

Contacts to support working with veterans

[This list is not exhaustive and is current as of March 2021]

Department of Veterans' Affairs

The Department of Veterans' Affairs is a department of the Australian Government. They provide support services and information for:

- Veterans and their dependants
- Serving and former Australian Defence Force members
- War widows / widowers
- Australia British Nuclear Tests participants
- Members of the Australian Federal Police and
- Students, teachers and historians.

You can find the DVA website by clicking this link <https://www.dva.gov.au>
<https://www.dva.gov.au/about-dva/contact-us>

Information from the DVA about transitioning to civilian life is located at: <https://www.dva.gov.au/civilian-life/transition-civilian-life>

DVA Triage and Connect provide an access point for community housing organisations (CHOs) to seek advice on the range of services provided under the Department's Client Support Framework that a veteran presenting with a range of issues might be eligible for. This is a contact process for CHOs and is not a number to be given to veterans.

Access to Triage and Connect can be made via email using the following email address triageandconnect@dva.gov.au (preferred) or by calling **1800 VETERAN (1800 838 372)**

Veterans can be given the phone number **1800VETERAN (1800 838 372)** which enables them to connect with support and information services directly. Refer to Module 2 for further information about services offered by the Department of Veterans' Affairs.

Ex-Service Organisations

The Department of Veterans Affairs works closely with a range of support services to support veterans. Ex-Service Organisations (ESOs) such as the Returned and Services League of Australia (RSL) provide a range of services and supports to veterans including welfare support, financial assistance, employment and vocational advice as well as social activities to provide mutual support and networking opportunities.

Most ESOs have welfare officers who can provide veterans with information about community and government services available to veterans, their dependants, war widows and former serving members.

You can find the list of ESOs supported by the Department of Veterans Affairs at: [Find an ex-service organisation | Department of Veterans' Affairs \(dva.gov.au\)](https://www.dva.gov.au/find-an-ex-service-organisation).

Engage: Supporting those who serve

Engage is an online portal that current, transitioning and former ADF members, their families and / or those involved in their support can use to locate support services. It provides information on not-for-profit services available from a range of service providers. You can find the Engage website by clicking this link <https://engage.forcenet.gov.au>

Open Arms – Veterans and Families Counselling

CHOs might explore with a tenant to see if they are aware of the supports that might be available to them through Open Arms – Veteran and Families Counselling <https://www.openarms.gov.au>

As a 24-hour, free, nationally accredited, nationwide, multidisciplinary mental health service, Open Arms offers a wide range of treatment and support options to provide clients with the best opportunity to access the right support, in the right place and at the right time.

Open Arms provides free and confidential access to individual, couples and families counselling, mental health support, case management, psychoeducation workshops and group programs for current and former Australian Defence Force personnel and their families. Open Arms services are freely available for the following individuals:

- Current serving ADF personnel
- Personnel transitioning to civilian life
- Ex-serving members
- Partners and children or servicing and ex-serving personnel
- Ex-partners who are co-parenting
- Reservists with one day continuous full time service or hazardous service.

Where there has been a death of a service person, parents and siblings can also access Open Arms support.

24/7 Client Assist provides 24/7 telephone support for clients to reach the information and services they need, when they need them. Client Assist is the entry point for Open Arms services across Australia and also provides one-off support and telephone counselling.

CHOs can support clients to refer to **Open Arms through contacting Client Assist on 1800 011 046.**

Privacy and confidentiality are important to both current and ex-serving ADF members.

Safe Zone Support is an anonymous counselling line providing access to specialised counsellors without the need for individuals to identify themselves.

The 24/7 number is 1800 142 072.

FREE AND CONFIDENTIAL COUNSELLING

A team of psychologists, social workers, mental health occupational therapists and mental health nurses trained in veteran and military culture deliver specialised support and care to individuals, couples and families

COMMUNITY ENGAGEMENT AND PEER SUPPORT

- Open Arms Community Engagement Teams consist of Peer Workers with a lived experience of military service or military family life, and of mental health and recovery. The support offered includes Peer Workers working collaboratively with mental health clinicians. The following is an overview of such support: Open Arms Peer Workers connect through their dual lived experiences of military service and mental health recovery to break down barriers to care. Peer Support is about walking along-side veterans and families with an understanding of the unique challenges involved in military service, offering a positive model of recovery to promote hope, building help-seeking behaviours, supporting connections and providing a bridge to further support.
- Community Engagement Teams engage with hospitals, health, homelessness and community services and networks to break down barriers to care, establishing collaborative care agreements and supporting clients to access and transition between services.
- Community Engagement teams work in collaboration with other Open Arms services (Counsellors, Complex Care Coordinators, Group Programs, Outreach Program Clinicians) to provide assertive outreach and care coordination in areas such as homelessness, bereavement, family violence, alcohol and other drug abuse, family breakdown and gambling.

CRISIS ACCOMMODATION PROGRAM

The Open Arms crisis accommodation program aims to provide crisis 'time-out' accommodation. This allows time to alleviate a crisis situation such as a relationship breakdown or relational conflict, or an immediate housing crisis.

Crisis support aims to reduce stress, improve the person's ability to cope with their current situation and alleviate any potential future crises.

Open Arms will work with the client to address issues that contributed to the crisis and will work to connect the client with a housing service.

Access may be **5-10 nights**, depending on the circumstances. In exceptional circumstances, an extension for accommodation may be given.

To be eligible for assistance under this program, the person must be in a crisis situation and needing help, and be:

- a current member of the ADF
- a former member of the ADF
- their partner
- a dependent child.

PSYCHO-EDUCATION WORKSHOPS

Open Arms offers psycho-education workshops aimed at building mental health literacy and skills for those seeking to help family, friends, co-workers or others in the veteran community, including:

- Mental Health First Aid (MHFA): 2-Day workshop
- Applied Suicide Intervention Skills Training (ASIST): 2-Day workshop
- Suicide alertness for everyone – safeTALK: half-day workshop
- Suicide Prevention START: 90 minute online skills training.

GROUP TREATMENT PROGRAMS

Open Arms offers a range of group programs to assist the serving and ex-serving community, as well as their families, to live their best life.

Group treatment programs, relationship retreats and education programs are offered to both individuals and families and include:

- Recovery from Trauma
- Sleeping Better
- Understanding Anxiety
- Transitioning
- Parenting
- Relaxation and Stress Management
- Managing Anger

FACTSHEETS AND SELF-HELP TOOLS

Open Arms 'Living Well' webpage <https://www.openarms.gov.au/living-well> provides a range of self-help tools, resources and information to manage PTSD, suicide ideation and stress, as well as helping build knowledge and skills for resilience.

These include:

- Resources that support veteran and their families to live well
- Wellbeing case studies, webinars and factsheets
- **Operation Life App** - is designed to help those at risk deal with suicidal thoughts and is recommended to be used with the support of a clinician.
- **PTSD Coach Australia App** – helps users learn about and manage symptoms that commonly occur after trauma.
- **High Res App** - can assist serving and ex-serving Australian Defence Force personnel and their families to manage the daily stresses of military life, deployment, transition to civilian life and life post-service.
- **The Right Mix App** – will help users manage alcohol consumption by tracking the number and type of drinks consumed and calculating financial and health impacts.

Australian Defence Force bases

For a list of defence bases in Australia, refer to the following link: <https://www.defencelife.com.au/defence-bases-in-australia>

Australian Defence Force transition information

The following link is to a detailed guide that provides comprehensive information for ADF members and their families who are considering or planning for their transition: <https://www.defence.gov.au/dco/transition>

This guide includes:

- **Transition Checklist** – this includes a section relating to housing and this template is used in partnership with the guide to assist ADF members and their families plan and proceed through their transition
- **Section 1** – Transition Overview
- **Section 2** – Reserves
- **Section 3** – Transition administration
- **Section 4** – Career development and civil recognition
- **Section 5** – Medical and Dental
- **Section 6** – Finances
- **Section 7** – Housing and accommodation
- **Section 8** – Family support through transition
- **Section 9** – Connecting to your community
- **Section 10** – Ongoing support
- **Section 11** – Final words and ADF Transition Centre locations.

Defence Member and Family Support

The Defence Member and Family Support section of the Department of Defence facilitate monthly ADF Member and Family Transition Seminars each year. These are one day expos with multiple stages and information sessions. There are booths and stalls for any not-for-profit organisation. These sessions are currently available virtually. CHOs can enquire about having a stall and/or virtual booth to provide housing related information.

For further information about the seminars refer to: <https://www.defence.gov.au/members-families/Transition/YourTransition/seminars.asp>

For enquiries regarding the seminars contact: ADF.transitionseminar@defence.gov.au

Defence Family Helpline

The Defence Family Helpline 1800 624 608

The Defence Family Helpline is the first point of call for support, information and connection with the defence community, including the local Defence Community Organisation team. The Helpline is available 24-7 and is staffed by qualified human services professionals including social workers and psychologists.

Clients can also email the Helpline on DefenceFamilyHelpline@defence.gov.au and receive a response within 24 hours.

www.defence.gov.au/dco/defence-helpline.asp

Veteran Support Services

The following list captures some of the key Ex Service Organisations (ESOs) that provide some level of support around crises or emergencies, in particular around housing and financial crises. CHOs may choose to explore their local area to identify ESOs that operate within their location.

NATIONAL VETERAN SUPPORT SERVICES			
Bravery Trust	1800 272 837	braverytrust.org.au	Offers financial support, financial counselling, food vouchers. If in crisis, they can provide emergency financial relief for essentials such as food, rent, bills, education, clothing and transport. Eligibility: Serving ADF member, ex-serving ADF member, serious illness or injury as a result of service, in financial hardship.
RSL DefenceCare	02 8088 0388	www.defencecare.org.au	Assistance with Department of Veterans' Affairs claims, advocacy at the Veterans' Review Board, financial assistance, housing assistance, bereavement services, counselling, community support, Veteran Sport Australia Disaster assistance. They work with Australian veterans and their families, to provide a holistic and client-focused service, addressing their unique issues and concerns. RSL DefenceCare helps Australian veterans and their families in times of illness, injury and crisis. Anyone across Australia is welcome to contact them and they will help if they can. Eligibility: Veterans and their families seeking help with claims, advocacy and well-being.
Defence Force Welfare Association (DFWA)	02 8335 5447	dfwa.org.au	The DFWA has a Relief Fund to assist the welfare of both members and former members of the Association, and ADF members and their families in times of hardship, where existing funding or grants or entitlements do not provide support. For the purposes of the Trust, "families" includes widows, widowers and their dependants.
Soldier On	1300 620 380	www.soldieron.org.au	Soldier On supports those who have served and continue to serve in the ADF. They also support immediate family members. The service aims to assist individuals in building resilience and in creating and expanding meaningful connections with family, community and employers.
Vietnam Veterans Association of Australia NSW Branch	02 9833 4700	www.vvaansw.org.au	Financial and crisis assistance. Assistance with DVA entitlements. Transition to civilian life. Eligibility: Whilst based in NSW, any former ADF member and his/her family are welcome to contact and the Vietnam Veterans Association of Australia NSW Branch will help if they are able.

NEW SOUTH WALES VETERAN SUPPORT SERVICES			
Homes for Heroes	02 8978 4371	rslifecare.org.au/veteran-services/homes-for-heroes	Short and long term accommodation at four locations in NSW (Narrabeen, Toukley, Galston and Lismore) for individuals who are engaged in the program and work towards their goals.
Vietnam Veterans Association of Australia NSW Branch	02 9833 4700	www.vvaansw.org.au	Financial and crisis assistance. Assistance with DVA entitlements. Transition to civilian life.
RSL DefenceCare	02 8088 0388	www.defencecare.org.au	Assistance with Department of Veterans' Affairs claims, advocacy at the Veterans' Review Board, financial assistance, housing assistance, bereavement services, counselling, community support, Veteran Sport Australia Disaster assistance. They work with Australian veterans and their families, to provide a holistic and client-focused service, addressing their unique issues and concerns. RSL DefenceCare helps Australian veterans and their families in times of illness, injury and crisis. They have a specified Housing Officer that links veterans to long term solutions through DCJ's various housing programs. Eligibility: Veterans and their families seeking help with claims, advocacy and well-being.
Bravery Trust	1800 272 837	braverytrust.org.au	Offers financial support, financial counselling, food vouchers If in crisis, they can provide emergency financial relief for essentials such as food, rent, bills, education, clothing and transport. Eligibility: Serving ADF member, ex-serving ADF member, serious illness or injury as a result of service, in financial hardship.
Albury RSL SubBranch	02 6021 1341	www.alburyrsl.org.au	Provide limited emergency accommodation support.
Link2home Veterans and Ex-service	1800 326 989	www.facs.nsw.gov.au/about/contact/helplines#link2home-Veterans	In NSW there is a helpline for homeless veterans. Former service men and women who are homeless or at risk of homelessness are supported by an information and referral service dedicated to addressing their needs. Link2home Veterans and Ex-service supports individuals and families to access accommodation and connect them with specialist homelessness services. This service is dedicated to supporting veterans experiencing homelessness and is operated by specially trained staff, well-versed in finding veterans the appropriate assistance that suits their needs.

AUSTRALIAN CAPITAL TERRITORY VETERAN SUPPORT SERVICES			
Returned and Services League of Australia (Woden Branch) Inc	02 6285 1931	www.rslwoden.org.au	Has a veteran support centre that provides pension, advocacy and welfare services assisting veterans and their families with government entitlements.
VICTORIAN VETERAN SUPPORT SERVICES			
RSL Victorian Branch	1300 645 838	www.rslvic.com.au	Veteran Central is a place for Victorian veterans to interact with Ex-Service Organisations and get the support they need to maintain their wellbeing. The phone is staffed by Case Navigators who work directly with veterans to find and link them to the supports that are available.
Vietnam Veterans Association of Australia Victorian Branch	03 9655 5588	www.vvaavic.org.au	Financial and crisis assistance. Assistance with DVA entitlements. Transition to civilian life.
SOUTH AUSTRALIAN VETERAN SUPPORT SERVICES			
RSL Care SA	08 8379 2600	www.rslcaresa.com.au	RSL Care SA provides the Andrew Russell Veteran Living program which provides emergency, transitional and affordable accommodation for homeless veterans and those at risk of homelessness. They also provide residential aged care facilities.
Returned and Services League of Australia (SA Branch) Inc	08 8100 7300	www.rslsa.org.au	RSL SA provides DVA entitlement advice and assistance, an employment program, links to rehabilitation and transition assistance, welfare assistance, education programs, links to accommodation and aged care.
Soldier On	(08) 8100 7319 0477 775 020	soldieron.org.au	- Referral to RSL advocates and affiliated organisations capable of offering crisis accommodation and relationship counselling and support. - Peer and social support for those in crisis accommodation through structured activities both social and physical. - Needs assessments for employment, education and training and provision of employment support services and advocacy. - Funded education and training opportunities. - Volunteer opportunities. - Inspirational activities at a state, national and international level. - Family activities. - Psychological counselling. Eligibility: Contemporary veterans and their family members / supporters.
WEST AUSTRALIAN VETERAN SUPPORT SERVICES			
Returned and Services League of Australia (WA Branch) Inc	08 9287 3799	www.rslwa.org.au	RSL WA has recently opened Veteran Central that provides a range of health and welfare services through a hub model to veterans. They also help with compensation claims through the DVA, provide emergency financial assistance and referrals to crisis accommodation.

R&R Veterans Transition Centre – Jarrahdale	0410 410 112	www.rnrcentre.org/page/jarrahdale	Offers self-contained cabins in a rural location to veterans.
Perth Legacy	08 9486 4900	www.legacy.com.au/perth	Does not typically provide services to veterans who are homeless or at risk of homelessness but does assist families with locating suitable housing. Also provides pensions advocacy, financial aid, referral to other services. Supports the widows, partners, families children and disabled dependants of ex-ADF members.
NORTHERN TERRITORY VETERAN SUPPORT SERVICES			
Vietnam Veterans Association of Australia NT Branch		www.vvaa.org.au	Provides short-term crisis accommodation at Coral House. Coral House has shared amenities, including kitchen, lounge with TV, computer. Occupants have their own fridge. This facility is also available for other homeless men.
Defence Force Welfare Association (DFWA)	07 3233 4480	www.dfwa.org.au/branches/qld	NT members are administered by the QLD branch.
Veterans Australia NT	0414 511 952	www.veteransaustralian.nt.org.au	A not-for-profit community representing the veteran community of the Northern Territory.
Returned and Services League of Australia (NT Branch) Inc	08 8941 5848	www.rsldarwin.org.au	illeroy House is a drop-in centre open to veterans and their families. It provides information, advice and advocacy as well as a venue for social activities.
SOUTH QUEENSLAND VETERAN SUPPORT SERVICES			
Returned and Services League of Australia (Queensland Branch) Inc	134 775	www.rslqld.org	RSL QLD provides DVA entitlement advice and assistance, provides support to find suitable employment and a range or wellbeing programs. They have an active partnership with the Salvation Army to provide access to crisis housing with case management support to facilitate access to long-term housing solutions.
Vietnam Veterans Association of Australia (QLD Branch) Inc	07 3888 6004	vvaaqueensland.asn.au	Welfare, pension and advocacy service support.
Wounded Heroes Australia	1300 853 080	www.woundedheroes.org.au	Wounded Heroes is a QLD based national community organisation that supports ADF members and their families and aims to ease financial, emotional and personal hardships of contemporary military life.
Redlands RSL Sub-branch Inc (QLD)	0466 055 763 07 3488 1105	rslqld.org/About-Us/Redlands-Sub-Branch-Inc	Assistance with locating crisis accommodation assistance and suitable housing. Food bank. Assistance with DVA entitlements. Eligibility: Current and former members of the ADF and their family members
Cannon Hill District and Vietnam Services RSL Sub-branch	(07) 3399 8879		Limited financial and crisis assistance. Assistance with DVA entitlements. Transition into civilian life. Eligibility: Former ADF members and their families in the sub-branch area.

SOUTH QUEENSLAND SUPPORT SERVICES			
Manly Lota RSL Sub-branch	(07) 3348 2572	rslqld.org/About-Us/ManlyLota-Sub-Branch-Inc	Assistance with advocacy and welfare for any ex-ADF members and their families. Eligibility: Ex-ADF members and their families.
Angus House RSL QLD	4180 721 300	askizzy.org.au/service/662275-angus-house	Provides short-term accommodation for veterans undergoing medical treatment or counselling who require accommodation for themselves or their partner and dependents. Eligibility: Veterans undergoing medical treatment or counselling.
NORTH QUEENSLAND SUPPORT SERVICES			
Returned and Services League of Australia (Queensland Branch) Inc	134 775	www.rslqld.org	RSL QLD provides DVA entitlement advice and assistance, provides support to find suitable employment and a range or wellbeing programs. They have an active partnership with the Salvation Army to provide access to crisis housing with case management support to facilitate access to long-term housing solutions.
Vietnam Veterans Association of Australia (QLD Branch) Inc	07 3888 6004	vvaqueensland.asn.au	Welfare, pension and advocacy service support.
The Oasis Townsville		www.theoasistownsville.org.au	The Oasis Townsville provides a single “front door” for all current and ex-ADF veterans in Townsville and their families to support their transition into civilian life in the Townsville community.
TASMANIA SUPPORT SERVICES			
Returned and Services League of Australia (Tasmania Branch) Inc	03 6242 8900	www.rsltas.org.au	RSL Tasmania provides welfare services, limited financial and crisis assistance, assistance with DVA entitlements, referral to appropriate agencies.
Hobart Legacy	03 6234 6581	www.legacy.com.au/clubs/tas/hobart/	Does not typically provide services to veterans who are homeless or at risk of homelessness but does assist families with locating suitable housing. Also provides pensions advocacy, financial aid, referral to other services. Supports the widows, partners, families children and disabled dependants of ex-ADF members.

Referral options and programs provided through the Department of Veterans’ Affairs for eligible veterans¹

NEED	SERVICE/RESOURCE	DESCRIPTION	FURTHER INFORMATION
Mental health treatment and counselling/	Open Arms – Veterans and Families Counselling 24 hour counselling line	Free and confidential 24/7 individual counselling, mental health support, peer support and group programs (including relationship and suicide prevention) for the following individuals: • Current serving ADF personnel • Personnel transitioning to civilian life • Ex-serving members • Partners and children or servicing and ex-serving personnel • Ex-partners who are co-parenting • Reservists with one day continuous full time service or hazardous service. Where there has been a death of a service person, parents and siblings can also access Open Arms support.	www.openarms.gov.au Call: 1800 011 046 (24 hrs)
	DVA Veteran White Card now incorporates treatment of any mental health condition under Non-Liability Health Care arrangements	Free mental health treatment for anyone who has served at least a single day as a permanent member of the ADF.	www.dva.gov.au/health-and-treatment/injury-or-health-treatments/mental-health-care/free-mental-health-care-veterans 1800 VETERAN (1800 838 372) Email: nlhc@dva.gov.au
General Health Care	Health care and treatment	A wide range of health care and support services are available to meet the clinical needs of eligible veterans and eligible dependants.	www.dva.gov.au/about-us/overview/overview-dva-benefits-and-services www.dva.gov.au/health-and-treatment/injury-or-health-treatments/treatment-your-health-conditions/treatment-overview
In-patient programs	DVA-approved in-patient treatment, including PTSD programs	Acute or extended private psychiatric care and outpatient programs for eligible veterans and eligible dependants.	www.dva.gov.au/providers/hospitals-and-day-procedure-centres www.openarms.gov.au/health-professionals/referral-options/hospitals-offering-ptsd-recovery-programs 1800 VETERAN (1800 838 372)

1 Accurate as at April 2020

In-home care	DVA Community nursing	Nursing and personal care services for eligible veterans and eligible dependants provided in the home by qualified nurses and support staff. Services can include help with medication, wound care, hygiene, showering and dressing.	https://www.dva.gov.au/health-and-treatment/care-home-or-aged-care/community-nursing 1800 VETERAN (1800 838 372)
	Veterans' Home Care	Provides a small amount of practical help at home so eligible veterans and eligible dependants can continue to live independently.	www.dva.gov.au/health-and-treatment/care-home-or-aged-care/help-so-you-can-stay-your-home 1800 VETERAN (1800 838 372)
Alcohol and other drug support	Treatment, care coordination including hospital-based alcohol and other drug services.	DVA and Open Arms offer support for veterans experiencing alcohol and other substance use disorders.	www.openarms.gov.au/health-professionals/referral-options/alcohol-and-other-drug-referrals 1800 011 046
Health and Wellbeing support	Men's health peer education program	Raises awareness about men's health issues; encourages shared responsibility for this.	www.dva.gov.au/health-and-wellbeing/wellbeing/mens-health-peer-education
	Heart Health Program	A practical exercise, nutrition, and lifestyle management program offered over 52 weeks for DVA clients with operational service.	www.dva.gov.au/health-and-wellbeing/wellbeing/heart-health-programme
Rehabilitation appliances	Rehabilitation Appliances Program	Provision of aids, appliances and modifications to eligible veterans and eligible dependants to facilitate independence and self-reliance.	www.dva.gov.au/providers/health-programs-and-services-dva-clients/rehabilitation-appliances-program
ESO support	Soldier On	Organisations who provide support, social connections, advocacy, and practical assistance to veterans.	soldieron.org.au 1300 620 380
	Mates4mates		mates4mates.org
	RSL & other ex-service organisations		rslnational.org
	Vietnam Veterans' Federation of Australia Inc		www.vvfa.org.au
	Vietnam Veterans Association of Australia Inc		www.vvaa.org.au
Peer Support	Open Arms Community and Peer Program	The Open Arms Community and Peer Program is a national program and involves 'lived experience' peers, who draw on their own experiences from the military and mental health system when working with clients. Peers can provide case management as well as referrals for issues such as finances, relationships, employment, mental and physical health and thoughts of suicide.	www.openarms.gov.au/get-support/community-and-peer-program

NOTE: DVA is able to fund / provide transport for eligible veterans to attend approved medical treatment (conditions and treatment location restrictions may apply).
See: <https://www.dva.gov.au/health-and-wellbeing/home-and-care/travel-treatment>
or call **1800 VETERAN (1800 838 372)**

Self-help resources for veterans²

Note that these programs are evidence-based, however not all are designed / funded by the Department of Veterans' Affairs or targeted to a veteran population.

NEED	SERVICE/ RESOURCE	VETERAN SPECIFIC?	DESCRIPTION	FURTHER INFORMATION
General on-line resources	High Res	Yes	Online "tools" to help veterans with issues relating to sleep, relaxation, social connections, anger, and negative thoughts.	www.openarms.gov.au/resources/apps-and-online-resources/high-res-app
	Department of Health mental health resources links	No	Links to apps, websites, forums for a wide variety of mental health and social problems/issues.	
Sleep	High Res	Yes	Online "tools" to help veterans with issues relating to sleep, relaxation, social connections, anger, and negative thoughts.	www.openarms.gov.au/resources/apps-and-online-resources/high-res-app
	Department of Health mental health resources links	No	Links to apps, websites, forums for a wide variety of mental health and social problems/issues. Includes various apps on sleep.	headtohealth.gov.au
PTSD	PTSD Coach	Yes	Mobile app to help monitor and manage PTSD symptoms, in conjunction with psychological therapy.	www.openarms.gov.au/resources/apps-and-online-resources/ptsd-coach-australia-app
	Department of Health mental health resources links	Yes	Links to apps, websites, forums for a wide variety of mental health and social problems/issues. Includes various apps relating to PTSD management.	headtohealth.gov.au
Depression/ anxiety	High Res	Yes	Online "tools" to help veterans with issues relating to sleep, relaxation, social connections, anger, and negative thoughts.	www.openarms.gov.au/resources/apps-and-online-resources/high-res-app
	'At Ease' and 'Open Arms' website	Yes	At Ease website provides information to help recognise the symptoms of poor mental health, provides self-help tools and advice, and helps veterans access professional support and learn about treatment options.	www.openarms.gov.au/who-we-help
	Department of Health mental health resources links	No	Links to apps, websites, forums for a wide variety of mental health and social problems/issues. Includes various apps on depression, anxiety, and stress.	headtohealth.gov.au

2 Accurate as at April 2020

Substance abuse	The Right Mix	Yes	Tips, tools, and strategies to help manage alcohol use.	www.openarms.gov.au/resources/apps-and-online-resources/right-mix-app
	Department of Health mental health resources links	No	Links to apps, websites, forums for a wide variety of mental health and social problems/issues. Includes various apps on problematic drug and alcohol use, and smoking cessation.	headtohealth.gov.au
	In-patient drug and alcohol treatment	Yes	Approved community providers who provide treatment and programs for drug and alcohol problems.	dva.gov.au/health-and-treatment/work-and-social-life-programs/help-alcohol-and-drug-problems
Chronic pain	Department of Health mental health resources links	No	Links to apps, websites, forums for a wide variety of mental health and social problems/issues. Includes various apps on managing pain.	headtohealth.gov.au
Suicide Prevention	Operation Life	Yes	Raises awareness about and is designed to help prevent suicide in the veteran community. Along with useful contacts and resources, this site offers learning tools, case study videos, and a quiz to reaffirm learning. The app provides access to emergency and professional support and self-help tools to help users regain control, keep calm, and take action to stay safe.	www.openarms.gov.au/resources/apps-and-online-resources/op-life-app

Aboriginal and Torres Strait Islander community-controlled Health Services by state

Australian Capital Territory

Winnunga Nimmityjah Aboriginal Health Service (AHS):
www.winnunga.org.au

New South Wales

Aboriginal Health and Medical Research Council of New South Wales (AH&MRC):
www.ahmrc.org.au

Northern Territory

Aboriginal Medical Services Alliance Northern Territory (AMSANT):
www.amsant.org.au/about-us/member-services

Queensland

Queensland Aboriginal and Islander Health Council (QAIHC):
www.qaihc.com.au/about/our-members

South Australia

Aboriginal Health Council of South Australia:
ahcsa.org.au/members-overview/members-directory

Tasmania

Tasmanian Aboriginal Centre Inc:
tacinc.com.au

Victoria

Victorian Aboriginal Community Controlled Health Organisation Inc. (VACCHO):
www.vaccho.org.au

Western Australia

The Aboriginal Health Council of Western Australia (AHCWA):
www.ahcwa.org.au/#!member-locations/cnwb

Additional Organisations:

National Aboriginal Community Controlled Health Organisation (NACCHO) – oversee all Indigenous community controlled health and medical services in Australia
www.naccho.org.au

Australian Indigenous HealthInfoNet:
healthinfonet.ecu.edu.au