

WHO CAN CALL ACCESSLINE?

Accessline is for anyone living in the Murrumbidgee Local Health District region.

We are staffed by mental health practitioners who can provide advice and assistance to:



People experiencing issues with their own mental health or drug and alcohol use



Carers and people supporting loved ones with a mental health concern or drug/alcohol use



People who are worried about someone they know



Health Professionals (including GP's, service providers and emergency services workers)



The staff on the other end of the phone are knowledgeable about many conditions and are very willing to chat about your situation over the phone for a short time.

- person with experience calling Accessline



IF YOU ARE IN CRISIS

If you are distressed or in crisis we can guide you to further urgent support.

If after talking with you we are worried that you are at risk of harm we might advise you to go to your nearest Emergency Department
or
we will call Emergency services to help you.

If you feel unsafe and know that you want to go to an Emergency Department, you can go straight there or call 000. You do not have to call Accessline first.



Do not be afraid, they understand, they listen and they have a wealth of support in assisting you. Much better than making crisis decisions on your own or calling another phone number. They get to the base of the crisis quickly.

- person with experience calling Accessline



MURRUMBIDGEE INFORMATION,
ADVICE AND REFERRAL SERVICE
FOR MENTAL HEALTH, DRUG AND
ALCOHOL ISSUES

ACCESSLINE

1800 800 944

Accessline is a FREE phone service operating 24/7 available to anyone in the Murrumbidgee Local Health District.

Accessline helps support people to access the services they need for help with mental health struggles, distress or drug and alcohol use.



Health
Murrumbidgee
Local Health District

WHAT WE CAN DO FOR YOU

The trained staff at Accessline can:

- provide advice about your concerns
- give you information about where to get support in your local area
- make a referral for you to your local Community Mental Health Drug and Alcohol Service
- suggest strategies to cope until your appointment
- guide you to further support if you are in crisis or feel unsafe

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When you call they organise services while you are on the line, they give support and helpful advice to you during the call

- person with experience calling Accessline

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Accessline do not provide a counselling service.

However they can suggest other services who you can spend more time talking things through with if you would like to.

You can call Accessline for advice about your mental health.

There are services in Murrumbidgee that can assist with your emotional wellbeing, help with a challenging situation that is affecting your mental health or support you with an ongoing issue.

WHEN YOU CALL US...

- You might have to wait on hold but you can request a call-back.
- We will ask for your name and contact details. This is so the service we refer you to can contact you to make an appointment, or so we can reach you if we are worried about your safety.
- To make sure we can understand and support you the best we can, we will ask you to share with us why you called and how you are feeling.
- The Accessline staff member will suggest some options for support, based on your needs and safety.
- We may ask you about your preferences to arrange support that will best meet your needs.
- We can suggest strategies to help you cope through distress.

AFTER THE CALL

If we organise a referral for you and things change or you need more support while waiting for your appointment, please call us again. We can talk about further options and provide reassurance

For more information about Accessline and answers to frequently asked questions, please visit the MLHD website



www.mlhd.health.nsw.gov.au

WORRIED ABOUT SOMEONE?

When you call us about someone else, we will:

- ask for information about the situation, details about the person you are calling for, your relationship and why you feel concerned.
- provide advice and information on what further support might help the person and local services that are available.
- ask to speak to the person, if they are with you.

WHAT HAPPENS NEXT..

If we feel that further support is needed for the person:

- we will try to make contact with them to check if they are ok and talk to them about their options for support.

If we can't get in touch with them:

- we will make a referral to their local Community Mental Health Drug and Alcohol Service, who will keep trying to contact them to offer support.

If we are concerned that they may be at immediate risk of harm:

- we will arrange for Emergency Services to attend.