



ALTERNATIVE MENTAL HEALTH COUNSELLING SERVICES FOR THE BANANA SHIRE:

Employee Assistant Programs/Services (EAP/EAS) offer free & confidential counselling by qualified clinicians for employees & their immediate family. Most workplaces & businesses offer an EAP & should provide a contact number for the external contractor who provides it. The Employer is not given any details of who accesses the service, nor the issues discussed. Local, State & Federal government departments as well as major companies (eg Woolworths), power stations & mines all **must** provide these services for employees. Smaller workplaces & non-government organisations also usually offer an EAP. Contact your HR person or refer to your employment contract information for contact details.

Gladstone Women's Health offers free Domestic Violence Counselling for women. You can contact them on 4979 1456 to enquire about their services and visiting days to Biloela.

Central Queensland Mental Health Alcohol & Other Drugs Service (CQHHS) provide many services including; assessment, brief intervention, support for withdrawal, relapse prevention, referral to other services and harm reduction and education activities. In order to access these services, patients must be referred or admitted to a hospital.

Tracie Kelly – Biloela Holistic Counselling 0409 580 014. Tracie is a Counsellor offering traditional counselling and holistic approaches to provide people with the tools necessary to make positive changes.

Anglicare Central Queensland offer youth and adult supports which can be accessed by a self referral, enquiries can be made on 4995 4402.

An online resource listing additional local and telephone supports has been created and can be accessed via this link: <https://www.mentalhealthbiloela.com/services.html> or scanning the QR Code



SCAN ME

www.mentalhealthbiloela.com



Phone and online support services

1300 MH Call (1300 642 255) is available 24/7 and will link the caller to the nearest Queensland Public Mental Health Service. It is a confidential telephone triage service that provides the first point of contact to public mental health services to Queenslanders

Lifeline Crisis Support Service

Phone 13 11 14 - Available 24/7. Anyone in Australia can speak to a trained Crisis Supporter over the phone, any time of the day or night. **Text** 0477 13 11 14 – SMS-based crisis support available nightly. Any person in Australia can receive support from a Crisis Supporter by text every night.

Online Chat – Available nightly, any person in Australia can chat with a Crisis Supporter through the Lifeline Australia website each night. For more information visit <https://www.lifeline.org.au/>

Suicide Call Back Service This is a 24-hour, nationwide service that provides free telephone, video and online counselling for anyone in Australia 15 years and older. You can call anywhere and anytime on 1300 659 467 and provides immediate telephone counselling and support in a crisis. You can also sign up for free video and online chat counselling via the website <https://www.suicidecallbackservice.org.au/>

Beyond Blue – Offers support and information to all Australians. All calls and chats are one on one with a trained mental health professional with a focus on addressing your immediate concerns as well as providing with information & advice on getting further help and support. You can contact Beyond blue by **calling** 1300 22 4636 for 24/7 support, **chat online** 3pm – 12am (AEST) 7 days a week or by **sending an email** by completing the online <https://online.beyondblue.org.au/email/#/send>. A response will be sent in 24 hours.

AnglicareCQ Warmline is a connection and safety-check service that reaches out to people with suicide ideation afterhours & works alongside existing support systems to ensure a responsive & holistic service. Participants of the service will be supported through safety planning, distress support, conversational checklists and emergency response to suicide risk status. This service is available Wednesday – Saturday 4pm - 8pm, to people who have been hospitalised after an attempt, experiencing suicide ideation or are at risk of a suicide attempt & reside in Central Queensland. They accept referrals from GP, mental health services, community services, youth services, AOD services & self-referral. For more information or to refer to this service phone 1300 769 814 or email intakementalhealth@anglicarecq.org.au



TELEHEALTH

United Minds Community Services - www.unitedminds.org.au/telehealth offers a telehealth service across Australia by a Psychologist or Counsellor using your smart phone, Ipad or laptop. Bulk billing is available to those with a care plan.

PSYCH2U - <https://psych2u.com.au/patients> offers bulk billed telehealth appointments for rural patients with a GP referral . Appointments are available within 48-72 hours. Upon request urgent appointments are available. To make an appointment fax your referral to 1800 472 832, PSYCH2U will then call to arrange an appointment

Rural Health Connect (RHC) – www.ruralhealthconnect.com.au/ CQ Rural Health have collaborated with RHC, an online telehealth Psychology service to provide rural communities with easier access to Psychologists. RHC can receive direct referrals via Better Access for clients eligible for Bulk Billing, otherwise CQRH can on-refer via the Stepped Care system by request. This service offers a video conferencing for rural Australians by psychologists. You can choose a psychologist that suits your needs from the selection, with appointments available during work hours, after hours and weekend and with your choice of clinician. This service provides a bulk billing option with a referral from your GP or they can provide an immediate access option if you choose to pay full fee (some private health rebates may be available depending on your level of cover) with self-referral option.

If you engage any of these services while waiting for an appointment with one of our Mental Health Clinicians, and are happy with that service, please contact our office on 07 4992 1040 to let us know to close you from our waiting list.