

## Transcultural Nursing Education Strategies

On this page

24/7 crisis lines

You can call these crisis lines 24 hours a day, 7 days a week.

Emergency 000

If you or someone you are with is in immediate danger, please call 000 or go to your nearest hospital emergency department.

Beyond Blue

Talk to a trained mental health professional any time of the day or night. Calls are confidential. They will listen, provide information and advice and point you in the right direction to seek further support.

Lifeline

24-hour crisis support telephone service. Lifeline provides 24/7 crisis support and suicide prevention services.

Kids Helpline

A telephone counselling support line for children and young people ages 5 to 25 and available 24 hours a day, 7 days a week.

NSW Mental Health Line

A mental health professional will answer your call about mental health concerns for you or someone you are concerned about, including children, teens, adults and older people.

Suicide Call Back Service

National services that provide free 24/7 phone, video and online professional counselling to people who are affected by suicide.

Aboriginal community

Beyond Blue

Beyond Blue â€” Aboriginal and Torres Strait Islander people has helpful information and resources, including flyers and videos, for the Aboriginal and Torres Strait Islander community.

Butterfly â€” Every Body is Deadly

Resources for Aboriginal and Torres Strait Islanders who have eating or body

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image concerns. Resources include videos, fact sheets and posters.

### Head to Health

Head to Health for Aboriginal and Torres Strait Islander people was created by the Australian Government to provide information to Aboriginal and Torres Strait Islander people and families who have a lived experience of mental health issues.

### iBobbly app

The iBobbly app is a social and emotional wellbeing self-help app for young Aboriginal and Torres Strait Islander Australians aged 15 years. iBobbly began as a partnership between Black Dog Institute, ALIVE & Kicking Goals! and Menâ€™s Outreach Service Inc based in Broome, WA.

### Link-Up (NSW) Aboriginal Corporation

Link-Up (NSW) Aboriginal Corporation was founded in 1980 to help all Aboriginal people:

who had been directly affected by past government policies

separated from their families and culture through forced removal, being fostered, adopted or raised in institutions.

It supports the healing journeys of those removed and delivers professional, culturally sensitive and confidential research, reunions and social, emotional and wellbeing services to those over the age of 18.

### National Indigenous Postvention Service (NIPS)

The National Indigenous Postvention Service (CIPS) is a program of Thirrili that provides Aboriginal and Torres Strait Islander people postvention support and assistance, and support to individuals, families and communities affected by suicide or other trauma.

The call is answered by an Aboriginal or Torres Strait Islander advocate. If the call goes to the message bank, leave your name and contact number and someone will call back as soon as possible.

Reimagine " Aboriginal and Torres Strait Islander peoples Hub

Reimagine has resources about the NDIS for Aboriginal and Torres Strait Islander people who live with a psychosocial disability. Resources include videos and learning activities for people who work with Aboriginal and Torres Strait Islander communities.

Yarn Safe

Yarn Safe has information for young people who identify as Aboriginal and/or Torres Strait Islander. It is part of the Headspace website.

Your Room

Your Room for Aboriginal people has information to support Aboriginal people in reducing the harms caused by alcohol and drugs and to help mob become healthier.

Advocacy

See Mental health organisations and advocacy groups.

Alcohol and other drugs

Alcohol and Other Drugs Information Service (ADIS)

ADIS provides phone counselling, support, referrals and information for people affected by alcohol or other drugs. Counsellors are trained to work with people concerned about their alcohol and drug use, as well as people concerned about their family or friends.

Sydney metropolitan: (02) 9361 8000

Open 24/7

Regional and rural NSW: 1800 422 599

Open 24/7

Counselling Online

Online text-based counselling for people concerned about their drinking or drug use. The service is also available to concerned family members, relatives and friends.

Counselling Online

Open 24/7

Opioid Treatment Line

A telephone helpline providing opiate pharmacotherapy information (including methadone and buprenorphine), referrals, advice and a forum for pharmacotherapy concerns.

Opioid Treatment Line

1800 642 428

Open Monday to Friday 9:30am to 5pm

Your Room

The website is a great resource for information about alcohol and other drugs, including:

Carers and families

See also Family and carer mental health support services and programs.

Carers Australia

Short-term counselling and emotional and psychological support services for carers and their families.

Carers Connection Line

If you are a family member, friend, or carer of someone with a mental illness, call the Carers Connection Line to receive information, referrals and support.

Carer Getaway

Unpaid carers can access support through the Carer Gateway phone line and website. By calling the phone line you will be connected with a new Australia-wide network of Carer Gateway service providers. They will talk you through what you need and help you to find local services and support to help you.

Carers NSW

Provides information, education and support for carers, including carer support groups.

Carers NSW

(02) 9280 4744

Open Monday to Friday, 9am to 5pm

Children of Parents with a Mental Illness (COPMI)

The Children of Parents with a Mental Illness national initiative develops information for parents, their family and friends in support of children and young people. This information complements online training courses developed by COPMI for professionals to support families either individually or through community services and programs.

Young Carers Helpline

Gives young people tips on how to look after themselves and the person they are caring for.

Children and young people

Bite Back

Bite Back promotes wellbeing and resilience in young people 12-18 years old through psycho-education, positive psychology and related approaches.

The BRAVE program

BRAVE-Online is a program to help children aged 8 to 12 and teenagers aged 13 to 17 with anxiety, based on cognitive behavioural therapy (CBT).

Canteen

Online, email and phone counselling and forums for people aged 12-24 years living with the impact of cancer.

connectEDSpace

connectEDSpace is a website with tip sheets, news and useful links to help young people manage problems and issues such as bullying, relationships, stress and mental health, and conflict with parents.

eheadspace

A free service that supports young people aged between 12 and 25 and their families going through a tough time.

eheadspace

1800 650 890

Open 9am to 1am

Kids Helpline

A free, private and confidential telephone and online counselling services for people aged 5 to 25. Helpful information on their website for children and young people, parents and carers, schools and teachers.

myCompass

Are you feeling the pressures of study, finding a job or starting a career? myCompass can help. It has an interactive self-help service that aims to promote resilience and wellbeing for people experiencing mild to moderate stress, anxiety and depression.

ReachOut

ReachOut has tools and support for young people ages 14-25, from everyday issues to tough times. Information on mental health, peer support forums and apps. ReachOut Next Step service for ages 18-25 recommends support options. ReachOut Parents provides information and support to help parents help teens.

Smiling Mind

Smiling Mind is an online and app-based program to improve the wellbeing of young people through mindfulness meditation. Provides age-specific content for ages 7-11, 12-15, and 16-22.

Youth Beyond Blue

Information, online and phone counselling for young people 12 to 25 years old, who can get help from a trained mental health professionals 7 days a week, 24 hours a day.

See also:

Childhood trauma

Blue Knot Helpline

The helpline has trained, experienced and trauma-informed male and female counsellors to support adult survivors of childhood trauma and abuse, their partners, family and friends, health professionals and workplaces.

Australian Government subsidised mental health support

Department of Health - Looking after your mental health during coronavirus (COVID-19) restrictions has information about how to access 10 additional Medicare subsidised psychological therapy sessions each calendar year.

Beyond Blue Coronavirus Mental Wellbeing Support Service

Call a trained counsellor 24/7 if you're struggling to cope with the COVID-19 pandemic. Information and advice on how to cope, isolation and connection, workplace and financial hardship, and how to support the mental health of others.

COVID-19 aged care grief and trauma support services

The Australian Department of Health has a list of COVID-19 aged care grief and trauma support services that provide support for those living, working and caring in the aged care sector, who have been impacted by COVID-19.

Gidget Foundation COVID-19 support for expectant and new parents

The Gidget Foundation has videos and fact sheets related to COVID-19 for new and expectant parents.



## Head to Health

Head to Health was created by Australia's Department of Health to provide trusted information and digital resources to help support mental health and wellbeing during the pandemic. Helpful information includes:

maintaining good mental health

managing financial stress

how to access mental health services

how to talk to children about coronavirus

protecting the elderly.

## Life in Mind

The Life in Mind website has a list of helpful and informative resources:

Disability and intellectual disability

Statewide Intellectual Disability Mental Health Hubs

Two statewide Hubs can help people with intellectual or developmental disability access appropriate mental health care. One is for adults, and one is for children and teens.

Eating disorders

Butterfly Foundation

Online and phone counselling, information, and online support groups for people concerned about eating disorders,

disordered eating, body image problems.

General mental health services

Beyond Blue

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Black Dog Institute

The Black Dog Institute contains information and resources for mood disorders, including depression and bipolar disorder.

Head to Health

Head to Health is a digital mental health gateway created by the Australian Government, containing a range of trusted mental health services and resources.

Lifeline

Lifeline provides 24-hour crisis support telephone service and suicide prevention services. Call if you have suicidal thoughts or attempts, personal crisis, anxiety, depression, loneliness, abuse and trauma, stress or to get information for friends and family. Services provided through Lifeline centres include:

face to face counselling

gambling counselling

youth services

migrant support services

rural outreach

counselling services for children, aged care visitation

indigenous support services.

Mental Health Online

Mental Health Online has information, an online psychological assessment, online self-guided treatment programs for anxiety, panic, OCD, PTSD, and depression for people 18 years old and older. The site also offers a free 12-week online program with free access to eTherapists.

MindSpot

MindSpot is a free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. They provide an online assessment and treatment course, or also help you find local services.

Mindspot

[contact@mindspot.org.au](mailto:contact@mindspot.org.au)

1800 614 434

Open Monday to Friday 8am to 8pm, Saturday 8am to 6pm.

myCompass

myCompass is an interactive self-help service for young adults, adults and seniors that aims to promote resilience and wellbeing for people experiencing mild to moderate stress, anxiety and depression.

SANE Australia

Talk to a mental health professional for information, guidance and referrals to manage your mental health concerns.

Sane

1800 187 263

Open weekdays 10am to 10pm

WayAhead Mental Health Association NSW

Information and support for mental health consumers, their families and carers, and to the general public. The WayAhead Free Online Directory can help find accommodation, community organisations, emergency services, government assistance, information and support services and treatments in your local area.

LGBTIQ community

ACON

ACON - mental health provides information on health issues affecting lesbian, gay, bisexual, transgender and intersex (LGBTIQ) people and offers a range of services including in the area of mental health and ageing.

QLife

QLife phonenumber and web chat provides anonymous and free LGBTIQ peer support and referral for people want to talk about sexuality, identity, gender, bodies, feelings or relationships.

QLife

1800 184 527

Open 3pm to midnight, 7 days

Men

MensLine Australia

To access MensLine Australia online counselling, you need to be:

a man with a relationship issue or a woman who is concerned about and seeking help for a man

for online chat you must be 15 years or over

for video chat you must be 18 years or over.

Men's Referral Service

Provides telephone counselling, information and referrals for men who have anger, relationship or parenting issues. The service also provides help to women (or other family members) who are experiencing violence or controlling behaviour by men.

Multicultural community

Embrace Multicultural Mental Health

Embrace has mental health resources and personal stories translated in more than 30 languages.

NSW Refugee Health Service

The NSW Refugee Health Service aims to protect and promote the health of refugees and people of refugee-like backgrounds living in NSW. Offices are located in Liverpool, NSW, but there are clinics in Western and South Western Sydney.

NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)

STARTTS' services are free for people of any age who have survived torture or trauma or both and are refugees, asylum seekers, from refugee-like backgrounds.

Transcultural Mental Health Centre

The Transcultural Mental Health Centre (TMHC) works with health professionals and communities across New South Wales to support positive mental health for people from culturally and linguistically diverse communities.

Translating and Interpreting Service (TIS)

The Translating and Interpreting Service (TIS National) is a free interpreting service. It is run by the Department of Home Affairs.

Translating and Interpreting Service (TIS)

131 450

Open 24 hours a day, 7 days a week.

To pre-book phone interpreters, email: [tis.prebook@homeaffairs.gov.au](mailto:tis.prebook@homeaffairs.gov.au)

Older people

Dementia Support Helpline

Provides support for the carers of people with dementia who have behavioural and psychological changes.

NSW Ageing and Disability Abuse Helpline

If you witness, suspect or experience abuse, call the NSW Ageing and Disability Abuse helpline. The website provides information, support and referrals.

National Dementia Helpline

Open Monday to Friday, 9am to 5pm

The National Dementia Helpline is a free phone service that provides support to help you manage the impact of dementia and provides information about:

dementia and memory loss

how you may be able to reduce the risk of getting dementia

government support services (including My Aged Care, the Carer Gateway, Centrelink)

services in your area

Perinatal and parenting

See also A guide for dads: Caring for your family during perinatal mental illness

COPE - Centre of Perinatal Excellence

COPE has high quality, practical information to help you work through all the emotional challenges of becoming and being a parent.

Gidget Foundation Australia

Gidget Foundation Australia is a not-for-profit organisation that supports expectant and new parents experiencing perinatal depression and anxiety. Their range of clinical treatment programs include individual psychological

consultations via face to face or telehealth, group treatment and early intervention screening.

#### Karitane's mental health service

Provides education and support for mums and dads with children from birth to 5 years of age, including support with sleep and settling, establishing routines, feeding and nutrition, toddler behaviour and pre- and post-natal anxiety and depression.

#### Karitane

1300 227 464 or (02) 9794 2350 Monday to Thursday 12:30pm to 9pm, 11pm to 6am Friday 8am to 4:30pm Saturday 9am to 3:30pm

#### Mum Mood Booster

MumMoodBooster is an evidence-based online treatment to help new mothers experiencing postnatal depression or anxiety. Six interactive online CBT sessions tailored to users plus SMS support. Accessible from home or on mobile devices.

#### Parent Line NSW

A phone counselling service for parents who need help or support and want to talk about a parenting issue. Trained counsellors provide confidential and non-judgmental advice to parents, carers or professionals.

#### Parent Line NSW

1300 1300 52 Monday to Friday 9am to 9pm Saturday and Sunday 4pm to 9pm

#### ParentWorks

ParentWorks is a free online program for Australian parents and caregivers of children aged 2 to 16. It provides evidence-based parenting strategies to improve parenting skills, confidence and child behaviour.



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Perinatal Anxiety & Depression Australia

Perinatal Anxiety & Depression Australia (PANDA) supports women, men and families affected by anxiety and depression during pregnancy and in the first year of parenthood. PANDA operates Australia's only National Helpline for individuals and families affected by perinatal anxiety and depression.

PANDA

1300 726 306

Open Monday to Friday, 9am to 7:30pm

Perinatal and Infant Mental Health Services

NSW Health Perinatal and Infant Mental Health Services (PIMHS) are free for women, babies and families, including LGBTIQ families. Free advice and services are available:

before you get pregnant

during pregnancy

until the child turns 2 years old

if you've had perinatal mental health issues in the past

have other risk factors.

To get help, get a referral letter from your doctor or call the Mental Health Line 1800 011 511.

Raising Children

RaisingChildren.net.au has informative, reliable, up-to-date information about parenting and health issues, from babies to teens, backed by experts and funded by the Australian government.

#### Raphael Services

St John of God Raphael Services help parents and families with perinatal anxiety and depression. Services including holistic, person-centred therapies to treat postnatal depression and anxiety. The service is located in Blacktown.

#### SMS4dads

SMS4dads provides new fathers with information and connections to online services through their mobile phones. The text messages with tips, information and links to other services help fathers understand and connect with their baby and support their partner.

#### Tresillian Family Care Centres

Provides guidance to new parents, a residential service, an outreach home-visiting service and support groups. Advice is also provided to parents through their phone service and through online support.

#### Perinatal and parenting - LGBTIQ

##### Perinatal Anxiety & Depression Australia

The Perinatal Anxiety & Depression Australia (PANDA) supports Australians affected by anxiety and depression during pregnancy and in the first year of parenthood. PANDA operates a national Helpline for individuals and families to recover from perinatal anxiety and depression.

##### Perinatal and Infant Mental Health Services

NSW Health Perinatal and Infant Mental Health Services (PIMHS) are free for women, babies and families, including LGBTIQ families. Free advice and services are available:

before you get pregnant

during pregnancy

until the child turns 2 years old

if you've had perinatal mental health issues in the past

have other risk factors.

To get help, get a referral letter from your doctor or call the Mental Health Line 1800 011 511.

Rainbow Families

The mission of Rainbow Families is to build a community that fosters resiliency by connecting, supporting and empowering LGBTIQ+ families.

Raising Children

Raising Children is an Australian parenting website providing reliable information reviewed by experts.

Rural community

Rural Adversity Mental Health Program

The Rural Adversity Mental Health Program (RAMHP) helps educate and connect people in rural areas with mental health support through projects, local and national partnerships, health information, tailored advice, workshops and short courses. RAMHP Coordinators are located in Local Health Districts across remote, rural and regional NSW. RAMHP Coordinators do not provide crisis support.

Lifeline - rural mental health

Lifeline - rural mental health has information for people who live and work in regional, rural or remote parts of Australia.

Suicide prevention

If you, or someone you know, is thinking about suicide or experiencing a personal crisis or distress, help is available.

Tell someone about what you are thinking, even at the earliest signs.

Please contact one of these services below or speak to your General Practitioner.

If you, or someone you know, are in immediate danger please call 000 or go to your nearest hospital or Emergency Department.

Beyond Blue

Talk to a trained mental health professional. Completely confidential.

Kids Helpline

A free, private and confidential phone and online counselling service for young people aged 5 to 25.

Lifeline

24-hour crisis support and suicide prevention services.

MensLine Australia

NSW Mental Health Line

Talk to a mental health professional.

QLife

A national counselling and referral service for the LGBTI community.

QLife

1800 184 527

Open 3pm to midnight

Safe Havens

A Safe Haven is a place you can go to if you're distressed or having suicidal thoughts. A safe place where you can talk to a peer-support worker or a mental health professional or just hang out and listen to music. Find the nearest Safe Haven location.

Suicide Call Back Service

A nationwide service that provides professional phone and online counselling to people affected by suicide

Suicide attempt support and aftercare

Aftercare - Way Back Support Service

Aftercare is a free support service for people who've recently attempted suicide. For up to three months you can get support in your recovery, including creating a safety plan and counselling. The service is currently available across 9 local NSW areas.

Youth Aftercare

Youth Aftercare is a support service for children and teens and young people aged 25 and under, after suicidal ideation, self-harm and suicide attempt. The service is currently available in:

Blacktown

Coffs Harbour

Bankstown

Tamworth

StandBy - post-suicide support service

If you are affected by someone's suicide, you may feel grief, guilt, anger and sadness. You could be a friend, family member, witness or first responder. You can get free post-suicide support including counselling. You can meet face to face or talk over the phone

Veterans

Open Arms - Veterans and Families Counselling

Open Arms counsellors and staff understand veteran and military culture, providing support to improve mental health and wellbeing, including help with anxiety, depression, anger, PTSD, sleep difficulties and substance abuse. Free and confidential counselling and group programs.

Women

See also Perinatal and parenting.

Beyond Blue

Understanding the factors that affect women's mental health and recognising the symptoms of depression, anxiety and suicide can help you to recognise them in yourself and others.

Women's Health Centres NSW

Women's Health NSW is an association of state-wide women's health centres and specialist women's centres. All centres are non-government, community based, feminist services that provide choices for women to determine their individual health needs. Find a Women's Health Centre near you.

## Reference

[Microbiology Essentials \(Essentials Study Guides\)](#)

[The Science and Art of Interviewing](#)