

DO YOU KNOW YOUR CRISIS SERVICES?



WHAT IS A CRISIS?

A mental health crisis refers to any situation in which a person places themselves at risk of harm, thinks about or attempts to hurt themselves or prevents them from being able to care for themselves or keep themselves safe. A mental health crisis occurs when an individual's state of mind causes them difficulty coping. This may lead to a mental health emergency or life-threatening situation.



WARNING SIGNS

There are many warning signs that may be observed when someone is experiencing a mental health crisis including:

- dramatic change in mood
- increased frustration and agitation
- abusive, aggressive or violent behaviour
- reduction in independence and self-care
- withdrawal and isolation
- self-harm or self-medicating
- detachment from the world around them
- suicidal thoughts or plans
- psychosis
- paranoia

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LIFELINE

Lifeline is a national charity providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services. Lifeline is committed to empowering Australians to be suicide-safe through connection, compassion and hope. Lifeline listens without judgement to any person in Australia who is feeling overwhelmed, experiencing crisis or longs to be heard. Lifeline offers call, text or online chat.

phone: 13 11 14

website: lifeline.org.au



KIDS HELPLINE

Kids Helpline is Australia's only free (even from a mobile), confidential 24/7 online and phone counselling service for young people aged 5 to 25. Qualified counsellors at Kids Helpline are available via WebChat, phone or email anytime and for any reason. Kids helpline ensures privacy and confidentiality, that all young people are treated with respect, all young people can choose the gender of the counsellor they speak to and are able to access the same counsellor if they wish to call back.

phone: 1800 55 1800

website: kidshelpline.com.au

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SUICIDE CALL BACK SERVICE

Suicide Call Back Service offers free professional 24/7 telephone and online counselling support to people at risk of suicide, concerned about someone at risk, bereaved by suicide and people experiencing emotional or mental health issues. Suicide Call Back Service has advice on what to do if you are with a person at risk, if the person at risk has called you, or you need the poisons information hotline.

phone:1300 659 467

website:suicidecallbackservice.org.au



1800 RESPECT

1800RESPECT is the national domestic, family and sexual violence counselling, information and support service. 1800RESPECT provides support for people experiencing violence and abuse and for people supporting those experiencing violence and abuse. 1800RESPECT helps with safety planning and finding services. 1800RESPECT is a confidential service available 24 hours a day, seven days a week.

phone:1800 737 732

website:1800respect.org.au

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WHAT TO DO

Firstly it is important to assess the situation and determine whether it is an emergency that requires immediate help. Consider whether the person is at risk of hurting themselves, someone else or property and how serious the situation is. If you believe the person or someone else is in life threatening danger, call 000 immediately. If you feel unsafe for any reason, leave immediately. Once you are safe and secure, call emergency services and provide the detailed information they will need to help.

In a crisis situation if you are in need of mental health support and have never accessed a mental health service before, call the mental health triage service on 13 14 65. The SA Health Mental Health Triage Service operates 24 hours a day, 7 days a week. This service:

- is the main point of access to state funded mental health services
- can provide advice and information in a mental health emergency or crisis situation
- is staffed by mental health clinicians
- will assess and refer to acute response teams where appropriate.

De-escalate the person by empathising with their feelings and stay calm, then reach out for help by contacting one of the crisis services.

