

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.
- 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 national and New South Wales laws you have a right to:

- be treated with respect
- be considered a partner by other care providers
- privacy and confidentiality
- work and be supported by your employer
- make a complaint about a service
- appeal a decision.

Source: [Carer Gateway](#)

For more information, you can:

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

