

Useful places to find more information and support

Sharing reliable information and support services related to mental health concerns and suicide with your audience is important.

Evidence shows that people are more likely to seek support when appropriate services are included in stories referencing mental health concerns and suicide.

This includes providing information about organisations, helplines, and other resources that can provide guidance, advice, and practical help.

Whether you want to learn more to prepare for a broadcast, provide accurate information to your listeners, or connect someone with support, this guide points you to reliable places to start.

“It is important to highlight that there are culturally safe supports available to people that they can reach out to before they get to crisis point.”

Ayman Islam
Centre for Muslim Wellbeing





Culturally and linguistically diverse community focus

Embrace Multicultural Mental Health

 embracementalhealth.org.au

Supports people from multicultural backgrounds by providing culturally appropriate information to encourage help-seeking, address stigma and create space for safe and sustainable conversations about mental health and suicide prevention.

Forum of Australian Services for Survivors of Torture and Trauma (FASSTT)

 fasstt.org.au

Brings together eight specialist agencies that provide recovery services for people who have survived refugee-related torture and other traumatic experiences.

My Mind, My Voice (MIEACT)

 mieact.org.au/mmmv-home-landing

Features podcasts, videos and resources developed by lived experience volunteers to provide culturally and linguistically relevant education.

Reimagine Multicultural Hub

 reimagine.today/multicultural-hub

Assists people from culturally and linguistically diverse backgrounds with a psychosocial disability to access the National Disability Insurance Scheme. Created and built with people with lived experience of mental health concerns, as well as their carers and other supporters.

Translating and Interpreting Services

 tisnational.gov.au

 131 450 (local call costs apply)

An interpreting service for people with limited English proficiency and for agencies and businesses that need to communicate with their non-English speaking clients.

Please note:

All services listed on this page are free and offer translated resources.





General resources to support mental health and wellbeing

Medicare Mental Health

 medicarementalhealth.gov.au

Provides access to mental health and wellbeing resources and services tailored to your needs. Offers a [free confidential mental health assessment](#).

Australian Neighbourhood Houses and Centres Association

 anhca.org

Provides welcoming spaces and wellbeing support for people from all backgrounds. Offers practical supports such as English classes and food relief, and helps you find your nearest centre.

Australian Human Rights Commission

 humanrights.gov.au/know-your-rights/rights-of-individuals/race-discrimination/take-action-overview/responding-to-racism

Provides information and reporting options if you experience racism.



Photo: MiAccess Image Library www.miaccess.com.au



National and state-based helplines

National

Witness to War

 **1800 845 198**
10am-7pm AEST, Mon-Fri

A free, confidential multilingual telephone hotline for people in Australia affected by overseas conflicts.

NSW only

Transcultural Mental Health Line

 **1800 648 911**
9am-4:30pm AEST Mon-Fri

 dhi.health.nsw.gov.au/transcultural-mental-health-centre

A telephone service that supports people who live in NSW and who are from culturally and linguistically diverse communities.

Queensland only

Multicultural Connect Line

 **1300 079 020**
9am-4:30pm AEST Mon-Fri

 worldwellnessgroup.org.au/multicultural-connect-line-about

A free Queensland-wide phone service providing support and information to find aid, assistance and mental health services for people from multicultural backgrounds.

Please note:

- Calls starting with **13** cost a local call.
- Calls starting with **1800** are free.
- For help accessing these services, call the Translating and Interpreting Service (TIS National) on **131 450**.
- '**AEST**' means Australian Eastern Standard Time. This time zone is used in places like NSW, Victoria, ACT and Tasmania when daylight saving is not in effect (usually October to April each year).



Other services

Lifeline

☎ 13 11 14 | Text 0477 13 11 14

🌐 lifeline.org.au

24/7 crisis support phone service.

Suicide Call Back Service

☎ 1300 659 467

🌐 suicidecallbackservice.org.au

A free nationwide service providing 24/7 phone and online counselling to people affected by suicide.

Beyond Blue

☎ 1300 224 636

🌐 beyondblue.org.au/forums

Free phone or online support including counsellors, forums and resources.

StandBy Support After Suicide

☎ 1300 727 247

Assisting people and communities bereaved or impacted by suicide. Accessible seven days a week, providing free face-to face and/or telephone support.

MensLine Australia

☎ 1300 789 978

🌐 mensline.org.au

A free 24/7 telephone and online counselling service offering support for men.

QLife

☎ 1800 184 527

🌐 qlife.org.au

LGBTIQ+ service available 3pm - 9pm
Free phone or webchat service providing anonymous LGBTIQ+ peer support and referral for people wanting to talk about sexuality, gender, bodies, feelings or relationships.

SANE phonline and online forums

☎ 1800 187 263 (10am-8pm)

🌐 saneforums.org (moderated 24/7)

Free, confidential support services for people over 18 years of age with complex mental health needs, and their family, friends and carers.

