

# Navigating the mental health system in NSW: Key tips for carers

By understanding where to get help, you'll be better prepared to provide support to someone while also looking after your own wellbeing.

## Access emergency services

For immediate support, call 000 or visit the nearest emergency department.

## Contact mental health support

- Call the Mental Health Line on 1800 011 511. A 24/7 statewide phone service linking people with NSW Health mental health services.
- Community mental health services in your Local Health District:
  - [Central Coast](#)                      - [Northern NSW](#)
  - [Far West](#)                                - [South Eastern Sydney](#)
  - [Hunter New England](#)           - [Southern NSW](#)
  - [Illawarra Shoalhaven](#)           - [South Western Sydney](#)
  - [Mid North Coast](#)                 - [Sydney](#)
  - [Murrumbidgee](#)                      - [Western NSW](#)
  - [Nepean Blue Mountains](#)      - [Western Sydney](#)
  - [North Sydney](#)
- [Medicare Mental Health](#) - 1800 595 212. A free service that connects people to community mental health and aftercare services.
- [Safe Havens](#) - A non-clinical safe space for people experiencing distress.

You can also make an appointment with a GP or psychologist for further support.

## Connect with carer support services

- Access the [Minds Together](#) program for family, friends and carers supporting someone experiencing suicidal distress or following a suicide attempt.
- Reach out to [Carers NSW](#) on 02 9280 4744 - they offer advice, programs, resources, peer support, and advocacy.

## Understand your rights

Under the [NSW Carers \(Recognition\) Act 2010](#), carers in the NSW have rights.

- Carers make a valuable contribution to the community.
- Carers' health and wellbeing is important
- Carers are diverse and have individual needs within and beyond their caring role.
- Carers are partners in care.

For more information, you can:

- Visit the [Carers NSW](#) website for more details about the NSW Carers Recognition Act and your rights.
- Contact the Carer Gateway helpline (Monday - Friday) on 1800 422 737 for advice on your rights and entitlements.

