

Free Mental Health Supports – Greater Bendigo

Acute Support

Mental Health Regional Triage Service (MHRT) – Bendigo Health

Mental health regional triage service can be contacted on 1300 363 788. It provides 24-hour access to mental health services across the region and is the single point of initial contact.

Mental Health Regional Triage (MHRT) service is staffed by senior mental health clinicians. It involves an initial assessment of a person typically over the phone or face-to-face to determine the type and urgency of the response required from mental health or other services.

If specialist mental health services are not the most appropriate option for the person, they may be referred to another service (for example, general practitioner or medical specialist) or given other advice.

Triage can receive quite a number of contacts in one day. We aim to provide a timely response to all calls but at times delays can be experienced.

Location: Ground floor, Bendigo Hospital, Drought Street, Bendigo 3550

Phone: 1300 363 788 (24 hours)

Enhanced Crisis Assessment Team (ECAT)

Enhanced Crisis Assessment and treatment is a clinical service based in the emergency department and performs prompt mental health assessment and coordination for treatment if appropriate. Our clinicians provide specialized assessments, consultations and referrals for **people of any age** experiencing a mental health crisis when presenting to the Emergency Department.

We work collaboratively with patients and their families, or carers in the assessment and treatment of mental disorders to: Facilitate collaborative and seamless transfer of care to other services where appropriate. We provide a comprehensive acute Mental Health Service to the patient which maximizes the use of supports available within the patient's usual community and social environment.

Location: Ground floor, Bendigo Hospital, Drought Street, Bendigo 3550

Phone: 1300 363 788 (24 hours)

Adult Prevention and Recovery Care (APARC) holds 10-single bed units. APARC provides 24-hour treatment and support for young people aged 16 to 25 years, living in the Loddon Campaspe Southern Mallee region.

APARC is coordinated by Mental Health Services in partnership with MIND Australia. This community based facility functions as a short term “step up” (from the community) or “step down” (from hospital) residential stay to either, prevent further deterioration of mental state and/or to further assist with recovery.

There is a psycho-social program imbedded in APARC to promote recovery and rehabilitation. The facility provides a schedule of group activities alongside individual 1:1 support based on your strengths and goals as identified within individual recovery plans.

Location: Tucker Street, Golden Square, VIC 3550

Phone: 1300 286 463

Adult Acute Unit (AAU) provides the least restrictive environment for people requiring inpatient treatment for their mental illness. The unit has an emphasis on comprehensive, coordinated and individualized care by utilizing the skills of the multidisciplinary team including psychiatrists, nurses and social workers.

The AAU team has an approach to patients and carers that recognizes their unique physical, emotional, social, cultural and spiritual dimensions. AAU ensures continuity of care between inpatient and community settings. Staff work collaboratively with patients and their families, or carers in the treatment of mental disorder.

While most people prefer to be treated outside of hospital, and every effort is made to do so, an inpatient admission sometimes can be an important and necessary step towards recovery. AAU provides intensive therapeutic treatment for people living in the Loddon Campaspe Southern Mallee region aged 16 to 65 years.

It is a short-term acute inpatient unit that provides Admission to an inpatient unit is sometimes necessary for people living with a mental illness. People can be admitted to hospital because: A person is changing medication and require close monitoring, symptoms are severe and they are having significant difficulty coping in their usual environment, a person's health and/or safety is at risk, treatment options need to be explored in a supportive environment.

Referrals must be made to Mental Health Regional Triage Service 1300 363 788.(24 hours a day, 7 days per week).

24 hour lines

Dial-A-Doctor 1300 030 030 info@dial-a-doctor.com.au

Rainbow Door Connecting LGBTIQ+ to services www.rainbowdoor.org.au/

Lifeline 13 11 14 Lifeline Central Vic & Mallee services both the Loddon & Mallee catchment areas, providing access to the national hotline from the call center based in Bendigo.

PO Box 1164, Bendigo VIC 3552 (03) 5406 0506 admin@lifelinecvm.org.au

[Suicide Call Back Service 1300 659 467](http://www.lifelinecvm.org.au)

[Beyond Blue 1300 224 636](http://www.beyondblue.org.au)

Haven

Email: bendigointake@hhs.org.au

Address: 10-16 Forest Street, Bendigo VIC 3550

Phone: 1300 428 364 (AH 1800 825 955)

Salvos Bendigo

Address: 65-71 Mundy Street, Bendigo VIC 3552

PO Box 992, Bendigo VIC 3552

Phone Reception:(03) 5440 8410

Emergency Relief: (03) 5440 8410

SalvoCare Northern:(03) 5440 8410

Thrift Shop:

Phone: (03) 5441 7608

Corps Officer:(03) 5440 8431

Vinnies

Address: 31 Chapel Street, Bendigo 3550

Phone: (03) 5443 5052

Welfare enquiries: 1800 305 330 (Victoria only)

CatholicCare Sandhurst

Address: 176/178 McCrae Street, Bendigo

Phone: (03) 5438 1300

Email: email@ccds.org.au

Anglicare

Address: 10 Mundy Street, Bendigo VIC 3550

Phone: 1800 244 323 (03) 5440 1100

Web: www.anglicarevic.org.au

Life Essentials MADCOW

Address: 214 Hargreaves Street, Bendigo 3550

Phone: (03) 5441 4747

Email: madcow@madcos.org.au

Community Support

Bendigo Community Health Services provides mental health and counselling support to the Greater Bendigo community through our specialised programs and new **HeadtoHelp Hub**.

Phone: (03) 5406 1200

Email: bchs@bchs.com.au

Web: www.bchs.com.au

Address: 19 Helm Street, Kangaroo Flat VIC 3550

Assisting Communities through Direct Connection (ACDC) project provides support, direct to your door. We let you know about the free mental health services in your local community.

ACDC Project are going door-to-door in North Bendigo & White Hills to talk with locals about their mental health. Friendly 'People Connectors' will let you know about the services in your local community that could help you, your family or a friend's mental health and wellbeing.

Phone: 1300 319 015

Web: acdc.org.au/bendigo/

Council 'Connect Bendigo' <https://www.connectgreaterbendigo.com.au/clubs-and-groups/community-groups>

Bendigo & District Aboriginal Co-operative (BDAC)

Address: 119 Prouses Road, North Bendigo 3550

Phone: (03) 5442 4947

www.bdac.com.au

Neighbourhood Houses:

Bendigo Neighbourhood Hub (Bnhub)

Phone: (03) 5441 2515

Email: info@bnh.net.au

Address: 155 Crook Street, Strathdale 3550

Eaglehawk Community House

The Eaglehawk Community House is a service to the community that seeks to nurture and support people to develop and maintain good health and well being.

Address: 19 Bright Street, Eaglehawk 3556

Phone: (03) 5446 8322

Email: coordinator@eaglehawkcommunityhouse.com

Heathcote Community House

Heathcote Community House (Mclvor Neighbourhood House, Heathcote Inc)

The Mudbrick Community House and workshop is the venue for the Heathcote Youth Group

Fortnightly Get togethers

Situated between the Skate/BMX Park and the Heathcote Hospital and Health service

Address: 55 Hospital Street, Heathcote

Phone: (03) 5447 9687

Email: coordinator@heathcotecommunityhouse.org

Kangaroo Flat Community & Neighbourhood House

A variety of activities are offered for young people including sport, cooking, life skills to art and music shows.

Address: 21 Woolcock Avenue, Kangaroo Flat

Phone: (03) 5447 9687

Email: Kkan2075@bigpond.net.au

Long Gully Neighbourhood Centre

Offers programs and activities for local young people.

Address: 2 Humboldt Drive, Long Gully

Phone: (03) 5442 1165

Email: lgnc@onestream.com.au

Our Place Community Assistance Centre

Empower people to make healthy choices provide opportunities for people to learn new skills, grow and develop create employment Build and strengthen community.

Address: 30 High Street, Eaglehawk 3556

Phone: (03) 5446 2527

Foodshare

Address: 2/43 Havilah Road, Long Gully VIC 3550

Phone: (03) 5444 3409

www.bendigofoodshare.org.au

Bendigo Community Food Pantry (on-line only)

www.bendigocommunityfoodpantry.org.au

The Food Relief Network (via City of Greater Bendigo)

Bendigo Family & Financial Services Inc

Address: 39 Rowan Street, Bendigo 3550

Phone: (03) 5441 5277

Country Womens Association VIC (CWA)

Email: reception@cwaofvic.org.au

Phone: (03) 9827 8971

Suicide Prevention Awareness Network (SPAN) Bendigo and Central Victoria

The Bendigo Suicide Prevention Awareness Network (SPAN) committee was formed as a community-based organisation in 2011, with the aim of increasing community awareness of the incidence and impact of suicide.

Membership of this unincorporated community committee is around 10 and comprises a number of agencies and individuals who are committed to reducing the incidence of suicide in the community.

The key objective of the committee was to organise a community walk in the central business district of Bendigo with the main purpose of raising awareness of suicide and encouraging the community to acknowledge and discuss the issue.

Since that time, the organisation has evolved to an incorporated body with the name of Suicide Prevention Awareness Network (SPAN) Central Victoria Inc. We have a committee dedicated to the cause of SPAN but are always looking for new members and member organisations to join us in the fight against suicide.

Address: PO Box 1164, Bendigo VIC 3550

Spancv.org.au

(see attached flyer)

Sporting Groups: Connect Greater Bendigo

Faith based groups: www.connectchurch.com.au

Homecare support: City of Greater Bendigo

Mensheds Bendigo

Address: 21 Cunneen Street, Long Gully VIC 3550

Phone: (03) 5443 7613

The Compassionate Friends Victoria (TCFV) Bendigo

Address: Gianna Centre, Pall Mall Victoria Lane Mall, Bendigo 3550

Phone: (03) 5442 4644 or 0428 400 159

website: <https://www.compassionatefriendsvictoria.org.au/>

email: giannacentre@bigpond.com

Lifely (Across Interchange)

lifely.org.au

Address: 127 Mitchell Street, Bendigo VIC 3550

Phone: 1300 799 421

Youth Support

Headspace (Parents Support Groups)

78-80 Pall Mall, Bendigo 3550

Phone: (03) 5406 1400

headspace@bchs.com.au

YMCA Bendigo Youth Services

Address: 171 Lyttletone Terrace, Bendigo 3550

Phone: 0439 399 717

Fusion Northern Victoria

Address: 60 Raglan Street, White Hills VIC 3550

Phone: (03) 4437 3684

Email: bendigo@fusion.org.au

If you or a friend find yourself in a time of need, here are some local services who can help.



In case of an emergency, call 000 immediately

Psych Services Bendigo: [1300 363 788](tel:1300363788) 24 hours.

Kids helpline: [1800 551 800](tel:1800551800) 24 hours.

Lifeline: Call [13 11 14](tel:131114) 24 hours. Text [0477 13 11 14](tel:0477131114) 12pm - 2pm.

Beyond Blue: [1300 224 636](tel:1300224636) 24 hours.

Suicide Call Back Service: [1300 659 467](tel:1300659467) 24 hours.

Homeless Crisis [1800 825 955](tel:1800825955) 24 hours.

Family Violence Crisis Support [1800 015 188](tel:1800015188) 24 hours.

National Alcohol and Other Drugs Hotline [1800 250 015](tel:1800250015) 24 hours.

Sexual Assault, Domestic/Family violence [1800RESPECT](tel:1800RESPECT) 24 hours.

eheadspace [1800 650 890](tel:1800650890) 9am-1am 7 days.

headspace Bendigo [5406 1400](tel:54061400) Mon-Tue 9am-6pm & Wed-Fri 9am-5pm.

BCHS Sexual Health Services [5406 1200](tel:54061200) 9am-5pm Mon-Fri.

Rainbow Door [1800 729 367](tel:1800729367) 10am-5pm 7 days. **QLife** [1800 184 527](tel:1800184527) 3pm-12am 7 days.

Ask Izzy www.askizzy.org.au/ Online resource with over 370,000 support services.



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