



Mental Health Directory

NAME	Lifeline
NUMBER	13 11 14
WEBSITE	https://www.lifeline.org.au/
EMAIL	
FAX	
SERVICE PROVIDED	Short term support for people feeling overwhelmed, having difficulty coping or staying safe
METHOD DELIVERED	Phone (24/7) / online Chat service (7pm-12am) Lifeline Text service: 0377 13 11 14 12pm-midnight)
WHO IS ELIGIBLE	Anyone needing short term support – in crisis
COST	Local call/ mobile phone charge
WAIT TIME	Depending on demand at the time may not be able to connect via text/online/ urged to call the mainline or 000 if so

NAME	Beyond Blue
NUMBER	1300 224 636
WEBSITE	https://www.beyondblue.org.au/
EMAIL	Direct email from website – response within 24 hrs
FAX	
SERVICE PROVIDED	Supporting people affected by anxiety, depression and suicide
METHOD DELIVERED	Online chat (1pm -12am) Phone (24/7) email (24h response) online forums (24/7)
WHO IS ELIGIBLE	Everyone
COST	Local call/ mobile cost only
WAIT TIME	

NAME	Kids Helpline
NUMBER	1800 55 1800
WEBSITE	https://kidshelpline.com.au/
EMAIL	counsellor@kidshelpline.com.au
FAX	
SERVICE PROVIDED	Practical help and emotional support (short term) all areas of mental health for ages 5-25yo (anxiety/bullying/cyberbullying/sexting/grief/loss)
METHOD DELIVERED	Phone(24/7) Email counselling: 8am-10pm daily, web chat
WHO IS ELIGIBLE	All kids
COST	Free, even from mobiles
WAIT TIME	Phone is quickest method of contact – busy after school and in evening. Web chat will be queued (can be up to 50min wait) email response can take up to a week





NAME	Headspace
NUMBER	02 49294201
WEBSITE	https://headspace.org.au/headspace-centres/newcastle/
EMAIL	headspaceneewcastle@hunterprimarycare.com.au
FAX	02 4925 2864
SERVICE PROVIDED	headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year-olds. headspace can help young people with mental health, physical health (including sexual health) alcohol and other drug services, and work and study support. Centres and services operate across Australia, in metro, regional and rural areas, supporting young Australians and their families to be mentally healthy and engaged in their communities.
METHOD DELIVERED	Face to face / eheadspace/ via referral and intake process
WHO IS ELIGIBLE	12-25yo – short term support for mild-moderate difficulties
COST	Free under mental health care plan
WAIT TIME	Unknown

NAME	Family Support Newcastle
NUMBER	02 4926 3577
WEBSITE	www.nfss.org.au
EMAIL	reception@nfss.org.au
FAX	
SERVICE PROVIDED	Staying Home Leaving Violence project: assistance in providing support for women who have left domestic or family violence (not a crisis service) Can link in with appropriate counselling and family support services // Family support Project for families with children 0-12 in care who are having difficulties with mental health problems, domestic violence, children with special needs, lack of money or other resources, drug, alcohol or gambling problems
METHOD DELIVERED	Generally face to face – appointments needed . contact the service for more information dependent on the issue
WHO IS ELIGIBLE	
COST	
WAIT TIME	





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WHO IS ELIGIBLE	
COST	
WAIT TIME	

NAME	Jenny's Place
NUMBER	02 4927 8529
WEBSITE	https://www.jennysplace.org
EMAIL	info@jennysplace.org
FAX	
SERVICE PROVIDED	Helping women and children in Newcastle who are victims of Domestic Violence or who face homelessness
METHOD DELIVERED	
WHO IS ELIGIBLE	Women and children
COST	Free service to women and children
WAIT TIME	

NAME	Hunter Women's Centre
NUMBER	02 4968 2511
WEBSITE	https://hwc.org.au/
EMAIL	admin@hwc.org.au
FAX	
SERVICE PROVIDED	Counselling/groups and workshops/information and referrals/community education for women
METHOD DELIVERED	
WHO IS ELIGIBLE	Women – priority DV / disadvantaged or marginalised/ culturally diverse/ ESL
COST	Free – but contributions of up to \$20 per session accepted
WAIT TIME	Not a crisis service – usually a wait period before appts can be offered





NAME	NOVA for Women and Children
NUMBER	02 4023 5620 // intake line: 1800 769 654
WEBSITE	
EMAIL	intake@novawomen.org.au
FAX	
SERVICE PROVIDED	Support for women at risk of homelessness or in crisis
METHOD DELIVERED	
WHO IS ELIGIBLE	Women at risk of homelessness/ Domestic violence
COST	Calculated case by case
WAIT TIME	Contact within 48h of initial contact

NAME	Hunter Gender Alliance
WEBSITE	https://www.huntergenderalliance.org/
EMAIL	info@huntergenderalliance.org
FAX	
SERVICE PROVIDED	Working to improve the lives of Transgender and Gender Diverse people
METHOD DELIVERED	Provides links to organisations // community led charity
WHO IS ELIGIBLE	
COST	
WAIT TIME	

NAME	Department of Communities and Justice
NUMBER	Child Protection helpline: 13 2111 Link2Home Homelessness: 1800 152 152 Domestic Violence Line: 1800 656 463 NSW Victims Access Line: 1300 888 529
WEBSITE	https://www.dcj.nsw.gov.au/
EMAIL	
FAX	
SERVICE PROVIDED	Reporting a child at risk of abuse or neglect/ mandatory reporting/ services to keep kids safe, keeping families together through preservation, preferred order of permanent placement
METHOD DELIVERED	Phone line/ caseworkers
WHO IS ELIGIBLE	Everyone
COST	Not applicable
WAIT TIME	Triaged according to urgency





NAME	CAMHS – Child and Adolescent Mental Health Service
NUMBER	1800 011 511
WEBSITE	http://www.hnekidshealth.nsw.gov.au/
EMAIL	
FAX	
SERVICE PROVIDED	<ul style="list-style-type: none"> • Child and youth in crisis or high risk : Suicidal intentions or attempts, or self-harming behaviour with risk of significant harm due to mental health problems. • Recent changes to behaviour or reduced day to day functioning possibly due to psychosis or major depression. • Threats or behaviours with high risk of harm to others or property due to mental health problems • Severe eating disorder
METHOD DELIVERED	<p>Make a referral by contacting the Mental Health Line (MHL) on 1800 011 511.</p> <p>The MHL is staffed by mental health clinicians and operates 24 hours a day, 7 days a week. They will triage the referral to determine if it is suitable for CAMHS, if it is not they will suggest alternative services. The triage is conducted directly with young people over 16 years, with parents of young people 14 years or younger, and with parents and young people between 14 and 16 years.</p> <p>CAMHS endeavours to see new clients for assessment within two weeks and within two days where a mental health professional determines an urgent need for assessment.</p>
WHO IS ELIGIBLE	Young people up to 17yo or still at school - Generally young people seen by CAMHS have received treatment from their GP, a private mental health practitioner, or an agency such as headspace without an improvement in their mental health symptoms.
COST	
WAIT TIME	
NAME	Newcastle Mental Health Service
NUMBER	02 4964 7000
WEBSITE	
EMAIL	





NAME	Lake Macquarie Mental Health Service
NUMBER	02 4904 9000
WEBSITE	https://www.healthdirect.gov.au/australian-health-services/20072032/lake-macquarie-mental-health-services/services/charlestown-2290-1A-dudley-road
EMAIL	
FAX	
SERVICE PROVIDED	Triage, assessment, case management, crisis management/support, mental health education, psycho-social group/individual interventions & family support
METHOD DELIVERED	
WHO IS ELIGIBLE	
COST	
WAIT TIME	

NAME	Mater Mental Health
NUMBER	02 4033 5000
WEBSITE	http://www.hnehealth.nsw.gov.au/mh/Pages/Mental-Health.aspx
EMAIL	
FAX	
SERVICE PROVIDED	<p>Mental Health services provide a range of inpatient services and community mental health care, from prevention and early intervention to treatment, rehabilitation and continuing care.</p> <p>The focus of these services is to provide timely and effective care and to empower consumers to become resilient, independent and to self-manage their illness and recovery.</p> <p>services are organised by geography and cover all age groups including child and adolescent, adult and older people.</p>
METHOD DELIVERED	
WHO IS ELIGIBLE	
COST	
WAIT TIME	





NAME	One Door Mental Health
WEBSITE	https://www.onedoor.org.au
PHONE	1800 843 539 mon-fri 9am-5pm
EMAIL	information@onedoor.org.au
FAX	
SERVICE PROVIDED	A service funded through NSW health – can work alongside school counsellors, refer clients to mental health supports, provide educational resources, workshops for families, developing coping strategies for long term diagnosis of mental health illnesses.
METHOD DELIVERED	
WHO IS ELIGIBLE	Anyone – One door provides emotional supports but also acts as linkage to other support services available in the Newcastle area – completely flexible and people can engage/disengage with them anytime
COST	Funded by NSW Health
WAIT TIME	

NAME	COPMI: Children of Parents with Mental Illness
WEBSITE	https://www.copmi.net.au/
PHONE	
EMAIL	
SERVICE PROVIDED	Promoting better outcomes for children and families where a parent experiences mental illness
METHOD DELIVERED	Website with vast options for kids and young people, families and friends/ professionals and organisations
WHO IS ELIGIBLE	Anyone needing resources
COST	Funded by Aust Govt





NAME	BRAVEHEART
WEBSITE	https://bravehearts.org.au/
PHONE:	National Helpline: 1800 272 831
EMAIL	
FAX	
SERVICE PROVIDED	Child protection organisation working to prevent child sexual assault and exploitation
METHOD DELIVERED	Phone Help line 8.30am-4.30pm Mon-Fri Educational Safety Programs for educators and practitioners available for schools
WHO IS ELIGIBLE	Helpline for everyone
COST	No cost for phone helpline – see website for educators/trainers/programs
WAIT TIME	