



Help when you need it – supporting your mental health

The impacts of COVID-19 outbreaks, isolation and restrictions can make us feel anxious, stressed or overwhelmed. More than ever, it's important to take care of your mental health. There are many ways you can get support.

Free 24/7 Coronavirus Mental Wellbeing Support Service

You can reach out to Beyond Blue's Coronavirus Mental Wellbeing Support Service on 1800 512 348 or at <https://coronavirus.beyondblue.org.au/>

This service is specifically designed to help people get through the COVID-19 pandemic. It's also available in languages other than English.

Additional mental health services under Medicare

The Australian Government is now providing up to 20 Medicare-subsidised individual psychological therapy sessions each calendar year until 31 December 2022. The additional sessions are available through the 'Better Access' initiative. To access support under Better Access, you need to talk to your GP.

From 10 December 2020 to 31 December 2022, the Government has also expanded eligibility for the Better Access initiative. This allows aged care residents to access up to 20 individual psychological services each calendar year. A resident's GP or psychiatrist determines if the additional sessions are clinically appropriate. Further information on the expansion is available on the [Department of Health and Aged Care's website](#).

Telehealth is also available to all Australians, so you may be able to access support via telephone or video. Your GP will decide whether it is safe and clinically appropriate for you to receive services by telehealth.

Head to Health

COVID-19 has brought with it many challenges. For information, advice, and a wide range of free and low-cost, online, phone and COVID-safe face-to-face mental health support services, call 1800 595 212 or visit [Head to Health \(headtohealth.gov.au\)](https://headtohealth.gov.au).

If you would like to connect to any of the services listed on Head to Health and you don't speak English, you can call the Translating and Interpreting Service on 131 450.

You will be connected to an interpreter in your language. They will ask for the name and phone number of the organisation you need to contact. Stay on the line while the operator connects you and the interpreter through to the organisation. The Translating and Interpreting Service is available 24 hours a day, 7 days a week for the cost of a local call.

Help for our healthcare workers

The Black Dog Institute is providing targeted support for our frontline health workers, including aged care workers. The Essential Network (TEN) is available [online](#) or via the Google Play or Apple Store.

[Smiling Mind](#) also provide free access to their premium app for healthcare workers.

Urgent mental health help

If you or anyone you know is in distress, seek immediate advice and support through Lifeline (13 11 14) and Kids Helpline (1800 55 1800).

For more information visit www.health.gov.au/resources/translated. For Translating and Interpreting Services, call 131 450.