

End of Year Service Closures Mental Health, Suicide Prevention and Alcohol and Other Drug (MHSPAOD)

December 2023



Background

We have collected information from Brisbane South PHN's mental health, suicide prevention and alcohol and other drug commissioned service providers and relevant stakeholders. This resource includes service availability during the end of year holiday period and any contingencies in place for access to alternative support and information for Community. Please be aware that this may not be a full representation of all Brisbane south service providers.



Emergency and Crisis Supports

Organisation	Services offered	Phone
Lifeline	24-hour crisis support and suicide prevention services	13 11 14 TEXT 0477 13 11 14
1300 MH Call	Mental health telephone triage service	1300 642 255
13 Yarn	Crisis support 24/7 to yarn with without judgement and provide a confidential, culturally safe space to yarn about needs, worries or concerns	13 92 76
Suicide Call Back Service	24/7 phone and online counselling to people affected by suicide.	1300 659 467

Support Lines

Organisation	Services offered	Phone	Availability
Mental Health Supports and Services			
Head to Health Phone Service	Nationwide Mental Health support, referrals and online resources including programs, apps and forums	1800595212	Monday to Friday 8.30am – 5pm
Beyond Blue	Access mental health professionals, peer support, information and advice to seek further support	1300 224 636	24/7
Griefline	Griefline provides free counselling support to anyone experiencing grief, loss and the many related feelings that occur as a result.	1300 845 745	8am – 8pm
Carer and family Support			
Arafmi - 24hr Carer Support Line	Available for anyone who is caring for or about a relative or friend with a psychosocial disability. Share your feelings, receive support, find new resources and learn helpful coping skills to help you in your caring role	1300 554 660 07 3254 1881	24/7
PANDA	Providing a safe and confidential space for any expecting or new parent needing support with the challenges of becoming a parent.	1300 726 306	Monday to Friday 9am – 7.30pm Saturday 9am – 4pm
Parentline	A confidential telephone service providing professional counselling and support in Queensland and the Northern Territory.	1300 301 300	8am – 10pm
Child and Youth			
Kids Helpline	Confidential and anonymous, telephone and online support for people aged between 5 and 25	1800 551 800	24/7
ehespace	Chat privately with our professional counsellors over the phone or webchat, access online tools and resources	1800 650 890	Phone and webchat 9am – 1am

Support Lines - Continued

	Eating disorders and body image		
Butterfly Foundation	information, counselling and treatment referral for people with eating disorders, and body image and related issues.	1800 33 4673	8am - Midnight
	First Nations Support		
Mob Link	Staffed by a deadly team of Intake Officers, Nurse, Doctors and Social Workers from across the region. When you call, Intake Officers will yarn with you to work out what you need.	1800 254 354	7am – 7pm
	Men's Support		
Mensline Australia	Telephone counselling and online chat to men having relationship and family problems.	1300 789 978	24/7

Mental Health Services – End of Year Service Dates

Organisation	Closure	Reopen	Phone	Email	Emergency supports
Micah Projects	No closure	No closure	07 3036 4444	info@micahprojects.org.au	
Stepping Stone	No closure	No closure	07 3847 1058		
Neami National (Head to Health Service)	No closure	No closure	1800595212	bs_headtohealth_IAR@neaminational.org.au	
Wesley Mission Queensland - Psychological Therapies Program	No closures NB: services will continue with skeleton staff	No closures	07 3151 3840	ptintake@wmq.org.au	At least one clinician will be available each business day.
Accoras	End of Day – 22 nd December	2 nd January	07 3727 5022	info@accoras.org.au	Community referred to crisis supports available during closure
Headspace Inala	12.30pm 22 nd December	2 nd January	07 3727 5000	headspaceinala@accoras.org.au	Community referred to crisis supports available during closure
Headspace Beaudesert	End of Day - 22 nd December	2 nd January	07 5515 1800	headspace.Beaudesert@stride.com.au	Community referred to crisis supports available during closure
Headspace Meadowbrook	End of Day - 22 nd December	2 nd January	07 3804 4200	headspace.Meadowbrook@stride.com.au	Community referred to crisis supports available during closure
Headspace Woolloongabba	End of Day - 22 nd December	2 nd January	07 3249 2222	headspace.Woolloongabba@stride.com.au	Community referred to crisis supports available during closure
Headspace Capalaba	End of Day – 22 nd December	2 nd January	1300 851 274	headspaceCapalaba@wmq.org.au	Community referred to crisis supports available during closure

Mental Health Services - Continued

Organisation	Closure	Reopen	Phone	Email	Emergency supports
Wesley Mission - Way Back Support Service	25 th and 26 th December 1 st January	2 nd January	0419487727	faxwaybacksupportservice@wmq.org.au	Note: Only closed during public holidays
Lives Lived Well	End of Day – 22 nd December	2 nd January	1300 727 957	Info@liveslivedwell.org.au	Note: Service will operate 24/7 for current clients Community referred to crisis supports available during closure
QPASTT	End of Day – 22 nd December	2 nd January	07 3391 6677	connect@qpastt.org.au	QPASTT will be checking phone messages during non-public holiday break days AM and PM to respond to emergencies as needed.
Fortify Health Group	End of Day - 22 nd December	2 nd January	07 3416 6660	info@fortifyhealth.com.au	Community referred to crisis supports available during closure
Stride	End of Day – 22 nd December	2 nd January	1300 001 907	brisbanesouthhub@stride.com.au	Community referred to crisis supports available during closure
Change Futures	End of Day – 22 nd December	2 nd January	07 3857 0847		Community referred to crisis supports available during closure
World Wellness Group	25 th and 26 th December 1 st January	2 nd January	1300 079 020		Note: Open 9am to 4.30pm. Closed weekends and public holidays.



Perinatal Health Services - End of Year Service Dates

Organisation	Closure	Reopen	Phone	Email	Emergency supports
Peach Tree Perinatal Wellness	3pm- 22nd December	2 nd January		southbrisbane@peachtree.org.au	Community referred to crisis supports available during closure

Alcohol and Other Drugs Services – End of Year Service Dates

Organisation	Closure	Reopen	Phone	Email	Emergency supports
QuIHN (Redlands)	3pm- 22nd December	2 nd January	07 3620 8111	redlandsreferrals@quihn.org	Phone QuIHN on 07 3620 811 NSP open at QuIHN's Bowen Hills office on limited hours during Xmas week NSP vending machines available at Metro South Addiction and Mental Health Service, Cleveland, and Gundu Pa, Wynnum

Eating Disorder Services - End of Year Service Dates

Organisation	Closure	Reopen	Phone	Email	Emergency supports
Eating Disorders Queensland	End of Day – 22 nd December	2 nd January	07 3844 6055	admin@edq.org.au	Voicemails can be left. Calls will be returned in January. Community referred to crisis and support lines available during closures

First Nations Services – End of Year Service Dates

Organisation	Closure	Reopen	Phone	Email	Emergency supports
ATSICHS Brisbane	Social Health - End of Day 22 nd December. Medical Clinics – 25 th December 26 th December 1 st January	Social health - 2 nd January Medical Clinics – Closed on Public Holidays only	(07) 3240 8900	southbrisbane@peachtree.org.au	Community referred to crisis and support lines available during closures
Yuli-Burri-Ba	25 th December 26 th December 1 st January	Closed on Public Holidays only	07 34099596		Community referred to crisis and support lines available during closures
Inala Wangarra Inc.	End of Day – 14 th December	8 th January	07 3372 2333	financeadmin@inalawangarra.com.au	ceo@inalawangarra.com.au