

Where do I go for mental health support?

In an emergency, always call **triple zero 000**

You can maintain and improve your mental health by talking to specialised health professionals, just like you can do for your physical health. This resource highlights some of the key pathways you can take to talk to a mental health professional.



How can I speak to a mental health professional?

Option 1

Book an appointment with your doctor (GP)

← or →

Option 2

Book an appointment with a mental health professional

Your GP can refer you to a mental health professional.

Ask your GP for a:

- Mental Health Care Plan¹
- Referral letter

Ask for a personal copy of both documents to access Medicare rebate² when you book with a mental health professional.

- Costs vary (Free at some bulk-billing clinics with a Medicare card)
- No referrals needed, you can book directly with your GP.

- 1** Also known as a Mental Health Treatment Plan. **Only a GP and psychiatrist can provide this**, which gives Medicare card holders access to the rebate.
- 2** Medicare rebate means you get a certain amount reimbursed from the total cost of an appointment with some Mental health professionals. **It does not mean the appointment is free.**

Many types of health professionals work in mental health care, including:

- Psychologists
- Counsellors and psychotherapists³
- Mental health accredited social worker
- Mental health nurses
- Psychiatrist⁴
- Mental health occupational therapists

- Costs vary (Medicare may provide rebate options with a Mental Health Care Plan **and** referral letter)
- You can book directly with some private mental health professionals without a Mental Health Care Plan and referral. However, this means you will not be eligible for Medicare rebate.

- 3** No Medicare rebate available.
- 4** **Must have a referral from your GP** to book appointment.



What are my local mental health service options?

Call **Partners in Wellbeing** on **1300 375 330** or contact them via webchat through their website www.partnersinwellbeing.org.au

Partners in Wellbeing can assist you with accessing and navigating the **Mental Health and Wellbeing Local and Hub Services**.

- Free for everyone
- No Medicare needed
- No referrals needed



How do I get an interpreter?

Call the **National Translating and Interpreting Service (TIS National)** on **131 450** if you need to speak to someone in a language other than English. **A free and confidential interpreter** can connect you to any of the phone numbers here.



What supports are available 24 hours a day, 7 days a week?

Lifeline on **13 11 14** for crisis support, suicide prevention, and mental health support.

Suicide Call Back Service on **1300 659 467** for mental health and suicide prevention counselling.

Beyond Blue on **1300 224 636** for mental health information, support, and brief counselling.

Kids Helpline on **1800 55 1800** for specialised advice and counselling for young people (5-25 years).

1800 RESPECT on **1800 737 732** for domestic, family and sexual violence counselling.



Family violence specialist services

Available 24 hours a day, 7 days a week

Call **1800 RESPECT** on **1800 737 732** if you feel unsafe in your relationship or experiencing any form of abuse or violence at home.

Call **Safe Steps Victoria's Family Violence Response Centre** on **1800 015 188** if you or someone you know is experiencing family and domestic violence. If you cannot safely call, please email safesteps@safesteps.org.au and a support worker will reply to you ASAP.

For more information and support

Contact **InTouch** for specialised family violence support for migrant and refugee communities. Call **1800 755 988** (Monday to Friday 9:00am-5:00pm) or visit their website www.intouch.org.au

Visit **The Orange Door** website www.orangedoor.vic.gov.au for family violence information and support.