



THE HEALTHY
COMMUNITIES
FOUNDATION
AUSTRALIA

Crisis Nurse Support Program

What is the Mental Health Crisis Nurse Support program?

The Mental Health and Wellness Nurse program is a new local initiative in targeted rural and remote communities run by the Healthy Communities Foundation Australia and funded by a Department of Health and Aged Care and Suicide Prevention Australia grant.

The program will provide you with support to manage everyday life in your community. You will have access to a community Mental Health Nurse who will help support and facilitate this and help you to manage your triggers for your crisis.

A culturally safe and respectful program has been developed to offer support to CALD, Indigenous and LGBTQAI+ communities.

What is next?

- **This does not replace immediate emergency care. If you or someone you know is in immediate danger please call 000.**
- If you have or are currently actively experiencing a crisis situation including; domestic violence, panic attacks or suicide attempt **please call 000**. If you are having suicidal ideation outside of our working hours please call the helplines provided in this leaflet.
- If you are in a crisis and are referred or self-refer to the program, you will receive a call back from one of our mental health and wellbeing nurses within 24 - 48 hours that will allow us to organise where to next that best suits you.
- The Mental Health and Wellbeing Nurse will work with you and your Multidisciplinary team to ensure your safety and wellbeing. That team could consist of your GP, psychologist, psychiatrist and people in your personal support network.
- The Mental Health and Wellbeing Nurse will assist you and your support team in developing your goal setting, crisis management planning and safety planning to help you overcome these stressors and prevent further crisis's in the future.
- A coordinated care approach is offered to involve your support network as well as any other health or allied services you engage with.

If you need assistance, need to talk to one of our crisis nurses or have any questions please phone our team



Phone 1300 147 761



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How to access the program

- The staff in the Emergency Department may suggest being referred to the program, this includes the treating Doctor, the Registered Nurse, Mental Health clinician or Social Worker.
- As a patient you can ask your GP, Emergency Department team or support worker to be referred to the program.
- Your GP or psychologist might suggest that you may need some extra support to manage your mental health and any crisis situations that arise.
- **You can refer yourself to the program by calling our 1300 147 761 number and one of our crisis nurses will answer your call.**

Where our Service operates

Western NSW

- Baradine
- Brewarrina
- Collarenebri
- Condobolin
- Coolah
- Coonabarabran
- Coonamble
- Dunedoo
- Gilgandra
- Goodooga
- Gulargambone
- Lightning Ridge
- Mendooran

- Narromine
- Nyngan
- Tottenham
- Trangie
- Trundle
- Tullamore
- Walgett
- Warren

Hunter New England NSW

- Boggabri
- Curlewis
- Glen Innes

- Gunnedah
- Guyra
- Inverell
- Merriwa
- Narrabri
- Tenterfield

Murrumbidgee NSW

- Ardlethan
- Darlington Point
- Lake Cargelligo
- Hillston
- Narrendera
- Urana
- West Wyalong

Helpful contact numbers

Lifeline - **13 11 14** - Anyone having a personal crisis

13 Yarn - **13 92 76** - Aboriginal & Torres Strait Islander crisis support line

Kids Helpline - **1800 55 1800** - Counselling for young people aged 5 to 25

Q life - **1800 184 527** - Counselling and support for LGBTIQ+ people in Australia

Suicide Call Back Service - **1300 659 467** - Anyone thinking about suicide

Mental Health Line - **1800 011 511** - 24 hour help and advice

PANDA - **1300 726 306** - Counselling for ALL parents with perinatal mental health concerns and stress

Beyond Blue - **1300 22 4636** - Anyone feeling anxious or depressed

MensLine - **1300 78 99 78** - Counselling and support service for men

Open Arms - **1800 011 046** - Veterans and families counselling

Full STOP Australia - **1800 385 578** - Support for sexual, domestic & family violence



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