



Mental Health Crisis Support Services

When faced with a mental health emergency or crisis, it is crucial to seek clinical or psychiatric intervention. Here are some signs that may indicate a person is in crisis:

- They are experiencing an 'acute' mental health episode caused by substance abuse, extreme anxiety, or psychosis.
- They have attempted suicide or serious self-harm, are displaying violent behavior, or are threatening harm to themselves or others.
- They are exhibiting rapid or highly erratic changes in behavior, severe disorientation, or detachment from reality.
- They are unable to care for themselves or ensure their safety due to their mental health condition.
- Any other situation where a person's actions, feelings, or behaviors could result in harm to themselves or others.

In the case of a life-threatening emergency, dial 000.

If you or someone you know is going through a mental health crisis or is at immediate risk of self-harm, and it is safe to do so, you/they can go to the emergency department of the nearest hospital. You can find a list of all public hospitals 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.

13Yarn: 13 92 76

If you, or someone you know, are feeling worried or no good, we encourage you to connect with 13YARN on 13 92 76 (24 hours/7 days - free from any mobile or pay phone) and talk with an Aboriginal or Torres Strait Islander Crisis Supporter.

NSW Sexual Violence Helpline: 1800 424 017

Full Stop Australia provides counselling for people of all genders whose lives have been impacted by sexual assault. They provide telephone, online, and some face to face counselling. Their services are free and available (24 hours/7 days).

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.

Parent Line: 1300 1300 52

Parent Line is a free telephone counselling and support service for parents, carers and professionals with or care for children aged 0 to 18 who live in NSW. Counselling is currently available 9am to 9pm Monday to Friday and 4pm to 9pm on weekends by phone.

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.

ehedspace for young people: 1800 650 890

ehedspace 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.

Child Protection Helpline (reporting to DCJ): 132 111

The Helpline is open 24 hours a day, 7 days a week.

Disaster Welfare Services: 1800 018 444

Emergency accommodation and support is available to people who have been directly by a natural disaster. This includes fires and floods.

Link2Home Homelessness: 1800 152 152

The information and referral telephone service is open 24 hours a day, 7 days a week

Mental Health Access Line: 1800 011 511

NSW Health's 24/7 statewide phone service which links people with NSW Health mental health services. It is a free service. It is staffed by trained mental health professionals who offer mental health advice.

Health Direct: 1800 022 222

Speak to a registered nurse for 24 hour health advice, 7 days a week.

Poisons Information Hotline NSW: 13 11 26

Poisons Information Centre provides the latest poisons information to the public, and toxicology advice to health professionals on the management of poisoned and envenomed patients. Telephone advice is available 24/7 from anywhere in Australia.

Domestic Violence Line: 1800 656 463

The Domestic Violence Line is open 24 hours a day, 7 days a week

Domestic Violence Legal Advice Line: (02) 8745 6999 or 1800 810 784 (rural)

Free confidential legal information, advice and referrals for women in NSW with a focus on domestic violence and Apprehended Domestic Violence Orders. Mondays: 1:30pm–4:30pm; Tuesdays: 9:30am–12:30pm; Thursdays: 1:30pm–4:30pm; Fridays: 9:30am–12:30pm.

Women's Legal Advice NSW: (02) 8745 6988 or 1800 801 501 (rural)

Free confidential legal information, advice and referrals for women in NSW with a focus on family law, child care and protection, Victims Support, and sexual assault. Mondays: 9:30am–12:30pm; Tuesdays: 1:30pm–4:30pm; Thursdays: 9:30am–12:30pm.

First Nations Women's Legal Contact Line: (02) 8745 6977 or 1800 639 784 (rural)

Free confidential legal information, advice and referrals for Aboriginal and Torres Strait Islander women in NSW with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victim's support. Mondays: 10am–12:30pm; Tuesdays: 10am–12:30pm; Thursdays: 10am–12:30pm.

Men's Referral Service: 1300 766 491

Advice for men seeking to change their behaviours, for family members impacted by violence, and for friends, family, colleagues and professionals seeking support and consultation about family violence. Speak to a counsellor 24 hours a day, 7 days a week.

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

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 LGBTIQ+ people, offering peer supported telephone and web-based services between 3:00pm and midnight every day of the week, all around the country.

<https://twenty10.org.au/>

Twenty10 supports people across Sydney and New South Wales who may be LGBTIQ+. That means we support people who identify as lesbian, gay, bisexual, transgender or gender diverse, intersex, queer, asexual or those who are questioning their identity. They can offer youth housing (17-25 years), counselling (12-25 years) and peer support (all ages).



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