

# HERE FOR COMMUNITY



## Guide for folks closing with ACON Client Services

### PEER WORK COMMUNITY OPTIONS

#### SANE

[SANE Australia](#)

SANE offer different types and levels of support for people 18 years and over with complex mental health issues and trauma. Options include: counselling, peer support, online groups & events, 24/7 community forums, online information & resources.

#### SANE 1+ week Guided Service: [Guided service \[sane.org\]](#)

Free, Quick in person and telehealth, personalised support plans, peer support, counselling, client portal hub, online groups and community forums.

#### GROW

[Peer support groups for mental health - GROW Australia](#)

Grow offer weekly online and in person peer-to-peer groups, focusing on building and growing resilience skills. Participants will be provided with a workbook and will have an experienced peer facilitator guide them through the workbook.

At each meeting, members, known as Growers, share how they came to GROW and how they're exploring self-improvement as they work on their personal recovery. Recovery isn't a straight road and that's where the support of other Growers can help. Everyone in the group has opportunities to share their experiences of coping with mental ill-health.

Joining a Grow group is free – you don't need to have a referral or a doctor's diagnosis and groups are confidential. You can even choose to remain anonymous.

#### SAFE HAVEN

A Safe Haven is a place you can go if you're feeling distressed or having suicidal thoughts.

It is a safe place where you can talk openly about how you are feeling and what you're going through. A place where you can feel supported and not judged.

You can talk to peer-support workers or be connected to a mental health professional. If you don't feel like chatting, you can spend time in a quiet space and listen to music.

It's free and you don't need an appointment.

Locations:

#### Newcastle Safe Haven

[22 Stewart Avenue, Hamilton East](#)

Friday–Sunday, 4:00PM–9:00PM

[HNELHD-NewcastleSafeHavenHub@health.nsw.gov.au](mailto:HNELHD-NewcastleSafeHavenHub@health.nsw.gov.au)

#### Gosford Safe Haven

Cnr Ambulance Rd & Holden Street, Gosford  
(On Gosford Hospital site)

Monday–Friday, 9:00AM–4:30PM (excl public holidays)  
(02) 4394 1597

#### Tamworth Safe Haven

[214 Bridge Street, Tamworth](#)

Friday–Sunday 3:00PM–9:00PM

[HNELHD-TamworthSafeHavenHub@health.nsw.gov.au](mailto:HNELHD-TamworthSafeHavenHub@health.nsw.gov.au)

#### Parkes Safe Haven

Ground Flood, Suite 3, 195-199 Clarinda Street, Parkes  
Monday–Friday, 9:30AM–4:30PM (excl public holidays)  
0429 229 097

[Wnswlhd-parkes-safehaven@health.nsw.gov.au](mailto:Wnswlhd-parkes-safehaven@health.nsw.gov.au)

#### Dubbo Safe Haven

2/29 Church Street, Dubbo

Monday–Friday, 9:30AM–4:30PM (excl public holidays)

#### SUICIDE PREVENTION OUTREACH TEAMS (SPOT)

[Suicide Prevention Outreach Teams](#) (SPOT) help people who are in distress, suicidal or at risk of self-harm. SPOT is a mobile service and can come to you. A person in need of help can speak to a peer worker with lived experience of suicide or to a mental health clinician.

You can contact SPOT by calling the Mental Health Line on 1800 011 511.



## PRIVATE THERAPY OPTIONS

To see a private counsellor under a Mental Health Care Plan (MHCP), follow these steps:

1. See your GP and ask for a MHCP. This can sometimes be done via telehealth. Your GP will do an assessment so you will need to have an extended GP appointment.
2. Generally, anyone experiencing mental health issues whether acute or chronic, mild or severe can be considered for a MHCP.
3. Find a private therapist that you would like to see and forward your MHCP to them. This will allow you to access the Medicare rebate. Your GP might provide some suggestions.
4. You will need to go back to your GP for a review after 6 sessions and again after 4 sessions. Medicare covers 10 sessions per calendar year and there will likely be a gap for each session.

To see a private therapist under an Eating Disorder Care Plan (EDCP), follow these steps:

1. See your GP and ask for an EDCP. To be eligible, you must have a diagnosis of Anorexia Nervosa, Bulimia Nervosa, Binge Eating Disorder or other specified eating disorder. There are additional factors to be eligible, you can find this information here: [About Medicare Eating Disorder Plans – Butterfly Foundation](#)
2. A psychiatrist or paediatrician can also provide EDCP's.
3. Up to 40 sessions of psychological treatment can be covered under a EDCP for eating disorder treatment. Your GP should have suggestions for local therapists/eating disorder specialists.
4. Up to 20 sessions of dietetic care can be covered under a EDCP. Your GP should have suggestions for local eating disorder specialist dieticians.

[Butterfly Foundation](#) provide an Eating Disorder chatline – 8am to midnight (AEST/AEDT), 7 days a week.

## VICTIM SERVICES

To find a Victim Services counsellor follow these steps:

1. Check your [Eligibility](#) (nsw.gov.au)
2. Apply for [Counselling](#) (nsw.gov.au)
3. Find an approved [counsellor](#) (nsw.gov.au)
  - you can use a filter to search based on Counsellors experience

If you need support with this process, consider contacting VOCAL [Victims of Crime Assistance League](#)

## CRISIS PHONE SUPPORT OPTIONS

If you are in an emergency, please call 000 or consider the following crisis support phone lines:

[Beyond Blue](#) 1300 224 636 (24/7)

[Lifeline](#) 13 11 14 (24/7)

[Mental Health ACCESS Line](#) 1800 011 511 (24/7)

[Olife](#) is an LGBTQA+ 1800 184 527 (peer lead support service 3–12pm 7 days a week)

[Suicide Callback service](#) 1300 659 467 (24/7)

[13YARN](#) is crisis support for Aboriginal and Torres Strait Islander people 139 276 (24/7)

[1800 Respect](#) 1800 737 732 Online chat- external site opens in new window (24/7)

## CRISIS WEBCHAT OPTIONS

[Beyond Blue Webchat Support Service](#)

[Lifeline Crisis Online Chat Service | Lifeline Australia](#)

[Mental health counselling | Suicide Call Back Service](#)

[Olife webchat](#) or search <https://qlife.org.au/resources/chat> (peer lead support service 3–12pm 7 days a week)

[Online Chat with 1800RESPECT](#)

[Here](#) – HERE is ACON's digital hub for information on suicide and situational distress, connecting LGBTQ+ people, their loved ones, and service providers in NSW to care, support, and resources.

[Wellness-Plan.pdf](#) (acon.org.au)

## RECONNECTING TO ACON

After completing a service at ACON, you must wait 6 months before reconnecting with that service again. You can access a different service during the 6 month wait.

For example, Jack has just finished their 12 counselling sessions, Jack needs to wait 6 months before accessing more counselling however, Jack can join the waitlist for peer work now.

Wait times vary between services, please ask at time of referral.