



# The Hon Kevin Humphries MP

## Minister for Mental Health

## Minister for Healthy Lifestyles

## Minister for Western NSW

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### MEDIA RELEASE

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#### **EXPERT MENTAL HEALTH CARE NOW JUST A PHONE CALL AWAY**

Every resident of NSW will have direct telephone access to expert mental health advice for the first time following the launch today of a 24 hour telephone support service by the Minister for Mental Health, Kevin Humphries.

Mr Humphries said the NSW Government has established the *1800 011 511 Mental Health Line* to ensure that people with a mental health problem, their families and carers can access the care they need whenever and wherever they need it.

“The *Mental Health Line* is a groundbreaking service that will, for the very first time, provide people with easy access to expert mental health advice through a single telephone number,” he said.

“No matter where people live in NSW they will no longer have to search through complicated directories to get help for a mental health problem.

“This service heralds a new era of mental health care in NSW; it is a simple and effective way in which people who are worried about mental health issues can receive expert assistance.

“The *Mental Health Line* will operate 24 hours a day, seven days a week and will provide a telephone triage assessment and referral service staffed by mental health clinicians.

“Simply by dialling just one number people can speak to a mental health professional and be directed to the most appropriate care.”

Mr Humphries said the *Mental Health Line* will also be used to provide advice about clinical symptoms, the urgency of the need for care and local treatment options for service providers, such as general practitioners, police and ambulance officers.

“Furthermore, any caller who has difficulty navigating the system will be automatically transferred and will receive assistance from a Registered Nurse,” he said.

“However, it’s important to remember the *Mental Health Line* is not an emergency service. People in a life-threatening situation must still call 000 to receive immediate help.”

Mr Humphries said the *Mental Health Line* highlights the NSW Government’s commitment to improving mental health outcomes for the people of NSW.