



# Online Resources and Support for you and your family

There are a range of support services that you, your family and support networks may be able to access online and in your local community to supplement the support you are receiving through your workers compensation claim\*. This fact-sheet can assist you to locate additional services which could help you in your recovery. Many of these services are free or low cost. The important thing is to find the right support that works for you.

If you need immediate crisis assistance

# DIAL 000

*\*Please note that these supports or services are not provided or compensable under your workers compensation claim. These are additional and alternative options that you and your support network may be able to access in the community, online and through the government. Please contact the organisation directly to confirm any specific eligibility criteria, what services they offer and what their process is.*

## Westpac – Financial Hardship

**T:** 13 11 14  
**H:** 24 hours 7 days  
**W:** [lifeline.org.au](http://lifeline.org.au)

Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support, suicide prevention and mental health support services.

Lifeline also have a one-on-one online crisis chat service which is available 7 days a week from 7pm – 4am (AEST).

## Beyond Blue

**T:** 1300 22 4636  
**H:** 24 hours 7 days  
**W:** [beyondblue.org.au](http://beyondblue.org.au)

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age, wherever they live across multiple cultures.

They have online chat, online forums, fact sheets and information for those supporting someone with depression or anxiety.

## Head to Health

**W:** [moneysmart.gov.au](http://moneysmart.gov.au)

Head to Health (H2H) is a directory of information, resources, and services that provide support for mental health and wellbeing.

## Black Dog Institute

**W:** [blackdoginstitute.org.au](http://blackdoginstitute.org.au)

The Black Dog Institute is dedicated to understanding, preventing and treating mental illness.

The Black Dog Institute does not offer crisis support, however does have links to clinics and support groups, and provide access to resources, training and education as well as self-help tools.



## My Compass

**W:** [mycompass.org.au](http://mycompass.org.au)

The Black Dog Institute has developed myCompass which provides a personalised self-help program that can be used on mobile phone, computer and/or tablet. This includes self-assessment tools, symptom trackers, and techniques to learn.

## 1800RESPECT

**W:** [1800respect.org.au](http://1800respect.org.au)

National sexual assault, domestic family violence counselling service.

## Q-Life

**T:** 1800 184 527  
**W:** [qlife.org.au](http://qlife.org.au)

LGBTI counselling and referral service.

## Mates

**T:** 1300 642 111  
**W:** [matesinconstruction.org.au](http://matesinconstruction.org.au)

Mental Health support for those in mining, construction and energy industries.

## SANE Australia

**T:** 1800 187 263  
**W:** [sane.org](http://sane.org)

## Mensline Australia

**T:** 1300 789 978  
**W:** [mensline.org.au](http://mensline.org.au)

## Healthy Heads – Trucks and Sheds

**W:** [healthyheads.org.au/resources-and-training](http://healthyheads.org.au/resources-and-training)

## Way Ahead Mental Health Association NSW

**Mental Health Information Line:**  
1300 794 991

**H:** 9am – 5pm, Monday – Friday  
(messages can be left outside these times)

**W:** wayahead.org.au

The WayAhead Mental Health Information Line provides information, telephone support and referral on issues about mental health.

They have information available on a range of services including community mental health, crisis intervention and treatment services, as well as accommodation, practical care, law and justice.



## Alcohol and Drug Counselling Online

**H:** 24 hours 7 days

**W:** counsellingonline.org.au

Counselling Online provides assistance for those concerned about alcohol and other drugs. Their primary service is online text-based counselling for people worried about their drinking or drug use. It is also available for those concerned about a family member, relative or friend.

## RUOK?

**W:** ruok.org.au

## Kids Helpline

**T:** 1800 55 1800

**W:** kidshelpline.com.au

## Relationships Australia Victoria

**W:** relationshipsvictoria.org.au

### What's available?

- Family counselling
- Family Relationship Centres (FRC) that provide support, information and referrals.
- They can assist you with communication skills, parenting agreements, and help through challenging situations.
- It's a safe, non-judgemental and confidential environment.
- No referral is required
- It is open to all families

**This is not compensable under your claim however the fee charged is in accordance with your household income.**

## Suicide Call Back Service

**T:** 1300 659 467

**H:** 24 hours 7 days

**W:** suicidecallbackservice.org.au

The Suicide Call Back Service provides telephone and online counselling to people who are at risk of suicide, are caring for someone who is suicidal, or those bereaved by suicide.

The service provides immediate telephone counselling and support in a crisis. They can provide up to six further telephone counselling sessions with the same counsellor scheduled at times best suited to an individual's needs.

## Alcohol and Other Drugs Information Service

**T:** 1800 250 015

**H:** 24 hours 7 days

**W:** yourroom.health.nsw.gov.au/getting-help

A confidential, anonymous information, advice and referral service regarding alcohol and drug issues.

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**We help people get their lives back.**