

Do you, or does someone you know, require **emergency mental health care?**



In Australia, there are many different mental health services available. These services are available for people with mental health concerns, as well as their loved ones. They include emergency crisis support, hospital care and community services, and they can be offered face-to-face, online or by telephone.

What is a mental health crisis?

A mental health crisis is when someone may be thinking of hurting themselves or others. A crisis is an emergency.

If you, or someone you know, requires crisis support, there is a number of organisations which can help:

→ Lifeline

- 24/7 crisis support and suicide prevention services
- Call 13 11 14, text 0477 13 11 14, or chat online

→ Suicide Call Back Service

- 24/7 support for those experiencing suicidal thoughts
- Call 1300 659 467

→ Beyond Blue

- 24/7 support for anxiety, depression, and suicide
- Call 1300 22 4636 or chat online

→ Kids Helpline

- Support for young people aged 5–25 years
- Call 1800 55 1800

→ MensLine Australia

- A professional telephone and online counselling service for Australian men
- Call 1300 78 99 78 or chat online

If you, or someone you know, is having suicidal thoughts and in immediate danger of hurting themselves or others, call triple zero (000).

If in crisis and need support, call Lifeline on 13 11 14. This service is open 24 hours a day, 7 days a week.

Hospital emergency departments

All major public hospitals (and some private hospitals) have an emergency department. Individuals can receive emergency help for mental health conditions including a mental health crisis.

You can visit your local emergency department if you or someone you know:

- feels suicidal
- has thoughts of harming others
- is very unwell

The emergency department can also refer you for follow-up with:

- a doctor
- other mental health professionals
- a community mental health service



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Mental health services by state and territory

Most states and territories have a mental health telephone triage service. You can call this service for help for you or someone you know. They are usually available 24 hours a day, 7 days a week.

Find the number for the mental health triage service in your state below:

- **Australian Capital Territory** – 1800 629 354
- **New South Wales** – 1800 011 511
- **Northern Territory** – 1800 682 288
- **Queensland** – 1300 642 255
- **South Australia** – 13 14 65
- **Tasmania** – 1800 332 388
- **Victoria** – 1300 651 251
- **Western Australia** – 1800 676 822 (PEEL) or 1300 555 788 (Metro)

Additional resources and support

Visit the Medicare Mental Health website at medicarementalhealth.gov.au for information on how to navigate the mental health system, live well and find help. You can call Medicare Mental Health on 1800 595 212 weekdays 8:30am-5:00pm for advice and to get connected to local mental health services.

You can also call the healthdirect helpline on 1800 022 222 (known as Nurse-on-Call in Victoria). A registered nurse is available to speak with you 24 hours a day, 7 days a week.

Alternatively, there are non-Government organisations that offer free or low-cost mental health advice, counselling and online programs. These services can help people who have difficulty accessing face-to-face services or who prefer to remain anonymous.

Online mental health programs include:

→ **headspace**

- For individuals aged 12 to 25 years and their families
- Call 1800 650 890 or chat online

→ **Beyond Blue**

- Individuals feeling depressed or anxious
- Call 1300 22 4636 or chat online

→ **Black Dog Institute**

- Individuals affected by mood disorders
- Online help available

→ **SANE Australia**

- Individuals living with a mental illness
- Call 1800 187 263 or chat online

→ **This Way Up**

- Individuals with stress, anxiety and depression
- Online courses available

→ **MindSpot**

- Call 1800 61 44 34 or complete an online screening assessment

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