

# Mission Australia: Mental Health Supports Information Pack

*Please note this is a **non-exhaustive** list of resources and the information provided is current as of May 2020.*

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## Emergency assistance and crisis support

Directory Name	Details	Link
Police	For non-life threatening assistance.	131 444 (Dial 000 for life threatening emergencies)
Alcohol and Drug Info Service	The Alcohol and Drug Support Line is a confidential, non-judgemental telephone counselling, information and referral service for anyone seeking help for their own or another person's alcohol or drug use.	9442 5000
Beyond Blue	The Beyond Blue Support Service provides advice and support via telephone 24/7.	1300 224 636
Crisis Care	Crisis counselling, emergency accommodation and food relief.	9223 1111
Life Line	Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.	13 11 14
Life Line Crisis Support Chat	Operates 7pm – 12am (AEST)	<a href="#">Click for more information</a>
Family Help Line	A state-wide, 24 hour crisis telephone counselling, support, advice, information and response service for families and individuals in crisis who require urgent support.	(08) 9223 1100
Kids Help Line	Kids Helpline is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged 5 – 25.	1800 551 800
Mental Health Emergency Response Line	The 24-hour, seven day a week Mental Health Emergency Response Line has professionals who can provide advice about mental health problems and, if needed, assist with access to mental health care.	1300 555 788
Parenting WA Line	Provides information, education, support and referral for parents on the parenting needs of families with infants, children and young people up to 18 years old.	6279 1200

Sexual Assault Resource Centre	The emergency service is available to people over 13 years who have been sexually assaulted in the past 2 weeks. To access the emergency services, clients must telephone SARC. Emergency services for people under 13 years are provided by the Child Protection Unit at Perth Children's Hospital on (08) 6456 0089.	9340 1828
Suicide Call Back Service	For telephone counselling and support in a crisis. The Suicide Call Back Service is available 24/7 across Australia.	1300 659 467
Suicide Call Back Service Online Counselling	Suicide Call Back Service Online Counselling	<a href="#">Click for more information</a>
The Samaritan's Crisis Line	Talk us through what's getting to you-big or small. No judgment. No pressure. We are here for anyone who needs someone.	08 9381 5555 (main line) 08 9388 2500 (Youth Line) or 1800 198 313 (Country Toll Free)

## Advocacy services

To find other advocacy services near you can also search the [Department of Social Services Disability Advocacy Finder](#).

Support Name	Details	Link
Consumers of Mental Health WA (COMHWA)	<p>CoMHWa listens to, understands and acts upon the voices of people with lived experience of mental health issues. CoMHWa gather and raise the views of our members, consumer networks and supporters. This enables us to understand the key issues in mental health and to offer informed and widely supported solutions for change.</p> <p>CoMHWa do this through:</p> <ul style="list-style-type: none"> <li>• News and Information Sharing</li> <li>• Forums and Consumer Events</li> <li>• Committees and Working Groups</li> <li>• Focus Groups, Polls and Surveys</li> <li>• Connections with consumer groups and centres</li> <li>• Collaboration and Partnerships</li> </ul>	08 9258 8911

Ethnic Disability Advocacy Centre (EDAC)	<p>The Ethnic Disability Advocacy Centre (EDAC) is the peak advocacy organisation in WA and aims to safeguard the rights of ethnic people with disabilities and their families.</p> <p>We provide individual and systemic advocacy services for people with all types of disability including physical, sensory, intellectual and psychiatric conditions.</p>	<p><a href="#">EDAC Website</a> (08) 9388 7455</p> <p>Free call: 1800 659 921</p>
Fremantle Multicultural Centre (Multicultural Futures)	<p>Multicultural Futures work in partnership with government, community, and private practitioners to support individuals, carers, and families experiencing difficulties and concerns with mental health and emotional wellbeing to create life experiences that make a difference and enhance recovery.</p> <ul style="list-style-type: none"> <li>▪ Advocacy</li> <li>▪ Information</li> <li>▪ Referral</li> <li>▪ Support</li> <li>▪ Promotion, prevention and early intervention</li> </ul> <p>Funded by the Mental Health Commission, our confidential <b>migrant mental health</b> services are free for people to use.</p>	<p>08 9336 8282</p>
Health Consumers Council	<p>It can be difficult to navigate the Western Australian Health System, or to give feedback if you are unhappy with any aspect of your healthcare experience. <a href="#">HCC's Advocacy Service</a> provides flexible, individualised support, including providing information about your health rights, helping you to get linked with a service, attending appointments with you and assisting you to make a complaint.</p>	<p>1800 620 780</p> <p>(08) 9221 3422</p>
Mental Health Advocacy Service	<p>Mental Health Advocacy Service are on your side and can help you:</p> <ul style="list-style-type: none"> <li>• understand and enforce your rights</li> <li>• arrange a meeting with your doctor or treating team and attend with you</li> <li>• explain your wishes to your treating team</li> </ul>	<p>1800 999 057</p>

	<ul style="list-style-type: none"> <li>• get a further opinion from another psychiatrist</li> <li>• apply to the Mental Health Tribunal to review your involuntary order or other decisions made about you</li> <li>• support you in the Tribunal hearing</li> <li>• refer you to lawyers</li> <li>• get input into your treatment, support and discharge plan</li> <li>• make a complaint about the mental health service</li> <li>• get you an interpreter</li> <li>• make contact with your family or other support persons.</li> </ul>	
Mental Health Law Centre	The <b>Mental Health Law Centre</b> of Western Australia are a state-wide community legal <b>centre</b> providing free legal advice and representation to people who experience a <b>mental health</b> illness. They provide free legal advice and representation on matters covered by the <b>Mental Health</b> Act 2014.	1800 620 285

## Helpful directories and search engines

Consider using these directories to help locate a service suitable to your needs:

Directory Name	Details	Link
Beyond Blue – Find a Professional	Different health professionals offer different types of services and treatments for depression and anxiety. The directories on Beyond Blue list a range of practitioners, grouped by their role and the services they provide.	<a href="#">Beyond Blue - Directory</a>
ConnectGroups Directory	Lists support groups in WA – you can narrow down specific to categories including CaLD, Aboriginal and Torres Strait Islander, Disability, Chronic Health conditions and more using the ‘Select Category’ drop-down tab.	<a href="#">ConnectGroups Directory</a>
Health Engine	Find GPs and Health Services in your location.	<a href="#">Health Engine GP Directory</a>

Lifeline – Find Services	The Lifeline Service Finder is a directory of free or low cost health and community services available in Australia. You can access the directory without charge 24 hours a day	<a href="#">Life Line Services Directory</a>
My Services Directory	Online directory to help people navigate the system and find mental health and alcohol and other drug support services	<a href="#">My Services Directory</a>
Western Australian Primary Health Alliance – My Community Directory	<a href="#">My Community Directory</a> is an online directory of hundreds of local health, social and community services across the state that WA Primary Health Alliance has partnered with and invested in to address inequity and access	<a href="#">WAPHA Directory</a>

## Mainstream supports

Please note this is **not an exhaustive list** of available mainstream services – if you need to find a specific service considering searching via one of the directories listed above.

Support Name	Details	Link
Adult Community Mental Health Service – Bentley	The Bentley Community Mental Health Service provides outpatient services for adults aged 18 to 65, who are experiencing mental illness with a wide range of psychiatric and psychological disorders.	(08) 9416 3544
Adult Inpatient Mental Health Service – Bentley	Bentley Mental Health Service provides a comprehensive range of specialist adult mental health services, operating at Bentley Health Campus. These include acute inpatient mental health services (62 beds) for people aged 18 to 65.	(08) 9415 3666
Armadale Mental Health Service	<p>The Armadale Mental Health Service provides inpatient, outpatient and community services for adults and older adults predominantly from the Armadale, Gosnells and Serpentine-Jarrahdale local government areas.</p> <p>Our comprehensive range of services includes:</p> <ul style="list-style-type: none"> <li>consultation, assessment and treatment for moderate to severe mental health problems</li> </ul>	<a href="#">More Information</a>

	<ul style="list-style-type: none"> <li>• individual, group and family therapy</li> <li>• education on mental health conditions and the medication prescribed</li> <li>• mental health recovery programs and life skills development.</li> </ul>	
Child and Adolescent Health Service (CAMHS)	The Child and Adolescent Mental Health Services (CAMHS) in Western Australia offers support, advice and treatment to young people and their families who are experiencing mental health issues. Children and families are referred to Mental Health by their treating therapist, specialist, GP, School or other community organisation.	<a href="#">More Information</a>
Chronic Disease Management	Chronic Disease Management (CDM) (used to be called Enhanced Primary Care) is for clients with physical health issues. CDM helps fund for more allied services like Physiotherapy and Psychology. However the duration of each treatment session will be shorter than those provided by in the Mental Health Care Plan. Clients can discuss it with their GP to see if they are eligible. Allied health sessions are limited to 5 a year. To be eligible for any of the CDM items, a patient must have a chronic or terminal medical condition.	<a href="#">More Information</a>
Continuity of Support Program (CoSP)	<p>The CoSP has been developed to make sure that older people with disability currently receiving state managed specialist disability services, who are not eligible for the NDIS, receive ongoing support.</p> <p>CoSP eligibility includes people with psychosocial disability who are:</p> <ul style="list-style-type: none"> <li>• 65 years and over OR 50 years and over for Aboriginal and Torres Strait Islander people, at the time the NDIS commences implementation in their region (from 1 July 2019); and</li> <li>• An existing client of a Commission funded program (that is recognised by the Commonwealth government and currently receiving services or has received a service in the last 12 months).</li> </ul>	<a href="#">More Information</a>
Eating Disorders Program (through CAMHS)	The Eating Disorders Program is a specialised service for the assessment and treatment of young people with eating disorders, and their families. The program accepts referrals for young people up to 16 years. The young person is then offered an appointment for a thorough assessment or alternative services that may be more suitable to their needs.	<a href="#">More Information</a> 1300 551 142

Gender Diversity Service (through CAMHS)	<p>The Gender Diversity Service (GDS) is a specialist outpatient service for the assessment and care of children and adolescents experiencing gender diversity issues. Any child or young person up to the age of 18, who lives in Western Australia, can be referred to the GDS for consultation about concerns regarding their gender identity, gender non-conforming behaviour or gender dysphoria. Gender dysphoria refers to the distress that a person may experience when their gender identity does not align with the sex assigned to them at birth.</p>	<p><a href="#">More Information</a></p> <p>1300 551 142</p>
Mental Health Care Plan	<p>A mental health care plan is a plan for people with a mental health disorder. If you have mental health issues, your doctor can write out this plan. It identifies what type of health care you need, and spells out what you and your doctor have agreed you are aiming to achieve. It also may refer you to local mental health services.</p> <p>If you have a mental health care plan, you will be entitled to <u>Medicare</u> rebates for up to 10 individual and 10 group appointments with some <u>allied mental health services</u> in a year. That means for certain <u>psychologists</u>, <u>occupational therapists</u> and <u>social workers</u>, you are also entitled to Medicare rebates for 10 individual and support group sessions in a year. Please note; you usually start by getting 6 sessions at a time and can later request for an additional 4.</p> <p>Participants can access MHCP through a GP. When booking sessions please inform the clinic admin that you would like MHCP assessment done. Some clinics will organise for a longer sessions with a nurse before seeing the doctor.</p>	<p><a href="#">More Information</a></p>
Murdoch Psychology Clinic	<p>Murdoch Psychology Clinic provides cognitive assessment, individual and group therapy for adults and a variety of assessments and interventions for children, couples and families.</p> <p>Our services are provided by Murdoch University clinical and professional psychology trainees undertaking postgraduate training. All trainees are registered with AHPRA and are supervised by experienced clinical psychologists. The clinic also operates as a training and research centre.</p>	<p><a href="#">More Information</a></p>



	Our services are welcoming and confidential. We work with people of all ages, backgrounds and cultures. We aim to keep all our fees affordable and charge \$300 per cognitive assessment (\$125 if you have a health care card), and \$30 per therapy session (\$15 if you have a health care card).	
National Psychosocial Support Measure	<p>In the 2017-18 Budget, the Australian Government committed \$80 million over four years for the National Psychosocial Support Measure (NPS-M). The States and Territories have matched funding for this measure and the Commonwealth has bilateral agreements in place with each jurisdiction to support coordinated delivery of these services.</p> <p>The NPS-M is designed to:</p> <ul style="list-style-type: none"> <li>Support people with severe mental illness and associated psychosocial functional impairment who are not more appropriately supported through the NDIS; and</li> <li>Reduce the avoidable need for high intensity, acute health services and promote the effective use of the health system.</li> </ul>	<a href="#">More information for WA</a>
Non-Urgent Telephone Support – Child and Adolescent Mental Health Service	<p>If you are currently accessing a Community CAMHS service please contact your nearest team during business hours (Hours of business 9am - 5pm):</p> <p>Bentley Family Clinic – 9 334 3900</p>	<a href="#">More Information</a> - details of other clinics listed in this document.
Paediatric Consultation Liaison Program (through CAMHS)	The Paediatric Consultation Liaison Program team works with other hospital teams to ensure that the assessment and treatment of patients is comprehensive, timely, responsive and effective. We also provide referral to and liaison with other resources within the hospital or in the community.	<a href="#">More Information</a>
Specialist Aboriginal Mental Health Service	<p>The Wungen Kartup Specialist Aboriginal Mental Health Service supports both Aboriginal consumers and carers in accessing mainstream mental health services, and in better meeting the needs of Aboriginal people.</p> <p>Located at De Grey House, Graylands Health Campus, Wungen Kartup provides statewide consultation and liaison with service providers and the community, advocacy for Aboriginal consumers, and operates as a peak body for Aboriginal mental health professionals.</p>	<a href="#">More Information</a>

Touchstone – Run by Bentley Health Services	Touchstone is a structured day service for young people aged 12-17 years and their families. The multi-disciplinary team comprises of a consultant child and adolescent psychiatrist, service manager, and an experienced therapy team of nurses, psychologists, social workers, occupational, art and creative therapists.	(08) 9416 3746
Urgent Mental Health Telephone Support Line – Child and Adolescent Mental Health Service	The urgent mental health telephone support line provides telephone support for children (under the age of 18) and their families. It is available 24 hours a day, state-wide and includes brief assessment of mental health risk and signposting to the most appropriate service depending on need. You, a family member, friend, support person or care-provider can call us 24 hours a day, 7 days a week, including public holidays.	<a href="#">More Information</a>
Women’s Mental Health Services – King Edward Memorial Hospital	The Department of Psychological Medicine at King Edward Memorial Hospital is a women’s mental health service that specialises in the assessment and treatment of women’s mental health concerns related to or impacting on their gynaecological and/or obstetric medical conditions.	(08) 6458 2222

## Community supports

Support Name	Details	Link
Act Belong Commit	Has a page where you can search activities happening near you based on keywords or your interests to help you get involved in your local community.	<a href="#">Act Belong Commit Activities</a>
Activate Mental Health	<p>Activate Mental Health is a dynamic mental health initiative that promotes the importance of community &amp; social connection for positive mental health &amp; wellbeing. Established in 2016 as the Perth Active Depression Support Group, the group has grown and continues to assist its members in improving their mental health through dynamic social activities.</p> <p>The group has three fundamental principles:</p> <p>Acceptance – we provide a safe and inclusive environment for our members to be socially engaged irrespective of their background,</p>	<a href="#">Activate Mental Health Meetup</a>

Community – we endeavour to give each and every one of our members and volunteers a community to belong to and friends to connect with, &

Fun – we keep things fun because they say laughter is the best medicine!

\*They have online activities happening currently in response to COVID-19.

Befriend - Activities	Befriend run various activities across the Perth Metro which you can partake in. These include everything from social gatherings, to art groups, walking groups and more.	<a href="#">Befriend Meet Up Page</a>
Butterfly Foundation	The Butterfly Foundation is Australia's national eating disorders support service. Their counsellors are experienced and professionally trained in supporting those affected by an eating disorder. They offer a multitude of services and programs that provide support, treatment, prevention, early intervention, education and training.	<a href="#">The Butterfly Foundation Website</a>
Eheadspace – Run by Headspace	Eheadspace provides free online support and counselling to young people 12-25 and their families and friends. If you're based in Australia and going through a tough time, eheadspace can help. Connect with people through a group chat or 1:1.	<a href="#">Eheadspace</a> 1800 650 890 – Free unless you call from your mobile then your standard call charges will apply
Grow Mental Health Support	<p>Grow is a community-based organisation that has helped tens of thousands of Australians recover from mental illness through a unique program of mutual support and personal development. Grow Groups meet weekly and vary in size from three to ten members, and are run by seasoned members who have taken a voluntary leadership role within the Group.</p> <p>Over the course of each meeting, the group engages in a series of group discussions, interactions, and readings that follow a structure and timetable to ensure everyone has an opportunity to participate, and meetings finish on time. All groups are confidential and free of charge.</p>	<a href="#">Find a Grow Group near you</a>

Helping Minds	Helping Minds support children, young people, adults and families that are affected by <a href="#">mental illness</a> . The majority of their services are free of charge and focus on: advocacy, understanding the mental health system, education, counselling and support, school holiday programs and respite.	<a href="#">Helping Minds Website</a>
Hearing Voices Network of WA	At the Hearing Voices Network of WA (HVNWA), we want to ensure all 'voice hearers' feel welcome and recognise that 'voice hearing' is not the only phenomenon that people experience; when we refer to 'hearing voices', we mean the range of different or extreme sensory experiences, including seeing, feeling and smelling.	<a href="#">Information on the Hearing Voices Network of WA</a>
Living Proud	Living Proud is WA's main LGBTI community service, providing services to the gay, lesbian, bisexual, trans* and intersex communities, including a peer counselling phone line, health and wellbeing initiatives and community capacity building. They also offer a number of training options for professionals and workplaces.	<a href="#">Living Proud Website</a>
Mental Health Online Peer Support	Open Minds and SANE offer free and anonymous online forums for anyone with mental health concerns.	<a href="#">More Information</a>
Mind Spot	MindSpot is a free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. They provide <a href="#">assessment</a> and <a href="#">treatment courses</a> , or we can help you find local services that can help.	<a href="#">Mind Spot Website</a>
PANDA National Helpline	Providing the only National Helpline dedicated to perinatal mental health, PANDA is driven by the lived experience of people affected by perinatal anxiety and depression. PANDA responds to the needs of families across Australia who are expecting a baby or in the first year after the baby's birth, from major cities to rural and remote areas. The Helpline offers support, information, counselling and referral to expecting and new mothers and fathers and their families and friends.	<a href="#">PANDA Website</a>
Perth Voices Clinic	The Perth Voices Clinic is a psychological treatment, teaching and research clinic for people who hear voices or have other unusual perceptual experiences. The Perth Voices Clinic aims to be highly accessible to everyone. No diagnosis is required, and you do not need to be receiving other services or treatments. We just ask that you be linked in with a GP. The Clinic requests you receive a Mental Health Care Plan from your GP or psychiatrist with a referral to the Perth Voices Clinic (clinical psychology) prior to your first appointment.	<a href="#">Perth Voices Clinic Website</a>

Recovery College	<p>Debbie Childs, CEO of HelpingMinds, said that the Recovery College is designed to educate and deliver courses that will provide an opportunity for personal recovery and building confidence, to allow people to return to full citizenship in the community through managing one's own mental health, addictions and wellbeing.</p> <p>It will be a state-wide college, aiming to give everyone in WA the opportunity to use and benefit from the service. Recovery Colleges are a community resource, made by the community through co-design, for the community.</p>	<a href="#">Information on Recovery College</a>
Richmond Wellbeing Multicultural Mental Health Service	Multicultural Mental Health Service is funded by WAPHA to work with individuals and families from a culturally and linguistically diverse (CaLD) background to support their social and emotional wellbeing. This program will provide low-intensity clinical treatment for people who suffer from mild to moderate mental health and/or alcohol or other drug issues. This service operates in the Primary Health Network South and offers culturally appropriate, strengths-based and person-centred outreach support. Anyone can refer an individual to this program. Self-referrals are also accepted.	<a href="#">More Information</a>
QLife	QLife is a nationally-oriented counselling and referral service for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people.	<a href="#">QLife Website</a>
SANE	<p>SANE Australia is a national mental health charity making a real difference in the lives of people affected by complex mental health issues through support, research and advocacy.</p> <p>One of their services includes a national online and Freecall service, providing information, support and referral to people concerned about complex mental health issues.</p>	<a href="#">SANE Website</a>
The Wellness Initiative – WRAP Course	<p><b>Our WRAP Course.</b> If you are looking to get to know yourself better, increase your self-awareness and learn practical skills to tackle the challenges your life brings, we provides the Wellness Recovery Action Plan Course (WRAP).</p> <p>WRAP empowers you to take charge of your own mental health and guides through a process of self-exploration. The full WRAP course costs \$350.</p>	<a href="#">Wellness Initiative</a>

West Australian Association for Mental Health	The Western Australian Association for Mental Health (WAAMH) is the peak body for community mental health in Western Australia. Their membership comprises community-managed organisations providing mental health services, programs or supports and people and families with lived experience of mental health issues and suicide, with whom WAAMH engages in genuine partnership.	<a href="#">WAAMH Website</a>
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## Useful apps and podcasts

You can download apps via Google Play or the App Store on your mobile phone.

Support Name	Details
notOK <b>App</b>	<u>notOK</u> is a free app developed by a struggling teenager (and her teen brother) for teenagers. The app features a large, red button that can be activated to let close friends, family and their support network know help is needed. Users can add up to five trusted contacts as part of their support group so when they hit the digital panic button, a message along with their current GPS location is sent to their contacts. The message reads: <i>"Hey, I'm not OK! Please call, text, or come find me."</i>
Insight Timer <b>App</b>	With 40,000 free guided meditations you can meditate on <b>Insight Timer</b> for as long as you want without ever paying a cent.
Quit That! <b>App</b>	Is a free app that helps users to address their habits or addictions including stopping drinking alcohol, quitting smoking or stopping taking drugs.
Smiling Minds <b>App</b>	This free app includes programs for all ages based around mindfulness and meditation exercises.
What's Up <b>App</b>	What's Up is a free app that uses Cognitive Behavioral Therapy (CBT) and Acceptance Commitment Therapy (ACT) methods to help people cope with Depression, Anxiety, Stress, and more.
What's Your Grief <b>Podcast</b>	A podcast which answers people's questions and addresses a range of topics from death, to grief, to coping in various situations.

## Other useful resources and websites

Support Name	Details	Link
Act Belong Commit Website	Contains information on how to improve your mental wellbeing and create a stronger more resilient community.	<a href="#">Act Belong Commit Website</a>
Are You OK Website	Contains information and resources on how to foster better connectedness between people and check in and support people around you.	<a href="#">Are You Ok Website</a>
Black Dog Institute Website	Contains information, resources for professionals, fact sheets, education and training and more.	<a href="#">Black Dog Institute Fact Sheets</a>
		<a href="#">Black Dog Institute Website</a>
Head to Health website	The Australian Government Head to Health Website provides links to trusted Australian online and phone supports, resources and treatment options.	<a href="#">Head to Health Website</a>
Health Direct Website	Health Direct are a government-funded service, providing quality, approved health information and advice. They also have mental health resources available.	<a href="#">Health Direct Website</a>
Health and Disability Services Complaints Office	The Health and Health and Disability Services Complaints Office (HaDSCO) resolves complaints about health, disability and mental health services. HaDSCO's services are provided at no cost to the community.	<a href="#">HaDSCO Website</a>
Mental Health Commission Website	Contains a range of resources, news and information.	<a href="#">Mental Health Commission Website</a>
Reimagine Website	A website focused on supporting people living with mental health conditions to navigate the NDIS. It was co-designed with people living with mental health conditions including psychosocial disability. It gives people very practical information on the steps to receive	<a href="#">Reimagine Today Website</a>

	NDIS support and about the process. It's a resource aimed at people living with mental health conditions and for supporters including friends, family and carers.	
SANE Website	Contains fact-sheet, guides and easy to read information on complex mental health issues.	<a href="#">SANE Resources</a>