

Mental wellbeing resources for families



Information and support is available to help families deal with mental wellbeing issues.

Building mental wellbeing and resilience

Resilience is the ability to recover after a negative experience. It's an important part of maintaining mental wellbeing. Contact these organisations for support:

[Beyond Blue](#) – Advice about mental health issues and how to raise resilient young people.

[ReachOut](#) – General mental health information for young people and their families. [The parent's guide to Instagram](#) explains how teenagers can stay safe on social media.

[eSafety](#) – Information for parents and carers helping young people deal with online issues. Topics include [cyberbullying](#), [online gaming](#) and managing [time online](#).

Facing mental wellbeing challenges

[Headspace](#) – Information for families and friends of young people experiencing mental wellbeing issues.

[Beyond Blue](#) and [ReachOut](#) – Suicide prevention resources, including how to start the conversation and make a safety plan.

[Orygen](#) – A guide to communicating safely online called #chatsafe, with advice about mental health, suicide and self-harm.

[Embrace Mental Health](#) – Mental health and suicide prevention support for people from culturally and linguistically diverse (CALD) backgrounds, in different languages.

Dealing with body image and eating disorders

[The Butterfly Foundation](#) – Support for families dealing with eating disorders and body image challenges. Parents of teenagers can use the [Body Kind](#) resources for advice about eating and exercise behaviours.

Phone and webchat counselling

Lifeline

Crisis support phone service. 13 11 14.
Lifeline Suicide call back service. 1300 659 467.

Parentline

State based phone and support services for parents and carers.

QLife

Phone and online counselling for LGBTIQ+ people, their families and friends.
1800 184 527.

Beyond Blue

Phone and online counselling for all Australians, offered in different languages.
1300 224 636.

For more support services visit the [eSafety website](#) or [Head to Health](#).

Factsheets supporting the **LGBTIQ+** community and **Aboriginal and Torres Strait Islander** peoples are available through the e-mental health in practice (eMHprac).

If you, or someone you care about is at risk of harm right now, call Triple Zero (000).

Tips for dealing with mental health and online safety issues

- **Be direct and show you care.** You might say, 'I've heard that people have been sharing a video that shows a suicide. I was wondering what you would do if someone sent it to you?'
- **Explain that you won't be angry or stop them using their phone if they tell you something personal.** Suggest other people who they could talk to if they are worried about telling you.
- **Check if anyone is at risk of harm.** You could ask, 'Has your friend mentioned that they are thinking of suicide?' Call Triple Zero (000) in an emergency.
- **Tell your child why others need to be involved.** You could say, 'I know you're worried that your friend will be angry with you for telling me. It was the right thing to do – you're a good friend who cares about their safety.'
- **Don't leave it to others to do something.** If you find out a young person is sharing experiences online related to self-harm or eating disorders, encourage them to talk to their family or school.
- **Ask the school about counselling and how to access the school psychologist.** Visit the eSafety website for information about [counselling and support](#).
- **Check-in regularly and gently ask age appropriate questions to open the conversation.** Be available to listen and help them to build their digital skills. Use eSafety's [parent resources](#) which include information sheets and advice about family tech agreements.
- **Use [The eSafety Guide](#) for advice** about safety features on the latest apps, games and social media and how to update settings.

