

Accessing mental health services in NSW



Many people may be feeling anxious, worried or afraid during the current pandemic.

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.

Service	Resources	Website address
NSW Mental Health Services	Categorised list of NSW mental health services.	www.health.nsw.gov.au/mentalhealth/services/Pages/support-contact-list.aspx
Head to Health	A good place to start if you, or someone you care about, needs help managing anxiety and worry.	www.headtohealth.gov.au
Health Direct	Direct links to e-therapy services.	www.healthdirect.gov.au

Individual websites

General population

Service	Resources	Website address
Beyond Blue	Coronavirus Mental Wellbeing Support Service	www.beyondblue.org.au
Lifeline	Online resources, phone counselling, text chat and webchat	www.lifeline.org.au
Black Dog Institute	Online resources and online clinic	www.blackdoginstitute.org.au
This way up	Online courses to improve mental health	www.thiswayup.org.au
MyCompass	Online personalised self-help tool designed by Blackdog	www.mycompass.org.au
Mental Health Online	24/7 support, programs and e-therapists	www.mentalhealthonline.org.au/pages/signup
MindSpot	Free online clinic, resources, and courses	www.mindspot.org.au
ECentre Clinic	Run by Macquarie University, free online mental health courses	www.ecentreclinic.org

Children and young people

Platform	Resources	Website address
Kids Helpline	Phone, webchat and email counselling	1800 55 1800 www.kidshelpline.com.au
Headspace	Phone, webchat and email counselling	www.headspace.org.au
Mood Gym	Online course designed for ages 15-25	www.moodgym.com.au
ReachOut	Online coronavirus resources	www.au.reachout.com
The Brave Program	Free online anxiety program for children	https://brave4you.psy.uq.edu.au/child-program

Parents and teachers

Platform	Resources	Website address
Black Dog Institute	Online resources	www.blackdoginstitute.org.au/news/coronavirus-reassuring-your-child-about-the-unknown
Emerging Minds	For children and their families. Resources, webinars, toolkits	www.emergingminds.com.au
The Brave Program	Free online program for parents	https://brave4you.psy.uq.edu.au/child-program

Men specific

Platform	Resources	Website address
MensLine	Resources, phone and online counselling	www.mensline.org.au

New parents

Platform	Resources	Website address
PANDA	Resources and help for new parents	www.panda.org.au
Mum Mood Booster	Online interactive treatment sessions	www.mummoodbooster.com/public
COPE	Online resources for new parents and families	www.cope.org.au/new-parents

Talking to your GP

People who experience persistent distress that is interfering with their ability to carry out day-to-day activities are encouraged to seek support. Your doctor (GP) is often a good place to start for most mental health conditions. Doctors can provide treatment or refer you to other service providers for mental health support.

24/7 wellbeing support during mandatory isolation

NSW Health has partnered with Sonder to provide a free personal wellbeing service, available to help support you. The app provides access to confidential 24/7 multilingual chat and phone access to a range of mental health and wellbeing support services. Download the app at <https://be.sonder.io/wellbeing-nsw-health> and enter the code **HERE2HELP**.

Crisis support

If you or someone you know is in immediate danger, call **Triple Zero (000)** or go to your nearest hospital emergency department.

Free services available 24 hours a day, seven days a week.

- **Lifeline Australia:** 13 11 14 or www.lifeline.org.au
A crisis support service that provides short-term support at any time for people who are having difficulty coping or staying safe.
- **MensLine Australia:** 1300 78 9978 or <https://mensline.org.au>
A telephone and online counselling service for men.
- **Kids Helpline:** 1800 551800 or www.kidshelpline.com.au
A free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25 years.

Mental Health Line

If you or someone you know needs help, the Mental Health Line offers:

- professional help and advice
- referrals to local mental health services.

It is staffed by mental health professionals who will ask questions to determine if you or, the person you are concerned about, needs ongoing mental health care and how urgently it is needed. The Mental Health Line is available to everyone in NSW and operates 24 hours a day, 7 days a week. Call 1800 011 511.