

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](#)
 - [Far West](#)
 - [Hunter New England](#)
 - [Illawarra Shoalhaven](#)
 - [Mid North Coast](#)
 - [Murrumbidgee](#)
 - [Nepean Blue Mountains](#)
 - [North Sydney](#)
 - [Northern NSW](#)
 - [South Eastern Sydney](#)
 - [Southern NSW](#)
 - [South Western Sydney](#)
 - [Sydney](#)
 - [Western NSW](#)
 - [Western 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.

