

Crisis & Specialised Mental Health Support Services

At Programmed, the wellbeing of our people and their families is important to us. Our **Employee Assistance Program (EAP) and Wellbeing Provider, Sonder**, offers confidential 24/7 access to wellbeing, medical, mental health and personal safety support for employees and their immediate family members, at no cost to employees. For more information on Sonder and how to download the app, please refer to the QR code.

While Sonder provides access to a broad range of wellbeing, medical, mental health and personal safety support services, and can assist in connecting individuals with appropriate care pathways, there may be times when you require immediate crisis support or assistance from a service that specialises in a particular area. To help ensure these support options are easily accessible when needed, we have collated a list of additional crisis and specialised support services available across Australia and New Zealand. These services are intended to complement the support available through Sonder and can be accessed directly where required.

Australia:

Immediate Crisis & Support Helplines:

- **Lifeline Australia** - Call 13 11 14 (24/7) for confidential crisis support and suicide prevention services. Lifeline also offers text support on 0477 13 11 14 and online chat.
- **Beyond Blue Support Service** - Call 1300 22 4636 (24/7) for mental health support relating to anxiety, depression and emotional wellbeing. Online chat is also available.
- **Emergency Services** - If there is an immediate risk to life or safety, call 000.

Specialised Support Services:

- **13YARN** - Call 13 92 76 for free, confidential and culturally safe crisis support for First Nations peoples, available 24/7.
- **MensLine Australia** - Call 1300 78 99 78 for free 24/7 counselling and support for men experiencing mental health, relationship, family, anger management or wellbeing concerns.
- **1800RESPECT** - Call 1800 737 732 for confidential support relating to domestic, family and sexual violence.
- **QLife** - Call 1800 184 527 for anonymous and free LGBTIQ+ peer support and referrals.

Scan to find out more about Sonder



<https://blog.programmed.com.au/newshub/our-new-employee-assistance-program-eap-sonder-is-now-live>

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New Zealand:

Immediate Crisis & Support Helplines:

- **1737 (Need to Talk?)** - Free call or text 1737 anytime to speak with a trained counsellor or peer support worker. Available 24/7. You can ask to be connected with services that meet your cultural needs.
- **Lifeline Aotearoa** - Call 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP) for confidential support and assistance.
- **Suicide Crisis Helpline** - Call 0508 828 865 (0508 TAUTOKO) for dedicated support if you or someone you know is thinking about suicide.
- **Youthline** - Call 0800 376 633, free text 234, or access online support services for young people and those supporting them.
- **Samaritans** - Call 0800 726 666 for confidential support if you are feeling lonely, isolated or distressed.
- **Emergency Services** - If there is an immediate risk to life or safety, call 111.

Specialised Support Services:

- **Alcohol Drug Helpline** - Call 0800 787 797 or access online chat services for support relating to alcohol or drug use.
- **OUTLine NZ** - Call 0800 688 5463 (0800 OUTLINE) for confidential LGBTQIA+ / rainbow peer support and information.

Remember, if you are a Programmed employee or immediate family member, Sonder remains available 24/7 for wellbeing, medical, mental health and personal safety support via the Sonder app or by phone (AU: 1800 234 560 | NZ: 0800 447 444). Sonder can also help connect you with additional support pathways where appropriate.

If there is an immediate threat to life or safety, contact emergency services immediately (Australia: 000 | New Zealand: 111).

Concerned about a colleague?

- Check in privately and ask how they are going.
- Listen without judgement and encourage them to access Sonder or one of the services listed.
- Follow up with them where appropriate.
- If there is an immediate risk to their safety or the safety of others, contact emergency services immediately: Australia 000 | New Zealand 111.