

# Counselling supports for people affected by the bushfires

There are many counselling and support services available for people affected by the bushfires.

Services are sometimes structured in different ways across the state and may have different names.

You may also find that the services and people who are most helpful to you change over time.

Your GP or bushfire case manager can assist you to find the best local service as your needs change.

## **NURSE-ON-CALL 1300 60 60 24**

The NURSE-ON-CALL bushfire health and counselling line provides 24 hour support and counselling to anyone affected by the bushfires.

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

## **Lifeline 13 11 14**

Lifeline provides 24-hour telephone support and counselling.

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

## **Mensline 1300 789 978**

Mensline provides 24-hour telephone counselling, information and referral services for men with family and relationship concerns.

[www.menslineaus.org.au](http://www.menslineaus.org.au)

## **Parentline 13 22 89**

Parentline provides a statewide telephone counselling service to parents and carers of children aged from birth to 18. Available weekdays 8am-midnight and weekends 10am-10pm.

## **Kids Helpline 1800 551 800**

Kids Helpline is Australia's only free, confidential and anonymous, 24-hour telephone and online counselling service specifically for young people aged between five and 25.

## **Australian Centre for Grief and Bereavement 1300 664 786**

The Australian Centre for Grief and Bereavement provides telephone support and referral to grief counselling services to people who have been bereaved.

Call during business hours or visit the website.

[www.grief.org.au](http://www.grief.org.au)

## **Relationships Australia 1300 364 277**

Relationships Australia provides relationship counselling from 12 centres across the state. It is open business hours.

[www.relationshipsvictoria.com.au](http://www.relationshipsvictoria.com.au)

## **Community health services**

Community health services are spread across the state with at least one service provider in every local government area. They provide counselling services to assist with many issues including family and relationships, coping with chronic illness, depression, anxiety and related conditions. Services can be provided for individuals and groups, to adults, adolescents, children and families. They are open during business hours.

To locate a service visit the website.

[www.health.vic.gov.au/communityhealth/service\\_provider/community\\_health\\_directory](http://www.health.vic.gov.au/communityhealth/service_provider/community_health_directory)

## **Access to Allied Psychological Services (ATAPS) Bushfire Service**

Using ATAPS, general practitioners can arrange access to psychological services for their patients. ATAPS counsellors are organised in different ways in different parts of Victoria. Your GP or Victorian bushfire case manager can refer you to an ATAPS counsellor. There is no fee for bushfire-affected people receiving ATAPS psychological services. Your GP will develop your Mental Health Care Plan but this does not need to be done before you can be referred.

## **Mental health services**

Specialist clinical mental health services in Victoria are provided on an area-by-area basis and are often referred to as 'area mental health services' (AMHS). They include adult mental health services, child and adolescent mental health services, and aged persons mental health services.

Comprehensive information on the types of services provided and how to access them can be found on the website.

[www.health.vic.gov.au/mentalhealth/services](http://www.health.vic.gov.au/mentalhealth/services)

## **DirectLine 1800 888 236**

DirectLine provides 24-hour, 7-day drug and alcohol counselling, information and referral. DirectLine is free, anonymous and confidential.

You can still register with the Victorian Bushfire Case Management Service (VCBMS).

Call the VCBMS registration line on 1800 050 400 or speak to staff at your local Community Service Hub.