



MEDIA RELEASE

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Lifeline launches Way2Wellness support line in Sydney's north

People in northern Sydney who may be concerned about their everyday mental wellbeing can now call a new Lifeline telephone support service aimed at averting mental health crises.

Launched this month, **Way2Wellness 1300 120 446** support line offers callers an initial assessment, guided self-referral to online support tools and access to local services - including face-to-face counselling - with the option of up to four coaching callbacks.

"We are hoping Way2Wellness will improve the wellbeing of people in the areas we service," said Simone Isemann, clinical services manager of Lifeline Harbour to Hawkesbury, which will operate Way2Wellness in association with Lifeline Northern Beaches.

"While our core 13 11 14 Lifeline phone service focuses on crisis support and suicide prevention, Way2Wellness will help people deal with more 'everyday' mental health issues before they escalate," Ms Isemann said.

"When someone is feeling stressed, flat, anxious, or low, they don't always have someone to turn to. Even if they do, it can be hard to navigate all the resources that are out there. This is where Way2Wellness comes in – we provide the clarity and support that people need to make the next step back to wellness."

The service is one of a group of new mental health initiatives funded by the Sydney North Primary Health Network.

"The Sydney North Primary Health Network is looking forward to supporting Lifeline in the delivery of this exciting and innovative mental health program for the region," said David Grant, Commissioning and Partnerships general manager at Sydney North Primary Health Network.

As with Lifeline's 13 11 14 telephone crisis support line, the Way2Wellness 1300 120 446 line is staffed by trained supporters whose role is to listen without judgement, ask questions to assess the situation and provide options for suitable local or online support.



Way2Wellness is available to people in the Hornsby, Hunters Hill, Mosman, North Sydney, Northern Beaches, Lane Cove, Ryde, Willoughby and Ku-ring-gai local government areas.

The Way2Wellness 1300 120 446 number will be open weekdays from 11 am to 7 pm.

Anyone wanting more information can contact Peta Jesse on peta.jesse@lifelineh2h.org.au, call 9498 8805 or visit the website at way2wellness.org.au.

The Primary Health Networks Programme is an Australian Government Initiative.

way2wellness.org.au

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