

# CAREinMIND Wellbeing Support Service

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## About CAREinMIND Wellbeing Support Service

CAREinMIND Wellbeing Support Service is a free phone and online counselling service for people in the north, central or western suburbs of Melbourne who are feeling the pressures and stresses of everyday life.

Professionally trained counsellors are available 24/7 to listen, support and encourage people to connect with others and improve your wellbeing. No referral is required.

This service, now in its second year of operation, is funded by the North Western Melbourne Primary Health Network (NWMPHN) and delivered by [On The Line](#), who also operate other phone counselling services such as MensLine and SuicideLine Victoria.

This service forms part of NWMPHN's System of Care. [CAREinMIND Wellbeing Support](#) is one of the low intensity services available for people who are experiencing symptoms of stress or anxiety.

## Suggested short news article



### ***Free online and phone counselling – gives you CAREinMIND***

CAREinMIND Wellbeing Support Service is a free phone and online counselling service is available 24/7 for people who live, work or study in north, central and western Melbourne.

Professionally trained counsellors are available 24/7 to listen and support people who are experiencing the pressures and stresses of everyday life and encourage them to develop ways to manage these stresses and concerns to help them feel better.

The service provides an initial session and, where appropriate, up to three counselling and support services.

You don't need a referral, so you can make the call at a time that suits you. Phone, [video](#) and [online counselling](#) is free (local call charges may apply). Visit [careinmind.com.au](#) or phone 1300 096 269.

*This free service is funded by the North Western Melbourne Primary Health Network (NWMPHN) and delivered by [On The Line](#), who also operate other phone counselling services such as MensLine and SuicideLine Victoria.*

For more information, please visit [careinmind.com.au](#).

## Suggested email text to send to your networks

This is a quick email to let you know about a free counselling service that may be of interest to your networks/clients. I would greatly appreciate if you could share the links to this service, distribute the [posters](#) and include in your newsletters and social media.

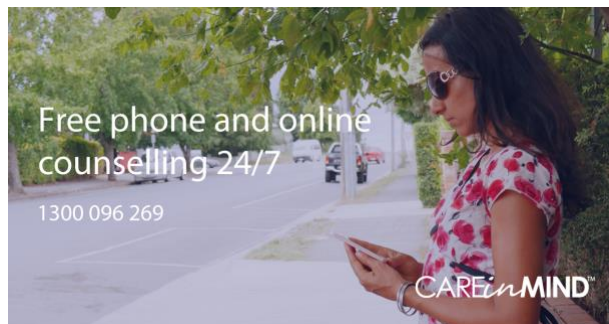
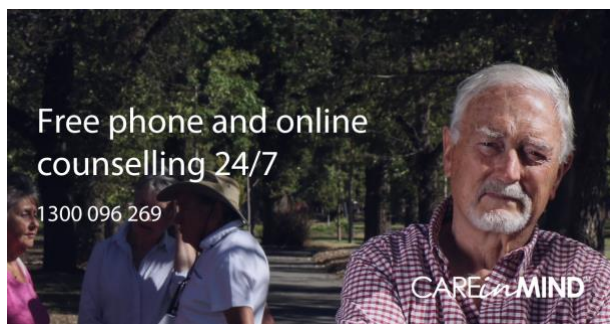
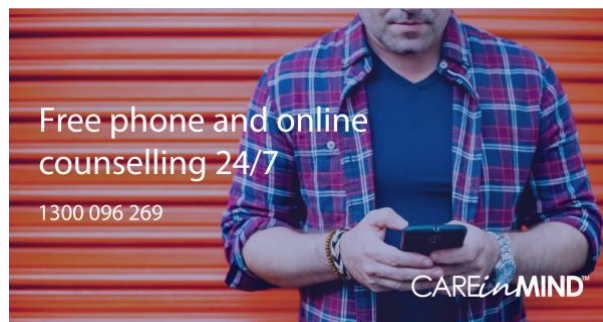
CAREinMIND Wellbeing Support Service offers free phone, video and online chat support for people who live work or study in north, central and western Melbourne. Professionally trained counsellors are available 24/7 to listen, support and encourage people to connect with others and improve their wellbeing. The website includes an active blog with topical discussions, advice and avenues for support.

No referral is needed. CAREinMIND Wellbeing Support can be accessed via [careinmind.com.au](#) or by calling 1300 096 269.

This service is funded by the North Western Melbourne Primary Health Network (NWMPHN) and delivered by [On The Line](#), who also operate other phone counselling services such as MensLine and SuicideLine Victoria.

Kind regards,

## Suggested social media posts



**POST 1:** Anxiety or stress in your life? CAREinMIND Wellbeing Support offers free 24/7 phone and online counselling for people living in the north, central and western suburbs of Melbourne. Call 1300 096 269 or visit [careinmind.com.au](https://careinmind.com.au) #mentalhealth #melbourne #wellbeing #careinmind

**POST 2:** We're here to help, whenever you need it. Professionally trained counsellors are available at no cost 24/7 to listen, support and help you feel better. Call 1300 096 269 or visit [careinmind.com.au](https://careinmind.com.au) for more information #mentalhealth #melbourne #careinmind #wellbeing

**POST 3:** Need a little extra support? Professional counselling? The free CAREinMIND Wellbeing Support Service is here 24/7 to help you deal with the stresses and pressures of everyday life. Call 1300 096 269 or visit [careinmind.com.au](https://careinmind.com.au) #mentalhealth #melbourne #careinmind #wellbeing

**POST 4:** A free phone and online #counselling service available 24/7, for people who live, work or study in central, north or western #Melbourne, visit [careinmind.com.au](https://careinmind.com.au) to start a live video chat or call 1300 096 269. #mentalhealth #careinmind #melbourne #wellbeing

## Digital assets

We encourage you to download and distribute these assets to your partners, providers and networks.

Visit the [CAREinMIND digital resources page](#) for all assets

### **Posters/ Flyers - are available for download (A4/A3)**

- 1) [Man on phone](#)
- 2) [Woman on phone](#)
- 3) [Older man](#)

### **Social media tiles**

- 4) Set of generic tiles for Twitter: [web](#) | [.zip](#)
- 5) Set of photo tiles for Facebook: [web](#) | [.zip](#)

## Order your set pocket sized cards

Pocket Cards are also available in sets of 50 with a card holder – please contact [comms@nwmpnh.org.au](mailto:comms@nwmpnh.org.au) to request cards and these will be posted to you.



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## More information

For more information about this service, contact Mark O'Brien, Director, Mental Health and Wellbeing

**Phone:** (03) 9347 1188

**Email:** [mark.obrien@nwmpnh.org.au](mailto:mark.obrien@nwmpnh.org.au)



## About North Western Melbourne PHN (NWMPHN)

NWMPHN works with government organisations and health care providers to improve people's health in north west and western Melbourne by strengthening and supporting primary health care and connecting services across the health care system.

Media enquiries: phone Jeremy Kennett, Communications Coordinator on (03) 9347 1188

## About On The Line

Commissioned by the North Western Melbourne Primary Health Network (NWMPHN), CAREinMIND Wellbeing Support Service is delivered by On the Line.

On the Line is a social health business, supporting and counselling people, anywhere and anytime. We listen and encourage people to feel better: building resilience, fostering healthy relationships, and connecting people with community support.

With more than 55 years' experience, delivering mental health services to the community. On the Line is a national provider of some of Australia's most vital and trusted services including MensLine Australia, Suicide Call Back Service and SuicideLine Victoria.

We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.

