

RESOURCE BOOKLETS for Kinship Carers

**Mental health and family
relationships**



Lifeline

Crisis support. Suicide prevention

Lifeline is a national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services.

Call 13 11 14 for 24/7 crisis support

Online text: www.lifeline.org.au/crisis-text/

Online chat: www.lifeline.org.au/crisis-chat/

What services are available?

- Short-term support for people who are feeling overwhelmed or having difficulty coping or staying safe
- Confidential one-to-one support with a trained Lifeline telephone crisis supporter



Beyond Blue

Support. Advice. Action.

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

Call 1300 22 4636

Online chat: beyondblue.org.au/support-service/chat

What services are available?

Beyond Blue works with the community to improve mental health and prevent suicide, so that all people in Australia can achieve their best possible mental health.



Kids Helpline

Anytime. Any Reason.

Kids Helpline is a free Australian telephone and online counselling service for young people aged between 5 and 25.

Call 1800 55 1800 for 24/7 support

Online chat: kidshelpline.com.au/get-help/webchat-counselling

What services are available?

- Phone counselling
- Online counselling
- Email counselling



QLife

QLife provides anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.

Call 1800 184 527, 3pm to midnight for support

Online chat: qlife.org.au/resources/chat

What services are available?

- The QLife family includes hundreds of highly experienced staff and volunteers Australia-wide. If you're looking to connect with someone to explore what's going on in your life, QLife are here to chat and to take your call from 3pm-midnight each day.
- QLife also welcome contact from people who may not be LGBTI but who want to talk about someone else they care about.



MensLine Australia

Talk it over.

MensLine Australia is a telephone and online counselling service offering support for Australian men anywhere, anytime

Call 1300 78 99 78 for counselling 24/7

Online chat and video counselling: mensline.org.au/phone-and-online-counselling/

What services are available?

Advice and support for men in the following areas:

- relationships
- dads & fathers
- men's mental health
- family violence



Suicide Call Back Service

Suicide Call Back Service is a nationwide service providing 24/7 telephone and online counselling to people affected by suicide.

Call 1300 659 467 for 24/7 support

Online counselling:

www.suicidecallbackservice.org.au/phone-and-online-counselling/

What services are available?

- Suicide Call Back Service offers free professional 24/7 telephone counselling support to people at risk of suicide, concerned about someone at risk, bereaved by suicide and people experiencing emotional or mental health issues.

National Centre Against Bullying

The National Centre Against Bullying

The National Centre Against Bullying (NCAB), an initiative of the Alannah & Madeline Foundation, is a peak body working to advise and inform the Australian community on the issue of childhood bullying and the creation of safe schools and communities, including the issue of cyber safety.

Contact NCAB at:

<https://www.ncab.org.au/get-help/>

What services are available?

Bullying – Advice

- Advice for parents, schools and kids.
- Working with your child's school
- For Parents
- For Schools
- For Kids
- Report Bullying
- Connect – Workshops & Seminars
- Myth Busters
- Risk factors for bullying involvement

SANE We're people
like you.

SANE Australia

SANE Australia is a national mental health charity making a real difference through support, research and advocacy in the lives of people affected by complex mental health issues.

Call 1800 187 263, 10am–8pm M–F for support

What services are available?

- Information and resources
- Counselling
- Community forums
- Peer support



Headspace

National Youth Mental Health Foundation

Headspace supports young people with mental health, physical health (including sexual health), alcohol and other drug services, as well as work and study support. With a focus on early intervention, Headspace works with young people to provide support at a crucial time in their lives – to help get them back on track and strengthen their ability to manage their mental health in the future.

Call 1800 650 890 for 24/7 support

Online chat: headspace.org.au/online-and-phone-support/

What services are available?

- Centres located throughout Australia staffed with people trained and ready to help
- Online and phone support
- Work and study support
- Parent and carer events
- Early psychosis program
- Support for professionals and educators



ReachOut Australia

Mental health service for young people and their parents

ReachOut Australia has more than 20 years' experience of delivering digital mental health and wellbeing programs, backed by their own in-house digital team.

Call 02 8029 7777 for support

What services are available?

- ReachOut's office is open during business hours, Monday to Friday, 9 am – 5 pm.
- ReachOut cannot provide immediate or crisis support. If you need help right now or know of someone who does, there are 24/7 services available.



Family Relationships Online

Helping families build better relationships

Information for all families – whether together or separated – about family relationship issues. Find out about a range of services to assist families manage relationship issues, including helping families agree on arrangements for children after parents separate.

Call 1800 050 312 for family relationship advice

What services are available?

- Counselling
- Family dispute resolution providers
- Legal advice
- Publications
- Family mediation and dispute resolution
- Financial advice
- Information in other languages



Butterfly
LET'S TALK eating disorders

The Butterfly Foundation

Support for eating disorders and body image issues

The Butterfly Foundation supports and advocates for all people in Australia impacted by eating or body image issues whatever your age, gender, sexuality, cultural background, religion or disability.

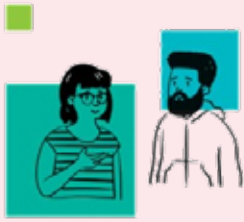
Call 1800 33 4673 for support

Email support: support@butterfly.org.au

Online chat: butterfly.org.au/get-support/chat-online/

What services are available?

- Butterfly provides support services, treatment and resources, delivering prevention and early intervention programs and advocating for the needs of those with eating disorders and body image issues



Partners in
Wellbeing

Partners in Wellbeing

Support to manage your wellbeing in difficult times.

If you are not coping or have been feeling distressed, anxious or down over several weeks, help is available through Partners in Wellbeing. This free service offers one-on-one support for people in Victoria to help improve wellbeing, develop strategies to cope and receive emotional support when and as you need it.

Call 1300 375 330 for support

The Partners in Wellbeing team is available 9am – 10pm weekdays and 9am – 5pm weekends.

What services are available?

- Wellbeing coaching
- Small business support
- Veterans support
- Mental health and wellbeing hubs



National Alcohol and Other Drug Hotline

For free and confidential advice about alcohol and other drugs, call the National Alcohol and Other Drug hotline. It will automatically direct you to the Alcohol and Drug Information Service in your state or territory.

Call 1800 250 015, 24 hours a day, 7 days a week

What services are available?

- Counselling
- Treatment
- Information
- Support



Better Pride

Speak with members or allies of the LGBTIQ+ community

The Better Pride service provides mental health support for LGBTIQ+ people through facilitating community access, empowering clients, and working to diminish the impact of systemic challenges.

Call 1800 531 919 for support

What services are available?

- Mediation
- Donor planning
- Counselling & psychological mental health support
- Personal relationships
- Intimate relationships/partnerships
- Family relationships (both biological and chosen)



the women's
the royal women's hospital
victoria australia

The Women's Mental Health Service

The Women's Mental Health Service provides specialist care to more than 800 patients at the Women's every year. Our team includes psychiatrists, clinical psychologists, an infant mental health clinician and a psychiatric consultation-liaison nurse.

Call 03 8345 2071 for support

What services are available?

- Mental health in pregnancy
- Mental health in parenthood
- Mental health and cancer
- Mental health and successful ageing

1800RESPECT

1800RESPECT

National Sexual Assault, Domestic Violence Counselling Service

1800RESPECT is a counselling, information and referral service. When you contact the service you will talk to a trained counsellor who will listen and support you in what feels right for you and your situation.

Call 1800 737 732 for 24/7 support

Online chat: <https://www.1800respect.org.au/#chat>

What services are available?

- Domestic and family violence support
- Sexual assault and violence support
- Referral service



Australian Men's Shed Association
SHOULDER TO SHOULDER

Men's Shed Victoria

Men don't talk face to face - they talk shoulder to shoulder

The Australian Men's Shed Association (AMSA) is the peak body representing more than 930 Men's Sheds and is recognised as one of Australia's largest male based Community Development organisations.

Call 1300 550 009

What services are available?

- AMSA, funded by the Federal Department of Health, provides practical support to Men's Sheds and delivers a wide range of services, aims to improve the health and wellbeing of members and reduce the number of men who are at risk from preventable health issues that may emanate from isolation.



Relationships Australia

Supporting respectful relationships for over 70 years

Relationships Australia is a leading provider of relationship support services for individuals, families and communities. Relationships Australia aims to support all people in Australia to achieve positive and respectful relationships.

Call 1300 364 277 for support

What services are available?

- Family relationship services
- Family violence prevention
- Services for children and young people
- Aboriginal and Torres Strait Islander people and their families
- Services for older Australians
- Counselling
- Workplace services
- Specialised services



Relationships Australia Victoria

A not-for-profit providing high quality affordable family and relationship services.

Contact your nearest centre or service

<https://www.relationshipsvictoria.org.au/contact-us/>

What services are available?

- Are you affected by family violence?
- Child and family services
- Counselling
- Disability Counselling and Support
- Family dispute resolution (family mediation)
- Forced Adoption Support Service
- Intercountry Adoptee and Family Support Service
- Multicultural programs
- Open Place - Support Service for Forgotten Australians
- Programs for men who use family violence
- Redress Support Services
- Workplace support



The Compassionate Friends Victoria

The Compassionate Friends Victoria (TCFV) is dedicated to supporting grieving parents, siblings and grandparents in the event of the death of a child – of any age or from any cause.

Phone (03) 9888 4944

Country Victoria Free Call 1300 064 068

What services are available?

- Bereaved Parent, Sibling & Grandparent Support Centre
- Helpline, 24 hours, 365 days
- Support and social groups
- Time-Out Program



GRIEFLINE
GRIEF LOSS TRAUMA

Griefline

Griefline supports anyone experiencing grief, facing any type of loss – providing access to free telephone and online support services and resources.

Call 1800 845 745 for support 6am-midnight

What services are available?

- National toll-free helpline
- Support groups
- Care to call service
- Online grief forums
- Life after loss podcast series



13YARN

Going through a tough time? We're here to yarn.

Thirteen YARN is the first national crisis support line for mob who are feeling overwhelmed or having difficulty coping.

Call 13YARN (13 92 76) for 24/7 support

What services are available?

- Free and confidential service available 24/7 from any mobile or pay phone
- Aboriginal & Torres Strait Islander Crisis Supporters to yarn to



Parentline

Parentline is a phone service for parents and carers of children from birth to 18 years old. We offer confidential and anonymous counselling and support on parenting issues.

Call 13 22 89 for support 8am to midnight 7 days/week

What services are available?

Our qualified counsellors are available to:

- talk about any issues to do with parenting and your relationships with your child
- help you with ways to cope and be a positive parent
- help with your family's wellbeing and resilience
- connect you with services in your area.

MINUS18

MINUS18

Champions for LGBTQIA+ youth

MINUS18 are leading change, building social inclusion, and advocating for an Australia where all young people are safe, empowered, and surrounded by people that support them.

Contact <https://www.minus18.org.au/contact>

What services are available?

- Life-affirming social inclusion - through mental health support
- Education & advocacy - through training, resources and digital campaigns
- Youth empowerment



Rainbow Door

Rainbow Door is a free specialist LGBTQIA+ (Lesbian, Gay, Bisexual, Transgender and Gender Diverse, Intersex, Queer, Asexual, BrotherBoys, SisterGirls) helpline providing information, support, and referral to all LGBTQIA+ Victorians, their friends and family.

Call 1800 729 367, 10am - 5pm, 7 days a week

SMS support: 0480 017 246

Email: support@rainbowdoor.org.au

What services are available?

- suicidal thoughts support
- family and intimate partner violence (including elder abuse) support
- issues with alcohol and other drugs support
- relationship issues support
- sexual assault support and more



Yarning Safe'n'strong

Victorian Aboriginal Health Service have established a free and confidential counselling service for Aboriginal and Torres Strait Islander Peoples. Yarning SafeNStrong (YSNS) is available to people and families who need to have a yarn with someone about their wellbeing.

Call 1800 959 563, 24 hours/7 days a week

What services are available?

- Social and Emotional wellbeing
- Financial wellbeing
- Medical support including COVID-19 testing
- Drug and alcohol counselling and rehab services



Embrace Multicultural Mental Health

Embrace Multicultural Mental Health (the Embrace Project) is run by Mental Health Australia and provides a national focus on mental health and suicide prevention for people from culturally and linguistically diverse (CALD) backgrounds.

Call (02) 6285 3100 for support

What services are available?

Support in many languages

- mental health support
- information and training



The Alannah and Madeline Foundation

Keeping children safe from violence

The Alannah & Madeline Foundation is a national not-for-profit organisation dedicated to keeping children and young people free from violence and trauma wherever they live, learn and play.

**Contact <https://www.amf.org.au/contact-us/>
Or call 1300 720 747, 9am – 5pm, M–F**

What services are available?

- CARE - Support for children and young people who have experienced violence or trauma – and for their families, carers and communities.
- PREVENTION - AMF empowers young people to be positive digital citizens and to change the culture of bullying.
- ADVOCACY - The safety of children and young people is why AMF are here. Their child-rights framework informs everything they do.

HEAD TO HEALTH

Head to Health

Head to Health has more than 700 digital resources to support your wellbeing and mental health.

Contact: <https://www.headtohealth.gov.au/crisis-links>

What services are available?

- evidence-based apps and online programs
- dedicated online forums and other peer support services
- phone, chat and email services
- mental health websites



Help, hope and purpose

Mind Australia

Support for people experiencing mental health and wellbeing concerns to find help, hope and purpose in their lives.

Mind partner with health, community, and government organisations to provide holistic support and a safe environment for people experiencing mental health and wellbeing concerns to live in the community providing mental health and wellbeing support to people, and their families, friends and carers, for more than 40 years.

Call 1300 286 463

What services are available?

- information and advice
- support coordination
- specialised assessments, counselling, coaching and learning
- in home and community support
- a variety of housing and support services
- recovery retreats
- sub-acute recovery care
- family and carer support



Dardi Munwurro Brother to Brother 24-hour Crisis Line

The Brother to Brother 24-hour crisis line provides phone support for Aboriginal men who need someone to talk to about relationship issues, family violence, parenting, drug and alcohol issues or who are struggling to cope for other reasons. The line is staffed by Aboriginal men, including Elders, who have a lived experience in the issues that the line offers support for.

Call 1800 435 799 (24 hours, every day)

The BRAVE PROGRAM.

The Brave Program

Prevention and treatment of Childhood and Adolescent Anxiety

The BRAVE Program is an interactive, online program for the prevention and treatment of childhood and adolescent anxiety. The programs are free, and provide ways for children and teenagers to better cope with their worries. There are also programs for parents.

Contact brave4you@psy.uq.edu.au

What services are available?

- Young child (and their parents) program – for ages 3-7
- Child (and their parents) program – for ages 8-12
- Teen (and their parents) program – for ages 12-17



The Mental Health Foundation Australia

The Mental Health Foundation Australia (MHFA) is Australia's first mental health organisation, established in 1930 as the Victorian Council for Mental Hygiene. The MHFA has been at the forefront of many developments in the Australian and International Mental Health Movement.

Call 1300 643 287 (1300 MHF AUS)

Mental Health Support Groups can help in many ways:

- Feeling less lonely, isolated or judged
- Talking openly and honestly about your feelings to help cope with the situation better
- Providing new coping strategies when listening to others experiences and sharing solutions
- Offering a safe place to speak up about frustrations of living with a mental illness and ways of overcoming it.
- Strengthening your motivation to stick with a treatment plan to manage your condition.
- Reducing stress, depression, anxiety or fatigue
- Gaining a sense of empowerment, control and hope.
- Improving the understanding of a disease and your experience with it



South East Suicide Prevention Network

The South East Suicide Prevention Network meets bi-monthly and is open to all members of the community with meetings held in the Glen Eira and Bayside areas.

**Contact sesuicideprevention@gmail.com
or on (03) 9575 5333 8.30am–5pm M–F**

Facebook: <https://www.facebook.com/profile.php?id=100064478605408&ref=bookmarks>



Anxiety Recovery Centre Victoria

The Anxiety Recovery Centre Victoria (ARCVic) is a state-wide, specialist mental health organisation, providing support, recovery and educational services to people and families living with anxiety disorders. We aim to support and equip people with knowledge and skills that will build resilience and recovery and reduce the impact of anxiety disorders.

**Call Helpline OCD & Anxiety HelpLine 03 9830 0533
or 1300 ANXIETY or 1300 269 438**

What services are available?

- support groups
- ARCVic CARES 4ME Program
- education seminars
- library
- recovery programs
- parent support services



PANDA

PANDA (Perinatal Anxiety and Depression Australia)

Telephone information, counselling and referral service for women, men and families affected by perinatal mental illness. PANDA is dedicated to supporting the mental health and wellbeing of expecting, new and growing families. Through a range of information, services and programs we support parents and families during pregnancy the first 12 months of a new baby.

Contact 1300 726 306, Monday to Saturday

What services are available?

Support for:

- expecting mums
- expecting dads and non-birth parents
- new mums
- new dads and non-birth parents
- partners and carers



Blue Knot Foundation Helpline

Support for adult survivors of childhood trauma and abuse, parents, partners, family and friends as well as the professionals who work with them.

Call 1300 657 380 9am - 5pm, 7 days a week

Email: helpline@blueknot.org.au

What services are available?

- Blue Knot Helpline and Redress Support Service
- Counselling and Referral Service - Disability
- For survivors and those who support them
- Research and knowledge translation
- A professional community
- Building a trauma-informed world



Open Arms (Veterans and Families Counselling)

Free and confidential counselling to anyone who has served at least one day in the ADF, and their families. Open Arms specialises in providing free face-to-face and/or tele-health counselling, group programs and peer support. We are committed to your privacy and confidentiality.

Call 1800 011 046, 24hours/7 days a week

What services are available?

- Counselling
- Treatment programs and workshops
- Community and peer program
- Self-help tools



In Tough Times Text

An initiative of the Australian Suicide Prevention Foundation

Does someone you know have suicidal thoughts?

We suggest you send regular texts OR start a WhatsApp Group of supportive people using our suggested texts.

This site contains tools for you to help if you don't know how.

<https://intoughtimestext.org/>



Safe Steps

24/7 Family Violence Response Centre

Specialist support services for anyone in Victoria who is experiencing or afraid of family violence.

Contact 1800 015 188, 24 hours/7 days a week

Web chat: <https://www.safesteps.org.au/our-services/services-for-women-children/family-violence-webchat-support/>

Email: safesteps@safesteps.org.au

What services are available?

- 24/7 crisis phone line
- safety planning
- information for family and friends

Organisation website addresses

LifeLine	https://www.lifeline.org.au/
Beyond Blue	https://www.beyondblue.org.au/
Kids Helpline	https://kidshelpline.com.au/
QLife	https://qlife.org.au/
MensLine Australia	https://mensline.org.au/
Suicide Call Back Service	https://www.suicidecallbackservice.org.au/
The National Centre Against Bullying	https://www.ncab.org.au/
SANE Australia	https://www.sane.org/
Headspace	https://headspace.org.au/
ReachOut Australia	https://au.reachout.com/
Family Relationships Online	https://www.familyrelationships.gov.au/
The Butterfly Foundation	https://butterfly.org.au/
Partners in Wellbeing	https://www.partnersinwellbeing.org.au/
National Alcohol and Other Drug Hotline	https://campaigns.health.gov.au/drughelp
Better Pride	https://betterpride.com.au/
The Women's Mental Health Service	https://www.thewomens.org.au/health-professionals/womens-mental-health-service
1800RESPECT	https://www.1800respect.org.au/
Men's Shed Victoria	https://vicmensshed.org/
Relationships Australia	https://relationships.org.au/
Relationships Australia Victoria	https://www.relationshipsvictoria.org.au/
The Compassionate Friends Victoria	https://www.compassionatefriendsvictoria.org.au/
GriefLine	https://griefline.org.au/
13YARN	https://www.13yarn.org.au/
Parentline	https://parentline.com.au/
Minus18	https://www.minus18.org.au/

Organisation website addresses (continued)

Rainbow Door	https://www.rainbowdoor.org.au/
Yarning Safe 'n' strong	https://www.vahs.org.au/yarning-safenstrong/
Embrace Multicultural Mental Health	https://www.embracementalhealth.org.au/
Alannah and Madeline Foundation	https://www.amf.org.au/
Head to Health	https://www.headtohealth.gov.au/
Mind Australia	https://www.mindaustralia.org.au
Brother to Brother	https://www.dardimunwurro.com.au/brother-to-brother/
The Brave Program	https://brave4you.psy.uq.edu.au/
Mental Health Foundation Australia	https://www.mhfa.org.au
South East Suicide Prevention Network	https://connecthealth.org.au/programs-activities/south-east-suicide-prevention-network/
Anxiety Recovery Centre Victoria	https://www.arcvic.org.au/
PANDA	https://panda.org.au/
Blue Knot	https://blueknot.org.au/
Open Arms	https://www.openarms.gov.au/
In Tough Times Text	https://intoughtimestext.org/
Safe Steps	https://www.safesteps.org.au





Kinship Carers Victoria
0499 969 234
admin@kinshipcarersvictoria.org
kinshipcarersvictoria.org



<https://kinshipcarersvictoria.org/listen-download-podcasts/>



KCV's community resources for kinship carers booklets

1. Planning for more effective access visits
2. How to run a successful support group and be an effective carer advocate/representative
3. The Orange Door services
4. Support for informal kinship carers
5. Grief and loss
6. How to make a complaint – and get heard
7. Court orders – the role of Child Protection and the courts
8. Education
9. Financial support for kinship carers
10. Rights
11. For children & young people with an emotional or physical disability
12. Assistance for those coping with suicide
13. LGBTQIA+ families & communities
14. Mental health and family relationships
15. Camps & respite
16. Carers' wellbeing
17. Legal community
18. Local governments
19. Support for grandparents and non-parents caring for children



Kinship Carers Victoria
0499 969 234
admin@kinshipcarersvictoria.org



Kinship Carers Victoria
is supported by the Victorian Government.