

# Mental Health Services HELPLINE

## 1800 332 388

STATEWIDE MENTAL  
HEALTH SERVICES

### Call 000 Emergency Services first if you or anyone else is in immediate danger.

**Call 000** for Ambulance when someone has seriously harmed themselves or someone else, someone appears physically unwell, or may have taken an overdose.

**Call 000** for Police when a situation has become violent, someone is threatening to harm themselves or someone else, drugs or weapons are involved.

Emergency Services will contact Mental Health Services if we are required to provide assistance.

### Call the Helpline 1800 332 388

You may wish to call the Helpline when you or someone you know is:

- showing obvious changes in mood
- behaving in a disorganised manner
- seeing things that aren't there
- hearing voices
- expressing strange thoughts
- very anxious and fearful
- expressing suicidal ideas or thoughts.

### Advice - Assessment - Referral

Referrals are faxed to  
**03 6236 5788**

Interstate callers phone  
**03 6166 6333**

[www.dhhs.tas.gov.au/mentalhealth](http://www.dhhs.tas.gov.au/mentalhealth)



Tasmanian Health Service Buildings are smoke-free sites.

Statewide Mental Health Service welcomes feedback from clients, carers and family members to help us improve care. Talk to one of our team or fill in a consumer feedback form.



The Tasmanian Health Service integrates acute, primary and community services. This integration has given service providers the flexibility to ensure people have the best services we can provide, as close as possible to where they live.

Statewide Mental Health Services deliver consumer centred services focused on improving health outcomes. Our services include inpatient facilities and community teams.



Interpreter



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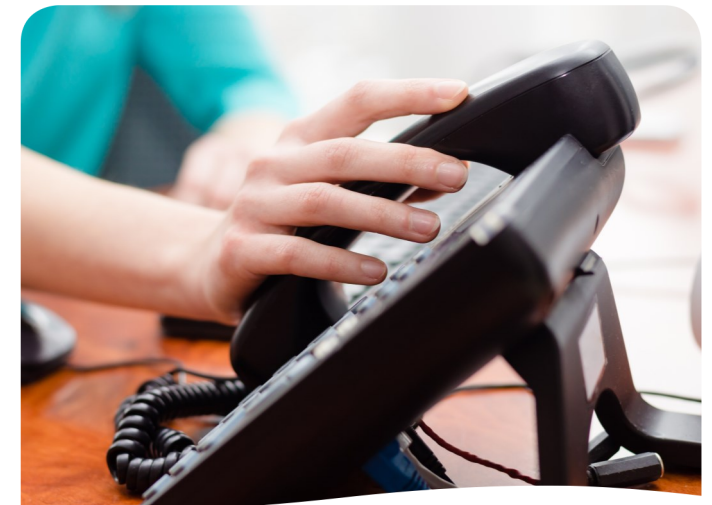
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# Mental Health Services

## HELPLINE

### 1800 332 388

### Advice - Assessment - Referral



TASMANIAN  
HEALTH  
SERVICE



## Mental Health Services Helpline

Call the Helpline for mental health **advice, assessment and referral.**

The Helpline:

- is a central point of entry to Mental Health Services for all Tasmanians
- is a 24 hours a day, seven days a week phone line
- is a freecall within Tasmania on **1800 332 388**
- will determine eligibility for services and prioritise referrals
- can arrange a interpreter for sign language or English translation on request
- is staffed by community mental health clinicians, who:
  - assess your information and determine the most appropriate action
  - may refer you to a Mental Health Community team in your area
  - will provide contact details for another service if they are more suitable to assist you
  - may refer you to a Community Mental Health Crisis Response team who are available extended working hours seven days a week.



## What information will the Helpline clinician need to know?

Please assist us by giving as much information as you can, including:

- the name, address and the date of birth of the person you are calling about
- the reasons you called the Helpline
- if the person has been treated in the past for mental illness and what agencies were involved
- if the person is taking any medication or using drugs and/or alcohol.

The Helpline clinician will ask to speak with the person of concern.

We may require a referral from your doctor (GP) or another health professional.

Referrals by fax to 03 236 5788

## Useful contact numbers

Alcohol and Other Drug Information Service (24 hr)	1800 250 015
Children and Youth Services Parent Line (24 hr)	1300 808 178
Child Safety Services (24 hr)	1300 737 639
Family Relationships Advice Line	1800 050 321
Family Violence Counselling and Support	1800 608 122
Kids Helpline	1800 551 800
Lifeline (crisis counselling 24 hr)	13 11 14
Lifelink Samaritans (counselling)	1300 364 566
Mental Health Carers Tasmania	
South	03 6228 7448
North	03 6349 1121
North West	03 6441 5280
Mens Line Australia (24 hr)	1300 789 978
Relationships Australia	1300 364 277
Sexual Assault Support Service (24 hr)	1800 697 877
Suicide Call Back Service (24 hr)	1300 659 467
Wellways (peer led mental health advice and support)	1300 111 500

or contact your doctor (GP).