

## **Mental Health Help Lines and Emergency Services**

If you or anyone you know is feeling distressed, acting in an unusual manner, feeling unsafe or thinking about hurting themselves in any way, there are several options for health care or crisis intervention. If you recognise that a mental health emergency is possible, then it is advised to know which services you may need to access and have the contact numbers handy.

**GP:** For mild to moderate distress of a non-urgent nature, the first place to go is your GP. Your GP knows you best and will recognise changes in mood and/or behaviour from your usual state.

**Emergency department of a hospital:** Most emergency departments have a mental health team available 24 hours a day. Clinical Nurse Consultants, Registered Nurses, Psychiatric Registrars and Psychiatrists are available to conduct a mental health assessment and recommend appropriate support or treatment.

**Ambulance service 000:** For moderate to severe alterations in mental state where the person feels at risk of hurting themselves or others and are unable or refusing to get help or go to hospital for assessment, call an ambulance. The ambulance team will escort the person to hospital for assessment and intervention if needed.

**Police service 000:** For severe alterations in mental state, where the person is out of touch with reality and/or aggressive and/or agitated and they refuse to see a health professional and would need restraint to be moved to a healthcare facility for assessment, call the police. This is imperative to ensure the safety of everyone involved.

### **Mental Health Access Line - connecting you with a mental health professional**

A 24-hour telephone service operating 7 days a week across NSW is now available. Anyone with a mental health issue can use this line to talk with a health professional about their symptoms and be directed to the right care for them, in their area.

1800 011 511

### **Mental Health Navigation Tool**

“Helping you find the right mental health support in the Blue Mountains, Hawkesbury, Lithgow and Penrith”.

<http://www.mentalhealthhelp.com.au>

**SANE Australia**

An independent organisation providing information and advocacy about mental illness.

[www.sane.org](http://www.sane.org)

1800 187 263

### **Beyond Blue**

The National Depression Initiative; an independent organisation working to address mental health issues including depression.

[www.beyondblue.org.au](http://www.beyondblue.org.au)

1300 224 636

### **Black Dog Institute**

An educational, research and clinical service at the University of New South Wales focussing on depression and other mood disorders.

[www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)

### **Lifeline**

24/7 crisis support and suicide prevention service.

[www.lifeline.org.au](http://www.lifeline.org.au)

13 11 14

### **Kids Helpline**

'We care and we listen, any time and for any reason.' For children, teens and young adults.

[www.kidshelp.com.au](http://www.kidshelp.com.au)

1800 551 800

### **Headspace - government funded national youth mental health services.**

<https://headspace.org.au>