



**mindmap**  
ACT Youth Portal

Supported by




**ACT**  
Government



Marymead CatholicCare  
CANBERRA & GOULBURN

*Jean Fitzroy & Clare Southgate*



The background is a solid orange color. On the left side, there are several overlapping white circles of varying sizes. On the right side, there is a grid of white 'x' marks. The text is centered and written in a white, sans-serif font.

**The MindMap team respectfully extend our recognition of the Ngunnawal and Ngambri peoples, the Traditional Custodians of the land on which we gather today. We pay our respects to Elders past and present, and acknowledge the enduring connection to culture, community, and healing.**

**We also wish to honor individuals with lived experience of mental ill health, whose insights and contributions continue to shape and strengthen the mental health landscape.**

# Background

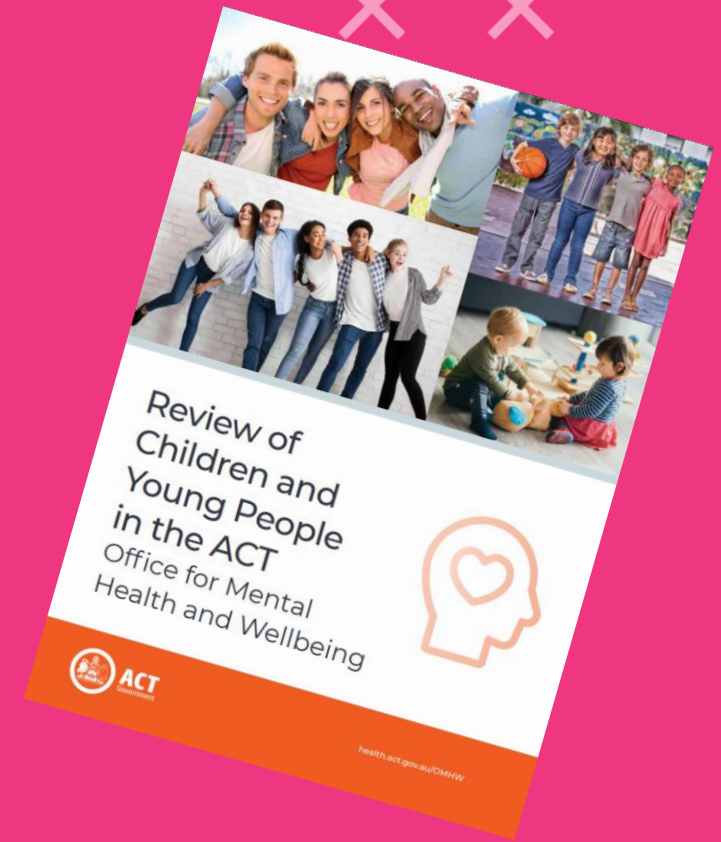
MindMap was an idea pitched by young people themselves

Key gaps were identified in the 2019 Children and Young People Review (Office of Mental Health and Wellbeing)

Public consultation informed the development alongside focus groups with ANU and Office of Mental health and Wellbeing

MindMap was launched on 19 October 2021

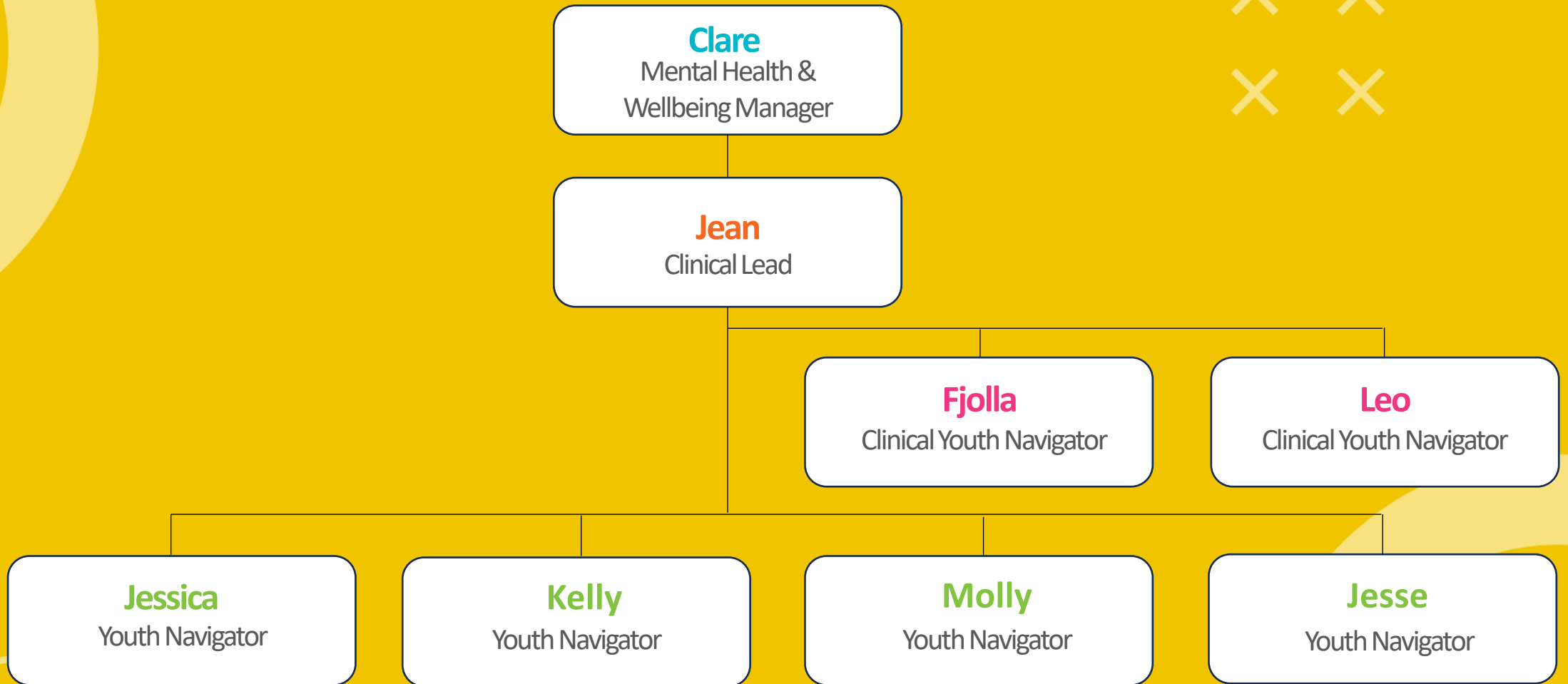
The 'Missing Middle' report 2022 (Office of Mental Health and Wellbeing) cemented the importance of MindMap



*“People give up on treatment and trying to get help because it’s difficult, costly and the waits are unrealistic”  
Respondent 18/25 years*



# Our Team



# Who do we support



Young people (aged 0-25), parents and/or caregivers navigating the challenges of mental health.



Individuals searching for online resources who have had no success finding anything of value or benefit.



Young people attempting to reach out for support with a lack of knowledge regarding who the most suitable service provider is.



Individuals having connected with the right support with a waitlist of 6 -12 months.





## Chat to us!

☎ 1800 862 111

✉ support@mindmap.act.gov.au

🌐 mindmap.act.gov.au

## Find Supports & Resources

Our navigation tool asks you a set of questions to guide you to the most appropriate service and resources.

## Active Hold

Some services may have long waitlists, so we can support you while you wait by providing brief intervention and single session support.

## Talk to a Youth Navigator

You can talk to us anonymously via phone, email or webchat. We can help you find the right support for you. Our Youth Navigators are available **11am - 10pm**, 7 days a week. Times may vary on public holidays.

MindMap ACT is **not a crisis service**.  
**For crisis support please contact:**

 Lifeline

13 11 14  
or chat online

 Suicide  
Call Back  
Service

1300 659 467

 Beyond  
Blue

1300 224 636  
or chat online

 kids  
help  
line

1800 55 1800  
or chat online

 ACT  
Government

1800 629 354  
Triage Service

Do you need help to find support? | 1800 862 111 | EMAIL | WEBCHAT | SCHEDULE A CALL | 11AM to 10PM, 7 DAYS/WEEK



Languages Print



Search...

HOME FIND SERVICES RESOURCES ACTIVE HOLD ABOUT FEEDBACK CONTACT

### Do you need help to find support?

Mindmap is a mental health portal for young people aged 0 - 25

Find Services Here

Or call 1800 862 111  
11AM to 10PM, 7 DAYS/WEEK

\* On public holidays youth navigators are available from 12.00 - 8.00pm



How MindMap Works

Services

Resources

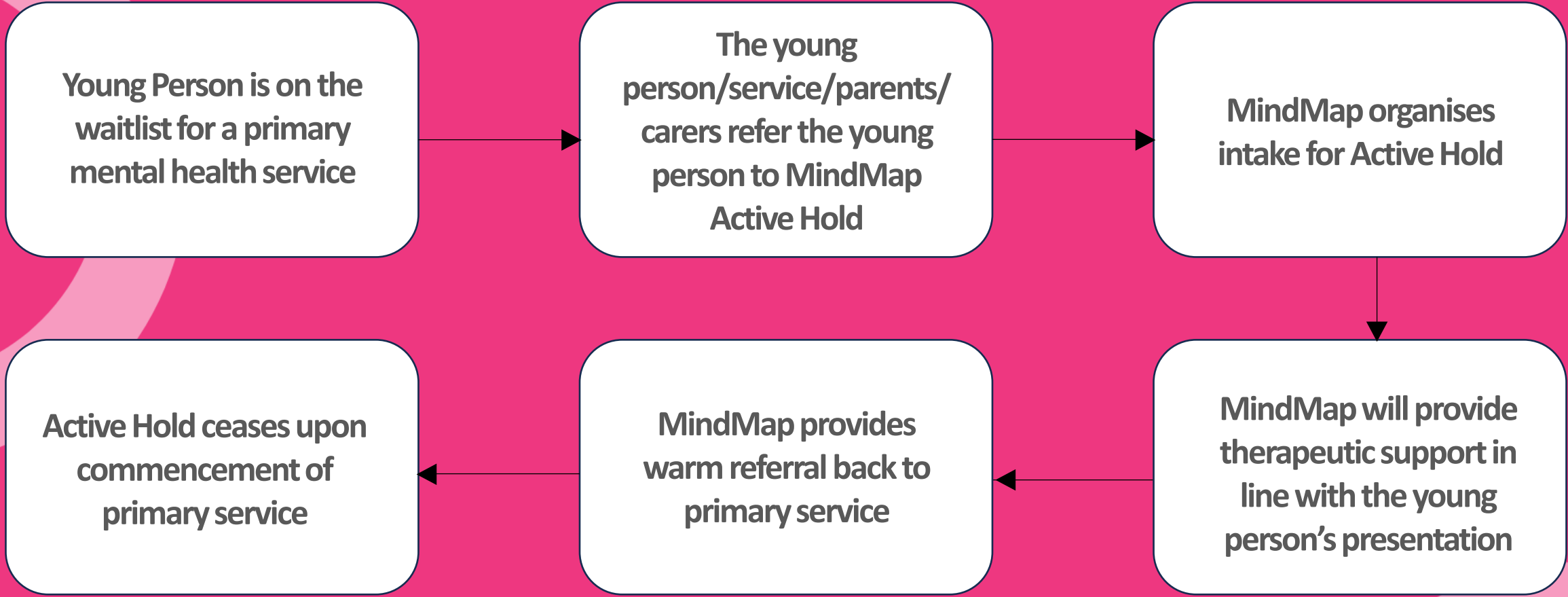
Active Hold

CHAT NOW

# Active Hold

- We welcome referrals from other services as well as self-referrals.
- Our team can call, text, or meet face-to-face.
- Eligibility:
  - live, work or study in the ACT or surrounds
  - on the waitlist for a primary service that has an 8+ week wait
  - not suitable for a waitlist-only approach due to mental health concerns that require short-term intervention
  - be experiencing mental health concerns
  - not currently accessing a mental health support service
  - any reported thoughts of suicide or self-harm are considered low-risk and non-urgent





**NB:**  
If another more suitable service is found, the service user may take that up at any point

**NB:**  
If we attempt contact with client 3 times with no response, or if they DNA 3 times, we will hand them back to the referrer

# Navigation Support in Single Sessions

- MindMap offers single session support to conduct a thorough needs assessment, provide support to make referrals and on the spot strategies for immediate intervention.
- Navigation support is suitable for:
- Young people not connected with a service.
- Young people with barriers to accessing support.
- Young people who require support following a significant event.



# How to refer to Active Hold



## MINDMAP ACTIVE HOLD Referral & Registration Form

Child or Young Person Details: Date of Referral: / /

Name:	DOB:
Phone:	Email:
Address:	
Has the child or young person consented to referral? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Non-Binary <input type="checkbox"/> Transgender <input type="checkbox"/> Prefer not to say	
Does the child or young person identify as Aboriginal or Torres Strait Islander? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the child or young person have a diverse cultural background? <input type="checkbox"/> Yes <input type="checkbox"/> No	
History of domestic and/or family violence? <input type="checkbox"/> Yes <input type="checkbox"/> No	
History of Drug and Alcohol use <input type="checkbox"/> Yes <input type="checkbox"/> No	
Are there any current Court Orders in place? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Parent/carer Details:

Name:	Phone:
Address:	Email:
Has the young person consented to Mindmap contacting parent/carer? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Referrer Details:

Name:	Phone:
Organisation:	Email:
Will your service continue supporting/working with the young person? <input type="checkbox"/> Yes <input type="checkbox"/> No	



Ph: 1800 862 111 Email: [support@mindmap.act.gov.au](mailto:support@mindmap.act.gov.au)  
or Web chat: <https://www.mindmap.act.gov.au>

Referrals accepted from young people, families, and services

The referral form can be found on the MindMap website:

<https://www.mindmap.act.gov.au>

The Marymead CatholicCare website:

<https://mccg.org.au/services/mindmap>

Or email for a copy to be sent directly

[support@mindmap.act.gov.au](mailto:support@mindmap.act.gov.au)



## Questions?



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