbers for Northern Rivers listed on the webpage).
- Access to support, information, advice, crisis counselling and referral to services in NSW. <https://nswlhd.health.nsw.gov.au/services/alcohol-and-other-drugs>

RESPECT | 1800 737 732

<https://www.1800respect.org.au/>

National Sexual Assault and Domestic Family Violence Counselling Service

Domestic Violence Line | 1800 656 463

<https://dcj.nsw.gov.au>

Counselling, information and referrals for women and same-sex partners who are experiencing or have experienced, domestic violence.

National and Local Support

StandBy – support after suicide | 1300 727 247

<https://standbysupport.com.au>

24/7 providing telephone and face-to-face support, for family, friends and anyone impacted from the death of a person by suicide, with resources available to download via website.

Rural Adversity Mental Health Program (RAMHP) – Northern Rivers

Ph: 0477 368 183 (Lismore)

<https://www.ramhp.com.au/>

Links people to local mental health services and resources, offering support and education for workplaces and communities about mental health and wellbeing particularly in response to natural disasters.



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Help in a Crisis

The Way Back service

www.beyondblue.org.au/thewayback

Available to eligible people presenting to Lismore, Byron, Tweed and Grafton hospitals following a suicide attempt; free service which can connect people with a range of support; team members work with the person to develop a safety plan, provide guidance and follow-up for up to three months with a trained Lived Experience Peer Support Volunteer.

GROW

Ph: 1800 558 268

www.grow.org.au

National community organisation (local office in Ballina) that enables personal growth and development for people experiencing a mental health condition, addiction or having difficulty with life's challenge; online and face-to-face groups available.

NSW Mental Health Line

Ph: 1800 011 511 <https://www.health.nsw.gov.au/mentalhealth/Pages/mental-health-line.aspx>

Information and access to mental health services offering professional help and advice, and referrals to local mental health services. Note: this is NOT a crisis counselling service.

Open Arms

Ph: 1800 011 046

<https://www.openarms.gov.au/>

Free and confidential counselling to anyone who has served in the ADF, as well as for their families.

ACON Northern Rivers

Ph: 02 6622 1555 (Lismore)

www.acon.org.au/who-we-are-here-for/regional-nsw

Provides free Counselling and Care-Coordination support for people aged 18+ who identify as Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual (LGBTQIA+) & people living with HIV; Lismore office open Monday – Friday, 9am–5pm.

Rekindling the Spirit – Northern Rivers NSW | 02 6622 5534

<https://www.rekindlingthespirit.org.au/>

Services for Aboriginal men, women and families including counselling, assistance, education and supplementary services to promote healing and social and emotional wellbeing within families; Lismore office open Monday – Friday, 9am–5pm.



Help in a Crisis

headspace Lismore

Ph: 02 6625 0200

<https://headspace.org.au/headspace-centres/lismore/>

Free counselling and support to young people 12-25 years covering issues such as relationships, drug and alcohol, mental health, bullying, anxiety, depression and uncertainty about the future; Lismore office open Monday – Friday, 9am - 5pm.

The Buttery

Ph: 02 6687 1111

<https://www.buttery.org.au/> or email enquiries@buttery.org.au

Inter-relate

Ph: 1300 473 528

Northern Rivers Interrelate - Interrelate

Provides counselling, parent education, group programs and case management.

Australian Red Cross

Ph: 1800 733 276

<https://www.redcross.org.au/emergencies/>

Red Cross provides Psychological First Aid to communities affected by natural disasters and other emergency events, as well as information, support and training for disaster preparedness and recovery.

Healthy North Coast

Ph: 1300 160 339

Connect to Wellbeing Helpline - Healthy North Coast (hnc.org.au)

Flood Support - Healthy North Coast (hnc.org.au)

Information and support for health professionals and community members.

Healthy North Coast – head to health

Ph: 1800 595 212

Head to Health Helpline - Healthy North Coast (hnc.org.au)

Head to Health connects North Coast community members to mental health support and information.

Men and Family Centre

Ph: 0458 172 846 (Lismore); 0422 195 003 (Tweed Heads)

<https://menandfamily.org.au/>

Delivers men's behaviour change programs, with a focus on ending male violence against women and children, open Monday – Friday, 9am – 5pm.



Help in a Crisis

Mission Australia Family and Carer Mental Health Program

Ph: 02 6623 7413

www.missionaustralia.com.au

Provides support, education and services for families and carers of people with a mental illness, including support for locating safe and affordable housing.

GP Mental Health Treatment Plan

<https://www.healthdirect.gov.au/mental-health-care-plan>

Access to psychological support (check with your GP for the number of sessions, as this changed in July 2023) which can be bulk-billed, or a gap fee charged, referrals are obtained following consultation with a GP, also available via tele-health.

Phone and Online Crisis Support Services

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Available 24/7

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lifeline.org.au

Lifeline online chat

Available 24/7

<https://www.lifeline.org.au/crisis-chat/>

13YARN

Ph: 13 92 76

24/7 Crisis support for Aboriginal and Torres Strait Islanders

Beyond Blue

Online chat available 24/7

Counsellor support ph: 1300 224 636 <https://online.beyondblue.org.au/OutOfHours>



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Help in a Crisis

eHeadspace

Ph: 1800 650 890

Open 9am–1am, telephone, online support, counselling to young people 12 –25 years and their families/friends.

www.eheadspace.org.au

SANE Australia Helpline

Ph: 1800 187 263

www.sane.org

Provides information, guidance and referrals needed to manage mental health concerns, including how to help someone who is suicidal, Monday - Friday 10am – 10pm.

QLife

Ph: 1800 184 527

<https://qlife.org.au/>

Online chat support, counselling and referral service for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTQIA+) people, 3pm – Midnight.

Kids Helpline | 1800 55 1800

www.kidshelp.com.au

Available 24/7 phone and online counselling for young people aged up to 25 years, confidential, parent can initiate call.

Parentline NSW (via Kids Helpline) | 1300 1300 52

Parent Helpline | How Parentline Can Help You | Kids Helpline

Provides parental counselling services 9am to 9pm Monday–Friday; 4pm to 9pm Saturday and Sunday.

Carers Australia | 1800 422 737

<https://www.carersaustralia.com.au/>

Provides short-term counselling and emotional and psychological support services for carers and their families.

Head to Health

<https://www.headtohealth.gov.au/>

Online resource which provides information and contact details for a range of support providers eg Lifeline, BeyondBlue, Kids Helpline and more.



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Help in a Crisis

Mindspot | 1800 61 44 34

www.mindspot.org.au

Online clinic that provides free online screening assessments and free treatment courses to help recover from the symptoms of anxiety, depression and pain.

MyCompass

www.mycompass.org.au

Personalised self-help tool for managing mental health from the Black Dog Institute.

PatientInfo

<https://patientinfo.org.au/>

Information website with resources recommended by local health professionals (follow the links for 'Mental Health' to access information about Suicide Prevention); includes the information HealthPathways portal supporting primary care clinicians to plan patient care within Mid and North Coast NSW.

Help in a Crisis

Useful Apps

BeyondNow Suicide Safety Plan

an app for people to create their own safety plan.

iBobbly App

a social and emotional wellbeing self-help app for young Aboriginal and Torres Strait Islander people 15 years and over. iBobbly app for Aboriginal & Torres Strait Islanders - Black Dog Institute

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

a safety plan app 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.