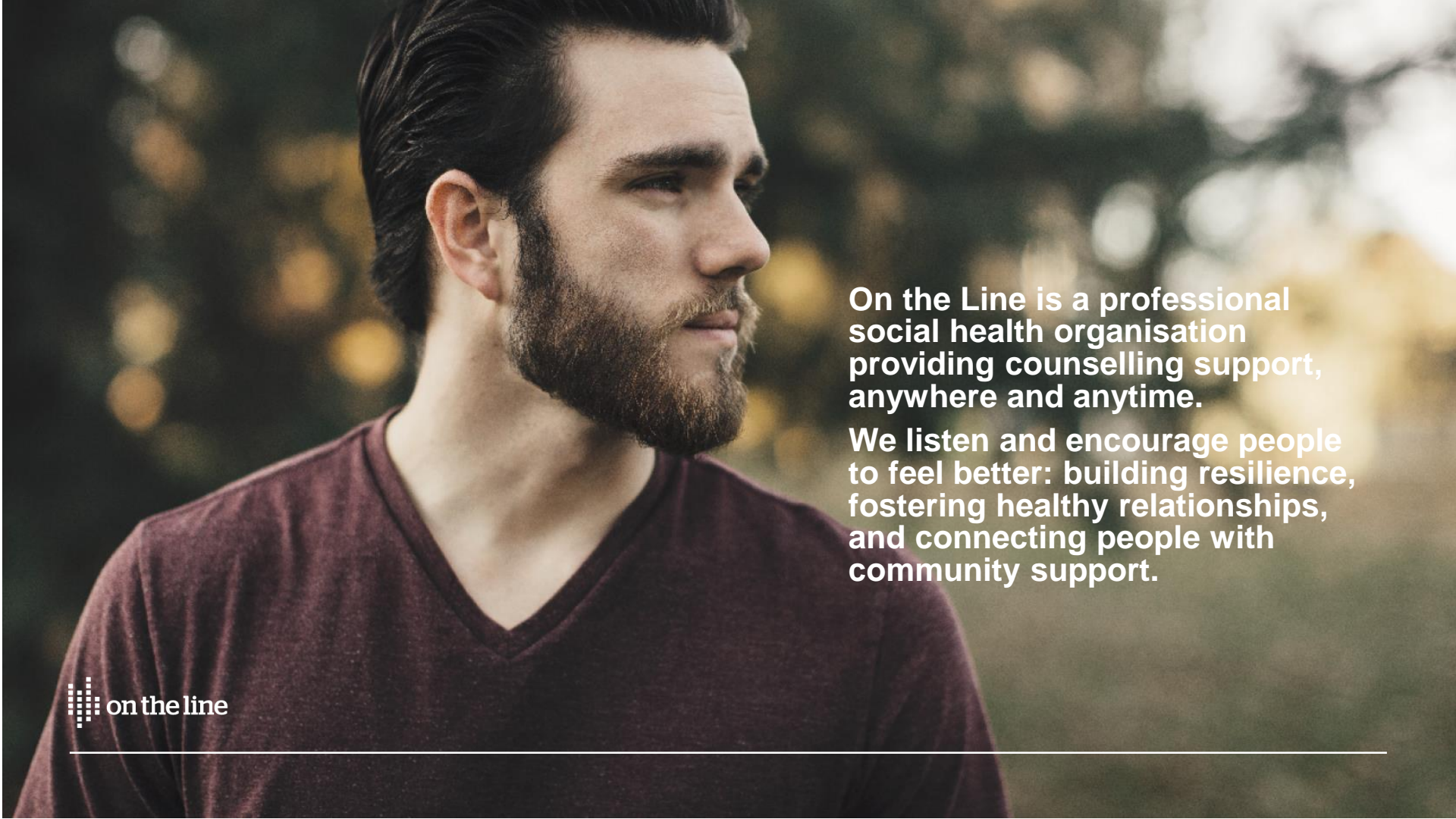


**Encouraging
people to feel better
and create a life
worth living.**

A close-up, profile shot of a man with dark hair and a full beard, looking towards the right. He is wearing a dark red V-neck sweater. The background is a soft-focus outdoor scene with trees and foliage, creating a bokeh effect with warm, golden light.

On the Line is a professional
social health organisation
providing counselling support,
anywhere and anytime.

We listen and encourage people
to feel better: building resilience,
fostering healthy relationships,
and connecting people with
community support.

What we do best:

Professional, quality telephone,
web chat and video counselling services

Access to 24/7 counselling and support
services, anywhere anytime

National coverage

75,000 calls annually

Accredited government supplier

What we really do:

“We listen and
encourage people
to feel better”

70,279 calls answered annually

Caller demographics:

28% female

72% male

76% callers aged 25 - 54

Top 5 reasons for calling:

49% relationships

11% loneliness

9% loss and grief

7% mental illness

5% legal issues

55% of SCBS/SLV callers have diagnosed MI:

A third: BPD; depression; anxiety

A quarter: schizophrenia

Caller risk levels:

1% emergency risk

3% high risk

17% medium risk

65% low risk

13% no risk

Areas of expertise:

Men's mental health

Healthy relationships

Depression and isolation

Family violence

Suicide

Crisis support for people at risk of suicide, worried about someone at risk, or bereaved by suicide

Trauma informed practice

Mental health and chronic health

Anxiety; depression; mood and personality disorders; substance abuse

Changing lives for the better

Our services include:

MEN'S SOCIAL HEALTH:

Changing for Good
MensLine Australia

SUICIDE SUPPORT:

All Hours Suicide Support Service (AHS)
Suicide Call Back Service
Suicide Line Victoria

PHNs:

Country SA PHN
WentWest PHN Integrated Suicide Prevention (ISP) Service

GOVERNMENT:

Department of Defence All Hours Support Line
Step Together
Support Now
Veterans and Veterans Families Counselling Service After Hours Service

COMMERCIAL:

AMWU Care Line
Mates In Construction Support Line
ReachOut Australia Forum Moderation
Travellers Aid EAP Service

Social health business model:

Social health is about people:

Their past experiences, trauma
Loneliness and isolation
Social and emotional disconnection
Sense of belonging
Their relationships...

Social health is about:

Supporting people in their
relationships
With themselves
With the people they love
With the communities in which they
live, to help them feel better

Social health business model:

Tailored services along the mental
health continuum from high
needs/crisis support, to worried well
and integrated wellbeing

Support Now

SupportNow

Support Now is a free telephone and video counselling service for current or past residents and community of the Williamtown (NSW) and Oakey (Qld) investigation areas, who have potentially been exposed to PFAS and have concerns about this.

How Support Now supports community:

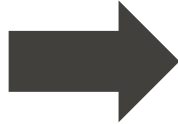
Free and confidential counselling support

Available 24 hours a day 7-days a week

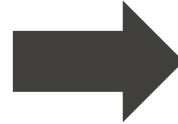
Focus on whole of life concerns and issues

Proactive awareness building through
social media and community engagement

Counselling and what to expect:



A **free** and
confidential
30 minute
session with a
qualified
counsellor.
Available 24/7



Up to 3-call
back sessions
with the same
counsellor
available 7-days
a week.

What counselling and support might look like:

People who have concerns about PFAS:

Chatting through your concerns and stressors and how they are impacting your day to day life

A strong focus on your whole life

High quality counselling and support

Increasing coping skills to better manage stress and uncertainty

Connecting you with face-to-face service providers

Professionals supporting people with concerns about PFAS:

Support professionals to understand what support services are available for people affected by PFAS

Referrals to connect affected people with high-quality community supports

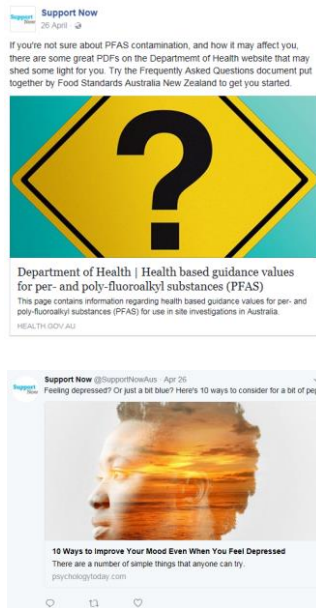
Social health support

Awareness building:

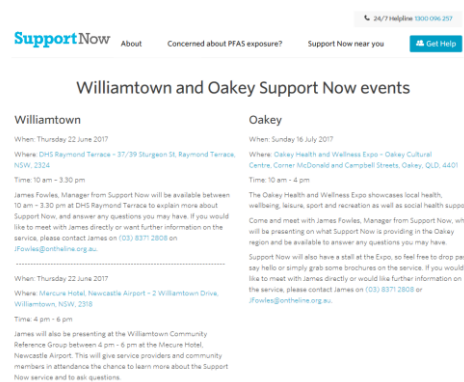
Hard copy collateral distribution



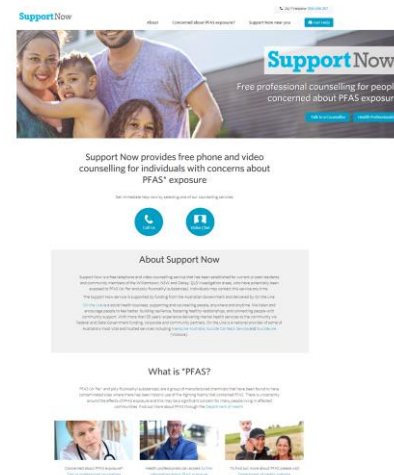
Social media



Community events



Website



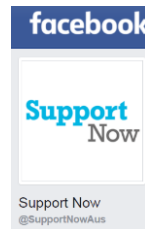
How to contact us:



1300 096 257



Website and video counselling
supportnow.org.au



@SupportNowAus



@SupportNowAus

Changing lives for the better

