PSYCHIATRIC EMERGENCY TELEPHONE CONTACTS

24 Hour Service

Mental Health Emergency Response Line*
24 hour telephone service for people who need help with a mental health issue.

Metro callers: 1300 555 788 (local call)
Peel callers: 1800 676 822
Rurallink: 1800 552 002
For information phone: 9224 8888

Lifeline Western Australia
Lifeline WA is a non-profit Christian-based organisation that provides a statewide 24 hour crisis support counselling service.

Phone (Lifeline Counselling): 13 11 14
Web: www.lifelinewa.org.au

Samaritans Crisis Line
The Samaritans provide a 24 hour, confidential, non-religious, non-judgmental careline offering emotional support.

Careline – Perth: 9381 5555
Youthline – Perth: 9388 2500
Albany: 9842 7276
National (toll free): 1800 198 313
Email help: support@samaritanscrisisline.org.au
Web: www.samaritanscrisisline.org.au
Mailing address: 60 Bagot Road, Subiaco WA 6008

Crisis Care*
24 hours, 7 days a week, if you need help with a crisis, counselling, information or other support.

Phone: 9223 1111
Freecall STD: 1800 199 008
Through Interpreter Service: 9325 1232
Business hours (9am-5pm Eastern States’ time)

SANE Australia
A national charity working for people affected by mental illness. The SANE helpline provides information, advice and referral to people concerned about mental health problems.

Helpline: 1800 18 SANE (7263)
Online: www.sane.org/information/helpline

FREE LEGAL HELP

The Mental Health Law Centre can:
- help you dispute your involuntary detention and treatment
- represent you in Courts, Tribunals, and at Boards
- help you make a complaint
- give education seminars
- provide helpful brochures.

ABN 40 306 628 267
Post: PO Box 8466, Perth WA 6849
Phone: (08) 9328 8266
Fax: (08) 9328 8577
Email: office@mhlcwa.org.au
Freecall statewide: 1800 620 285
Web: www.mhlcwa.org.au

Western Australian Mental Health Support Network

DISCLAIMER OF LIABILITY

The writer, publisher and the Mental Health Law Centre disclaim liability as to the reliability and completeness of information in this publication and disclaim any liability for action taken or not taken as a result of the content or for errors and omissions in this brochure. It is emphasised that the reader may need legal advice in relation to their particular circumstances.

Published February 2011

Produced with support from the Mental Health Commission

Government of Western Australia
Mental Health Commission
EMERGENCY SITUATIONS

When a psychiatric emergency happens to you:
1. Someone may call police or ambulance to take you to a psychiatric hospital. You may have no choice about this. Payment may be required for an ambulance.
2. Try not to physically resist police or ambulance officers, otherwise you may be charged with assault that leads later to imprisonment.
3. Insist that your support person accompanies you to hospital.
4. Make a record of what happens to you and make a list of possessions taken from you for future reference.
5. Do not give police or ambulance officers any unnecessary information. It's your privacy, your business.
6. Your treating team and lawyer are bound by confidentiality. This means they cannot tell anyone about what you tell them without your consent or unless they are permitted to under mental health laws.
7. Give your belongings and the conduct of your affairs to someone you trust.
8. Ask someone you trust to take care of your home, pets, car, keys, bills, rent payments, tax, fines, court cases...etc. Your hospital social worker may help you with these.
9. You can request the Mental Health Law Centre lawyers (free service) to assist you with any outstanding legal matters such as court cases, fines or tax returns, and to help you question your involuntary hospitalisation or treatment.
10. You and your support person should obtain the Mental Health Law Centre Patients' Rights Guide.
11. There are certain requirements and timelines that the hospital must follow to legally detain and treat you against your will. See the Patients' Rights Guide for information.
12. Mental Health Laws require the hospital and your doctor to treat you in the least restrictive way possible.
13. You may request an Official Visitor to help you while you are detained in hospital.

BECOMING AN INVOLUNTARY PATIENT

You may be transported to hospital against your will without warning and without the opportunity to plan for this hospitalisation.

If you are made an involuntary patient after this, you may be hospitalised and treated against your will.

FORWARD PLANNING FOR EMERGENCY SITUATIONS

Find a person who will agree to take care of things if you are hospitalised.
Make a list of things that need attending to and where to find the information in case you are suddenly hospitalized. Consider taking an annual subscription to the ambulance service.
Consider making Enduring Power of Attorney and/or Guardianship, and a will.
Carry a card with emergency instructions.
Consider obtaining a Concession Smartrider for free travel during certain times.

Government websites with other information

Mental Health Commission
Web: www.mentalhealth.wa.gov.au
Phone: (+61) 08 6272 1200

Office of Chief Psychiatrist
Web: www.chiefpsychiatrist.health.wa.gov.au
Phone: (+61) 08 9222 4462

MHLC: Other Publications

Mental Health Law Centre
Patients' Rights Guide Booklet
Community Treatment Orders
Psychiatric Treatment
Voluntary Patients
Involuntary Patients
Rights of Mentally Impaired Accused Booklet (to be published)
Emergency Response Brochure (to be published)

EMERGENCY ACCOMMODATION

Hampton Road Service: Clinical Stepdown and Admission Diversion Facility*
(Western Australian Department of Health) Clinically staffed short-term accommodation (up to 4 weeks) for clients with significant psychiatric disability. Primarily accessible to clients living in the south western corridor of Western Australia. Referrals only through Alma Street Centre.
Address: 54 Hampton Road, Fremantle WA 6160
Phone: 9433 2500
Email: hrs.sh@health.wa.gov.au
Web: southmetropolitan.health.wa.gov.au/services/

* Government organisation. All other organisations are independent.

Richmond Fellowship of WA Inc
Programs that integrate key elements of recovery, with accommodation and support services, including carer support, mentoring support, practical living skills guidance and support and guidance for voice hearers.
Address: 32 Burton Street, Cannington WA 6107
Phone: 9350 8800
Email: admin@rfwa.org.au

St. Bartholomew's House
Community based crisis, short and long term, accommodation. Various locations across Perth metropolitan area. Referral by recognised health service.
Address: 78 Brown Street, East Perth WA 6004
Phone: 9323 5100
Email: Linda.Borrison@stbarts.org.au
Web: www.stbarts.org.au

Vincentcare
Medium to long term recovery program integrating stable accommodation with guidance on resilience and living skills. Program and accommodation across metropolitan Perth, including Mandurah and Albany.
Address: 2 Bayley Street, Woodbridge WA 6056
Phone: 9374 3200
Email: reception.vincentcare@svdpwa.org.au
Web: http://vinnies.org.au/vincentcare-wa
**Western Australian Association for Mental Health (WAAMH)**
Representative body for community based mental health sector in WA. For benefit of people with a mental illness and their carers. Provides systemic advocacy and representation, sector development, information, referral and education.
*Address:* 2 Dehli Street, West Perth WA 6005
*Phone:* (08) 9420 7277
*Email:* reception@waamh.org.au
*Web:* www.waamh.org.au

**Consumers of Mental Health WA Inc (CoMHWA))**
Provide a peak representative and consultative body for mental health consumers, governed by consumers.
*Address:* PO Box 682, Bentley WA 6982
*Phone:* (08) 9350 8824
*Email:* comhwa_inc@yahoo.com.au
*Web:* www.rfwa.org.au -> about us affiliates

**Homecare Services Pty Ltd**
Services for people with a mental illness who require assistance with daily activities required to continue living independently.
*Address:* E5/661 Newcastle Street, Leederville WA 6007
*Phone:* (08) 9228 8877
*Email:* admin@careservices.com.au
*Web:* www.careservices.com.au

**55 Central Inc.**
Independent living program and psychosocial support for 18-55 year olds diagnosed with a mental illness. Referral required from treating doctor/psychiatrist/clinical nurse.
*Address:* 55 Central Ave, Maylands WA 6051
*Phone:* (08) 9272 1406
*Email:* cs@55central.asn.au
*Web:* www.55central.asn.au

**Mental Illness Fellowship of Western Australia Inc (MIFWA)**
Acts as a first point of call for people with mental illness, their carers, family, and friends in providing a Telephone Information and Referral Service. MIFWA offers the following programs:
- Well Ways Carers Education Program
- Family Support Program
- Lotus Education provides education of the corporate sector and non-government agencies facilitated by the people with lived experience
- Early Intervention Recovery Program for young adults who have just experienced an early episodes of psychosis.
*Address:* 110 Edward Street, Perth WA 6000
*Phone:* (08) 9228 0200
*Web:* www.mifwa.org.au
*Email:* info@mifwa.org.au

**Lorikeet Centre**
A rehabilitation centre offering fellowship, social, emotional support and recreation using a variety of recovery models.
*Address:* 104 Cambridge Street, West Leederville WA 6007
*Phone:* (08) 9381 9144
*Email:* lorikeet@mifwa.org.au

**Children of Mentally Ill Consumers Western Australia (COMIC WA)**
Information, education and support for children of parents with a mental illness. Parent Peer Support Worker Training.
*Address:* Mental Illness Fellowship of WA, PO Box 8422, Perth Business Centre WA 6849
*Phone:* (08) 9228 0200
*Email:* info@mifwa.org.au
*Web:* www.comicwa.org
CONSUMER BASED SUPPORT NETWORK

June O'Connor Centre Inc.
Social, wellbeing and recovery centre for adults living with a mental illness. Provides activities, outings, social support, informal counseling, advocacy and referral. Lunches from Monday to Friday.
Address: 2 Nicholson Road, Subiaco WA 6008
Phone: (08) 9381 7175
Email: subi@joc.com.au
Web: www.joc.com.au
Locations: Fremantle, Joondalup, Mandurah, Rockingham, Subiaco.

Anglicare WA
Anglicare WA is a not for profit organisation providing a variety of services which include; counselling, support for men, food packages, and assistance with housing.
Address: 23 Adelaide Tce, East Perth WA 6004
Phone: (08) 9325 7033
Email: christine.ockenfels@anglicarewa.org.au
Web: www.anglicarewa.org.au

Uniting Care West (UCW)
UnitingCare West is committed to achieving justice, hope and opportunity for all, and works to support and empower in particular those most in need in the WA community. UCW offers a range of services which include supported accommodation, a range of support services to those who are homeless or at risk of homelessness, support to those experiencing social isolation, personal helpers and mentors for people experiencing mental illness and financial counselling and emergency relief services.
Address: 16 Sunbury Road, Victoria Park WA 6100
Postal address: GPO Box B74, Perth WA 6838
Phone: 1300 663 298
Email: admin@unitingcarewest.org.au
Web: www.unitingcarewest.org.au

MAKING COMPLAINTS

You can obtain assistance about making a mental health consumer complaint from the following bodies:

Mental Health Law Centre (WA) Inc.
Provides representation in courts, tribunals, and review boards, helps you make complaints, gives education seminars, and provides helpful brochures.
Address: 33 Brisbane Street, Perth WA 6000
Postal address: PO Box 8466, Perth WA 6849
Phone: (08) 9328 8577
Email: office@mhlcwa.org.au
Web: www.mhlcwa.org.au

Council of Official Visitors
Statewide advocacy service for current involuntary patients or those on a Community Treatment order or living in licensed psychiatric hostels.
Address: Reply Paid 61349, West Perth WA 6005
Phone: Free Call 1800 999 057
Email: info@coov.org
Web: www.coov.org

Health Consumers' Council WA Inc (Independent, funded by Department of Health, Government of WA)
Provides help for mental health consumers to make complaints about WA health system.
Address:
Postal address: GPO Box C134, Perth WA 6839
Phone: (08) 9221 3422
FreeCall: 1800 620 780
Email: info@hconc.org.au
Web: www.hconc.org.au

Government organisation, all other organisations are independent