



Our approach

We're big believers in everyone having the opportunity to live a full life – and we give our all to support people to achieve the wellbeing and mental health outcomes that matter to them. Our practice is informed by evidence; what's been proven to help people with mental health challenges and adversity and what people tell us helps. We aspire to place lived and living experience at the heart of what we do.

We walk alongside you

The way we work with people is responsive and very human in its nature. This means being flexible and working at your pace – meeting you where you're at. Through ups and downs and when no clear answers are ready. We respect your choices, your ways and what you want to be supported with.

People's reasons for accessing support from Neami are diverse and often have several dimensions. Our role is to support people to access what they need for a fulfilling life – knowing that requires different things for different people.

The Way Back Support Service

91 Merrylands Rd, Merrylands NSW 2160

☎ 02 8416 1130

✉ Intake.WSWayBack@neaminational.org.au

29/20 Tucks Rd, Seven Hills NSW 2147

☎ 02 8416 1100

✉ Intake.WSWayBack@neaminational.org.au

About Neami National

At Neami we support individuals living with mental health challenges to achieve the outcomes they value. We are proud to support 38,000 people living with mental health challenges across Australia and offer more than 70 services, over 45 different Indigenous lands. These services include mental health and wellbeing support, housing and homelessness, and suicide prevention services.

www.neaminational.org.au

This service has been made possible by funding/support from Western Sydney Primary Health Network (WSPHN). WSPHN is operated by WentWest.



We acknowledge Aboriginal and/or Torres Strait Islander peoples and communities as the Traditional Custodians of the land we work on and pay our respects to Elders past, present and emerging. We recognise that their sovereignty was never ceded.



Neami celebrates, values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities.



The Way Back Support Service

Support following a suicide attempt or suicidal crisis.

It's not always easy asking for help, but support and personal connection can make all the difference.

The Way Back is a free service which supports people in the first few months following a suicide attempt or suicidal crisis. A dedicated Community Care Coordinator supports people to develop a personalised program based on their needs.

Support can include:

- Encouraging and helping people following discharge from hospital
- Developing a suicide safety and support plan
- Connecting people with services such as community groups and financial or relationship counselling.

About the program

The Way Back uses a model of care where a Community Care Coordinator is responsible for maintaining contact with the person who has attempted suicide or experienced a suicidal crisis.

Community Care Coordinators provide motivational support to help reduce distress, build connections in the community and engage people with other services.

Shortly after a person leaves hospital or a community mental health service, a Community Care Coordinator will be in touch to see how they are and see if The Way Back is right for them. People can also contact the program any time during the three months after they leave hospital.

Eligibility

The Way Back supports people aged 15 years and over following a suicide attempt or suicidal crisis. To be eligible, a person must:

- Be referred to the service after going to a hospital emergency department or community mental health service in an eligible local health district following a suicide attempt or crisis
- Be at risk of suicide.

Referrals

Referrals can be made through the hospitals' The Way Back Project Officers or treating clinicians.

Contact the service for more information.

