

LifeTrack Project: Crisis & Support Resources

This resource is for you to print out & keep for your reference.

If you are currently feeling distressed, we strongly encourage you to seek help. It can often be helpful to tell a trusted person (family member, friend, or doctor) about how you're feeling.

If you would like to speak to the LifeTrack clinical psychologist, please email us on lifetrack@anu.edu.au. We operate during business hours and will get back to you within two business days.

Please note that we are unable to provide immediate crisis support. If you need urgent help or medical attention, please call emergency services on 000.

Some people may have suicidal thoughts when things are too hard and painful. If you feel like life is no longer worth living, it's really important to seek immediate help. With help, you can overcome these thoughts and stay safe.

For immediate crisis support:

Lifeline Australia | [Lifeline Chat](#) | 13 11 14

Beyond Blue | [Beyond Blue chat](#) | [1300 22 4636](#)

Suicide Call Back Service | [Online Counselling](#) | [1300 659 467](#)

13YARN | For Aboriginal and Torres Strait Islander people in crisis | 13 92 76

Standby Support After Suicide | For those bereaved or impacted by suicide | 1300 727 247

There are also some other numbers that you can call if you want help and support:

State-based Crisis Support Lines:

ACT: ACT Mental Health Crisis Assessment and Treatment Team (24 hours): 1800 629 354 or (02) 6205 1065.

Northern Territory: Northern Territory Mental Health Line (24 hours): 1800 682 288

NSW: NSW Mental Health Line (24 hours): 1800 011 511

Queensland: Mental Health Access Line (24 hours): 1300 642 255

South Australia: Mental Health Triage Service (24 hours): 13 14 65

Tasmania: Adult Mental Health Service (9am-10pm daily): 1800 332 388

Victoria: SuicideLine Victoria (24/7): 1300 651 251

Western Australia: Mental Health Emergency Response Line (24/7): Perth - 1300 555 788 or Peel region - 1800 676 822

Have you heard about Safe Havens?

A Safe Haven (also known as a Safe Space or Safe Haven Café) is a place you can go if you are emotionally distressed, feeling isolated/lonely, and/or having suicidal thoughts. A Safe Haven offers a non-clinical environment as an alternative to attending the Emergency Department. They are generally run by peer workers who have their own experience with these issues.

Safe Havens do not replace clinical or medical interventions, but they do aim to:

- provide immediate support & non-judgemental care (it's free & no appointment is needed)
- assist you to develop skills to manage your own mental health
- connect you to other support services & help you to navigate the system

Google "Safe Space," "Safe Haven," or "Safe Haven Café" along with your location to find out if there is one near you.

If you are not experiencing a crisis but would like to access some general help and support, you can try contacting some of the services listed below or visit their websites for information and support.

Support and Counselling Services:

SANE Helpline (9am to 5pm): 1800 187 263, <https://www.sane.org/>

Mensline (24/7): 1300 78 99 78, www.mensline.org.au/

Head to Health (8.30am to 5pm, Mon to Fri): Free mental health advice and support - 1800 595 212, www.headtohealth.gov.au

QLife (3pm to 12am, 7 days): Anonymous and free LGBTIQ+ peer support - 1800 184 527, [www.qlife.org.au](http://www qlife.org.au)

Roses in the Ocean Peer CARE Companion Warmline call-back service (Peer support from people with lived experience of suicide): 1800 77 7337, www.rosesintheocean.com.au/sector-priorities-collaborations/peer-care-companion-warmline/