



What to do in Crisis



Canterbury Community Health Centre

Canterbury Hospital
Thorncraft Parade
Campsie NSW 2194
Phone 02 9787 0600

Croydon Community Health Centre

24 Liverpool Road
Croydon NSW 2132
Phone 02 9378 1100

Camperdown Community Health Centre

King George V Building
67-79 Missenden Road
Camperdown NSW 2050
Phone 02 9515 9000

Marrickville Community Health Centre

155 Livingstone Road
Marrickville NSW 2204
Phone 02 9562 0500

Redfern Community Health Centre

103-105 Redfern Street
Redfern NSW 2016
Phone 02 9395 0444

Who should I call first?

In the middle of a mental health crisis it can be difficult to know when and who to contact for assistance. The following information is provided to help in responding to a mental health crisis or emergency situation.

How can I prepare for a mental health crisis that has not yet happened?

If you feel that you or a person in your family with a mental illness is heading for a relapse or crisis, it is important to discuss this with a mental health worker, your care coordinator or ring the Mental Health Line on **1800 011 511**. They will be able to help you to identify early warning signs, and assist with making a response plan. This may help in preventing or reducing the impact of a crisis.

Mental Health Line 1800 011 511

By calling this number you can speak with a mental health professional about your symptoms and experiences, and be connected with appropriate care.

If there is an immediate threat to you, your family member or someone else's safety:

Call the Police or Emergency Services directly - ring **000**. The Mental Health Service can attend in these situations, but if there is a high risk of violence we will work with the Police.

If there is an immediate risk to the physical health of your family member or another person:

Call the ambulance or Emergency Services directly - ring **000**. This includes situations where emergency medical attention is required and where a person may have caused serious physical harm to themselves (e.g. taking an overdose).

Emergency Department

In an emergency the local Hospital Emergency Department can arrange a mental health assessment.

How to contact Mental Health Service during a crisis 7 days a week 24 hours a day

If the situation is serious and urgent, call the Mental Health Line on **1800 011 511** and a mental health clinician will speak to you. This is a 24-hour seven days a week call line that puts you in touch with your local mental health service. The clinician will give you access to expert mental health advice, and can put you in contact with the local mental health acute care service.

If the situation is not one of immediate risk or threat to you, the person or others, and you have a Care Coordinator you should contact them. If you or your family member are currently receiving support from the Acute Care Service then this team may also be contacted directly through the Community Health Centre (CHC) during business hours.

Which team will look after my acute care needs?

The Mental Health Acute Care Service is a multidisciplinary team that provides mental health assessment and interventions for people experiencing acute mental health problems. This service is accessible 24 hours a day and 7 days a week.

You can contact the Acute Care Team on the Mental Health Line 1800 011 511, There are Acute Care Teams based in Camperdown, Croydon and Canterbury Community Mental Health Centre. These three teams cover the entire Mental Health Service.

The Acute Care Team can provide you with:

- * Prompt assessment for people experiencing acute mental health problems
- * Home Based Treatment. This is intensive support at home to help you recovery in the community.
- * Supporting discharge planning from hospital, for people who would benefit from intensive community care instead of further time in hospital.

