

PANDA Helpline



PANDA – Perinatal Anxiety & Depression Australia provides the only specialist national perinatal mental health telephone Helpline service in Australia. PANDA's Helpline provides telephone information, counselling and referral service and is staffed by professional counsellors and supported by a team of peer support volunteers.

Initial Call

All Helpline callers undergo an initial bio/pyscho/social and risk assessment. Callers will experience this as a gentle and interested conversation where they have a chance to tell their story. Skilled counsellors will work with the caller to identify and prioritise their concerns, assess the safety of mum and baby and identify the next step in their journey to recovery.

The Helpline regularly deals with callers across the continuum from moderate to severe perinatal anxiety **and depression**. PANDA's clinical governance processes ensure effective management and support of the whole range of caller needs. Where required the PANDA Helpline team work with external services (mental health triage, child protection, family violence services, ambulance) to ensure the caller accesses the services they need in a timely and supported way.

My baby girl was 3 weeks old and I had a breakdown. I spent 4 days unable to get out of bed or stop crying, my husband had been ringing around trying to get help. He put me on to the PANDA counsellor. That first phone call changed everything

The Helpline Counsellor told me all about how to get a plan from the GP so I could see a psychologist. It was hard to even make the appointment with the doctor but the PANDA Volunteer helped me get through this one step at a time... And she kept calling back even once I started the sessions with the psychologist. She felt like a friend who really understood what I was going through.

Ongoing Support

Drawing on the skills and commitment of trained peer support volunteers PANDA can provide ongoing call back support for callers assessed with mild to moderate anxiety or depression. They also provide support for those experiencing significant challenges in the transition to parenthood. This is an important program that helps break down stigma and isolation. Knowing that someone cares enough to call back can be a life saver during the dark and lonely times that **many mums experience**. PANDA's volunteers also check in to see if the mum has followed up with local referrals. This encouragement is crucial to break down barriers to getting further support.

PANDA Helpline

1300 726 306

Monday – Friday 9.00am – 7.30pm AEST/AEDT

- Individuals, partners or family members can contact the PANDA Helpline directly.
- **Health professionals can complete the online referral form available on PANDA's website under the Health Professionals tab.**

PANDA Websites

www.panda.org.au


This website provides important information for families affected by perinatal anxiety and depression. The plain language information and compelling personal stories help break down feelings of failure and stigma that can get in the way of people seeking help. The website also includes stories from women who experienced postpartum psychosis.

www.howisdadgoing.org.au

This website is specifically designed for dads to support them with caring for a partner with perinatal anxiety and depression or to support them with their own experience of perinatal anxiety and depression.

About PANDA

PANDA is a national not for profit organisation committed to reducing the impact of perinatal anxiety and depression. We have provided the National Helpline since 2010. Having managed more than 70,000 calls PANDA has developed a unique and specialised understanding of the day to day experiences of families across Australia suffering perinatal anxiety and depression.



“When I was in crisis it helped so much to be able to talk to people who understood what I was going through.”

Contact PANDA

Email: info@panda.org.au

Telephone: 03 9926 9090