

MENTAL HEALTH EMERGENCY RESPONSE LINE

99. Hon MARTIN ALDRIDGE to the parliamentary secretary representing the Minister for Health:

I refer to the Mental Health Emergency Response Line, which is a 24-hour telephone service for people in Perth experiencing a mental health crisis.

- (1) From 1 September 2023 to 1 March 2024, on how many occasions was MHERL not operational?
- (2) For each instance identified in (1), what was the reason for MHERL being not operational?
- (3) What action is the state government undertaking to ensure MHERL is operational 24/7?
- (4) What alternative 24-hour mental health crisis support is available when MHERL is not operational, and how is this communicated to people who need urgent assistance?

Hon PIERRE YANG replied:

I thank the honourable member for some notice of the question. The following answer has been provided by the minister.

- (1) During this period MHERL was not operational on two occasions.
- (2) On both occasions MHERL was unable to staff the shift due to unplanned staff absences.
- (3) MHERL is funded through the Mental Health Commission to operate a service 24/7. MHERL has a full staffing complement, and every effort is made to ensure the service is adequately staffed at all times. On the rare occasions that MHERL has not been operational, callers have been directed to contact emergency services through 000 or attend an emergency department.
- (4) Other 24-hour mental health crisis support is available through emergency services, which can be contacted through phoning 000 or hospital emergency departments. This information is provided through the MHERL answering service.