

MENTAL HEALTH CONTACTS AND SERVICES GUIDE

INFORMATION
CURRENT AS OF
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Juliana Addison MP
LABOR MEMBER
FOR WENDOUREE

17 Lydiard St Nth, Ballarat VIC 3350
P: 5331 1003
E: juliana.addison@parliament.vic.gov.au
f JulianaAddisonMP
t @juliana_addison
i julianaaddison

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LABOR MEMBER
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MESSAGE FROM **JULIANA**

Thank you for taking the time to pick up this mental health contacts and services guide. Like every community, there are many people in Ballarat who need support for their mental health. There are a **broad range of local services so that everyone can get the mental health support and care they need.**

Your mental health is central to your wellbeing – and this year, the coronavirus pandemic has taken a toll on all of us. That’s why it’s more important than ever to ensure you’re looking after yourself.

If you’re struggling, if you want to talk to someone, or if you need help to support those close to you, I encourage you to get in touch with the services and support groups that are working across our community.

The Andrews Government is committed to improving mental health services and the Victorian Budget 2020/21 includes \$868.6 million to ensure Victorians have the mental health support they need.

We have also initiated a Royal Commission into Mental Health and are committed to implementing every one of its recommendations.

I would like to thank our hardworking and dedicated mental healthcare workforce. Their work is often challenging, but it is making a difference and transforming lives.

Thank you also to Ballarat Community Health, Ballarat Health Services and all the other organisations listed here for their help in putting together this brochure.

Mental health doesn’t discriminate; it affects people across our community from all walks of life. There’s no shame in reaching out to a friend, family member, neighbour or a mental health professional.

There is a network of individuals and health professionals who are here to help – you’re not alone.

SUICIDE PREVENTION

Thoughts and feelings of wanting to end your life can be overwhelming and you may feel alone and unsupported.

To get support to stay safe and to look after your health and wellbeing, contact a helpline (listed below), your GP, a counsellor, psychologist, psychiatrist, hospital emergency department, minister, teacher or anyone you trust to keep you safe.
You don’t have to go through this alone.

Tell them how you feel – and that you are thinking of suicide. **Call 000 if you are in immediate risk of harm.**

Lifeline
T: 13 11 14 | lifeline.org.au
Phoneline 24/7, Online chat 7pm - Midnight

Suicide Call Back Service
T: 1300 659 467
suicidecallbackservice.org.au
24/7 phoneline & online

SuicideLine Victoria
T: 1300 651 251
suicideline.org.au
24/7 phoneline, video, & online

Grampians Area Mental Health Service, Access and Triage Team
T: 1300 247 647 | Available 24/7

IN AN EMERGENCY ALWAYS CALL 000

LOCAL BALLARAT SERVICES

Your GP is there to assist you with all your health needs including mental health.

Medicare-funded mental health care plans are also accessible through a GP.

For help locating a GP near you, visit the online [National Health Services Directory](#) at [about.healthdirect.gov.au/nhsd](#)

Ballarat Health Services (BHS)

1300 247 647 (24/7 Grampians Area Mental Health Service, Access and Triage Team)

[bhs.org.au/services-and-clinics/mental-health-services](#)

Public health service with 24/7 Access & Triage phone service, as well as inpatient services, community services, lived experience & peer supports & further resources.

Ballarat Community Health (BCH)

5338 4500 | [bchc.org.au](#)

Locations in Lucas, Sebastopol, Wendouree, Smythesdale, & Ballarat | 8.30am-5pm M-F

Counselling, mental health services, alcohol & other drugs services, youth services, NDIS, GP clinic, allied health settlement services & support services for all community members.

HeadtoHelp

1800 595 212 (state-wide phonenumber 8.30am – 5pm M-F) [headtohelp.org.au](#)

260 Vickers Street Sebastopol (Ballarat Community Health) | 8.30am-5pm M-F, call ahead on 5338 4500

Free phone & in person support for anyone of any age experiencing emotional distress, mental ill-health or addiction, along with their families & carers.

Ballarat & District Aboriginal Co-operative (BADAC)

5331 5344 | [badac.net.au](#)

108 Armstrong St Nth, Ballarat | 9am-5pm M-F

Offers a range of services, including bulk billing primary care as well as other mental health specific services.

headspace

5304 4777 | [headspace.org.au/ballarat](#)

28 Camp Street, Ballarat

9am-5pm M Tu Thu F, 9am-7pm W

Helps young people 12 - 25 with mental health, physical health, drug & alcohol support, & educational & vocational support.

Centacare

5337 8999 | [centacareballarat.org.au](#)

4-6 Peel Street Nth, Ballarat | 9am - 5pm M-F

A range of services to support mental health, including counselling, as well as family & carer specific supports.

Uniting Ballarat

5332 1286 | [unitingballarat.org.au](#)

105 Dana Street | 9am-5pm M-F (please call ahead)

Community mental health programs which support people with a mental illness to live well in their own home & community.

Centre Against Sexual Assault (CASA)

1800 806 292 (24/7 Sexual Assault Crisis Line)

5320 3933 (Ballarat Location) | [casa.org.au](#)

Entrance on Edwards St Sebastopol

9am-5:15pm M-F

Offers free, confidential & professional services to people who have experienced sexual assault.

The Orange Door

1800 219 819 | [cha@orangedoor.vic.gov.au](#)

9am - 5pm M-F | [orangedoor.vic.gov.au](#)

A free local service for adults, children & young people who are experiencing or have experienced family violence & for families who need extra support with the care of children.

Federation Community Psychology Services

5327 8483

[federation.edu.au/schools/school-of-science-psychology-and-sport/clinics/psychology-clinic](#)

Federation University, Lydiard Street Sth, Ballarat

9am-5pm Tuesday-Friday (call ahead)

Provides a range of psychological services to members of the community.

ONLINE & PHONE SUPPORT

MindSpot

1800 61 44 34 | [mindspot.org.au](#)

Phonenumber 8am-8pm M-F

Free online mental health clinic for adults experiencing difficulties with anxiety, stress, depression, chronic pain, OCD & PTSD.

Head to Health

[headtohealth.gov.au](#)

Comprehensive website linking to specialised mental health support services & resources.

Beyond Blue

1300 22 4636 | [beyondblue.org.au](#)

Phonenumber 24/7, online chat 3pm-12am everyday

Provides phone & online support - including forums - for people affected by anxiety, depression or suicide.

MensLine

1300 78 99 78 | [mensline.org.au](#)

24/7 Phone line, online & video chat

Supporting men with emotional health, family & relationship concerns, via phone, online-chat, video counselling & callback services.

Kids Helpline

1800 55 1800 | [kidshelpline.com.au](#)

24/7 for calls & WebChat

A free, private & confidential phone & online counselling service specifically for young people aged between 5 & 25.

eheadspace

1800 650 890 | [headspace.org.au/eheadspace](#)

Phonenumber & online chat 9am-1am everyday

(Last chat starting 12:30am)

Phone & online support & counselling for young people aged 12 - 25 years, as well as their families & friends.

QLife

1800 18 45 27 | [qlife.org.au](#)

Phone & Web Chat 3pm – 12am everyday

Free, anonymous & confidential phone & online service for LGBTIQ+ identifying people & those close to them.

Griefline

9935 7400 | [griefline.org.au](#)

Phonenumber 6am-2am everyday

Provides anonymous counselling & support by volunteers, for people experiencing grief, loss, & trauma at any stage in life.

Perinatal Anxiety & Depression Australia (PANDA)

1300 726 306 | [panda.org.au](#)

Phonenumber 9am-7.30pm M-F

Helpline for new & expecting parents struggling with the challenges of their role, & for those affected by perinatal mental illness.

LOCAL SUPPORT GROUPS

Support groups may be meeting in different ways during the coronavirus pandemic.

Mental Health Carers Circle Ballarat

[facebook.com/MHCarersCircleBallarat](#)

[BmhCarersCircle@gmail.com](#)

Ballarat Grow Group

1800 558 268

[grow.org.au/group-locations/ballarat-grow-group](#)

Ballarat Bipolar Support Group

0481 007 166 | [bipolarlife.org.au/ballarat](#)

Insights Mental Health Support Group Ballarat

[insightsmhballarat.org](#)

APPS

There are lots of different apps out there that explore mindfulness, meditation & mental health tips. The most important thing is to find one that's right for you.

- Niggle by Kids Helpline
- Check-in by BeyondBlue
- Smiling Mind

All details current as of December 2020. **Please contact organisations directly for up-to-date information.**