

COVID-19 Mental Health Support Web Portal

COVID-19 has had a range of mental health impacts on the South Australian community through isolation from loved ones and usual supports, changes to normal daily routines, changes to or loss of work, difficult financial situations, as well as anxiety about becoming unwell.

The [COVID-19 Mental Health Support web portal](#) has information about our Virtual Support Network services and other resources to support the mental health of South Australians.

Our Virtual Support Network is a network of specialist services based locally in South Australia. People can access a specific service directly, or contact the SA COVID-19 Mental Health Support Line who can connect people with other Network providers. Services can also provide follow-up support.

[Virtual Support Network](#) services include:

- > **SA COVID-19 Mental Health Support Line** 8am to 8pm, 7 days a week

Phone: 1800 632 753

Online chat: www.SACOVIDMentalHealth.org.au

This service is operated by Uniting Communities' mental health counsellors, who can:

- provide counselling over the phone or via video calls or online chat
- arrange referrals to a range of services
- call people back if they leave a message
- provide follow up calls to check in on someone who has been identified by another service provider as requiring a follow up call from this service (with the person's consent). **Please note:** GPs and other service providers who would like to arrange a follow up call for their clients from this service can call (08) 8202 5117.

- > **COVID-19 Mental Health Peer Support Line** 5pm to 11:30pm, 7 days a week

Phone: 1800 022 020

Online chat: www.skylight.org.au/covid-19-support-line

This service is operated by Skylight Mental Health peers who have a mental health lived experience. It provides mental health support over the phone, via video calls and through web chat and connects people with other appropriate services as needed.

- > **ASKPEACE** 9am to 5pm, Monday to Friday

Phone: (08) 8245 8110

www.rasa.org.au/services/all-services/askpeace/

ASKPEACE is operated by Relationships Australia and provides mental health support over the phone, including interpreter services, to the Culturally and Linguistically Diverse community of South Australia affected by COVID-19.

- > **Thirrili** 9am to 5pm, Monday to Friday

Phone: 1800 841 313

www.thirrili.com.au

Thirrili's COVID-19 service is available to provide guidance and support for South Australian Aboriginal and Torres Strait Islander people to access mental health and other services during the COVID-19 pandemic.



- > **Carers SA** 9am to 6pm, Monday to Friday

Phone: 1800 422 737

www.carerssa.com.au/covid-19/

Carers SA is now delivering the Carer Gateway Services across South Australia. Unpaid carers of family and friends with a disability, health condition, mental illness, or who are frail aged may access services through Carers SA.

- > **Resource Options and Support for Carers (ROSC)** 9am to 5pm, Monday to Friday

Phone: (08) 8245 7196

Email: customer@ucwb.org.au

ROSC is provided by UnitingCare Wesley Bowden and supports carers (14 years and over) who are caring for an adult with a mental illness.

Keep an eye out on the [web portal](#) as more services are added to the [Virtual Support Network](#).

Campaign

SA Health is running a campaign to inform South Australians of the network of support services that are available and encourage the community to access help from these services when they need it.

Advertising activities undertaken as part of the campaign include:

- > Facebook and Instagram advertising
- > Online advertising
- > Printed posters for SA Health COVID-19 testing clinics, Commonwealth funded respiratory clinics and Priority Care Centres.

Other promotional activities include:

- > Dedicated webpages on the SA Health website:
www.sahealth.sa.gov.au/COVID19MentalHealthSupport
- > Organic social media posting on the SA Health [Facebook](#), [Twitter](#) and [Instagram](#) pages.
- > Internal communications within SA Health.

We encourage you to share our COVID-19 Mental Health Support messaging with your networks and clients, and to assist with this we have compiled a campaign pack for you to use, which includes:

- > Email signature banner, to link to: www.sahealth.sa.gov.au/COVID19MentalHealthSupport
- > Social media images. **Please note:** you are also welcome to share any posts that we publish on the SA Health [Facebook](#), [Twitter](#) and [Instagram](#) pages.
- > TV screen images for display on televisions at your sites.
- > SA COVID-19 Mental Health Support Line A5 flyer.
- > A3 poster. **Please note:** to order printed copies of the A3 poster please email HealthCommunications@sa.gov.au.

For more information

Office of the Chief Psychiatrist

www.sahealth.sa.gov.au/COVID19MentalHealthSupport

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SA Health