

YOUR CALL IS IMPORTANT TO US...

Autumn 2007: View from the Peak

NSW is another step closer to having a statewide mental health call centre (SMHCC). The aim of the call centre is to be a first point of contact for those who need the assistance of a mental health professional, either for themselves or on behalf of someone else. The service will briefly assess each situation and refer the caller to relevant services for further assistance.

The service will not be for those people who are already clients of the State Mental Health Service, unless they are unable to contact their case manager or local Mental Health Service.

A call for tenders will be announced shortly and it is anticipated the service will commence operation in October 2007 and be phased in across the State over a two year period. Initial services will commence in country areas followed later by urban centres.

The SMHCC will:

- Provide a single free call 1800 number
- Operate a 24 hr, 7 days a week service
- Employ Mental Health professionals
- Adhere to quality standards and have advanced quality improvement processes.

For further information contact the Mental Health and Drug and Alcohol Office
Greg.Aldridge@gsahs.health.nsw.gov.au 0419 605 426
Anne.Stapleton@hnehealth.nsw.gov.au 0428 882 034

CURRENT AREAS AND THEIR INDIVIDUAL MENTAL HEALTH CONTACT NUMBERS

AREA	PHONE NUMBER
Sth East Sydney/Illawarra	1300 300 180
	1300 552 289
Nth Syd/Central Coast Nth Sydney	1300 302 980
Nth Syd/Central Coast	4320 3500
Sydney South West-Central	1800 636 825
Sydney south West-Liverpool & Fairfield	1300 787 799
Sydney south West- Bankstown, Campbelltown & Bowral	No central number
Sydney West-East	9840 3048
Sydney West-Central	9881 8888
Sydney West-West	1800 650 749
Greater Southern-Southern	1800 677 114
Greater Southern-Greater Murray	1800 800 944
Hunter/New England-North	1300 669 757
Hunter/New England-South	1800 655 085
Hunter/New England-Manning	1300 369 968
	6592 9217
North Coast	1300 369 968
Greater West-Mid West & Macquarie	1800 011 511
Greater West-Far West	1800 665 066