

Our services

Neami National is a community mental health service that provides rehabilitation and recovery support services across Australia.

We work in a recovery framework and assist you to build your confidence and skills to achieve a greater sense of meaning and purpose in life based on your own values.

We provide services in over 40 diverse communities ranging from the inner-city suburbs to regional and remote areas.

Mental health recovery

We believe that recovery is an individual process and that with the right kind of support each person can move towards a life that matches their own values and goals for the future.

Recovery goals often include physical and mental health, self-confidence, social and community connection, education and skills development, and employment.

Collaborative Recovery Model

We use the Collaborative Recovery Model to support people through our services.

The CRM aims to identify your personal values and goals, and then helps you make progress towards achieving them. Each person chooses their own goals.

Our staff support you along the way and help connect you with other services in your local community.

More information

Contact Youth Rehabilitation After Hours

8pm–8am weekdays, all day weekends and public holidays

Phone: 0402 801 701

You can request a translation of this brochure

About Neami National

We are a community mental health service supporting people to improve their health, live independently and pursue a life based on their own strengths, values and goals.

Our vision

Full citizenship for all people living with a mental illness in Australian society

Our mission

Improving mental health and wellbeing in local communities

neaminational.org.au

We acknowledge the Wurundjeri, Bunurong and Wathaurong people as traditional owners of the land we work on and pay our respects to elders past and present.

We welcome and appreciate diversity in all its forms, including staff and consumers, and believe diversity makes our teams, services and organisation stronger.

Cover image: Amy Piesse

Youth Rehabilitation After Hours Assistance

After hours contact information
for Neami Youth Residential
Rehabilitation Services

0402 801 701

neaminational.org.au



About After Hours

Neami National provides an **after hours emergency contact number** for residents in our four youth residential rehabilitation services in Hawthorn, Noble Park, Moorabbin and Seaford. **This number is not for other Neami services.**

This number is only for use in the event of an emergency or serious incident and only between **8pm to 8am on weekdays and all day on weekends and public holidays**. At other times, please contact staff.

Other useful numbers

Emergency (Ambulance, Fire, Police) **000**

Local Mental Health Triage (CAT Teams)

- Seaford (Peninsula) **1300 792 977**
- Moorabbin (Middle South) **1300 369 012**
- Noble Park (Dandenong) **1300 369 012**
- Hawthorn (Yarra/Boroondara) **1300 558 862**

State Emergency Services (SES) **132 500**

Suicide Helpline **1300 651 251**

Lifeline Helpline **131 114**

Direct Line (Drug and Alcohol Counselling)
1800 888 236

Kids Helpline **1800 55 1800**

SANE Australia (Mental Illness Helpline)
1800 688 382

How to use this service

When to call

Only call After Hours in an emergency. This includes:

- Fire
- Serious injury or death of a person at the property
- A physical or sexual assault on any person
- Serious property damage that requires an urgent response or means the property is unsecured, such as broken windows, roof or structural damage

How to use After Hours

Follow these steps:

1. Is the incident serious? Is anyone in danger?
2. If someone is in danger, let others know about the danger and gather at the agreed evacuation place
3. Call 000 and ask for ambulance, fire or police help
4. If there is no danger, give help if you know what to do and it is safe to do so
5. Call Neami After Hours on 0402 801 701

Questions you might be asked:

1. Your name
2. Where is the incident?
3. What has happened?
4. Who is involved?
5. Have emergency services been called?
6. Are other residents safe?
7. What has been done already to respond?
8. What is the best way to keep in contact?

The After Hours staff member will tell you what they are going to do about the emergency and provide further instructions to you and other residents.

Other contacts

After Hours is for serious personal incidents and major property damage only.

Other options are:

Between 8am-8pm

Contact staff directly or leave a telephone message

For psychiatric support

If you feel unsafe or unwell, make use of your personal support plans, and call your local CAT Team or Kids Helpline on 1800 187 263

For minor property damage or issues

Wait until the next day and contact staff directly

If you feel unsafe due to another person's behaviour, mental health or drug/alcohol use

Call your local CAT Team or Ambulance/Police on 000

If you have run out of medication

Contact your local CAT Team or wait overnight if you can

If you need someone to talk to

Call a telephone counselling service or speak to friends or family if you can

If you have locked yourself out of your unit

Wait until your housemate gets home or stay the night with friends or family if you can

If you need to leave a message for staff

Call your local service number and leave a message

If there is someone at the property who shouldn't be

Call the police on 000