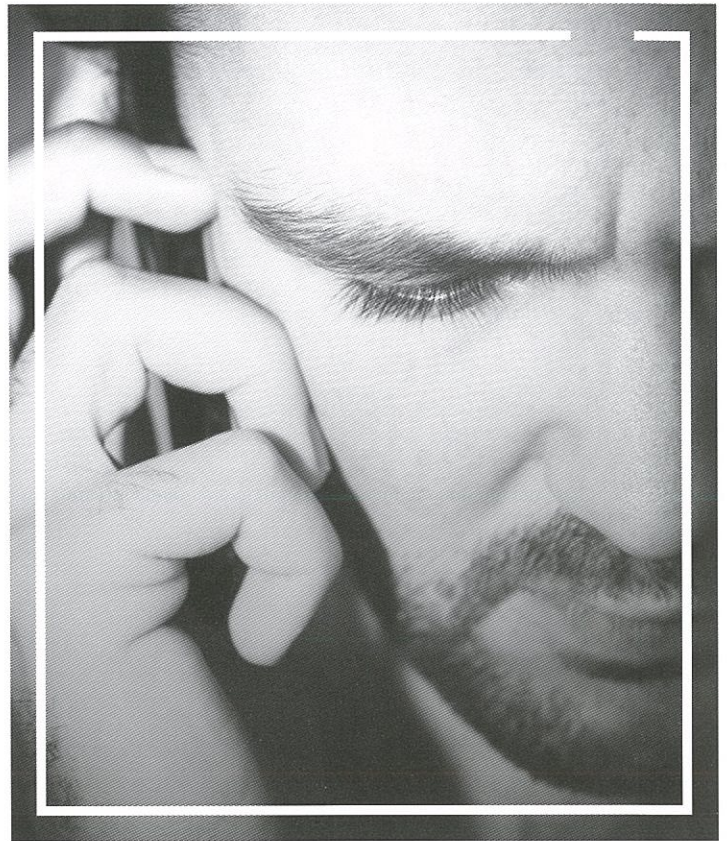




After-Hours Suicide Support Line

## HOW TO REFER TO THE ATAPS AFTER-HOURS SUICIDE SUPPORT LINE



### Referring a new patient into the ATAPS After-Hours Suicide Support Line:

1. The patient is assessed at-risk of self-harm or suicide, and is referred to the ATAPS Suicide Prevention Service for face-to-face counselling.
2. If the referral occurs over a weekend, or public holiday, the referring practitioner contacts the ATAPS After-Hours Suicide Support Line with the patient's contact details on **1800 859 585** or **ataps-afterhours@crisissupport.org.au** and requests a counsellor call the patient within 24 hours.
3. The referring practitioner explains to the patient that a mental health professional from the ATAPS After-Hours Suicide Support Line will contact them within 24 hours to provide interim telephone support until they can see their new ATAPS provider.
4. The patient is given an ATAPS After-Hours Suicide Support Line referral card and patient brochure, and advised that they can call anytime after-hours for immediate crisis support.

### Referring an existing patient to the ATAPS After-Hours Suicide Support Line:

1. If a patient is in need of additional support after-hours, the treating ATAPS provider can contact the ATAPS After-Hours Suicide Support Line with the patient's contact details on **1800 859 585** or **ataps-afterhours@crisissupport.org.au** and request a counsellor call the patient during a nominated time (i.e., on a Saturday afternoon).
2. The patient is given an ATAPS After-Hours Suicide Support Line referral card and patient brochure, and advised that they can call the ATAPS After-Hours Suicide Support Line to access after-hours support if they feel at-risk.
3. If the ATAPS practitioner cannot provide the first allied health session within 72 hours, they can contact the ATAPS After-Hours Suicide Support Line with the patient's contact details and request interim telephone support until they can attend their initial appointment.

To refer a patient:

Call **1800 859 585** or  
**ataps-afterhours@crisissupport.org.au**



# ATAPS

1800 859 585

After-Hours Suicide Support Line

**THERE TO SUPPORT  
YOUR PATIENTS  
WHEN YOU CAN'T BE**

## The ATAPS After-Hours Suicide Support Line

The national ATAPS After-Hours Suicide Support Line is a free, specialised, telephone counselling service, designed to support patients of the ATAPS Suicide Prevention Service after-hours, when their allied health provider is not available. We work alongside GPs, mental health professionals and allied health professionals to support patients at-risk of suicide or self-harm.

Our professional telephone counsellors are available outside business hours, ensuring access to a specialist mental health service around the clock. We provide expert support to patients at risk of self-harm or suicide after-hours (5pm – 9am), over weekends and on public holidays (24 hours per day).

We help you to support patients by:

- Providing after-hours crisis counselling to patients at night or on weekends and in-between appointments.
- Making initial contact and providing interim support to patients you have referred to an ATAPS Suicide Prevention Service over a weekend or public holiday.
- Supporting out-patients following an after-hours hospital release, until they can make contact with their ATAPS practitioner.
- Making after-hours contact with any client you may be concerned about or believe requires specialist support.

**THE ATAPS  
AFTER-HOURS  
SUICIDE SUPPORT LINE  
THERE TO SUPPORT  
YOUR PATIENTS WHEN  
YOU CAN'T BE.**

- Expert telephone counselling for patients at-risk of suicide or self-harm
- Available after-hours – evenings, weekends, public holidays
- No cost to you or your patients (call charges apply from mobiles)

**1800 859 585**

[ataps-afterhours@crisissupport.org.au](mailto:ataps-afterhours@crisissupport.org.au)