



## Providing Feedback

Mental Health, Justice Health and Alcohol and Drug Services encourage and support consumer and carer participation and feedback. If you wish to provide comments your first point of contact should be the Team Manager of the Mental Health Team you are working with. This will allow you to confidentially discuss the matter, and in the case of a complaint seek a resolution at this point. If your complaint is not resolved to your satisfaction at this point, the Team

Manager will provide you with the Consumer Listening and Learning Feedback Form. The form should then be sent to the Consumer Engagement and Feedback Team.

If you require assistance to complete the form and ensure the relevant information is provided, please contact the Consumer Engagement Feedback Team.

**Ph: 6244 2740 | Fax: 6244 4619**

Mail: Consumer Engagement Feedback Team

GPO Box 825 Canberra ACT 2601  
Email: [HealthFeedback@act.gov.au](mailto:HealthFeedback@act.gov.au)

- Human Rights Commission  
**Ph: 6205 2222**
- Mental Health Official Visitors  
**Ph: 6205 5045**

## Inpatient Unit and Hospital Contacts

Adult Mental Health Unit  
**Ph: 6244 3210**

Canberra Hospital (main switch)  
**Ph: 6244 2222**

Ward 2N Calvary Hospital  
**Ph: 6201 6022**

Calvary Hospital (main switch)  
**Ph: 6201 6111**

Mental Health Short Stay Unit  
**Ph: 6244 2222**

Alcohol & Drug Service – Withdrawl Unit  
**Ph: 6207 9977**



## Someone to Talk to

Canberra Men's Centre  
**Ph: 6230 6999**

CatholicCare  
**Ph: 6295 4300**

Lifeline  
**Ph: 13 11 14**

Mensline Australia  
**Ph: 1300 789 978**

Relationships Australia  
**Ph: 6122 7100**

Youthline (4pm-12midnight)  
**Ph: 6257 2375**

ACT Domestic Violence and Crisis Service  
**Ph: 6258 0900**

Canberra Rape Crisis Centre  
**Ph: 6247 2525**

### Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you require the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit: [www.health.act.gov.au/accessibility](http://www.health.act.gov.au/accessibility)

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## Mental Health, Justice Health and Alcohol & Drug Services

### Information for carers, family and friends



## Mental Health, Justice Health and Alcohol and Drug Services Information for Carers, Family and Friends

A carer is a person who provides personal care, support or assistance for a person who has a mental illness or mental disorder.

Young carers are children and young people up to 25 years of age who provide personal care, support or assistance for a person who has a mental illness or mental disorder.

Many people do not identify themselves as a Carer and therefore are unaware of the support available to them.

## Crisis Contacts

### Immediate access to ACT mental health services for people in Crisis

Mental Health Triage/Crisis Assessment and Treatment Team (CATT) 24 hours a day, 7 days a week.

**Ph: 1800 629 354** Free call (except from mobile and public phones) or **Ph: 6205 1065**

Children & Adolescents  
Mon- Fri business hours.  
**Ph: 6205 1971**

**Contact CATT after hours.**

ACT Police **000** or **131 444**.

ACT Ambulance Service **000**.



### Information on support, advice and referral for alcohol and drug issues and for families and friends of people using drugs

Alcohol and Drug Program 24 hours a day, 7 days a week **Ph: 6207 9977**.

Directions Inc **Ph: 6122 8000**.

Family Support Drug Helpline  
24 hours a day, 7 days a week  
**Ph: 1300 368 186**.

COMPASS group (Directions Inc) for families, siblings and friends  
**Ph: 6122 8000**.

Kids In Focus (Barnardos)  
– An outreach service for kids and their families where there is alcohol and substance misuse. **Ph: 6228 9500**.

### To contact Community Mental Health Teams (Business Hrs)

Woden Mental Health  
**Ph: 6205 1488**

Tuggeranong Mental Health  
**Ph: 6205 2777**

Belconnen Mental Health  
**Ph: 6205 1110**

City Mental Health  
**Ph: 6205 1338**

Child & Adolescent Mental Health Services  
**Ph: 6205 1971**

Gungahlin Mental Health  
**Ph: 6205 1110**

Older Persons Mental Health Services (for persons over 65)  
**Ph: 6205 1957**

### Support and/or linkage with other services

ACT Mental Health Consumer Network – **6230 5796**

Skills for Carer – CIT - **6207 3628**

ADACAS – **6242 5060**

Carer Advisory Service –  
**1800 242 636**

Carers ACT – **1800 242 636 or 6296 9900**

Commonwealth Respite and Carelink Centre – **1800 052 222**

Cyclops support for Young Carers ACT – **6278 8444**

Kids Helpline – **1800 55 1800**

Mental Health Foundation ACT – **6282 6658**

Public Advocate of the ACT –  
**6207 0707**

Winnunga Nimmityjah Aboriginal Health Clinic and Health Services  
ACT Inc – **6284 6222**

Young Carers Group (Carers ACT) –  
**1800 242 636 or 6296 9900**

### To contact other areas of Mental Health, Justice Health and Alcohol and Drug Services (business hours)

Mental Health Service for people with an intellectual disability **Ph: 6207 8210**

Eating Disorders Program for people with eating disorders **Ph: 6205 1519**

Forensic Mental Health for people with mental health issues and current/past criminal matters **Ph: 6205 1551**

Perinatal Mental Health Consultation Service for women with mental health issues during the preconception, antenatal and postnatal periods  
**Ph: 6205 1469**

