



## Where to seek help

Reading this fact sheet has been a good start. There are however, many other self-help resources available for you to obtain more information. These include:

<http://www.healthinsite.gov.au/>

<http://www.health.gov.au/mentalhealth>

<http://beyondblue.org.au/index.aspx>

You may also wish to discuss things with a **close friend or family member** who you trust to be supportive. Sometimes it can really help to share a problem and get a different perspective on it by talking it over.

**ADF Chaplains** are also available and can provide support and impartial guidance without needing a referral or going through the Chain of Command.

**The Family Information Network for Defence (FIND)** (1800 020 031) is a telephone service that provides easy access to personnel information on matters of everyday interest and concern such as ADF pay, entitlements, allowances or conditions of service. This is a toll-free, confidential service. It is available to Service members and their families anywhere in Australia.

## Further support available

If you need further support, there are more resources available to you.

Your **chain of command** can provide advice, support and referral if necessary to the local Medical Centre or Mental Health and Psychology Section (MHPS).

You can also approach your local **Medical Centre** directly and speak with a Nursing Officer or Medical Officer, or you can approach your local **Mental Health and Psychology Section (MHPS)**.

If you need to speak to someone urgently after hours, the **ADF Mental Health Strategy All-hours Support Line (ASL)** is available. This is a confidential telephone triage support service for ADF members and their families that can be contacted 24 hours a day, 7 days a week on 1800 628 036 (FREECALL within Australia) or 61 2 9425 3878 (outside Australia).

**VCVS – Veterans and Veterans Families Counselling Service** is available to veterans of all deployments and their families.

**The Defence Community Organisation (DCO)** also provides services to families of ADF members 24 hours a day, 7 days a week all year round, including public holidays. During normal business hours, the first point of call is the Duty Social Worker or Military Support Officer. Outside these hours, calls should be directed to the National Welfare Coordination Centre (NWCC) on 1800 801 026, or if calling from overseas, 61 2 9359 4842.



JOINT HEALTH COMMAND  
VICE CHIEF OF THE DEFENCE FORCE



ADF Mental Health Strategy  
**ALL-HOURS  
SUPPORT LINE**



## What is the All-hours Support Line?

The All-hours Support Line (ASL) is a confidential telephone service for ADF members and their families that is available 24 hours a day, seven days a week. The ASL is designed as a triage line, which simply means that it is there to help you access ADF or civilian mental health services more easily. Services that you can access include psychology, medical, social work, and chaplain services.

The ASL is provided by a very experienced outside agency that has been contracted to the ADF to provide this service. The company employs health professionals (primarily nurses, psychologists, and social workers) as their operators. The company's personnel have been trained on the issues that ADF members and their families face, and the services that are most appropriate to assist them. Defence members and their family who call the ASL can expect to speak to a qualified, mental health professional, who has a good understanding of available resources and options.

## Who can use the ASL?

The ASL is designed to help any ADF member or their family access the support they are entitled to receive from the ADF. They can also help identify what services are available in the general community to help solve the problem.

## What happens if I call the ASL?

If you call the ASL, an operator will answer your call and identify themselves as being from the ASL. They will advise you of the ASL confidentiality rules. The operator will work with you to identify the problems you might be experiencing and help you decide the best source of help.

In some cases you might need emergency help and the ASL will guide you to getting that help or organise it for you. In other cases, your need for help will be less urgent and the ASL might simply arrange for someone to contact you the next day. In other cases, they might simply give you the information that you need to contact the appropriate agency at a time that suits you best.

## What is meant by confidential?

The ASL operates under some very strict rules about confidentiality. They will ask if the caller wants to access ADF provided facilities and most times people will answer yes. For those people, their details will be taken and passed on to the agency to which they are referred. The process is the same as a referral from a doctor to another specialist. The only records that will be kept are those normally kept by the ADF agency they are referred to (medical, psychology, Defence Community Organisation, etc).

Some people may not want to use ADF provided services. For such people, the operator will only take the details necessary to ensure they can direct the caller to appropriate resources in the local community. In these cases, no personal information will be passed on to the ADF at all. If the ASL operator determines that either the person or someone else is in danger, they may call the police or the ambulance, similar to the mandatory reporting requirements placed on any other health provider.