

# USEFUL CONTACTS FOR SUPPORTING STUDENTS TO SEEK HELP

## Directory



## HELPLINES

Phone and online mental health support.

**Note: not all services provide urgent crisis support.**

| NAME                              | DESCRIPTION OF SERVICE PROVIDED   |
|-----------------------------------|---|
| <a href="#">Beyond Blue</a>       | 24/7 phone and online mental health support: 1300 224 636   |
| <a href="#">Lifeline</a>          | 24/7 phone and online crisis support and suicide prevention services: 13 11 14                                    |
| <a href="#">headspace</a>         | phone and online mental health support for young people aged 12-25: 1800 650 890                                  |
| <a href="#">Kids Helpline</a>     | 24/7 phone and online mental health support for children and young people aged 5-25: 1800 551 800                 |
| <a href="#">1800RESPECT</a>       | 24/7 phone and online information, counselling and support for sexual assault and domestic violence: 1800 737 732 |
| <a href="#">Suicide Call Back</a> | 24/7 phone and online counselling for people affected by suicide: 1300 659 467                                    |
| <a href="#">Mensline</a>          | 24/7 phone and online counselling for men: 1300 789 978   |
| <a href="#">QLife</a>             | 3pm-midnight phone and online support and referral for LGBTQ people: 1800 184 527                                 |

## FINDING IN-PERSON SUPPORT SERVICES IN YOUR LOCAL COMMUNITY

Although every community is different, there are likely to be a range of in-person support options available in your local area (listed below).

| NAME   | DESCRIPTION   |
|--|---|
| <b>General Practitioner (GP)</b>   | Can provide a mental health treatment plan and refer students to a counsellor.  |
| <b>headspace centre</b>  | For young people aged 12-25 experiencing mild to moderate mental health issues, and ongoing support.                                      |
| <b>Child and Adolescent Mental Health Service (CAMHS) or<br/>Child and Youth Mental Health Service (CYMHS)</b> | For serious mental health issues. Age eligibility can vary between states and territories.<br>Google your local service to find out more. |
| <b>Adult Mental Health Service (AMHS)</b>  | For serious mental health issues aimed primarily at people aged 16 to 64 years.   |
| <b>Crisis Assessment and Treatment Team (CATT)</b>   | For urgent response for a person in mental health crisis.   |
| <b>Community health centre</b>   | Services vary.<br>Google your local service to find out more.   |

### Navigating the 'system'

You can search for local support options by postcode on the Australian Government's [National Health Services Directory](#).

Your state/territory government health website and local council are also a great place to start if you're unsure where to direct your students.

Alternatively, if a student is aged between 12-25 years you can use headspace's Get support search function to find support options tailored to your situation.

## DIGITAL RESOURCES TO BETTER UNDERSTAND MENTAL HEALTH AND WELLBEING

Find information about the signs and symptoms of different mental health issues, treatment options, and strategies to support someone you know.

The Australian Government's [Medicare Mental Health website](#) provides a comprehensive suite of digital mental health resources to help individuals support themselves or someone they care about. Other resources providing general information about mental health and specific diagnoses include:

- [Resources - Orygen, Revolution in Mind](#)
- [Learn about mental health - Beyond Blue](#)
- [Information and resources - SANE](#)

### Helping in a crisis

- [How to help in a crisis - SANE](#)
- [Assisting with suicidal thoughts and behaviour - Mental Health First Aid](#)

### Myth-busting

- [The 6 most common mental health myths - Mental Health First Aid](#)
- [Myths and facts - SA Health](#)

### Stigma

- [Self-stigma - SANE](#)
- [StigmaWatch - SANE](#)

### Suicide and self-harm

- [Worried about someone - Suicide Call Back Service](#)
- [You are not alone - SANE](#)

### Trauma

- [Traumatic events \(Adults\) - Mental Health First Aid](#)
- [Trauma and mental health in young people, Mythbuster - Orygen](#)



## OTHER RELEVANT MENTAL HEALTH RESOURCES FOR RTOS

There are many practical and achievable steps you can take to build your RTO's capability for supporting student mental health and wellbeing. See below for a range of resources that you might find relevant for your staff and students.

- [Guidelines for tertiary institutions](#)**  
 These guidelines consist of actions tertiary education institutions can take to facilitate improved educational outcomes for students with a mental illness. The guidelines will be used to improve the advice to tertiary institutions as they support students with a mental illness.
- [Australian University Mental Health Framework](#)**  
 The framework provides guidance for universities and the mental health sector to work together in supporting university student mental health and wellbeing.
- [Improving workplace mental health - Beyond Blue](#)**  
 A range of resources and programs to assist organisations and individuals to build the capacity of industries and to know what to do to create a mentally healthy workplace that protects the mental health of all staff, promotes wellbeing, and supports staff with mental health conditions.
- [Mental Health First Aid](#)**  
 Mental Health First Aid teaches people the skills to help someone who they're concerned about.
- [MATES in construction](#)**  
 MATES is a charity established in 2008 to reduce the high level of suicide among Australian construction workers. MATES provides suicide prevention through community development programs on sites, and by supporting workers in need through case management and a 24/7 help line.
- [Staff Wellbeing - Be You](#)**  
 Be You is the national mental health in education initiative delivered by Beyond Blue, in collaboration with Early Childhood Australia and headspace.  
  
 Be You supports educators from early learning services and schools to develop a positive, inclusive and resilient learning community where every child, young person, educator and family can achieve their best possible mental health.
- [Taking care of yourself and staying well](#)**  
 Workplace mental health resources for employers, employees, managers and small business owners.
- [What works in remote/distance teaching and learning - Australian Institute of Teaching and School Leadership Limited](#)**  
 Best practice evidence to guide teachers on setting up online learning and advice teachers can give to parents during this process.

- [Lived Experience - National Mental Health Commission](#)**  
 Learn more about what it's like to live with mental ill health. Every person's story we hear, every experience shared, helps to develop our understanding of the system that's required to best meet the needs of Australians living with mental ill health and their carers.
- [Co-designing with young people: the fundamentals - Orygen](#)**  
 This guide aims to assist organisations co-designing with young people by addressing some of the fundamental issues.

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**Disclaimer** The 'supporting VET student mental health and wellbeing' resources (the Resources) are designed to assist registered training organisations (RTOs) to understand relevant legislation and policy, as well as the application of that legislation/policy to the provision of vocational education and training to support student mental health and wellbeing.

The information contained in the Resources is intended only as a guide to relevant legislation and policy and does not constitute legal advice, impose additional legal obligations on RTOs or purport to provide binding interpretations of legislative obligations (for example, those under the *2025 Standards for Registered Training Organisation (RTOs) (Commonwealth)*, the *Disability Discrimination Act 1992 (Commonwealth)*, and the *Disability Standards for Education 2005 (Commonwealth)*).

The information contained in the Resources is accurate as at the date of publication. RTOs should seek legal advice specific to their individual circumstances to understand their legal obligations. For any questions about the Resources, please contact the [Department of Employment and Workplace Relations](#).

**Orygen acknowledges** the Traditional Owners of the lands we are on and pays respect to their Elders past and present. Orygen recognises and respects their cultural heritage, beliefs and relationships to Country, which continue to be important to the First Nations people living today.

