



# Mental Health Help Card

## Introduction

### Where do I start?

Visit your doctor as the first point of call for mental health assistance. You can also refer to the Mental Health Services section of this card, it lists the major mental health services in Knox that can assist with your mental health queries. If in crisis, refer to the Crisis Lines 24/7 section.

The Knox Mental Health Help Card provides key information for people seeking access to mental health support services.

When people experience mental health problems it can impact their ability to cope with day-to-day tasks. Some of the elements that can affect people's mental health are: drugs and alcohol, gambling, mental illness, lack of basic needs (housing, food and employment), stress, trauma and relationship problems.

All service provider's details listed are given in good faith and for the needs of all people regardless of disability, sexuality, gender identity, culture and religion.

## Crisis Lines 24/7

If you are in immediate danger ☎ 000

**Suicide Line**  
☎ 1300 651 251

**Lifeline**  
☎ 13 11 14

**CATT**  
(Crisis Assessment and Treatment Team)  
☎ 1300 721 927

## Support Services 24/7

**Kids Helpline**  
☎ 1800 551 800

**Maternal and Child Health**  
☎ 13 22 29

**Nurse On Call**  
☎ 1300 606 024

**Sexual Assault Crisis Line (ECASA)**  
☎ 1800 806 292

**Safe Steps Family Violence Response Centre**  
☎ 1800 015 188

## Mental Health Services

**Beyond Blue**  
☎ 1300 224 636  
🌐 [www.beyondblue.org.au](http://www.beyondblue.org.au)

**EACH Social and Community Health**  
☎ 1300 003 224  
🌐 [www.each.com.au](http://www.each.com.au)

**Eastern Health**  
☎ 1300 721 927  
🌐 [www.easternhealth.org.au](http://www.easternhealth.org.au)

**Anglicare**  
☎ (03) 9721 3688  
🌐 [www.anglicarevic.org.au](http://www.anglicarevic.org.au)

**Eating Disorders Victoria**  
☎ 1300 550 236  
🌐 [www.eatingdisorders.org.au](http://www.eatingdisorders.org.au)

**headspace Knox (Young people)**  
☎ (03) 9801 6088  
🌐 [www.headspace.org.au](http://www.headspace.org.au)

## Mental Health Services (Continued)

**Life Connect (Ringwood)**  
☎ 1300 052 590  
🌐 [www.neaminational.org.au](http://www.neaminational.org.au)

**Mind Australia**  
**Community mental health support services**  
☎ 1300 286 463  
🌐 [www.mindaustralia.org.au](http://www.mindaustralia.org.au)

**OCD and Anxiety Helpline**  
☎ 1300 269 438  
🌐 [www.arcvic.org.au/our-services/helpline](http://www.arcvic.org.au/our-services/helpline)

**SANE Australia**  
☎ 1800 187 263  
🌐 [www.sane.org](http://www.sane.org)

**SANE forums**  
(24/7 online support forum)  
🌐 [www.saneforums.org](http://www.saneforums.org)

## Doctor, Medicare & Bulk-billing

1. Visit your local Doctor and ask if you are eligible for the Mental Health Treatment Plan.
2. With a valid Medicare card, this plan can give you access to mental health professionals, like psychologists, at a reduced cost.
3. For information on Medicare and bulk-billing visit:  
🌐 [www.humanservices.gov.au](http://www.humanservices.gov.au)

## General Services

The following printed information guides are available at Knox City Council or electronically on [www.knox.vic.gov.au](http://www.knox.vic.gov.au)

- A Guide to Disability and Aged Services in Knox
- Knox Multicultural Directory
- Youth Services Guide
- The following card is available from Knox City Council:
- Women's Safety Information Card

## General Services (Continued)

**Eastern Community Legal Centre**  
☎ (03) 9762 6235  
🌐 [www.eclc.org.au](http://www.eclc.org.au)

**Better Place Australia**  
☎ 1800 639 523 or (03) 9847 5888  
🌐 [www.betterplaceaustralia.com.au](http://www.betterplaceaustralia.com.au)

**Migrant Information Centre (Eastern Melbourne)**  
Settlement Service  
☎ (03) 9285 4888  
🌐 [www.miceastmelb.com.au](http://www.miceastmelb.com.au)

**Relationships Australia**  
☎ 1300 364 277  
🌐 [www.relationships.org.au](http://www.relationships.org.au)

## Contact Us

### Interpreter

131 450  
(ask for 03 9298 8000)

### National Relay Service:

133 677 (ask for 03 9298 8000)

### Electronic copy available on

[www.knox.vic.gov.au](http://www.knox.vic.gov.au)

### Knox City Council

9298 8000  
[www.knox.vic.gov.au](http://www.knox.vic.gov.au)

511 Burwood Highway  
Wantirna South  
VIC 3152

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## Aboriginal/ Torres Strait Islander Health

### EACH Aboriginal Health

1300 003 224  
[www.each.com.au/aboriginal-health](http://www.each.com.au/aboriginal-health)

### Boorndawan Willam Aboriginal Healing Service

(03) 9212 0200  
[www.bwahs.org.au](http://www.bwahs.org.au)

### Aboriginal Family Violence Prevention and Legal Service (Djirra)

1800 105 303  
[www.djirra.org.au](http://www.djirra.org.au)

### Mullum Mullum Indigenous Gathering Place

(03) 9725 2166  
[www.mmigp.org.au](http://www.mmigp.org.au)

### Ngwala Willumbong Limited

(03) 9876 9642  
[www.ngwala.org.au](http://www.ngwala.org.au)

## Addiction Support Services

### Substance Use Recovery Eastern (SURE)

1300 007 873  
[www.suread.org.au](http://www.suread.org.au)

### DirectLine

1800 888 236  
[www.directline.org.au](http://www.directline.org.au)

### Family Drug Help

1300 660 068  
[www.familydrughelp.com.au](http://www.familydrughelp.com.au)

### Family Drug Support Australia

1300 368 186  
[www.fds.org.au](http://www.fds.org.au)

### Tobacco Free Clinic

(03) 9787 6200  
[www.each.com.au](http://www.each.com.au)

### SalvoCare Eastern

1800 888 236  
[www.salvationarmy.org.au/need-help/addiction-rehabilitation/](http://www.salvationarmy.org.au/need-help/addiction-rehabilitation/)

### Quitline

13 78 48  
[www.quit.org.au](http://www.quit.org.au)

## Children, Young People & Family Support

*For information on older adults, refer to the 'Guide to Disability & Aged Services in Knox' at [www.knox.vic.gov.au](http://www.knox.vic.gov.au)*

### Knox City Council - Youth Services

(03) 9298 8000  
[www.knox.vic.gov.au](http://www.knox.vic.gov.au)

### Anglicare

(03) 9721 3688  
[www.anglicarevic.org.au](http://www.anglicarevic.org.au)

### Anglicare Parentzone

(03) 9735 4188  
[www.anglicarevic.org.au](http://www.anglicarevic.org.au)

### Child & Youth Mental Health Service (CYMHS)

1300 721 927  
[www.easternhealth.org.au](http://www.easternhealth.org.au)

### Parents Beyond Breakup

1300 853 437  
[www.parentsbeyondbreakup.com](http://www.parentsbeyondbreakup.com)

### EACH Social and Community Health

1300 003 224  
[www.each.com.au](http://www.each.com.au)

## Children, Young People & Family Support (Continued)

### Family Relationship Advice Line

1800 050 321

### Family Relationship Centre (EACH)

1300 003 224  
[www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)

### headspace Knox

(03) 9801 6088  
[www.headspace.org.au](http://www.headspace.org.au)

### Knox Maternal and Child Health

(03) 9298 8741  
[www.knox.vic.gov.au](http://www.knox.vic.gov.au)

### MensLine Australia

1300 789 978  
[www.mensline.org.au](http://www.mensline.org.au)

### Mind Australia Youth Prevention and Recovery Centre (PARC)

1300 286 463  
[www.mindaustralia.org.au](http://www.mindaustralia.org.au)

## Children, Young People & Family Support (Continued)

### Perinatal Anxiety and Depression Australia (PANDA) Helpline and Support

1300 726 306  
[www.panda.org.au](http://www.panda.org.au)

### Uniting Harrison Youth Services

(03) 9051 3000  
[www.unitingharrison.org.au](http://www.unitingharrison.org.au)

## Gambling Support Services

### Gamblers Help Eastern (EACH)

1300 131 973  
[www.each.com.au/gamblers-help-eastern](http://www.each.com.au/gamblers-help-eastern)

### Gambler's Help

1800 858 858  
[www.gamblershelp.com.au](http://www.gamblershelp.com.au)

### Gambler's Help Youthline

1800 262 376  
[www.gamblershelp.com.au](http://www.gamblershelp.com.au)

## Housing, Food & Employment

Please visit Knox Infolink for more general information on Housing and Food.

### Knox Infolink

(03) 9761 1325  
[www.knoxinfolink.org.au](http://www.knoxinfolink.org.au)

### Employment

#### EACH Employment Service

(03) 8720 2500  
[www.eachemployment.com.au](http://www.eachemployment.com.au)

### ECHO

(03) 9800 1870  
[www.echoaustralia.com](http://www.echoaustralia.com)

### Food

(Opening hours vary, please call prior)

### CityLife Community Care

(03) 9871 8900  
[www.citylife.care](http://www.citylife.care)

## Housing, Food & Employment (Continued)

### Community Hub and Meeting Place in Our Neighbourhood (CHAMPION)

0433 335 815  
[www.templestonsociety.org.au/champion](http://www.templestonsociety.org.au/champion)

### Hope City Mission Incorporated

(03) 9761 6778  
[www.hopcitymission.com](http://www.hopcitymission.com)

### Salvation Army

(03) 9762 7604 Boronia  
(03) 9752 2682 FTG  
[www.salvationarmy.org.au](http://www.salvationarmy.org.au)

### Housing

#### DHHS Opening Doors Homeless Crisis Line

Uniting Harrison  
1800 825 955

### Wesley Mission

(03) 8870 4000  
[www.each.com.au](http://www.each.com.au)

## Same Sex Attracted & Gender Diversity

### Family Access Network (FAN)

(03) 9890 2673  
[www.fan.org.au](http://www.fan.org.au)

### Monash Gender Dysphoria Clinic: Monash Health

(03) 9556 5216  
[www.monashhealth.org](http://www.monashhealth.org)

### Rainbow Network

(03) 9479 8760  
[www.rainbownetwork.com.au](http://www.rainbownetwork.com.au)

### Zoe Belle Gender Collective

(03) 9448 6141  
[www.zbgc.org.au](http://www.zbgc.org.au)

