

# The Way Back - NSW

## Encourage. Support. Connect.

The Way Back provides practical support for people admitted to hospital following a suicide attempt or suicidal crisis. The days and weeks following a suicidal crisis can be distressing, and people are at a greater risk of attempting suicide again during this period.

The Way Back aims to help improve wellbeing and keep people safe by providing proactive, non-clinical support and coordinating access to community services. This includes engaging them with services addressing some of the issues leading to their distress. This can be anything from financial advice, to connecting them with community groups, or helping them attend health care appointments.

Aftercare is a promising suicide prevention strategy that promotes safe living by keeping high-risk individuals connected with support services and networks.

## Eligibility

The Way Back supports people aged **15 years and over** following a suicide attempt or suicidal crisis who are **residing in the Western Sydney** area.

The primary eligibility criteria are met when a person is referred to The Way Back after presenting to a hospital emergency department or community mental health service in the Western Sydney LHD **following a suicide attempt**.

The secondary eligibility criteria are met when a person is referred to The Way Back after presenting to a hospital emergency department or community mental health service in the Western Sydney LHD, while in or **following a suicidal crisis** and whose risk of suicide is identified as imminent.

Discretion may be applied in considering the suitability of any such existing services to support the individual through their suicidal crisis.

## Referrals

Health teams can refer a consumer to The Way Back by completing a referral form and emailing it to [thewaybacksupportservicestaff@neaminational.org.au](mailto:thewaybacksupportservicestaff@neaminational.org.au). Consumers will be contacted within 24 hours to assess eligibility. Referrers will be updated of eligibility.

All presentations to hospital and community mental health services in the Western Sydney LHD (Parramatta, Merrylands, Auburn, Seven Hills, Blacktown, Mt.Druitt and The Hills) will have the opportunity to be part of the service. This is not a clinical service and will be offered free of charge, in addition to any existing clinical services.

Presentations to hospital on weekends or after hours will be followed up via phone call during the next business day.

Crisis intervention is redirected to a consumer's existing clinical pathways. Consumers are routinely provided with information on emergency mental health contacts and are encouraged to use 24/7 crisis helpline services if they feel suicidal or are concerned about someone else's safety.

## Further Information

The Way Back currently operates Monday to Friday, 8am to 4:30pm.

Seven Hills: 02 84761700

Merrylands: 02 8416 1130

[Intake.WSWayBack@neaminational.org.au](mailto:Intake.WSWayBack@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.