Teleweb

Teleweb (the Telephone Counselling, Self Help and Web-based Support Programmes measure) provides evidence-based telephone and online mental health programmes for individuals with common mental health disorders and those in psychosocial crisis.

Additional Topic: Mental health disorders

Target Groups	Topics	Type of Best Practice	Country
• Adults • Therapists • Counsellors • Health Professionals	• General • Depression • Anxiety	• Counselling • Therapy • Platform	• Australia

Description

According to Teleweb, evidence shows that access to information, counselling and online self-help programs plays an important role in suicide prevention, crisis advice and treatment of high prevalence mental disorders such as anxiety and depression. Online and telephone based services provide an accessible and anonymous service which people can access without having to leave the privacy of their homes.

Who benefits? Individuals across Australia who experience mild to moderate mental disorders such as anxiety and depression who may not currently receive treatment and particularly those people in rural and remote areas who face barriers in accessing face-to-face services.

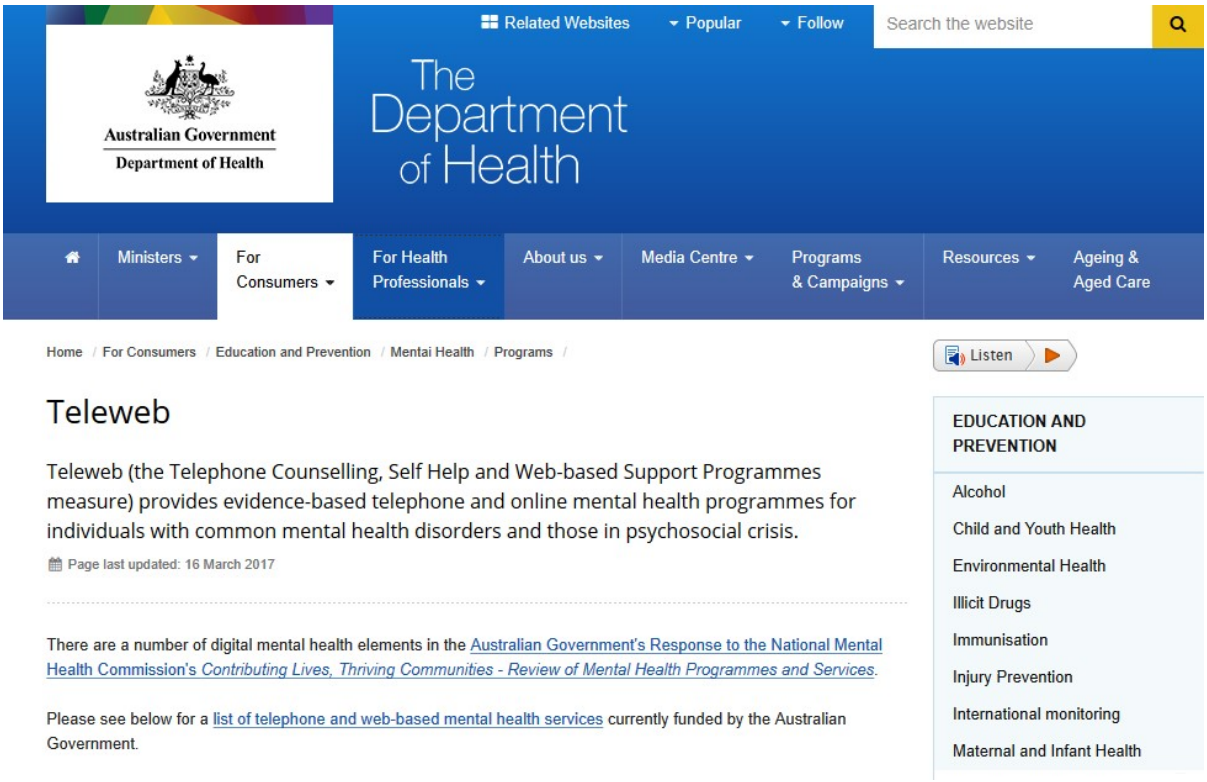
Teleweb commenced in July 2006. All the projects listed below are operational and available nationally.

- Blue Knot Foundation - a telephone and online support service to those seeking help for complex trauma from childhood.
- Black Dog Institute programs: myCompass - an interactive self-help service that aims to promote resilience and well-being; and BITEBACK - an interactive website for young people.
- The Butterfly Foundation – a telephone and online support service for those affected by eating disorders.
- The ANU Research School of Psychology: e-hub web-based services - a suite of self-help web based supports for people with anxiety and depression.
- Kids Helpline - telephone 1800 55 1800 - free, private and confidential telephone and online counselling service specifically for young people aged between 5 and 25.
- Lifeline - telephone 13 11 14 - connects people with care by providing services in suicide prevention, crisis support and mental health support.
- Mental Health Online – a comprehensive online mental health service offering information, assessment, online diagnosis and treatment programs ("eTherapy") for mental health disorders.
- CanTeen - online community for young people (aged 12 to 24) who are living with the impact of cancer (either as a patient or having a family member who is living with cancer).
- QLife - provides nation-wide, early intervention, peer supported telephone and web based

service to support Lesbian, Gay, Bisexual, Transgender and Intersex people.
- Reach Out.com - a web-based initiative that offers information, support and resources to help young people improve their understanding of mental health issues, develop resilience and increase their coping skills and help-seeking behaviour.
- SANE Online Forums provides peer support for people living with common mental health disorders or related mental health issues, and for family, friends and other carers.
- This Way Up Clinic - a suite of internet based courses for people with anxiety and depression.

The following service is being developed:

- Project Synergy - A youth e-mental health online platform currently in development and trial phase that will make it easier for young people to get the help they need and to manage their treatment.



Original language

English

Country

Australia

Link

http://www.health.gov.au/internet/main/publishing.nsf/content/mental-teleweb

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https://www.ecounselling4youth.eu/project/