

Navigating the mental health system in the ACT: 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

- [Access Mental Health](#) - 1800 629 354
A 24/7 mental health phone line in the ACT.
- [Medicare Mental Health](#) - 1800 595 212
A free service that connects you with local mental health care.
- [The Way Back Support Service](#) - 1800 929 222
A non-clinical suicide aftercare program (Monday - Friday, 9am - 5pm).
- [Stride Safe Haven](#): 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 ACT](#) on 1800 422 737 for resources, including workshops, peer support and advocacy.

Understand your rights

Under the [Carers Recognition Act 2021 \(ACT\)](#), carers have rights to:

- Be recognised and respected as individuals with their own needs.
- Participate in decisions affecting the person they care for, where appropriate.
- Access support services and information to assist them in their role.

For more information, you can:

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

