

When should someone go to the UMHCC?

People in Adelaide seeking urgent mental health support can arrive at the UMHCC at 215 Grenfell Street 24 hours a day, 7 days a week, including weekends and public holidays.

SA Ambulance, SA Police and Mental Health Triage can refer directly on 08 8448 9100.

Eligibility

To be eligible for this service, you need to be:

- aged over 16
- experiencing a mental health crisis
- willing to attend the UMHCC*

* Sections 56/57 but who choose the UMHCC for assessment and are likely to stay.

Exclusion criteria

- People under an Involuntary Treatment Order
- People administered intramuscular medication in the management of acute symptoms prior to arrival at the UMHCC
- People aged 16–17 years under a section 56/57

Urgent Mental Health Care Centre

Open 24 hours a day,
7 days a week.
215 Grenfell Street, Adelaide
08 8448 9100
umhcc.org.au

The Urgent Mental Health Care Centre is a Neami National service, delivered in partnership with RI International and supported by SA Health and the Australian Government.



Person presenting in mental health crisis/distress

Is the person's primary need mental health related?

NO

Person attends emergency department for care

Is the person voluntary?
OR
s56/57 but who choose the UMHCC for assessment and are likely to stay?

NO

Is the person likely to require a mental health admission?
OR
Do they have an associated medical issue (e.g. overdose) requiring ED assessment and care?

NO

Person provided option to attend the UMHCC including transport options, wait times etc.

Person attends ED

ED care complete, no admission required. Do they need additional mental health crisis support?

NO

Person returns to community

Formal referral to the UMHCC made
Including calling ahead, information sharing, assessments & ISBAR

Urgent Mental Health Care Centre