

## **The Mental Health Line 24/7. Ph. 1800 011 511.**

If someone has attempted, or is at immediate risk of attempting to harm themselves or someone else, call triple zero (000) or attend the nearest Emergency department (ED).

### **Carer/Family Support services**

**13YARN** Ph. 139276 for 24/7 crisis support. Yarn without judgement in a confidential, culturally safe space.

**Lifeline**: 24/7 confidential support. Ph. 131114 or Text 0477131114

**ACON**: LGBTI sexual health & wellbeing organisation. Free call: 1800 063 060

**Carers NSW**: Carer information & support Ph. 02 92804744 (9am- 5pm, Mon-Fri).

**Carer Gateway**: Support planning, counselling, peer support, respite services, including emergency respite. Ph. 1800422737 (Mon-Fri)

**ADIS- Alcohol & Drug Info Service**: 24 hr Free/Confidential support: Ph. 1800250015

**Butterfly helpline**: Eating disorders or body image issues. Free/confidential support ph. 1800334673

**Headspace**: Ph. 1800650890  
Counselling/information for young people/families

**One Door Mental Health**:  
Information, education, advocacy & support for carers.

- Armidale: Isabelle, Ph. 0400463171
- Inverell: Lisa, Ph. 0428964000
- Tamworth: Louise, Ph. 0438446542
- Taree: Mydie, Ph. 0429995907
- Upper Hunter: James Ph. 0417305321
- Maitland: Johanna, Ph. 0498953920
- Lake Macquarie: Elli, Ph. 0466560233
- Port Stephens: Mel, Ph. 0459023781
- Newcastle: Daryn, Ph. 0400498479

### **ARAFMI Hunter- Samaritans**:

Support/counselling for families/friends. No referral needed/can self-refer. Ph. 49221546 or 49221500

### **HNE Mental Health General Enquiries,**

**(02) 40335000 or for [click for full list.](#)**

### **Inpatient Services**

- Mater Mental Health: Ph. 40335300
- Intermediate Stay (ISMHU): Ph. 49246960
- NEXUS- Child & Adolescent Unit: Ph. 49855800
- Morisset Hospital: Ph. 49730222
- Maitland MH Unit: Ph. 49392456
- Banksia Inpatient Unit: Ph. 67677870
- Taree MH Unit: Ph. 65929525
- Clark Centre, Armidale: Ph. 67769628

### **Community Teams**

- Newcastle: Ph. 49647000, Lake
- Hunter Valley: Ph. 49392900
- Support Through Early Psychosis Service (STEPS): Ph. 49151796
- MH & Substance Use: Ph. 40335600
- Tamworth: Ph. 1800011511
- Narrabri/Inverell/Moree (Inc. CAMHS): Ph. 67570222
- Taree (Inc. CAMHS): Ph. 65929315, Bulahdelah: Ph. 49879929, Gloucester: Ph. 65581011, Forster: Ph. 65396300
- Glenn Innes (Inc. CAMHS): Ph. 67390100, Tenterfield (Inc. CAMHS): Ph. 67395200, Armidale: Ph. 67769600

### **Child & Adolescent (CAMHS)**

- Newcastle: Ph. 49257800,
- Lake Macquarie: Ph. 49049100
- Hunter Valley: Ph. 49392449
- Whole of Family Team & Wiyiliin Ta: Ph. 49647100

### **Other:**

- [Safe Haven](#) (Tamworth & Newcastle)
- [Farmgate support program](#): Ph. 0477322851
- Centre for Psychotherapy: Ph. 49246820

**HNE MENTAL HEALTH SERVICE,  
FAMILY/CARER SUPPORTS MAP**

**Updated Feb 2024**



**Health**  
Hunter New England  
Local Health District

## Yimamulinbinkaan “The ones who lead/Leaders” Aboriginal Mental Health Services

Email: [HNELHD-AboriginalMHSW@health.nsw.gov.au](mailto:HNELHD-AboriginalMHSW@health.nsw.gov.au)

### Maruung Maruung “Good good Deadly” Yarn up Feel Deadly app

Contains culturally considerate resources & powerful personal video testimonials as well as;

- Resources to learn Aboriginal language
- Information regarding mental health conditions, treatments & medications
- Details of upcoming events
- Employment opportunities
- A staff portal where training & case scenarios are available on how to provide culturally responsive mental health assessments for Aboriginal and/or Torres Strait Islander people.

The culturally appropriate app is designed to target the Aboriginal community however the content & links will benefit & be of interest to all.

[Via Apple App Store](#)



[Via Android Google Play](#)



## Culturally & Linguistically Diverse (CALD) Carers

**Multicultural Health Service** including Health Care Interpreter Service:  
Ph. 4924 6285

**Transcultural MH Centre** including the Transcultural Mental Health Line:

- Ph. 1800648911
- Monday to Friday, 9am - 4:30 pm

### **Carers Australia- CALD Carers**

### **Carer Experience Survey (CES)**

"The CES available for the family and carers of people who access public mental health services across different health districts. The service you are accessing will have the CES and you can request it from staff, to enable you to give feedback."

[Mental Health Carers NSW](#)

**Carer Experience Survey- Please click here** or via QR code



### **More useful links:**

Accessible via HNE Mental Health Website [please click here](#) or [Information for Families and Carers | HNE Health \(nsw.gov.au\)](#)

This page has a monthly resource with articles, new initiatives and service updates as well as useful contacts.



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FAMILY/CARER SUPPORTS MAP**  
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**Health**  
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