# heading pageNDIS Coronavirus (COVID-19) Information Pack

# Resources for looking after your mental health and well-being

**May 2020**

Contents

[NDIS Coronavirus (COVID-19) Information Pack 1](#_Toc41656099)

[Resources for looking after your mental health and well-being 1](#_Toc41656100)

[Introduction 3](#_Toc41656101)

[COVID-19 and mental health and well-being 4](#_Toc41656102)

[Tips for looking after your mental health and well-being 4](#_Toc41656103)

[Resources 5](#_Toc41656104)

[International resources 5](#_Toc41656105)

[National resources 5](#_Toc41656106)

[Disability related resources 5](#_Toc41656107)

[State and Territory information and resources 7](#_Toc41656108)

[Phone and online support 8](#_Toc41656109)

## Introduction

We know that the impacts of COVID-19 can affect participants’ wellbeing.

This information pack is designed to assist participants, their families and carers to look after their mental health and well-being during this time. It contains information about a range of available trusted government and community services, resources and help lines.

We have also created a [psychosocial disability information pack](https://www.ndis.gov.au/media/2399/download) with details of how the NDIS is supporting people with psychosocial disability. This information pack is available on the NDIS website.

Please share this information pack to help us reach participants, their families and carers by using the following links to the NDIS website:

* [NDIS Coronavirus (COVID-19) information and support](https://www.ndis.gov.au/coronavirus)
* [NDIS what happens when](https://www.ndis.gov.au/coronavirus/what-happens-when)

We are regularly updating the NDIS website with information for participants and will be complementing this by sharing further information packs on specific topics.

You can provide feedback or let us know what further information you would like via communications@ndis.gov.au.

## COVID-19 and mental health and well-being

All governments recognise the importance of mental health and well-being and are committed to supporting the community to stay healthy and connected throughout the response to COVID-19.

One of the most important things you can do is use trusted sources of information. Using a reliable source of information will help you feel more in control.

The key government websites to use are:

* [Australia.gov.au](https://www.australia.gov.au/): For regular updates on the latest coronavirus news and advice from government agencies across Australia.
* [Australian Government Department of Health coronavirus (COVID-19) health alerts](https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert): For information on how the Australian Government is monitoring and responding to the outbreak, how you can help slow the spread of COVID-19 in Australia, and what to do if you have symptoms.

Make sure one of your information sources is your own state or territory government’s COVID-19 website, for local updates.

If you can’t access the internet, get a friend or family member to read to you or show you the most up-to-date information.

### Tips for looking after your mental health and well-being

Below are some of the most common tips for looking after your mental health and well-being:

* **Stay connected:** keep in touch with your family, friends and your support workers by phone, video call, social media or email.
* **Seek support:** reach out to professional support services (like [Beyond Blue](https://www.beyondblue.org.au/) or [Head Space](https://headspace.org.au/)) when you need them. Your workplace might also have an employee support program offering confidential phone support.
* **Stick to a routine:** aim to get plenty of sleep, maintain physical activity, eat healthy foods and allocate specific work hours and breaks. Stay curious about your new experience and how you can use it to develop healthy habits.
* **Media coverage:** find a healthy balance and limit news and social media if you and your family find it too distressing.
* **Stay calm and be practical:** follow advice from credible sources, wash your hands, stay home when you can. Remember that experts around the world are working hard to help.
* **Find a new hobby:** there are lots of things you can do while at home, such as reading, board games, jigsaw puzzles, gardening, or finishing off those household jobs you’ve been meaning to do for ages. Or maybe there’s a new TV series you’ve been thinking about starting.
* **Financial support:** call the [National Debt Helpline](https://ndh.org.au/) on 1800 007 007 for free financial counselling and advice. You can also download the [COVID-19 Financial Survival Guide](https://ndh.org.au/debt-problems/covid19/) for information on emergency/government assistance, payment priorities, arranging housing and bill repayments and accessing your superannuation early.

## Resources

### International resources

Reliable information and resources are available for everyone to use.

[World Health Organization – coronavirus disease (COVID-19) outbreak](https://www.who.int/emergencies/diseases/novel-coronavirus-2019%22%20%5Ct%20%22_blank)

[Specific mental health related resources:](https://www.who.int/emergencies/diseases/novel-coronavirus-2019%22%20%5Ct%20%22_blank)

* [WHO – coping with stress during COVID-19](https://www.who.int/docs/default-source/coronaviruse/coping-with-stress.pdf?sfvrsn=9845bc3a_8) (poster style)
* [WHO – helping children cope with stress during COVID-19 (poster style)](https://www.who.int/docs/default-source/coronaviruse/helping-children-cope-with-stress-print.pdf?sfvrsn=f3a063ff_2)
* [WHO – #HealthyAtHome](https://www.who.int/news-room/campaigns/connecting-the-world-to-combat-coronavirus/healthyathome)
Advice to help you and your family to stay healthy at home during this period of confinement. Topics include [looking after our mental health](https://www.who.int/news-room/campaigns/connecting-the-world-to-combat-coronavirus/healthyathome/healthyathome---mental-health), which provides general guidance, specific advice for parents, older adults and people with a mental health condition, and social media tiles. Other topics: staying physically active, quitting tobacco, healthy parenting, and eating healthily. [Includes social media tiles](https://www.who.int/news-room/campaigns/connecting-the-world-to-combat-coronavirus/healthyathome/healthyathome---mental-health)
* WHO - Mental Health Considerations during COVID-19 Outbreak (PDF)

### National resources

* [Services Australia](http://www.australia.gov.au)
* [Australian Government coronavirus (COVID-19) health alerts](https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert)
* Australian Government Department of Health Facebook page
* [Head to Health COVID‑19 support page](https://headtohealth.gov.au/covid-19-support) – Australian Department of Health
* [Coronavirus Mental Wellbeing Support Service](https://coronavirus.beyondblue.org.au/) – operated by Beyond Blue and funded by the Australian Government. Trained mental health professionals available 24 hours via phone, webchat (7pm-midnight) and email. You can also join the peer support online forums, send an email or sign up to receive a regular newsletter. The website includes [Top tips for looking after your mental health while self-isolating](https://coronavirus.beyondblue.org.au/managing-my-daily-life/coping-with-isolation-and-being-at-home/managing-your-mental-health-while-in-self-isolation-or-quarantine.html?fbclid=IwAR0-ggG4wzf1LAJZx0jDExB0wqaiD1EncC32Olcv0yky3c8eQUJZJmW4nVM).

### Disability related resources

**Disability Information Helpline 1800 643 787**

National Relay Service on **133 677**

If you have a question about COVID-19, need help because things have changed, or are feeling upset or anything else is worrying you, contact the [Disability Information Helpline](http://www.dss.gov.au/disabilityhelp). Available Monday to Friday 8am to 8pm (AEST) and Saturday and Sunday 9am to 7pm (AEST)**.**

**NDIS website**

The NDIS website has the latest updates on changes to the Scheme and supports, as well as other COVID-19 information packs on a range of topics. A psychosocial disability information pack is available. Visit:

* [NDIS Coronavirus (COVID-19) information and support](https://www.ndis.gov.au/coronavirus)
* [NDIS what happens when](https://www.ndis.gov.au/coronavirus/what-happens-when)

If you have any queries, you can contact the NDIS on 1800 800 110 or email enquiries@ndis.gov.au

**NDIS Facebook**

The [NDIS Facebook page](https://www.facebook.com/NDISAus) has regular tips and links to help people with disability stay connected and engaged. Recent posts have included links to virtual museum tours, Vision Australia’s top five accessible board games, how to use Zoom, children’s stories read by Julie Andrews, and much more. There are also links to helpful information and advice provided by government and support organisations.

**NDIS Health and Safeguards Commission**

[Coronavirus (COVID-19) information for people with disability](https://www.ndiscommission.gov.au/participants/covid-19-people-disability). It includes links and resources for NDIS participants, such as [Look after your mental health during Coronavirus](https://cid.org.au/our-stories/look-after-your-mental-health-during-coronavirus/) (Easy Read prepared by the Council for Intellectual Disability).

**Disability specific health advocacy and support organisations**

You can check websites of health advocacy and support organisations directly related to your specific disability, for information or advice about COVID-19.

## State and Territory information and resources

**Victorian** [Department of Health and Human Services](https://www.dhhs.vic.gov.au/mental-health-resources-coronavirus-covid-19)has a range of information and resources on mental health and wellbeing during the COVID-19 pandemic. This includes tips for staying calm and healthy, staying positive and connected, and having conversations with children, young people and older Victorians. Resources include videos, and information sheets for seniors, families and children, and people in isolation or quarantine. It has a large listing of help and advice lines.

[Worksafe Victoria’s COVID-19 Working from Home](https://www.worksafe.vic.gov.au/minimising-spread-coronavirus-covid-19-working-home) webpage includes mental health and wellbeing information for employees and employers.

**New South Wales** [Department of Health](https://www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/mental-health-and-safety) has a dedicated COVID-19 mental health and safety webpage, as well as information on a [range of mental health support services](https://www.health.nsw.gov.au/mentalhealth/services/Pages/support-contact-list.aspx).

* [Mental Health Line](https://www.health.nsw.gov.au/mentalhealth/Pages/Mental-Health-Line.aspx) 1800 011 511Operates 24 hours daily
* [NSW Mental Health Commission](https://nswmentalhealthcommission.com.au/mental-health-and-the-coronavirus)
Resources and support available to people struggling with their mental health due to COVID-19
* [SafeWork's Mental health at work during COVID-19](https://www.safework.nsw.gov.au/safety-starts-here/mental-health-at-work-the-basics/mental-health-%40-work/mental-health-at-work-during-the-covid-19-pandemic)

**Queensland** [Department of Health](https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19)has a dedicated COVID-19 mental health webpage as well as general information on [mental health and wellbeing](https://www.qld.gov.au/health/mental-health)

* 1300 MH CALL **1300 642 255**
Confidential mental health access line

**South Australian** [Department of Health](https://www.sahealth.sa.gov.au/wps/wcm/connect/public%2Bcontent/sa%2Bhealth%2Binternet/conditions/infectious%2Bdiseases/covid%2B2019/community/mental%2Bhealth%2Bsupport%2B-%2Bcovid-19) has a range of mental health information and resources.

* COVID-19 Mental Health Support Line **1800 632 753,** 8am-8pm daily
Mental health support by phone and video
* Mental Health Emergency Triage Service **13 14 65**
* [SA Mental Health COVID-19 Fact Sheet - Information for the community (PDF 288KB)](https://www.sahealth.sa.gov.au/wps/wcm/connect/public%2Bcontent/sa%2Bhealth%2Binternet/resources/mental%2Bhealth%2Bimpacts%2Bof%2Bcoronavirus%2Bcovid-19)

**Tasmanian** [Department of Health](https://www.coronavirus.tas.gov.au/) has a range of mental health supports and resources, including via social media on the [Stay Healthy Stay Connected Facebook page](https://www.facebook.com/stayhealthystayconnected).

* COVID-19 Mental Health Hotline **1800 98 44 34**, 8am-8pm daily
Psychosocial support and referrals, as well as outreach to socially isolated Tasmanians. Operated by Lifeline Tasmania
* Mental Health Services Helpline **1800 332 388** (24 hours)
For more immediate support for people experiencing significant mental health problems

##### Other Tasmanian resources

* [Mental Health Council of Tasmania COVID-19 webpage](https://mhct.org/covid-19-and-mental-health/)
* [TasCOSS – Comprehensive list of COVID-19 resources for employers, employees, job seekers and aged care](https://www.tascoss.org.au/covid-19-preparation-and-advice/)
* [Lifeline Tasmania – Mental health and wellbeing during COVID-19](https://www.lifelinetasmania.org.au/news/mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak)

**Western Australian** [Mental Health Commission](https://www.thinkmentalhealthwa.com.au/mental-health-and-covid-19/) has a mental health and COVID-19 webpage. The content covers coping with anxiety and worry, maintaining your connections, money worries, keeping in contact with elderly family and friends, maintaining physical and mental health, and making the most of social isolation.

**ACT** [Department of Health](https://www.health.act.gov.au/services-and-programs/mental-health/mental-health-and-wellbeing-during-covid-19) has a dedicated mental health and wellbeing during COVID-19 webpage. The page offers tips for maintaining good mental health, information on how to access mental health services, information for families, and how to cope with loss and grief during this period. The Department also recommends visiting the national [Coronavirus Mental Wellbeing Support Service (Beyond Blue)](https://coronavirus.beyondblue.org.au/) website.

**Northern Territory** [Government](https://coronavirus.nt.gov.au/)’s COVID-19 online information has advice on how to manage stress and anxiety, for yourself and others, on its [Self-care](https://coronavirus.nt.gov.au/stay-safe/self-care) page. It includes advice for responders and people coming out of quarantine.

* Northern Territory Mental Health **1800 682 288**Emergency help for a person experiencing a mental health crisis or who needs mental health advice or support:
* [General mental health services](https://nt.gov.au/wellbeing/mental-health) information.

## Phone and online support

There are plenty of ways to support other people or be supported if you are feeling anxious or uncertain.

Some organisations offer a range of ways to connect, such as by text message, webchat and group forums. They also provide COVID-19 resources on their websites and social media.

Here are just some of the places you can contact – see your state or territory website for more listings. Note: in an emergency situation, always contact 000.

* [Lifeline Australia](http://lifeline.org.au/) 13 11 14 (24hr)
A crisis support service offering short term support at any time for people who are having difficulty coping or staying safe. [Crisis support chat online](https://www.lifeline.org.au/get-help/online-services/crisis-chat) available 7pm-midnight (Sydney time) daily.
* [Beyond Blue](http://beyondblue.org.au/) 1300 22 46 36
Beyond Blue runs [Coronavirus Mental Wellbeing Support Service](https://coronavirus.beyondblue.org.au/) **1800 512 348**See also [Looking after your mental health during the coronavirus outbreak](https://www.beyondblue.org.au/the-facts/looking-after-your-mental-health-during-the-coronavirus-outbreak)
* [Suicide Call Back Service](http://suicidecallbackservice.org.au/) 1300 659 467 (24hr)
Mental health support, call back service: phone or online
* [SANE Australia](https://www.sane.org/) 1800 187 263
Website includes [You and COVID-19: Complex mental health issues in a pandemic](https://www.sane.org/information-stories/the-sane-blog/wellbeing/covid-19-complex-mental-health) blog.
* [MensLine](https://www.mensline.org.au/) 1300 78 99 78 (24hr)
Professional telephone and online support and information service for Australian men. [Online counselling](https://mensline.org.au/phone-and-online-counselling/mensline-australia-online-counselling/).
* [Mindspot](https://mindspot.org.au/) 1800 61 44 34 (8am-8pm Monday to Friday, 8am-6pm Saturday)
Phone and online service for people with stress, worry, anxiety, low mood or depression. Online assessment and treatment.
* [1800Respect](https://www.1800respect.org.au/) 1800 737 732 (24hr)
Confidential counselling, information and support for people impacted by sexual assault, domestic or family violence and abuse via phone or online chat. [1800Respect online chat](https://chat.1800respect.org.au/#/welcome).
* [Directline](https://www.directline.org.au/covid19/covid19-update) 1800 888 236 (24hr)
Confidential alcohol and drug counselling and referral service. [Directline online counselling](https://www.directline.org.au/online-counselling).

### Youth support services and resources

* [headspace](https://headspace.org.au/)1800 650 890 (not for emergency assistance)
Support and counselling for 12-25 year olds, their families and friends. Offers [eheadspace](http://www.headspace.org.au/eheadspace/) online and webchat. See also [How to cope with stress related to Novel Coronavirus (COVID-19)](https://headspace.org.au/young-people/how-to-cope-with-stress-related-to-covid-19/)
* [Kids Helpline](https://kidshelpline.com.au/) 1800 55 1800 (24hr)
Any time. Any reason. For kids 5 to 25. Interactive resources such as peer support groups, apps, social media. Latest topic on Instagram: I’m not ready for things to go back to normal!
* [ReachOut](https://au.reachout.com/) online service.
Website resources on study stress and coping during COVID-19. See also [Let’s Chat: Coronavirus (COVID-19) – a forum for 14-25 year olds to chat, connect and support each other](https://forums.au.reachout.com/t5/Special-discussions/Let-s-Chat-Coronavirus-COVID-19/td-p/385089)