

Released: 24 December 2024

Trauma counselling, general counselling and mental health services available

The following services are available for anyone affected by the recent fires across the north and south-west of Victoria, or if you have other community concerns. Please contact the services listed if you are seeking mental health support or would like someone to talk to:

Local services: Great South Coast

headspace Warrnambool

Ph: 1300 276 749

Email: hswarrnambool@brophy.org.au

Link to online referral for young person or carer for young person under 16yrs [Self-Referral - Under 16 Years \(jotform.com\)](#)

Link to online referral for young person over 16yrs [Self-Referral - Over 16 Years \(jotform.com\)](#)

Link to online referral for health professional [Professional's Referral \(jotform.com\)](#)

Online chat support [Connect with a mental health clinician 1-on-1 | headspace](#)

headspace Portland

148-150 Percy Street, Portland

Ph: (03) 5522 1484

Email: HPortland@brophy.org.au

Opening hours: Tues-Thu 9am-5pm

Referrals: [Young Person under 16 Years](#)
[Young Person over 16 Years](#)
[Professional referral](#)

Please Note: Due to some Christmas closures you can speak to someone 1on1 via online chat, email or over the phone at eheadspace.org.au and 1800 650 890

Psychosocial Support Services (non-clinical mental health support)

Delivered by Wellways Australia

Ph: 03 4333 0251

Email: servicenavwestvic@wellways.org

Website: <https://www.wellways.org/our-services/well-connected/>

Step Thru Care Great South Coast

Website: [Step Thru Care - Great South Coast, Victoria | Mind Australia](#)

Self-referrals - Mind Australia: 1300 286 463

GP referrals – Mind Australia:

rcpgsc@mindaustralia.org.au

Email: mindconnect@mindaustralia.org.au

South West Healthcare Mental Health and Well-being Services: 1800 808 284

Website: [Mental Health | South West Healthcare](#)

Wellways Mental Health and Wellbeing Hubs – Great South Coast region

Warrnambool: 505 Raglan Parade, Warrnambool

Staff are also available to provide support at the **Portland** and **Hamilton** sites.

- Outreach services are also offered.
- Monday - Friday 9-3pm
- Ph: 1300 375 330

Gunditjmara Aboriginal Cooperative: Ph 5564 3344

Winda-Mara Aboriginal Corporation: Ph 5227 0084

Dhauwurd-Wurrung Elderly & Community Health Service: Ph 1300 202 664

Kirrae Health Service Inc: Ph (03) 55 671270

Local Services: Wimmera Grampians

Grampians Area Mental Health Service, Access and Triage Team: Ph 1300 247 647

[Mental Health Services - Ballarat Health Service](#)

Horsham Mental Health and Well being Hub

185 Baille Street Ph: 1300 375 330

Offering outreach and in person support and open Mon – Fri 9am – 3pm. Free and available to Victorians of all ages.

headspace Horsham

77 Hamilton Street, Horsham Ph: (03) 5381 1543

Email: info.headspacehorsham@vt.uniting.org

Opening hours: Mon-Thu 9am-6pm, Fri 9am-5pm

Referrals:

<https://headspace.org.au/assets/Uploads/Centres/Horsham/Enquiry-form-Nov2024.docx>

Please note: Due to some Christmas closures you can speak to someone 1on1 via online chat, email or over the phone at eheadspace.org.au or 1800 650 890

Uniting Wimmera Grampians Mental Health Service (Step Thru Care) Ph: 5362 4000

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Local Services: Wimmera Grampians *continued*

Grampians Community Health Intake and Mental Health Hub

Ph: 5358 7400 (*Please Note: due to some staff being evacuated, non-clinical mental health—psychosocial support services are available*)

Budja Budja Social and Emotional Wellbeing Centre

Ph: 5356 4751 (Halls Gap) or 5352 6700 (Ararat)

Goolum Goolum Aboriginal Cooperative (Horsham) Ph: 5381 6301

Region and statewide services

Suicide Call Back Service Ph: 1300 659 467

Lifeline Ph: 13 11 14

13YARN (First Nations Support) Phone: 13 92 76

Beyond Blue Ph: 1300 224 636

Head to Health National Ph: 1800 595 212

Rural Financial Counselling Ph: 1300 735 578

Partners In Wellbeing helpline (statewide)

Free telephone mental health support available to all Victorians 16 years and above.
Ph: 1300 375 330 for telephone support (9am-8pm, Monday to Friday; 9am-5pm, Saturday)

Local Services: Ballarat Goldfields

Head to Health Ballarat, Step Thru Care, Psychosocial support services delivered through Ballarat Community Health:

Ph: 03 5338 4500 (BCH customer service)

Email: mentalhealthintake@bchc.org.au

Ballarat Mental Health and Well being Hub

105 Dana Street Ph: 1300 375 330

Offering outreach and in person support and open Mon – Fri 9am – 3pm. Free and available to Victorians of all ages.

headspace Ballarat (for people aged 12 to 25 years) 28 Camp St Ballarat

Ph: 5304 4777

info@headspaceballarat.org.au

Please Note: Due to some Christmas closures you can speak to someone 1on1 via online chat, email or over the phone at headspace.org.au and 1800 650 890

The Orange Door Ballarat

Ph: 1800 219 819

Uniting Ballarat Mental Health Service

Ph: 5332 1286

Not all local services may be open during the Christmas and New Year public holidays.

If you need urgent mental health support during this time,

contact Grampians Health on

Ph: 1300 247 647 or

South West Healthcare Mental Health and Wellbeing Services on Ph: 1800 808 284