



MENTAL HEALTH RESOURCE LIST

It has been a challenging year for all of us here at Falls Creek. It is ok if you are not feeling your best and we encourage you to reach out for support. Falls Creek Resort Management have compiled the following list of helpful resources

FEELING DOWN?

It has been a turbulent year and with the recent events, there are people and organisations who can provide free support. We have compiled a list of these below.

BEYOND BLUE

[Coronavirus Beyond Blue website](#)

[Standard Beyond Blue website](#)

Webchat – 24/7

Online community forum

Phone Service – 1800 512 348

Suicide and crisis support – Lifeline 13 11 14

Their mission

“We promote good mental health. We create change to protect everyone’s mental health and improve the lives of individuals, families and communities affected by anxiety, depression and suicide.”

Their key result areas

“With a community heart and a business head, we strive to:

- Reduce the impact of anxiety, depression and suicide by supporting people to protect their mental health and to recover when they are unwell.
- Reduce people’s experiences of stigma and discrimination.
- Improve people’s opportunities to get effective support and services at the right time.
- Use best business practices to deliver integrated, evidence-based and cost-effective initiatives”



Phone Support Service

Whatever you are feeling during these challenging times, you can talk it through with one of their counsellors.



Web Chat Service Support

Sometimes you may not feel like talking on the phone, so why not chat to them online? Trained counsellors are available to provide advice and support 24 hrs a day 7 days a week.



Online Community Forum

Connect with others, share your experiences and exchange messages of support on their online forum: Coping during the coronavirus (COVID19) pandemic.



Suicide & Crisis Support

If you are in an emergency, or at immediate risk of harm to yourself or others, please contact emergency services on **000**.

Call Lifeline on 13 11 14



LIFELINE

[Coronavirus lifeline website](#)

[Lifeline general website](#)

Phone Service – 131114 - 24/7

Webchat – 7pm to midnight

Text – 0477 13 11 14 - 6pm to midnight

Why they exist

Lifeline exists to ensure that no person in Australia has to face their darkest moments alone. Our experience has shown us that it is through connection that we can find hope. We are available 24 hours a day to listen, without judgement to any person in Australia who is feeling overwhelmed, experiencing crisis or longs to be heard.

What sets us apart

- We are here to listen, without passing judgement.
- We believe every life is equally important.
- We are committed to keeping you safe.
- We are a national service with a local footprint, we are present within the communities that need us most.



RUOK

[Coronavirus RUOK website](#)
[General website](#)

Remember to trust the signs. Be aware of any changes in online behaviour or the way people communicate.

- Consider the tone and language they're using
- Are they posting more or less?
- Are they answering your calls?
- Are they communicating as you would expect?

Have a feeling that someone you know or care about isn't behaving as they normally would? Perhaps they seem out of sorts? More agitated or withdrawn? Or they're just not themselves. Trust that gut instinct and act on it. Learn more about the signs and when it's time to ask R U OK?

By starting a conversation and commenting on the changes you've noticed, you could help that family member, friend or workmate open up. If they say they are not ok, you can follow our conversation steps to show them they're supported and help them find strategies to better manage the load. If they are ok, that person will know you're someone who cares enough to ask.

Tips on how to ask:

- Ask R U OK?
- Listen with an open mind
- Encourage action
- Check in

MENTAL HEALTH FIRST AID

[Coronavirus MHFA website](#)
[General MHFA website](#)
Phone: 1800 020 080 – 24/7

Health & safety

Get the facts. Below are links to websites with Australian health and safety information on coronavirus (COVID19):

- [Australian Health Department Covid-19 Health Alert website updated daily](#)
- [Australian Health Department Covid19 publications info updated daily](#)
- [Health Direct – COVID-19 coronavirus in pictures](#)
- [Recognise the signs and symptoms](#)
- [Self-isolation \(self-quarantine\) for coronavirus \(COVID-19\)](#)
- [World Health Organization – coronavirus disease \(COVID-19\) outbreak](#)

Mental Health First ACTION PLAN

- A**pproach the person, assess and assist with any crisis
- L**isten and communicate non-judgementally
- G**ive support and information
- E**ncourage the person to get appropriate professional help
- E**ncourage other supports

KIDS HELP LINE

[Coronavirus kids help line website](#)

[Kids help line general website](#)

Phone Service (24/7) – 1800 55 1800

Email and chat

Your guide to family and school

Social-distancing, being in digital home schooling and coping with uncertain financial times can all put stress on families.

Here are some things that may help:

- [I'm worried about my family's health.](#)
Here are some ways you can be prepared and cope with health-related stress.
- [My parents have lost their jobs.](#)
If your family is facing financial hardship, here's what you can do to get the support you need and to look after your mental health.
- [I've been fighting with my family.](#)
A quick guide to conflict resolution.
- [I'm unsafe at home/my home is abusive.](#)
A guide to staying safe.
- [Schooling from home.](#)
Tips, tricks and ideas to make the most of online learning.
- [Coping with going back to school or out in public.](#)
A Kids Helpline Counsellor answers your questions about coping with going back to normal.

Service delivery for the Alpine Shire:

[Centre Against Violence](#)

(03) 5722 2203

Free call: 1800 015 188

Sexual assault 1800 806 292

Continuing business as usual

Phone line service to remain fully operational

They will be asking additional screening questions for COVID-19.

[Safe Steps](#)

1800 015 188

Phone line service to remain fully operational

They will be asking additional screening questions for COVID-19.

Currently working with partners in emergency accommodation and refuge and working to maintain these services as essential.

Are looking at a contingency plan about how to manage the anticipated increase in demand and food security.

[Vic Police Family Violence](#)

000

Continuing with business as usual

Police have procedures in place to deal with individuals with compromised health.

[Men's Referral Service](#)

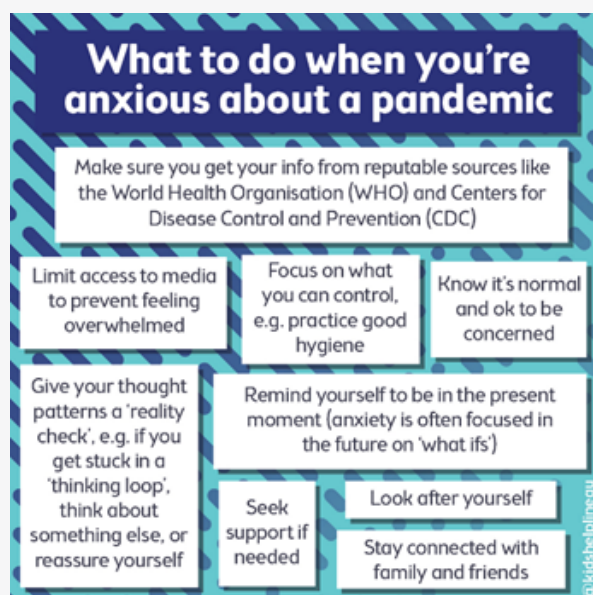
1300 766 491

Business as usual

[1800 RESPECT](#)

1800 737 732

Business as usual





(03) 5758 1200



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