

# Free professional counselling - 24 hours a day, 7 days a week across Victoria

**SuicideLine Victoria is a free 24/7 telephone and online counselling service offering professional support to:**

- Anyone experiencing emotional or mental health issues
- Anyone at risk of suicide
- Anyone concerned about someone else's risk of suicide
- Anyone bereaved by suicide

**As the only state-based telephone service in Australia dedicated to suicide prevention and connected issues, SuicideLine Victoria provides vital support to thousands of Victorians each year.**

## Mental health support services

**Single session counselling**

**Multi-session counselling**

**Case coordination**

## Multi-session and case coordination services feature:

- Engagement with multiple sessions via preferred channel
- Support from experienced, professional counsellors
- A comprehensive needs and risk assessment to determine 'best fit' support
- Development of a goal plan
- Referral into appropriate community support services
- Follow up at 6 weeks and 3 months post intervention.



# We can help:

## Anyone experiencing emotional or mental health issues

Issues like stress, loneliness, depression and anxiety can escalate if left unattended. Early intervention and support is vital to build knowledge, resilience and coping strategies.

Our professional counsellors can help with strategies to tackle distress before it becomes overwhelming.

## For people thinking about suicide

Feeling suicidal is painful, but it's not something a person has to bear alone. For someone feeling overwhelmed, reaching out is an important first step towards getting the help they need. Our professional counsellors are available right now.

## Those worried about someone

Realising that someone you care about is feeling suicidal can be upsetting and stressful.

Our professional counsellors offer practical strategies to help keep the caller, and anyone they are concerned about, safe.

## People bereaved by suicide

Bereavement after a suicide can be complicated. As well as feeling grief, a person may feel guilty and angry. Our counsellors offer specialised counselling to anyone who is struggling with the loss of someone to suicide. Support is available immediately.

# Mental health services

## Single session counselling

In a single session, each interaction is treated as a stand-alone counselling session where we work with the client on the issue that is of greatest concern to them.

Clients can call **1300 651 251** or access online counselling at [suicideline.org.au](https://suicideline.org.au). Available 24 hours a day, seven days a week. No referral required.

## Multi-session counselling

Multi-session counselling is a free service offering professional support for clients presenting with a low to moderate risk. Clients can engage with the same counsellor for up to four sessions.

Service is dependent on identified need and serves as a complimentary service to existing supports – for example, where their primary worker is unavailable or when on a waitlist.

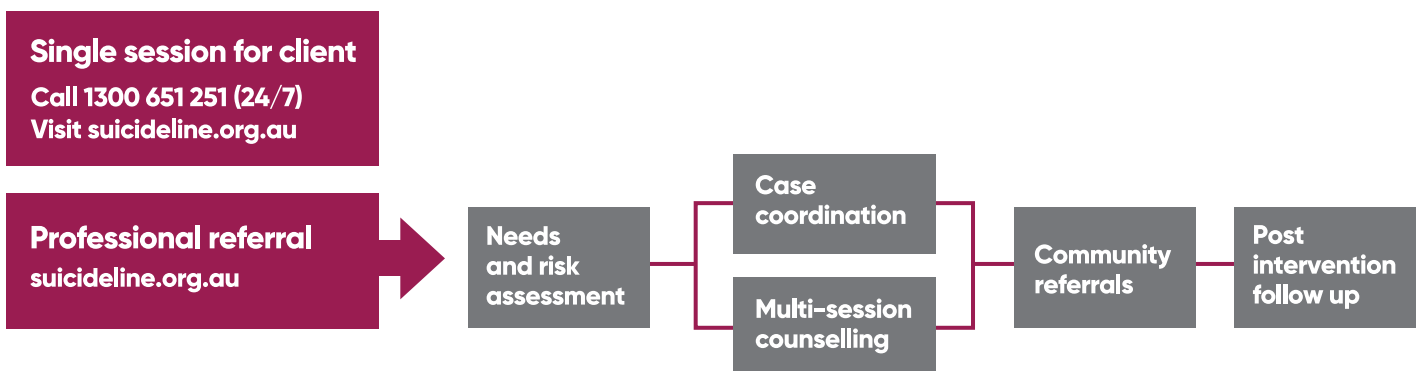
This service is available weekdays 9am–8pm. To refer a client, complete the form at [suicideline.org.au/health-professionals](https://suicideline.org.au/health-professionals)

## Case coordination

Case coordination is a free service offering enhanced support for clients over four to six weeks. This service helps clients identify and connect with services in their local area.

To refer a client, visit [suicideline.org.au/health-professionals](https://suicideline.org.au/health-professionals)

# Our approach:



Call 1300 651 251 or visit [suicideline.org.au/health-professionals](https://suicideline.org.au/health-professionals)