

# Access Mental Health Service

Advice - Assessment - Referral - Support | February 2025



## Access Mental Health - 1800 332 388

In partnership with “A Tasmanian Lifeline”

### **Access Mental Health:**

- Is a regional based service working from North, North West and South.
- operates 24 hours a day, 7 days a week
- is a free call within Australia on **1800 332 388**
- will determine eligibility for services and prioritise referrals
- can arrange an interpreter for sign language or English translation when required.
- is staffed by community mental health clinicians, who:
  - assess your information and determine the most appropriate action
  - may refer you to *A Tasmanian Lifeline*, a free mental health support service
  - may refer you to a Mental Health Community team in your area
  - will provide contact details for another service if they are more suitable to assist you
  - may refer you to a Community Mental Health Crisis Response team who are available extended working hours seven days a week.

### Calling Access Mental Health

You may wish to call *Access Mental Health* when you or someone you know is:

- showing obvious changes in mood
- behaving in a disorganised manner
- seeing things that aren't there
- hearing voices
- expressing strange thoughts
- very anxious and fearful
- expressing suicidal ideas or thoughts.

### What information will the *Access Mental Health* clinician need to know?

Please assist us by giving as much information as you can, including:

- the name, address, and the date of birth of the person you are calling about
- the reasons you called **Access Mental Health**
- if the person has been treated in the past for mental illness and what agencies were involved
- if the person is taking any medication or using drugs and/or alcohol.

The **Access Mental Health** clinician will ask to speak with the person of concern.

## Call 000 Emergency Services first if you or anyone else is in immediate danger.

**Call 000** for Ambulance when someone has seriously harmed themselves or someone else, someone appears physically unwell, or may have taken an overdose.

**Call 000** for Police when a situation has become violent, someone is threatening to harm themselves or someone else, drugs or weapons are involved.

Emergency Services will contact Mental Health Services if we are required to provide assistance.

## Advice - Assessment - Referral - Support

**Phone:** 1800 332 388 (Australia wide)

**International Callers:** +61 361 599 670

For international calls, please include the relevant country code before the phone number.

### Fax (Referrals)

We may require a referral from your doctor (GP) or another health professional.

**South: Referrals by fax to 03 6173 0306**

**North: Referral by fax 03 6173 0859**

**North West: Referral by fax 03 6464 1963**

**Web:** [Mental health | Tasmanian Department of Health](#)

The Tasmanian Health Service integrates acute, primary and community services. This integration has given service providers the flexibility to ensure people have the best services we can provide, as close as possible to where they live.

Statewide Mental Health Services deliver consumer centred services focused on improving health outcomes. Our services include inpatient facilities and community teams.



Department of Health  
1300 135 513  
[www.health.tas.gov.au](http://www.health.tas.gov.au)

Statewide Mental Health Service welcomes feedback from clients, carers and family members to help us improve care. Talk to one of our team or fill in consumer feedback form.



## Useful contact numbers

A Tasmanian Lifeline (ATL)	1800 98 44 34
Alcohol and Drug Information Services	1800 250 015
Alcohol and Drug Service	1300 139 641
Beyond Blue	1300 22 46 36
Parenting Line	1300 808 178
Child Safety Services (24 hrs)	1300 737 639
Family Relationships Advice Line	1800 050 321
Family Violence Counselling and Support Service	1800 608 122
Kids Helpline	1800 551 800
Lifeline (Crisis Counselling 24 hr)	13 11 14
Mental Health Families and Friends Tasmania	03 6228 7448
MensLine Australia	1300 789 978
Open Arms – Veteran and Families Counselling	1800 011 046
QLife	1800 184 527
Relationships Australia	1300 364 277
Sexual Assault Support Service (24 hr)	1800 697 877
StandBy Support Service	1300 727 247
Strong Families Safe Kids	1800 000 123
Suicide Call Back Service	1300 659 467
Wellways ( <i>peer led mental health advice and support</i> )	1300 111 500
13 YARN	13 92 76



Tasmanian Health Service Buildings are smoke-free sites