

# Essential support contacts

## For general public and health practitioners

Essential support services for the general public and health practitioners during the COVID-19 crisis are provided below.

## Hotlines

If you or others need to talk now, these services are available 24/7:

[Beyond Blue](#) | [Kids Helpline](#) | [Lifeline](#) | [National Coronavirus Helpline](#) | [Victorian Coronavirus Hotline](#) | [My Emergency Doctor](#) | [Nurse-On-Call](#) | [MensLine Australia](#) | [Open Arms](#) | [1800RESPECT](#) | [Suicide Call Back Service](#)

## Mental health and wellbeing

### **EMPHN Referral and Access**

*For anyone seeking assistance with accessing or navigating Mental Health, Drug and Alcohol services in the EMPHN catchment*

Phone: 9800 1071

Web: [www.emphn.org.au/what-we-do/mental-health/referral-and-access-team](http://www.emphn.org.au/what-we-do/mental-health/referral-and-access-team)

### **Beyond Blue**

*Support and information for anyone experiencing Anxiety and Depression*

Phone: 1300 224 636

Web: [beyondblue.org.au](http://beyondblue.org.au)

### **Mens Line Australia**

*Offering boys and men support, referrals and counselling; specialising in family and relationships*

Phone: 1300 789 978

Web: [mensline.org.au](http://mensline.org.au)

### **Open Arms**

*Veterans and family counselling*

Phone: 1800 011 046

Web: [openarms.gov.au](http://openarms.gov.au)

### **1800RESPECT**

*National sexual assault, family and domestic violence counselling and support line*

Phone: 1800 737 732

Web: [180orespect.org.au](http://180orespect.org.au)

### **LifeLine**

*Anyone experiencing a personal crisis*

Phone: 13 11 14

Web: [lifeline.org.au](http://lifeline.org.au)

### **Suicide Call Back Service**

*Anyone thinking about suicide*

Phone: 1300 659 467

Web: [suicidecallbackservice.org.au](http://suicidecallbackservice.org.au)

### **FriendLine**

*Anyone who needs to reconnect or just wants a chat*

Phone: 1800 424 287

Web: [friendline.org.au](http://friendline.org.au)

### **Head to Health**

*Help finding the right digital mental health resources for your needs*

Web: [headtohealth.gov.au](http://headtohealth.gov.au)

## **Young People**

### **Kids Helpline**

*Counselling service specifically for young people aged between 5 and 25*

Phone: 1800 551 800

Web: [kidshelpline.com.au](http://kidshelpline.com.au)

### **Bite Back**

*Online space to help young people build resilience in an interactive environment*

Email: [eMH@blackdog.org.au](mailto:eMH@blackdog.org.au)

Web: [biteback.com.au](http://biteback.com.au)

### **iBobbly**

*Free app building good mental health and wellbeing in young Aboriginal and Torres Strait Islander people*

App: [Download here](#)

### **Headspace**

*App for meditation and mindfulness*

Web: [headspace.com](https://www.headspace.com)

## **Physical health support options**

### **My Emergency Doctor**

*Enabling people to access a specialist emergency doctor 24 hours a day, 365 days per year*

Phone: 1800 000 633

Web: <https://www.myemergencydr.com/>

### **Nurse On Call**

*NURSE-ON-CALL puts you directly in touch with a registered nurse for caring, professional health advice around the clock*

Phone: 1300 606 024

### **COVID-19 triage Hotline**

*Assisting in triaging people with respiratory symptoms and those concerned about contact with possible COVID-19 cases*

Phone: 1800 020 080

## **Health Professionals**

### **Australian Government COVID-19 Health Alert**

[www.health.gov.au](https://www.health.gov.au)

### **The Department of Health**

*Collection of resources for the general public, health professionals and industry about coronavirus (COVID-19), including translated resources.*

[More information](#)

### **RAGCP**

*Telehealth: Guidelines and Practical Tips*

[More information](#)

### **APS**

*COVID-19 info sheet*

[More information](#)

## MENTAL HEALTH SUPPORTS FOR HEALTH PROFESSIONALS

### **EMPHNs Psychiatric Advice and Consultation Service**

*Free for GPs and EMPHN commissioned service providers which is staffed by psychiatrists providing specialist support/advice and psychiatric secondary consultation.*

Phone: 0447 136 726. (7.30am-7pm M-F)

[More information.](#)

### **Centre for Psychiatric Nursing**

[More information.](#)

### **Mental Health Professionals' Network**

[Resources for mental health practitioners](#)

Australian Centre for Grief and Bereavement [fact sheets](#) and [MyGriefApp](#)

### **The Psychological Toolkit**

*Downloads and resources ranging a number of mental health conditions*

[Website](#)

### **Online Clinic**

*Online mental health assessment tool for patients 18+ ranging multiple conditions and disorders*

[Website](#)

### **Online Self-care for Doctors**

*Webinar offering online resources and strategies for managing stress*

[Website](#)

## Consumers and Carers

### **VMIAC**

*Peak Victorian organisation for people with a lived experience of mental health or emotional challenges. Run by consumers, for consumers.*

[Website](#)

### **Tandem**

*Victorian peak body representing family and friends supporting people living with mental health issues*

[Website - Wellbeing](#)

[Website - Support for Family and Friends](#)

[Website - Information Updates](#)

### **My Emergency Doctor**

Telemedicine service, enabling people to access a specialist emergency doctor 24 hours a day, 365 days per year. My Emergency Dr is FREE between the hours of 6pm-8am for those living in Eastern and North Eastern Melbourne. Download the 'My Emergency Dr' app to your smart device, or Call on 1800 000 633

[More information.](#)

### **NURSE-ON-CALL**

Puts you directly in touch with a registered nurse for caring, professional health advice around the clock.

Phone: 1300 60 60 24 (24 hours a day, 7 days a week)

### **COVID-19 Triage Hotline**

The national 24/7 hotline assists to triage people with respiratory symptoms and those who are concerned about possible contact with COVID-19

Phone: 1800 020 080 (24 hours a day, 7 days a week)

[More information.](#)

**The following pharmacies in EMPHN's catchment are open 24 hours and operate a nurse-led clinic 6-10pm every evening.**

- **Balwyn:** Balwyn Day and Night Pharmacy, 314/310 Whitehorse Rd, Balwyn.  
Tel: (03) 9836 3245
- **Wantirna South:** Pharmacy@Knox, Westfield Shopping Centre, 425 Burwood Hwy, Wantirna South.  
Tel: (03) 9800 5199
- **Ringwood:** Chemist Warehouse Ringwood 131-133 Maroondah Highway Ringwood.  
Tel: (03) 9870 5022

## **Homelessness**

### **Homelessness Crisis Centres**

Help for homeless or at risk of homelessness

1800 825 955 - 24 hour, statewide, toll free number.

[Website](#)

# Vulnerable Communities

**COVID-19 information for Aboriginal Communities**

[Website](#)

**Department of Health/Health Translations Directory**

*Multilingual COVID-19 resources*

[Website](#)