

BUSHFIRE RECOVERY AND COVID-19 MENTAL HEALTH SUPPORT LINE

An Illawarra Shoalhaven LHD Mental Health Service Initiative

Support and Connection

The Bushfire Recovery and COVID-19 Mental Health Support Line has been established to provide an easy point of access for anyone feeling overwhelmed or dealing with difficult emotions in response to the 2019/20 bushfires and/or the COVID -19 pandemic.

Bushfire Recovery Coordinators

The Bushfire Recovery Co-ordinators are locally-based mental health professionals who will listen compassionately and support you to recognise your strengths, understand and manage your emotions and focus on your self care. They can help to identify and connect you with other appropriate supports.

How it works

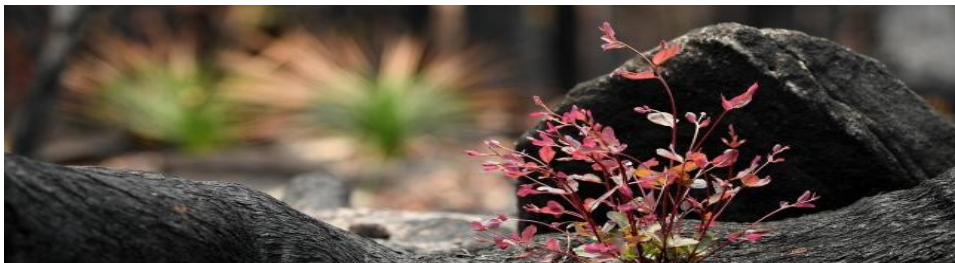
The Support Line operates Monday to Friday from 8:30 - 4:00.

Simply call the number and a clinician will either speak to you directly or will be in touch with you as soon as possible.

The phone call will be directed by you and is an opportunity to talk through your concerns and find ways to look after yourself and your emotional health. While the support line staff are not able to provide longer-term support, they can provide information on services and supports that may be helpful at this time.

Confidentiality

Your confidentiality is important. Support Line clinicians will not disclose information regarding your name, personal reactions, feelings, or concerns unless it is with your consent so appropriate referrals can be made, or if staff are required to by law to up-



For after hours or urgent assistance

ISLHD Mental Health Access Line: **1800 011 511**

Lifeline: **13 11 14**

For urgent assistance, call 000 or contact your local hospital Emergency Department

*Contact the ISLHD
Mental Health Bushfire
Recovery and
COVID-19 Mental
Health Support Line on:*

4424 7888

Hours of Operation:

8:30 - 4:30

Monday to Friday.

How Can We Assist?

Support Line staff can:

- provide empathy and understanding
- support you through distressing times and situations
- provide practical advice to promote mental health and wellbeing
- assist to access further support if required