

# PSSS Family Help Guide



## General Information

## Social or Peer Issues

## Mental Health

## Immediate Help

### Understanding Common Concerns

- [ReachOut](#)- Mental Health Service for Parents and Young People
- [Raising Children Network](#) – parenting strategies and tips
- [ABC Podcast](#) – Parental As Anything with Maggie Dent
- [Mental Health Care Plans](#)- What is it and how do I get one?
- [13 Health](#)- Health Advice over the Phone

### Managing Screens & Devices

- [eSafety Commissioner](#) – Parent Resources Technology
- [Raising Children](#) – Screen Time (6–11 Years)
- [Common Sense Media](#) – Family Tech Planners and Agreements
- [Queensland Health Safeguarding Young Minds](#)-Social Media
- [Australia's Under-16 Social Media Ban](#)

### Looking After Yourself

- [Parentline QLD](#) – Free Support
- [Raising Children](#) – Look after yourself
- [Beyond Blue](#) – Parenting and Mental Health

### Is it bullying... or something else?

Understand the difference:

- Mutual conflict
- Social rejection
- Mean moments
- Bullying – repeated, targeted behaviour

 [Definitions & Examples – Code of Conduct \(pp. 19–25\)](#).

### Worried about bullying or cyberbullying?

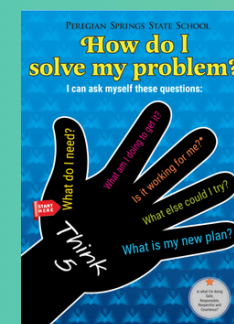
#### **Step 1: Let us know**

- Talk to your child's Class Teacher or Year Level Administrator
- Provide notes or screenshots
- Students report  [Years 4–6: PSSS Concern Online Report](#)
- Parents- [eSafety Commissioner Reporting online harm and removal of inappropriate material](#)

#### **Step 2: We'll respond**

### PSSS Self Management Framework

- What is [Choice Theory](#)?
-  [Think 5 Poster](#)-How do I solve my problem?
-  [Take 5 Poster](#)– How to handle a problem



### Talk to someone at school

- Class Teacher
- Year Level Learning Enhancement Teacher
- Year Level Lead Administrator
- Guidance Officer

They can help you explore support options and next steps.

### Visit your GP

You may be eligible for a minimum of 6 subsidised sessions with a psychologist, OT, or speech therapist.

- [APS Medicare Rebates](#)
- [APS Find a Psychologist Service](#)
- [Medicare Benefits Scheme-Facts](#)
- [Factsheet for Patients](#)- Carers or Family

### Helpful services and resources

- [Triple P Positive Parenting](#) – free parenting programs
- [Brave Program](#)- Online Program for Anxiety in Youth
- [Family and Child Connect/ACT for Kids](#)-Connecting Families to the Right Service
- [Child Youth and Mental Health Services](#)

***If your child or family is in distress, there are services you can contact directly for support.***

### Mental Health Support (Queensland)

 [Mental Health Access Line \(24/7\)](#)  
1300 MH CALL (1300 642 255) – QLD

 [Lifeline](#) – 13 11 14

(24/7 crisis support)

 [Kids Helpline](#) – 1800 55 1800  
(free, confidential counselling)

 [Headspace](#)- 1800 650 890

 [Lifeline and Headspace](#)- Self-harm

 [Suicide Call Back Service](#)-  
1800 55 1800 (Free 24/7)

 [13 Yarn](#)- 13 92 76 (Chat line for ATSI)

 [1800 Respect](#)- 1800 737 732

Support for sexual assault, or domestic and family violence.

 [QLife](#)- 1800 184 527 (3pm to

midnight free Counselling for LGBTIQ+)

### Extra Help for Parents

 [Beyond Blue Urgent Help](#) –  
1300 22 4636

### In an Emergency

***If someone is at immediate risk of harm:***

 000 – Police, Fire, Ambulance