



Urgent mental health telephone support for children and families

1800 048 636

What do we do?

The urgent mental health telephone support line provides support for children and young people under the age of 18 years and their families. This includes brief assessment of mental health risk and signposting to the most appropriate service depending on need.

When can I call?

You, a family member, friend, support person or care-provider can call us 24 hours a day, 7 days a week, including public holidays.

If requested to leave a message please provide your contact details and your call will be returned.

What can I expect to happen if I call the 1800 urgent mental health telephone line?

The clinician who answers the telephone will ask you a series of questions to assess how they can best help. All clinicians are bound by strict regulations regarding confidentiality.

You will be asked about:

- Yourself, your family and where you live.
- Your current location and details of why you have called (i.e. what you need help with).
- Your mental health history, if you have any existing support services in place and, most importantly your safety.
- How urgently you feel you need help and why.

They will then be able to:

- Explore and explain what options are available to you and your family.
- Help you develop an action plan
- Work with you, your parent, guardian or other referrer to develop recommendations for your action plan and how to carry these out.

Assessments in Emergency Departments

Emergency Departments assess children and young people with a suspected mental health problem (PMH sees patients up to the age of 16).

Non-urgent telephone support

If you are currently accessing a Community CAMHS service please contact your nearest team during business hours (Hours of business 9am - 5pm):

Armadale	9391 2455	Peel	9531 8080
Rockingham	9528 0555	Bentley Family Clinic	9334 3900
Shenton	9381 7055	Clarkson	9304 6200
Swan	9250 5777	Fremantle	9435 9700
Warwick	9448 5544	Hillary's	9403 1999

Rural Community CAMHS teams:

Broome	91942640	Derby	91933605
Fitzroy Crossing	91942867	Kununurra (Includes Halls Creek)	91664688
Hedland	91741240	Karratha	91432346
Midwest	99561999	Wheatbelt	96210999
Goldfields	90886200	Southwest	97224300
Albany	9892 2440	Katanning	9821 6341
Narrogin	9881 0700		

Websites you may find helpful

Bullying	www.bullyingnoway.com.au
Depression	www.beyondblue.org.au
Domestic Violence	www.burstingthebubble.com
Drug & Alcohol	www.dao.health.wa.gov.au
Mental Health Issues	www.reachout.com.au www.headspace.org.au www.sane.org
Relationships	www.relationships.org.au
Sexual Health	www.istaysafe.com www.likeitis.org.au www.getthefacts.health.wa.gov.au

Telephone numbers you may find helpful

In the event of an emergency or life threatening situation call 000

Police (non-life threatening assistance)	131 444
Alcohol & Drug Info Service	9442 5000
Crisis Care (Crisis counselling, emergency accommodation and food)	9223 1111
Family Help Line	9223 1100
Gay & Lesbian Counselling Service	9420 7201
Kids Help Line	1800 551 800
Mental Health Emergency Response Line	1300 555 788
Parenting WA Line	6279 1200
Sexual Assault Resource Centre	9340 1828
Youthline Samaritans (Confidential, non-religious, 24 hours)	9388 2500

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