

AHS

Suicide Support Service

1 800 859 585

**Specialist free
telephone counselling
for people at risk of
suicide and self harm.**



What is the AHS Suicide Support Line?

The AHS Suicide Support Line (formerly known as ATAPs) operates 24 hours a day, seven days a week to ensure you have access to expert mental health support around the clock.

Our qualified counsellors are available to support you over the phone when you can't reach your regular healthcare provider. You can call us as often as you need, anytime of the day or night.

How does it work?

My GP just referred me to a local mental health provider, but my first appointment is not until Monday. He said someone from the AHS Suicide Support Line will support me in the meantime. How?

With your permission, your GP has provided us with your contact number, so that one of our professional counsellors can call you and provide specialist support until you can meet with your new mental health provider. You can call us on **1800 859 585** anytime you feel in need of professional support. It's a free service.

My regular mental health provider has just referred me to the AHS Suicide Support Line for extra support, what now?

The AHS Suicide Support Line is available to support you during the times that your regular mental health provider can't, and to complement your current treatment plan.

Your mental health provider can organise for our counsellors to contact you, or you can simply pick up the phone and contact us on **1800 859 585**. You can call as often as you need to, whenever you feel at-risk or in need of support.

How do I provide feedback?

Your feedback is very important to us as it will help us improve the service to support you and others through the most difficult time in your lives.

You can provide feedback in two ways:

- 1) Call **1800 859 585** and speak with a counsellor who will report your feedback to our Program Manager and lodge it in our database
- 2) Email AHS at ahs@ontheline.org.au

The AHS Suicide Support Line is provided by On the Line and funded by the Australian Government Department of Social Services. At your request, your feedback will be shared across these organisations.



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