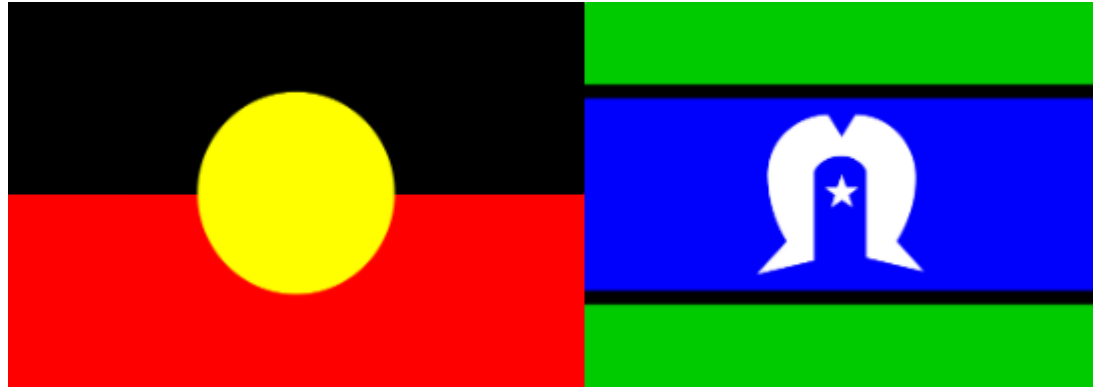


MindHealth Helpline

Poonam Daru
Practice Knowledge Coordinator

 on the line

We acknowledge that we are on traditional lands of the Kulin nation. We offer our respect to the Elders of these traditional lands, and through them to all Aboriginal and Torres Strait Islander peoples past and present.



Introduction

- Mindhealth Helpline: Commissioned by HNECC PHN and delivered by **On the Line**.
- On the Line is a professional social health organisation providing counselling support, anywhere and anytime.
- We listen and encourage people to feel better: building resilience, fostering healthy relationships, and connecting people with community support.
- Many of our counselling services are available 24 hours a day, seven days a week.
- On the Line deliver several specialist counselling services including the Suicide Call Back Service, SuicideLine Victoria, and MensLine Australia.

About MindHealth

MindHealth is a free phone and online counselling service for the people of the HNECC regions.

We have professionally trained counsellors, and our free counselling service can help with:

- Worry, Anxiety and Stress
- Anger
- Hopelessness and Depression
- Drug and Alcohol Abuse
- Grief and Loss
- Isolation and Loneliness
- Relationship and Family Problems
- Suicidal Thoughts
- Wellbeing



What Can A Client Expect



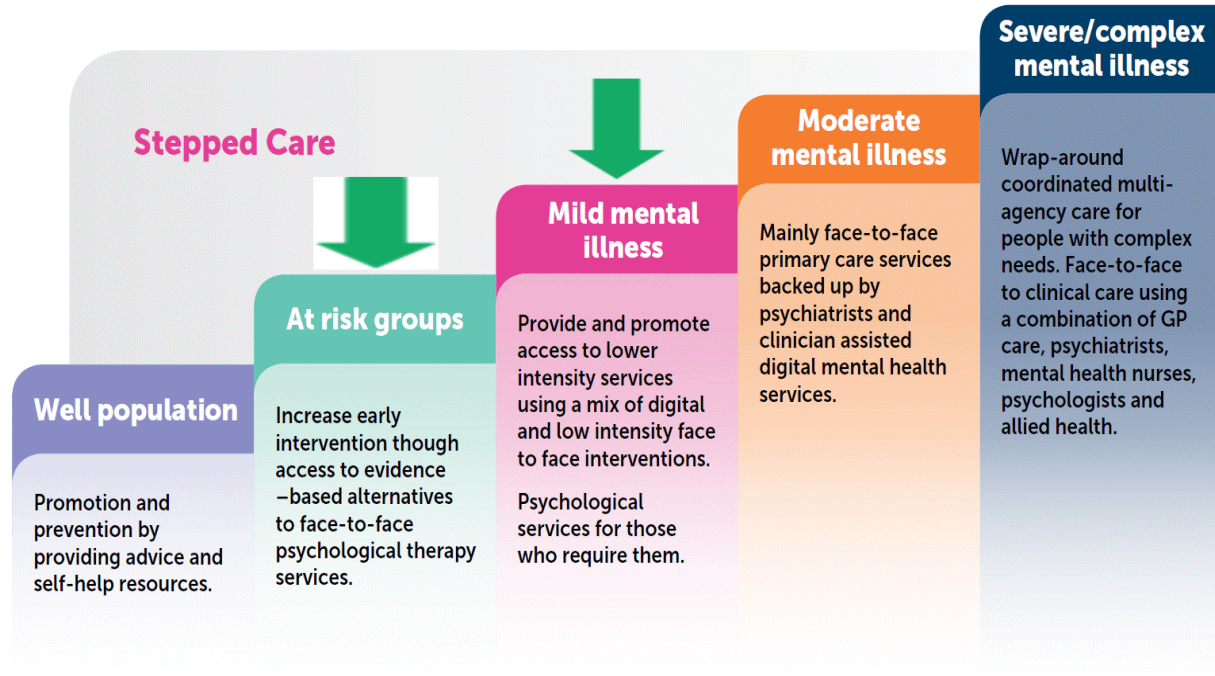
When a client contacts MindHealth, they will be able to:

- Speak with a professionally trained counsellor about their stresses and concerns
- Call any time between the hours of 7am and 9pm Monday to Saturday
- Develop strategies to manage their situation
- Have up to 3 x 30-minute multiple sessions with the same counsellor
- Be referred to a local face-to-face psychologist if required

Who Is MindHealth For?

People who are:

- At risk, or have experienced symptoms of distress or mild symptoms of mental ill health (i.e., anxiety or depression) for less than 6 months
- Exiting (step down) a moderate to high intensity mental health service
- Living or working in the HNECC regions



Counselling Services At MindHealth

MindHealth counsellors provide counselling services across three main service functions:

- 1. Intake, Assessment and Support:** available between 7am and 9pm Monday to Saturday, accessed by telephone on 1300 092 131 or online counselling. Referrals are processed Monday – Friday
- 2. Counselling and Support:** available between 7am and 9pm Monday to Saturday, clients can also receive up to three call back counselling sessions between 9am and 9pm
- 3. Post-vention Support:** following-up with clients at six weeks after their last call back session, to assess if their needs have been met or if service re-entry is required



How To Refer A Client

- You can refer a client by completing and emailing us a Client Referral Form
- Visit our website - <https://mindhealth.org.au/health-professionals/>
- Click the **Client Referral Form** to open the interactive PDF
- Complete all fields and save it to your desktop. Attach the completed Client Referral Form to an email and send to: **mindhealth@ontheline.org.au**
- It is a free service, and we want your referrals



Intake and Assessment

- When referrals are received a counsellor will contact the client within one business day to conduct the intake and assessment
- A preliminary mental health and risk assessment is undertaken
- Eligible clients will be referred into low intensity Counselling and Support services
- Referrals to local service providers can also be made
- Severe and immediate distress and/or risk of suicide: counsellors undertake a suicide risk assessment, provide immediate support, develop a safety plan and escalate to emergency services if need be.

Contact Us

Counselling support: 1300 029 131

Website : <https://mindhealth.org.au/>

Email address for referral and enquiries: mindhealth@ontheonline.org.au

Order promotional materials:

<https://ontheonline.org.au/about-on-the-line/promotional-materials/>

Thank You For Attending Today