

Tweed Byron Suicide Prevention Strategy

LOCAL INFORMATION KIT

(CURRENT AS AT OCTOBER 2019)

Help in a crisis

In an **EMERGENCY SITUATION**, call **000** or go to a hospital emergency department.

If someone has attempted or is at immediate risk of attempting to harm themselves or someone else, call **000**.

24 hour help in a crisis

NSW Mental Health Line 1800 011 511

offers professional help and advice, and referrals to local mental health services.

It is staffed by mental health professionals who will ask questions to determine the type of mental health care and how urgently it is needed.

They can put you in contact with the most relevant mental health service for children, teens, adults and older people.

Lifeline 13 11 14 for crisis and suicide prevention support

www.lifeline.org.au/Get-Help

Suicide Call Back Service 1300 659 467

call for urgent assistance for people 15yrs+. Also offers free online counselling with professionally trained counsellors. Contact them if you are concerned about someone and learn about the warning signs and how to talk with someone who might be feeling suicidal.

www.suicidecallbackservice.org.au

Suicide Helpline 1300 651 251 a

telephone, video and online counselling service offering professional support to people at risk of suicide and people concerned about someone else's risk of suicide

www.suicideline.org.au

24 hour mental health support & counselling

MensLine Australia 1300 78 99 78 to talk with a counsellor by phone or online
www.mensline.org.au

Kids Helpline 1800 55 1800 counselling for young people aged up to 25 years, private, no name required (parent can initiate call)
www.kidshelp.com.au

Beyondblue 1300 224 636 all calls and chats are one-on-one with a trained mental health professional, and completely confidential. To chat online between 3pm and midnight, visit www.beyondblue.com.au

Alcohol Drug Information Service

1800 422 599 for anyone who wants access to support, information, advice, crisis counselling and referral to services in NSW

RESPECT 1800 737 732 is the National Sexual Assault and Domestic Family Violence Counselling Service providing a free, confidential counselling, information and referral service.

Domestic Violence Line 1800 656 463 to access counselling, information and referrals for women and same-sex partners who are experiencing or have experienced domestic violence

www.domesticviolence.nsw.gov.au

Open Arms - Veterans and Families

Counselling 1800 011 046 provides free and confidential counselling, as well as group treatment program, community and peer network, suicide prevention training

www.openarms.gov.au



This initiative has been made possible by funding from North Coast Primary Health Network

GP referrals and mental health services

Connect to Wellbeing Suicide Prevention Service 1300 160 339 for people at low to moderate risk of suicide and/or self-harm. Not intended to support people who are at acute and immediate risk. Provides short-term psychological intervention, strategies and techniques to help people manage their mental health.

Referrals can be sent to:
"Connect to Wellbeing" via Email:
connecttowellbeingNC@neaminational.org.au or Fax: 02 8212 8936.

GP Mental Health Treatment Plan to access psychological support (up to 10 sessions) which can be bulk-billed or a gap fee charged. Referrals are obtained following consultation with a GP.

New Access 1800 010 630 (Beyond Blue) is a free mental health coaching program. It's for anyone feeling stressed, anxious or overwhelmed about everyday life issues, such as work, study, relationships, health or loneliness. No referral required; face-to-face or via phone for 6 sessions. No referral required; face-to-face or via phone for 6 sessions.

headspace Tweed Heads (07) 5589 8700 provides free counselling and support to young people from 12-25 years. Covers issues such as relationships, drug and alcohol, mental health, bullying, anxiety, depression, bad thoughts and uncertainty about the future. Open Mon-Wed, Fri 9.00am - 5.00pm; Thurs 9.00am - 7.00pm (closed weekends)
www.headspace.org.au/headspace-centres/tweed-heads

The Buttery 02 6687 1111 has a number of programs supporting mental health:

Relapse Prevention Aftercare Service

supports people in recovery from drug and/or alcohol dependence. For people aged 18 to 65 years assessed by an Alcohol & Other Drug (AOD) clinician or GP as having a recent substance use disorder and requiring support to prevent relapse. Operates across the region including Tweed and Byron.

b.well Outreach Service is a free program that supports people over 12 years of age who have problems with both their mental health and drug and/or alcohol misuse. It offers education, group counselling, individual treatment and life skills programs in the far north of NSW. Family and carer support is also available.

INTRA is a free outreach program which aims to reduce the harm from the use of alcohol and other drugs (AOD) and assist people to achieve their goals around their alcohol and other drug use. They offer a range of group programs and individual counselling sessions. They are in Lismore, Byron Bay, Tweed Heads and Ballina.

Northern Rivers Gambling Service offers free counselling and support services for people affected by gambling related problems.

To self-refer for any of these programs, Call The Buttery on: 02 6687 1111 or email enquiries@buttery.org.au

ACON Health Northern Rivers

02 6622 1555 provides free Counselling and Care-Coordination support for people aged 18+ who identify as Lesbian, Gay, Bisexual, Transgender, and Intersex (LGBTI) and people living with HIV. LGBTI people can access up to 12 free counselling sessions per year, and people can self-refer (no need for a GP referral). Face-to-face appointments in Lismore and phone or Skype support across all of NSW. Open Monday – Friday, 9am–5pm.
www.acon.org.au/who-we-are-here-for/regional-nsw

Phone & Online Support & Counselling

eHeadspace 1800 650 890 (9am–1am) telephone and online support and counselling to young people 12–25yrs and their families and friends www.eheadspace.org.au

SANE Australia Helpline

1800 187 263 (week days 10am–10pm) provides information, guidance and referrals needed to manage mental health concerns, including how to help someone who is suicidal www.sane.org

QLife 1800 184 527 (3pm–12am) online chat support, counselling and referral service for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people.

Parentline NSW 1300 1300 52 for counselling services 9am to 9pm Monday–Friday; 4pm to 9pm Saturday and Sunday and other resources at www.kidshelpline.com.au/parents

Carers Australia 1800 242 636 provide short-term counselling and emotional and psychological support services for carers and their families www.careraustralia.com.au

Mindspot an online clinic that provides free online screening assessments and free treatment courses to help recover from the symptoms of anxiety, depression and pain www.mindspot.org.au

MyCompass a personalised self-help tool for managing mental health from the Black Dog Institute www.mycompass.org.au

PatientInfo is a website with information and resources recommended by local health professionals www.mancpatientinfo.org.au (follow the links for 'Mental Health' to access information about Suicide)

HealthPathways is an information portal supporting primary care clinicians to plan patient care within Mid and North Coast NSW manc.healthpathways.org.au

Useful Apps

BeyondNow Suicide Safety Plan an app for people to create their own safety plan.

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 an app to use as a safety plan 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.

Local Groups & Organisations Supporting Mental Health

Complete Men provide weekly Men's Groups that offer support, growth, hope and direction to many men who are seeking answers to their current life dilemmas. Based in Tweed Heads, Gold Coast and Byron Bay. **Contact Tim on 0422 508 533 or visit www.completemen.org**

Mission Australia Family and Carer Mental Health Program 02 6623 7413 provides support, education and services for families and carers of people with a mental illness. **www.missionaustralia.com.au**

The Family Centre offers a range of services including: Child and Family Work, Playgroups, Parenting Courses, Relationship Consultations, Youth and Family Work, Connecting Home (homelessness services for young people), and school programs. **To find out more call between 9am–12.30pm Monday to Friday on (07) 5524 8711 or visit their website www.thefamilycentre.org.au**

Support to families & others affected by suicide

National Indigenous Critical Response Service 1800 805 801 supports individuals, families, and communities affected by suicide or other significant trauma. The service usually operates 24hrs/7 days a week **www.thirili.com.au/nicrs**

Standby 0417 119 298 for face-to-face and 24/7 telephone support based in northern NSW for family, friends and anyone impacted from the death of a person by suicide (or serious attempt) **www.standbysupport.com.au**

Tweed/Gold Coast Suicide Bereavement Support Group 0474 206 486 a free, facilitated, ongoing group for those 18+ who have lost someone to suicide. An opportunity to share stories and talk about suicide in a safe and non-judgemental environment. Meetings held 1st Friday of the month 6-8pm at Tweed Heads Bowl Club

Support after a suicide attempt

The Way Back Service is a program available to people admitted to hospital following a suicide attempt. The program is a free service which can connect people with a range of supports. Eligible people can be referred by staff in The Tweed and Lismore Hospitals.

A Way Back team member will make contact within 24 hours and work with the person to develop a safety plan. The team member will provide guidance, encouragement and follow-up for up to three months. The program can offer contact with a trained Lived Experience Peer Support Volunteer.

An online booklet 'Guiding their way back' which provides education and advice to partners, family members and other support people is available from:

www.beyondblue.org.au/thewayback

Grow 1800 558 268 is a national community organisation that enables personal growth and development for all people and offers hope and recovery. They welcome people experiencing a mental health condition, addiction or having difficulty with life's challenges. Grow helps people to help themselves to overcome obstacles, to live a life of meaning, hope and optimism. The Tweed group meets weekly every Tuesday 10am, Anglican Church Hall, cnr Florence & Powell St, South Tweed. **www.grow.org.au**