

## Compliments and complaints

East Metropolitan Health Service is committed to high quality health care and relies on feedback to continually improve services.

For more information, or to provide feedback, please contact:

- **Armadale Health Service**  
(08) 9391 1153 or email  
[AKG\\_ConsumerLiaison@health.wa.gov.au](mailto:AKG_ConsumerLiaison@health.wa.gov.au)
- **RPBG Consumer Engagement Unit**  
(08) 9224 1637 or email  
[RPBG.Feedback@health.wa.gov.au](mailto:RPBG.Feedback@health.wa.gov.au)

### You can also contact:

- **Care Opinion**  
[www.careopinion.org.au](http://www.careopinion.org.au)
- **Health & Disability Services Complaints Office**  
1800 813 583
- **Health Consumers' Council (WA)**  
1800 620 780
- **Consumers of Mental Health WA**  
(08) 9258 8911
- **Mental Health Advocacy Service**  
1800 999 057



## More mental health services

There is more information about services on the Mental Health Commission website at [www.mhc.gov.au](http://www.mhc.gov.au) - search 'Helplines' or scan the QR code below.



### In a mental health emergency

Call MHERL on:

1300 555 788 (Metro)  
1800 676 822 (Peel region).

### In a life-threatening emergency

Call emergency services including police, fire and ambulance on 000.

## Useful numbers

Suicide Call Back Service .....	1300 659 467
Lifeline .....	13 11 14
WA Poisons Information Centre .....	13 11 26
Crisis Care .....	1800 199 008
Alcohol and Drug Support Line .....	9442 5000
Child and Adolescent Mental Health Service (CAMHS) – CAMHS Crisis Connect .....	1800 048 636
RuralLink .....	1800 552 002

MZ40206003

# Mental Health Emergency Services

Information for consumers, carers, families and support people.



## Mental health emergency services

To help with mental health emergencies in the community, the Department of Health provides emergency response through 2 services. These are the:

- Mental Health Emergency Response Line (MHERL)
- Assessment and Treatment Team (ATT).

## Who can use the services?

These services can be used by all people in the community involved in a mental health emergency in the Perth metropolitan area, including:

- individuals experiencing a mental health crisis who feel they need urgent help
- families or carers of people experiencing mental health concerns
- members of the public who witness a mental health crisis and need help
- health professionals
- community welfare service providers
- police officers.

## Mental Health Emergency Response Line (MHERL)

This 24-hour service provides telephone crisis support from a qualified mental health clinician. It is for Western Australians experiencing a mental health crisis and/or those supporting them.

You can call MHERL on:

- 1300 555 788 (Perth)
- 1800 676 822 (Peel region).

### MHERL provides telephone access to:

- crisis support, planning and brief intervention
- mental health system navigation
- information and advice.

### If more than telephone support is needed MHERL can:

- connect you with mental health or emergency services for face-to-face contact.

For more information visit [www.mhc.wa.gov.au](http://www.mhc.wa.gov.au) or scan the QR code below.



## Assessment and Treatment Team (ATT)

ATTs are made up of mental health professionals, including nursing and allied health staff.

Staff have access to an on-call psychiatrist for consultation if needed.

Teams provide after-hours assessment and specialist intervention for people who are experiencing a mental health emergency or crisis.

ATTs are situated in various locations around the Perth metropolitan area, strategically placed to allow for a rapid response to mental health emergencies.

## When are mental health emergency services available?

- Mental health emergency services are available 24 hours a day, 7 days a week.
- ATTs respond up to 10pm daily.
- After 10pm, acute response/crisis calls are received by the MHERL.
- If you are under the care of a Community Mental Health Clinic please call your clinic directly during business hours.
- MHERL call centre staff work with community mental health teams in your area.