

Support services and resources for young people during the COVID-19 pandemic

South Eastern Melbourne Primary Health Network

If a young person is in immediate danger, please call 000, visit your nearest hospital emergency or use any of the crisis helplines:

- [Lifeline](#) - 13 11 14 - 24/7 crisis support and suicide prevention services.
- [Kids Helpline](#)
1800 55 1800 - 24/7 telephone counselling for young people 5-25 years.
1300 22 4636 - 24/7 telephone support service and online chat 4pm - 10pm (AEST).

Please Note: Resources have been listed in order of need (i.e. from self-help/early intervention through to higher intensity support options)

Age group	Provider	Category	Resource Type	LGA	Referral Pathway	Website
Children (5-12 years)	Kids Helpline	Self-help / Early intervention	Web chat, phone, email support & online resources.	All SEMPHN Catchment	1. Phone: 1800 551 800 (available 24/7) 2. counsellor@kidshelpline.com.au 3. Web-chat: https://kidshelpline.com.au/get-help/webchat-counselling	Kids 5-12: https://kidshelpline.com.au/kids
Teens (13 - 17 years)			<i>The Kids Helpline website features phone, email and web chat support, as well as information and personal stories about wellbeing that is useful and suitably tailored for children, teens and young adults.</i>			Teens 13-17: https://kidshelpline.com.au/teens
Young Adults (18 – 25 years)						Young Adults 18-25: https://kidshelpline.com.au/young-adults
Young people (12 – 25 years)	ReachOut	Self-help / Peer-support (online)	Online resources, peer-support & referral tools. <i>ReachOut is an online mental health service for young people and their parents in Australia.</i> <i>The ReachOut website provides self-help information and resources, an online peer-support program, and referral tools to professional help.</i>	All SEMPHN Catchment	Website	https://au.reachout.com/

Age group	Provider	Category	Resource Type	LGA	Referral Pathway	Website
Young people (senior school students)	Smiling Mind (Feeling It)	Self-help	Self-help resource kit. <i>Smiling Mind's Feeling It digital care packs provide tools and resources for young people to support positive mental health and wellbeing with a focus on Victorian Certificate of Education (VCE) years.</i>	All SEMPHN Catchment	Website	https://www.smilingmind.com.au/secondary-school-program-feeling-it
Young people (12-25 years)	e-headspace	Self-help / Early intervention	Web chat, phone and email support, and online resources. <i>eheadspace is a confidential, free* and secure space where a young person or their family can web chat, email or speak on the phone with a qualified youth mental health professional.</i> <i>* Calls from mobile phones attract normal call charges</i>	All SEMPHN Catchment	Phone: 1800 650 890 (9am - 1am every day)	https://headspace.org.au/assets/Uploads/ONLINE-SERVICES.pdf
Young people (all ages)	SEMPHN Access & Referral	Early intervention / Severe and Complex	Referral to SEMPHN-funded commissioned services as well as local community and health support services. <i>The SEMPHN A&R can provide up-to-date access, information, and support primarily to mental health and AOD services, but the team also have knowledge of local community and health support services.</i>	All SEMPHN Catchment	Phone: 1800 862 363 (8:30am – 4:30pm weekdays) Fax: 1300 354 053	https://www.semphn.org.au/resources/access.html
All ages	Beyond Blue	Self-help / Early intervention	Phone Support. <i>A dedicated service for those feeling anxious, stressed, depressed or in need assistance during the coronavirus (COVID-19) pandemic.</i>	All SEMPHN Catchment	Phone: 1800 512 348	https://www.beyondblue.org.au/

Age group	Provider	Category	Resource Type	LGA	Referral Pathway	Website
Young people (12-25 years)	headspace	Early intervention	Counselling support. <i>headspace Centres act as a one-stop-shop for young people who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.</i>	All SEMPHN Catchment	YP can identify their nearest headspace centre through the link below: https://headspace.org.au/headspace-centres/	https://headspace.org.au/
Young People (12 – 25 years)	Monash University (Child Youth Clinic)	Early intervention	Tele-health counselling support (to be expanded to in-person). <i>Delivered by Child and Youth specialised Psychologists (Endorsed, Registered and Provisional). Tele-health currently and will expand to in-person shortly (Primary aged children appointments only in-person).</i> <i>Half-price concession pricing available for low income earners/concession holders.</i> <i>Concession pricing: \$30 per appointment and \$300 per assessment report.</i>	All SEMPHN catchment	Self-referral by client/carer	https://www.monash.edu/turner-institute/turner-clinics/child-youth-family-clinic
Young people (all ages)	Your Local Council	Early intervention / Severe	Various community health services, often including youth and family counselling and support programs (services may vary dependant on the council).	Your local LGA	Many services, and information on available services, can be accessed by contacting your local council either via their website, email or telephone.	

Age group	Provider	Category	Resource Type	LGA	Referral Pathway	Website
Young people (16 – 25 years)	Youth Mental Health Team – Peninsula Health	Severe and Complex – Tertiary Mental Health	Phone support & counselling support. <i>The Mental Health Telephone Triage is available 24/7 and offers comprehensive and timely telephone assistance.</i> <i>The Youth Mental Health Team at Peninsula Health offer low cost community health counselling provided by psychologists and social workers, including individual, group and family-based counselling.</i>	Frankston, Mornington Peninsula and parts of the City of Kingston	Mental Health Triage Phone: 1300 792 977	https://www.peninsulahealth.org.au/health-professionals/gp-liaison/mental-health-services/child-adolescent-mental-health/
Young people (0 – 18 years)	Early in Life Mental Health Service (ELMHS)	Severe and Complex – Tertiary Mental Health	Counselling support, case management, and inpatient care. <i>Monash Health ELMHS is a free service that can provide multi-disciplinary support, counselling, case management and inpatient care.</i>	Greater Dandenong, Cardinia, Casey, Frankston, Mornington Peninsula (Local Government Areas)	Phone: (03) 9594 1399 ELMHS Psychiatric Triage: 1300 369 012 (available 24/7)	https://monashchildrenshospital.org/mental-health/
Young adults (18 – 25 years)	Youth Consultation and Treatment Team (YCTT)	Severe and Complex – Tertiary Mental Health	Counselling support, case management, and inpatient care. <i>Monash Health YCTT is a free service that can provide multi-disciplinary support, counselling, case management and inpatient care.</i>	Greater Dandenong, Cardinia, Casey (Local Government Areas)	Psychiatric triage (information, assessment and referral available 24/7) Phone: 1300 369 012	https://monashhealth.org/services/youth-services/

Age group	Provider	Category	Resource Type	LGA	Referral Pathway	Website
Young People (0 – 25 years)	Child & Youth Mental Health Service (CYMHS)	Severe and Complex – Tertiary Mental Health	<p><i>The CYMHS can provide consultation and assessment, community clinical case management, evidence based therapeutic interventions, acute adolescent psychiatric inpatient care and the Early Intervention Mobile Outreach Service (EIMOS).</i></p> <p><i>EIMOS is a specialist, multidisciplinary group of CYMHS clinicians that can provide intensive outreach mental health case management to clients, their carers, and families experiencing, or at high risk of, mental or behavioural disturbance.</i></p>	Port Phillip, Stonnington, Glen Eira, Bayside, Kingston (Local Government Areas) and Monash-Waverley West (Statistical Local Area)	Phone: (03) 8552 0555 Fax: (03) 8552 0444	https://www.alfredhealth.org.au/services/child-youth-mental-health-service
Young people (0 – 24 years)	Child & Youth Mental Health Service (CYMHS)	Severe and Complex – Tertiary Mental Health	Counselling support, case management, inpatient care, and mobile outreach support.	Central and outer eastern Melbourne	Phone 1300 721 927 (Press option 2) After hours/weekends urgent inquiries: 1300 721 927	https://www.easternhealth.org.au/services/mental-health-services/child-youth-mental-health-service-cymhs
Young people (12 – 25 years)	headspace Early Psychosis (hEP)	Early intervention / Severe and Complex – Tertiary Mental Health	<p>Counselling support, GP services, outreach service, after hours and crisis support.</p> <p><i>The hEP program offers early intervention for young people that have experienced their first episode of psychosis or are at ultra-high risk of experiencing psychosis through intensive, integrated services including treatment, psycho education, psychiatry support, GP services, outreach service, after hours and crisis support for up to five years.</i></p>	All SEMPHN catchment	headspace Bentleigh: (03) 9076 9400 headspace Elsternwick: (03) 9076 7500 <i>The hEP program also operates from several headspace spokes, including:</i> headspace Dandenong & Narre Warren: 1800 367 968 headspace Frankston: (03) 9769 6419	https://www.alfredhealth.org.au/services/headspace-youth-early-psychosis-program

