

# MENTAL HEALTH CRISIS SUPPORT SERVICES

A mental health emergency or crisis is a situation in which a clinical/psychiatric intervention is required. A person in a mental health crisis may exhibit any of the following:

- 'acute' mental health episode due to substance abuse, extreme anxiety, or psychosis
- suicide or serious self-harm attempt, has become violent or is imminently threatening to harm themselves or others
- rapid or highly erratic changes in behaviour, is severely disorientated or out of touch with reality
- a compromised ability, or total inability, to care for themselves or keep themselves safe due to their mental health situation
- any other situation in which a person's actions, feelings, or behaviours can lead to them hurting themselves or others

## For all life-threatening emergency situations call 000

If you, or the person you care for, is experiencing a mental health crisis or is in immediate danger of self-harm, and is safely able, you/they can also present at the emergency department of your closest hospital.

A list of all public hospitals can be found at <https://www.parking.health.nsw.gov.au/>

### **Mental Health Access Line: 1800 011 511**

The NSW Mental Health Access Line is staffed by mental health professionals. This state-wide helpline provides 24-hour telephone triage assessment and referral services and gives people access to expert mental health advice and support for people dealing with a mental health problem. They can put you in contact with the most relevant mental health service for children, teens, adults, and older people.

### **Lifeline Crisis Hotline: 13 11 14**

A 24-hour telephone counselling service for people in crisis offering short-term support for people who are feeling overwhelmed or having difficulty coping or staying safe.

Lifeline offers confidential one-to-one support with a trained Lifeline telephone crisis supporter.

### **Suicide Call Back Service: 1300 659 467**

Suicide Call Back Service provides phone and online counselling for anyone who is struggling with situations in their life, from feeling low or stressed to the more complex issues of suicidal thoughts and grief arising from suicide.

### **Kids Helpline: 1800 55 1800**

Kids Helpline is a free (even from a mobile), 24-hour counselling service for young people aged 5-25 years. Counselling is currently offered by phone 1800 55 1800, webchat, and email.

### **Mens Line: 1300 789 978**

This is a professional telephone and online support, information, and referral service. Available 24 hours, 7 days a week.

### **SANE Australia: 1800 187 263**

Counsellors are available by phone, web chat, or email from 10am to 10pm Monday to Friday. SANE offers single sessions with trauma informed counsellors providing support to adults who identify as having a complex mental illness, complex trauma, or high levels of psychological distress, as well as providing support to their family and friends.

### **1800RESPECT: 1800 737 732**

Support 24 hours a day, 7 days a week for anyone experiencing sexual, domestic, and family violence.

## Additional support and information services

When a crisis has passed, there are many free or low-cost, easy-to-use apps and online services. These services can help you or the person you care for:

- develop personal resilience and skills to look after your mental health and wellbeing
- have open conversations about mental health with others
- support someone you care about with a mental health condition
- stay connected

### **eheadspace for young people: 1800 650 890**

eheadspace is a confidential, free, and secure 24-hour space where young people 12 – 25 or their family can chat, email, or speak on the phone with a qualified youth mental health professional.

### **www.HeadtoHealth.gov.au**

HeadtoHealth is an online guide to digital mental health services from some of Australia's most trusted mental health organisations. Here you can search a range of service providers and find out what resources each of them provides.

### **www.au.reachout.com**

ReachOut.com is Australia's leading online mental health service for young people. It gives young people the skills and knowledge they need to manage their own mental health and, for those that are experiencing a mental health disorder, works to reduce some of the barriers to help seeking.

### **www.mentalhealthonline.org.au**

Mental Health Online provides comprehensive and effective online services and programs free of charge. If you're experiencing mental distress, our services can help you understand and address your needs through self-assessment, self-help and, if you choose online professional support.

### **www.headspace.org.au**

Headspace is the National Youth Mental Health Foundation. They help young people who are going through a tough time. Headspace centres provide support, information and advice to young people aged 12 to 25. Headspace can help with general health; mental health and counselling; education, employment, and other services such as support with concerns of alcohol and other drugs.

### **www.kidshelp.com.au**

Kids Helpline is for young people aged 5-25 years. In addition to telephone counselling, online and email counselling is available. See website for further details on how to access these services.

### **www.sane.org**

SANE Australia is a national charity working for a better life for people affected by mental illness through campaigning, education, and research. SANE conducts innovative programs and campaigns to improve the lives of people living with mental illness, their family, and friends. It also operates a busy Helpline and website, which have thousands of contacts each year from around Australia.

### **www.beyondblue.org.au**

Beyondblue is a national, independent, not-for-profit organisation working to address issues associated with depression, anxiety, and related disorders in Australia. Beyondblue is a bipartisan initiative of the Australian, state and territory governments with a key goal of raising community awareness about depression and anxiety, and reducing stigma associated with the illness.

### **www.mensline.org.au**

Mensline offers online counselling, a forum, resources, and information to help men deal with relationship problems in a practical and effective way.

### **www.relationships.org.au**

Relationships Australia is a leading provider of relationship support services for individuals, families, and communities. Their services are for all members of the community, regardless of religious belief, age, gender, sexual orientation, lifestyle choice, cultural background, or economic circumstances.

### **www.qlife.org.au**

QLife is Australia's first nationally oriented counselling and referral service for LGBTQI+ people, offering peer supported telephone and web-based services between 3:00pm and midnight every day of the week, all around the country.