

## RURAL MENTAL HEALTH SERVICES



Healthy and sustainable rural, regional and remote communities across Australia

If there is an immediate risk of harm to yourself or others, please call 000.  
If you need immediate assistance or are in a crisis, the following support services can help:  
Lifeline, call 13 11 14  
Kids Helpline (ages 5 to 25), call 1800 551 800  
Aboriginal and Torres Strait Islander people call 13YARN (13 92 76)

### SERVICES AVAILABLE FOR EVERYONE

**Beyond Blue** provides telephone and online (both available 24/7) counselling for those experiencing depression, anxiety, grief or loss, self-harm or self-injury, or mental health conditions associated with pregnancy or early parenthood. Call 1300 224 636 or visit [www.beyondblue.org.au](http://www.beyondblue.org.au)

**Black Dog Institute** provides evidence-based digital tools and apps to support mental health and wellbeing. Visit [www.blackdoginstitute.org.au/resources-support/digital-tools-apps](http://www.blackdoginstitute.org.au/resources-support/digital-tools-apps)

**Head to Health** provides free mental health information and advice to individuals, carers and health professionals about living well, finding help and giving support to others. Visit [www.headtohealth.gov.au](http://www.headtohealth.gov.au) or call 1800 595 212 (available 8.30 am to 5 pm Monday to Friday, except public holidays).

**healthdirect** provides telephone (available 24/7) health advice by registered nurses, an after-hours GP helpline, and Symptom Checker and Service Finder tools on its website. Call 1800 022 222 or visit [www.healthdirect.gov.au](http://www.healthdirect.gov.au)

**Lifeline Australia** provides telephone and online chat and text (all available 24/7) counselling for anyone experiencing depression or anxiety, domestic or family violence, family or relationship problems, financial problems, loneliness or isolation, grief or loss, panic attacks, problem gambling, recovery from a natural disaster, self-harm, stress, substance abuse or addiction, or suicide bereavement. Call 13 11 14 or visit [www.lifeline.org.au](http://www.lifeline.org.au)

**Mindspot** supports Australian adults experiencing stress, anxiety, depression, obsessive compulsive disorder, post-traumatic stress disorder and chronic pain. Their online services are free, confidential and provide optional access to qualified therapists. Call 1800 614 434 (available 8 am to 8 pm Monday to Friday and 8 am to 6 pm Saturday, AEST) or visit [www.mindspot.org.au](http://www.mindspot.org.au) to complete an online screening assessment.

**SANE Australia** provides information about complex mental illness, treatment options and where to go for help. There is a more intensive guided support option in most areas. The website also hosts a support forum (available 24/7) for those with lived experience of mental illness and their carers. Call 1800 187 263 for free digital and telehealth support for people 18 years and over, as well as information and referrals (available 10 am to 8 pm AEST Monday to Friday) or visit [www.sane.org](http://www.sane.org)

**Suicide Call Back Service** provides telephone and online (both available 24/7) counselling for people 15 years and over who are suicidal, caring for someone who is suicidal, or bereaved by suicide, as well as health professionals supporting people affected by suicide. Call 1300 659 467 or visit [www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

**This Way Up** is an online service providing a range of tailored programs designed to teach proven psychological skills to transform thoughts, feelings and behaviours to make positive changes. Visit [www.thiswayup.org.au](http://www.thiswayup.org.au)

### SERVICES AVAILABLE FOR SPECIFIC GROUPS

#### ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

**13YARN** is the national crisis support line (available 24/7) for Aboriginal and Torres Strait Islander people who are feeling overwhelmed or having difficulty coping. Confidential one-on-one yarning is provided with a Lifeline-trained Aboriginal or Torres Strait Islander crisis supporter. Call 13YARN (13 92 76) or visit [www.13yarn.org.au](http://www.13yarn.org.au)

**Healing Foundation** is a national Aboriginal and Torres Strait Islander organisation that offers a wide range of resources on trauma and healing for Stolen Generations survivors, their descendants, families and communities, along with other Aboriginal and Torres Strait Islander peoples. Visit [www.healingfoundation.org.au](http://www.healingfoundation.org.au) or call 02 6272 7500.

**Thirrili** provides emotional and practical support to families impacted by a loss from suicide or other fatal traumatic incidents. Call 1800 805 801 for after-suicide support (available 24/7) or visit [www.thirrili.com.au](http://www.thirrili.com.au)

**Wellmob** provides social, emotional and cultural wellbeing resources online for Aboriginal and Torres Strait Islander people. It is hosted by Australian Indigenous HealthInfoNet, which provides support to those working in the Aboriginal and Torres Strait Islander health sector by making research and other knowledge readily accessible. Visit [www.wellmob.org.au](http://www.wellmob.org.au) or [www.healthinonet.ecu.edu.au](http://www.healthinonet.ecu.edu.au) or call 08 9370 6336 during business hours.

## CARERS

**Carers Australia** is the national peak body representing unpaid carers and provides advice, support and services for carers across Australia. They provide online information about how to access a range of support services for specific caring responsibilities including disability, aged care and end-of-life care, as well as information about government programs for carers. Visit [www.carersaustralia.com.au](http://www.carersaustralia.com.au)

## CULTURALLY AND LINGUISTICALLY DIVERSE COMMUNITIES

**Embrace Multicultural Mental Health** provides resources and information, in a culturally accessible format, about the main providers of mental health services around Australia, transcultural mental health programs, multicultural psychosocial recovery-oriented services and specialist refugee support. Visit [www.embracementalhealth.org.au](http://www.embracementalhealth.org.au)

The national **Translating and Interpreting Service** is available 24/7. Call 13 14 50 or visit [www.tisnational.gov.au](http://www.tisnational.gov.au)

## DEFENCE FORCE AND VETERANS

**All-hours Support Line** is a confidential telephone service (available 24/7) for Australian Defence Force members and their families. Qualified mental health professionals provide advice on available specialist services including psychology, medical, social work and chaplain services. Call 1800 628 036 for support or visit [www.defence.gov.au/adf-members-families/crisis-support/helplines](http://www.defence.gov.au/adf-members-families/crisis-support/helplines) for more information.

**Mates4Mates** supports current and ex-serving Australian Defence Force members (and their families) who are wounded, injured or ill as a result of their service. They can provide individual and group therapy services delivered by qualified professionals. For more information visit [www.mates4mates.org](http://www.mates4mates.org)

**Open Arms Veterans and Families Counselling** (available 24/7) provides referral to specialist support services for current and ex-serving Australian Defence Force personnel and their families. Access free and confidential counselling, group treatment programs, suicide prevention training, and a community and peer network to support mental health and wellbeing. Call 1800 011 046 or visit [www.openarms.gov.au](http://www.openarms.gov.au)

## DIVERSE SEX, GENDERS AND SEXUALITIES

**QLife** provides anonymous and free telephone and online counselling (available 3 pm to midnight every day) for lesbian, gay, bisexual, trans/transgender, intersex, queer and other sexuality, gender and bodily diverse (LGBTIQ+) people of all ages. You can talk about mental health, relationships, isolation, coming out and a host of other concerns. Call 1800 184 527 or visit [www.qlife.org.au](http://www qlife.org.au)

## DOMESTIC AND FAMILY VIOLENCE, AND SEXUAL ASSAULT

The **1800RESPECT** national domestic, family and sexual violence counselling service provides telephone and online (both available 24/7) counselling, information and support for: people experiencing, or at risk of experiencing, sexual, domestic or family violence; their friends and family; and workers and professionals providing support. Call 1800 737 732 or visit [www.1800respect.org.au](http://www.1800respect.org.au)

## DRINKING AND/OR DRUG USE

**Counselling Online** provides free and confidential online counselling (available 24/7) for people using alcohol and other drugs, and their family members and friends, as well as peer forums and other resources. Visit [www.counsellingonline.org.au](http://www.counsellingonline.org.au). If you prefer to speak to someone by phone, there are 24-hour alcohol and drug information services in each state and territory. Visit [www.counsellingonline.org.au/find-support/telephone-support](http://www.counsellingonline.org.au/find-support/telephone-support) for contact details.

## EATING DISORDERS AND BODY IMAGE CONCERNS

**Butterfly Foundation** provides free and confidential support for all Australians impacted by eating disorders and body image issues, as well as for the families, friends and communities who support them. You can get help by phone, online chat or email (available 8 am to midnight AEST every day). Call 1800 334 673 or visit [www.butterfly.org.au/get-support/how-we-help](http://www.butterfly.org.au/get-support/how-we-help)

## FAMILY RELATIONSHIP SERVICES

**Family Relationships Online** provides information on a range of services to assist families to manage relationship issues. Call the Family Relationships Advice Line on 1800 050 321 (available 8 am to 8 pm Monday to Friday and 10 am to 4 pm Saturday, local time) or visit [www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)

**Relationships Australia** provides support services to enable sustainable, respectful relationships. Their Family Connect online tool sets children up for success and good mental health. Call 1300 364 277 to connect to a local service or visit [www.familyconnect.org.au](http://www.familyconnect.org.au)

## FARMERS

**Rural Aid** offers free, confidential counselling to registered farmers and their family. They conduct counselling at the place that best suits, on farm, in town or over the phone. Rural Aid's dedicated Counselling Intake Line is staffed by trained counsellors (available 9 am to 5 pm Monday to Friday). Call 1300 175 594 or visit [www.ruralaid.org.au/counsellors](http://www.ruralaid.org.au/counsellors)

The **Rural Financial Counselling Service** provides free and independent financial counselling to eligible farmers, fishers, foresters and small related enterprises who are experiencing, or at risk of, financial hardship. Rural financial counsellors do not give family, emotional or social counselling or financial advice. They refer to other professional services, including accountants, agricultural advisors, education services and mental health support. Call the national information line on 1300 771 741 or visit [www.agriculture.gov.au/agriculture-land/farm-food-drought/drought/assistance/rural-financial-counselling-service](http://www.agriculture.gov.au/agriculture-land/farm-food-drought/drought/assistance/rural-financial-counselling-service)

**ifarmwell** is a free online tool kit to help farmers cope effectively with life's challenges and get the most out of every day, regardless of the circumstances they face. It is also designed for people who support farmers. Visit [www.ifarmwell.com.au](http://www.ifarmwell.com.au)

## FIRST RESPONDERS

**Fortem Australia** provides specialised wellbeing and mental fitness support to first responder families. Psychology support is provided to current workers or volunteers of eligible first responder agencies listed on the website. Call 1300 339 594 during business hours or visit [www.fortemaustralia.org.au/access-our-services](http://www.fortemaustralia.org.au/access-our-services)

## GAMBLING

**Gambling Help Online** provides free and confidential counselling, information and support online (available 24/7) for anyone affected by gambling. Call 1800 858 858 or visit [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)

## HEALTH SERVICE WORKERS

**CRANAplus' Bush Support Line** provides telephone counselling (available 24/7) for rural and remote health service workers and their families. It is staffed by registered psychologists who have experience working in rural and remote areas. Call 1800 805 391 or visit [www.crana.org.au/mental-health-wellbeing/overview](http://www.crana.org.au/mental-health-wellbeing/overview)

## KIDS, ADOLESCENTS AND YOUNG ADULTS

**headspace** provides free counselling and advice by qualified youth mental health professionals for people aged 12 to 25 years on a broad range of issues such as bullying, drug and alcohol issues, depression and anxiety, relationships, concerns about friends, fitting in and isolation, or anything at all. Many of its 140 centres are located in rural and remote areas. Visit [www.headspace.org.au](http://www.headspace.org.au) to find a centre near you. The eheadspace program provides telephone, online (available 9 am to 1 am AEST every day) and email counselling (allow two days for email responses). Call 1800 650 890 (as normal call charges apply, you can request a callback if phoning from a mobile).

**Kids Helpline** provides telephone and online (both available 24/7) counselling for young people aged 5 to 25. You can talk about friends, boyfriends or girlfriends, problems with parents or siblings, school (bullying, homework, teachers), sex, or anything at all. Call 1800 551 800 or visit [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

**ReachOut Australia** provides free, anonymous and confidential online support, including practical tools, forums and information for young people and their parents on a range of mental health topics. Visit [au.reachout.com](http://au.reachout.com)

**Be You** promotes mental health and wellbeing from the early years to 18 and offers free online training for educators and learning communities, complemented by a range of tools and resources. It is the national mental health in education initiative delivered by Beyond Blue, in collaboration with Early Childhood Australia and headspace. Visit [www.beyou.edu.au](http://www.beyou.edu.au)

## MEN

**MensLine Australia** provides free professional telephone and online (both available 24/7) counselling and referral specifically for men 15 years and older. Video chat is available for men 18 and older. Support is also available for health professionals supporting men at risk of suicide, working with men who use violence or abuse in their relationships, and working with men experiencing abuse in their relationship. Call 1300 789 978 or visit [www.mensline.org.au](http://www.mensline.org.au)

**Men's Sheds** are friendly environments that cater for men of all interests, ages and cultures, and serve as important meeting places for men to socialise, share life experiences and skills, make things, fix things, and support each other and their communities. There are more than 1,200 Men's Sheds across Australia – many in rural and remote areas. To find one, call 1300 550 009 or visit [www.mensshed.org](http://www.mensshed.org)

## PREGNANCY AND FIRST 12 MONTHS AFTER BIRTH

**PANDA** supports the mental health and wellbeing of expecting, new and growing families, through a range of information, services and programs. Call 1300 726 306 (available 9 am to 7.30 pm AEST Monday to Saturday) or visit [www.panda.org.au](http://www.panda.org.au)

**SMS4dads** provides free text messages and online information, support and tips for new and expecting dads, including advice on how to provide important emotional support for their partner. Visit [www.sms4dads.com.au](http://www.sms4dads.com.au) to join up or call 02 4921 6401 during business hours for more information.

## WOMEN

**Country Women's Association** (CWA) operates in each state and the Northern Territory. The jurisdictional associations advocate on issues of concern to their members. They also provide community service, support networks, welfare in times of need, education opportunities, friendship, fun and more. Visit [www.cwaa.org.au](http://www.cwaa.org.au) for links to each state and territory CWA.

## OTHER RESOURCES

**Live4life** is a mental health education and youth suicide prevention model designed specifically for rural and regional communities. Live4life communities deliver teen and accredited youth mental health first aid in schools and the wider community. Visit [www.live4life.org.au](http://www.live4life.org.au)

**Mental Health First Aid Australia** provides training that teaches people how to identify and help others with mental health problems. The courses are developed for adults to learn how to assist and support others. The courses vary in delivery mode: face to face; blended (eLearning component followed by face to face); fully online (eLearning and videoconferencing sessions). Visit [www.mhfa.com.au](http://www.mhfa.com.au)

**Rural & Remote Mental Health** is a health promotion service for people living in rural and remote Australia. They develop mental health literacy and suicide prevention training, with their programs delivered in rural, Indigenous and mining communities across Australia. Call 1300 515 951 during business hours or visit [www.rrmh.com.au](http://www.rrmh.com.au)

## STATE AND TERRITORY MENTAL HEALTH SERVICES

State and territory health departments provide a range of services, information and contacts, including for rural and remote mental health services:

### AUSTRALIAN CAPITAL TERRITORY

**Access Mental Health** can provide immediate support and assistance (available 24/7). Call 1800 629 354 or 02 6205 1065.

For information on available support and details of mental health services in the ACT, visit [www.health.act.gov.au/services/mental-health](http://www.health.act.gov.au/services/mental-health)

### NEW SOUTH WALES

**Mental Health Line** is NSW Health's statewide free phone service (available 24/7) that links people with appropriate mental health services. Call 1800 011 511 or visit [www.health.nsw.gov.au/mentalhealth/Pages/mental-health-line.aspx](http://www.health.nsw.gov.au/mentalhealth/Pages/mental-health-line.aspx)

For a comprehensive list of mental health services and support available in New South Wales, visit [www.health.nsw.gov.au/mentalhealth/services/Pages/support-contact-list.aspx](http://www.health.nsw.gov.au/mentalhealth/services/Pages/support-contact-list.aspx)

### NORTHERN TERRITORY

For the 24/7 Northern Territory mental health line, call 1800 682 288.

For information and details on a range of mental health services, including a link to community-based mental health services and their contact details, visit [www.nt.gov.au/wellbeing/mental-health](http://www.nt.gov.au/wellbeing/mental-health)

### QUEENSLAND

**1300 MH CALL** (1300 642 255) is a confidential mental health telephone triage service (available 24/7) that provides the first point of contact to link Queenslanders to their nearest public mental health service.

To find information on other mental health services, visit [www.qld.gov.au/health/mental-health/help-lines/services](http://www.qld.gov.au/health/mental-health/help-lines/services)

### SOUTH AUSTRALIA

If you require urgent mental health assistance, please call the Mental Health Triage Service (available 24/7) on 13 14 65.

SA Health provides information on mental health services available in each local health network, as well as other mental health services in South Australia. Visit [www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/services/mental+health+and+drug+and+alcohol+services/mental+health+services/regional+mental+health+services](http://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/services/mental+health+and+drug+and+alcohol+services/mental+health+services/regional+mental+health+services)

### TASMANIA

**Access Mental Health** is a mental health support triage and referral phone line for anyone in Tasmania (available 9 am to 10 pm every day). It is delivered by the Tasmanian Department of Health in partnership with Lifeline. Call 1800 332 388 or visit [www.health.tas.gov.au/health-topics/mental-health/tasmanias-mental-health-system/access-mental-health-helpline](http://www.health.tas.gov.au/health-topics/mental-health/tasmanias-mental-health-system/access-mental-health-helpline)

For more information on Tasmania's statewide mental health services, visit [www.health.tas.gov.au/health-topics/mental-health/tasmanias-mental-health-system](http://www.health.tas.gov.au/health-topics/mental-health/tasmanias-mental-health-system)

### VICTORIA

**Health.vic** provides details of mental health services available in each region of Victoria. By clicking on the map of your region, you will be taken to a list of services, including any 24-hour phone services that are available. Visit [www3.health.vic.gov.au/mentalhealthservices](http://www3.health.vic.gov.au/mentalhealthservices)

### WESTERN AUSTRALIA

**Rurallink** is a confidential after-hours telephone service (available 4.30 pm to 8.30 am Monday to Friday and 24 hours on weekends and public holidays) for people in rural and regional Western Australia experiencing a mental health crisis. Call 1800 552 002 or visit [www.emhs.health.wa.gov.au/Hospitals-and-Services/Mental-Health/Inpatient-and-Other-Services/Rurallink](http://www.emhs.health.wa.gov.au/Hospitals-and-Services/Mental-Health/Inpatient-and-Other-Services/Rurallink)

The WA Mental Health Commission provides information on mental health resources and programs available in the state. Visit [www.mhc.wa.gov.au/reports-and-resources/resources/mental-health-resources](http://www.mhc.wa.gov.au/reports-and-resources/resources/mental-health-resources)