

Call 000 if you are in immediate danger

Safe Haven

A safe place when life becomes overwhelming

You are not alone. Safe Haven is here.

Safe Haven Campbelltown

Address: 80 Woodhouse Drive, Ambarvale, NSW 2560
Email: SWSLHD-CampbelltownSafeHaven@health.nsw.gov.au
Phone: 0457 093 109 (during operating hours)

Safe Haven Liverpool

Address: Tennis Court House, Moore Street Liverpool (opposite Bus Terminal)
Email: SWSLHD-LiverpoolSafeHaven@health.nsw.gov.au
Phone: 0499 825 974 (during operating hours)

Open: Friday, Saturday, Sunday, Monday | 12pm to 7:30pm
Website: <https://www.swslhd.health.nsw.gov.au/SafeHaven>
Need help getting to us? Taxi vouchers are available.



← or scan for more information



Your space, your haven.

Safe Haven Campbelltown and Liverpool provides free, immediate and professional support to people experiencing suicidal crisis or distress in a relaxed and welcoming environment.



South Western Sydney
Local Health District



The Torres Strait Islander flag was designed by the late Bernard Namok from Thursday Island.

**Safe. Non-judgemental.
Inclusive.**



What is Safe Haven?

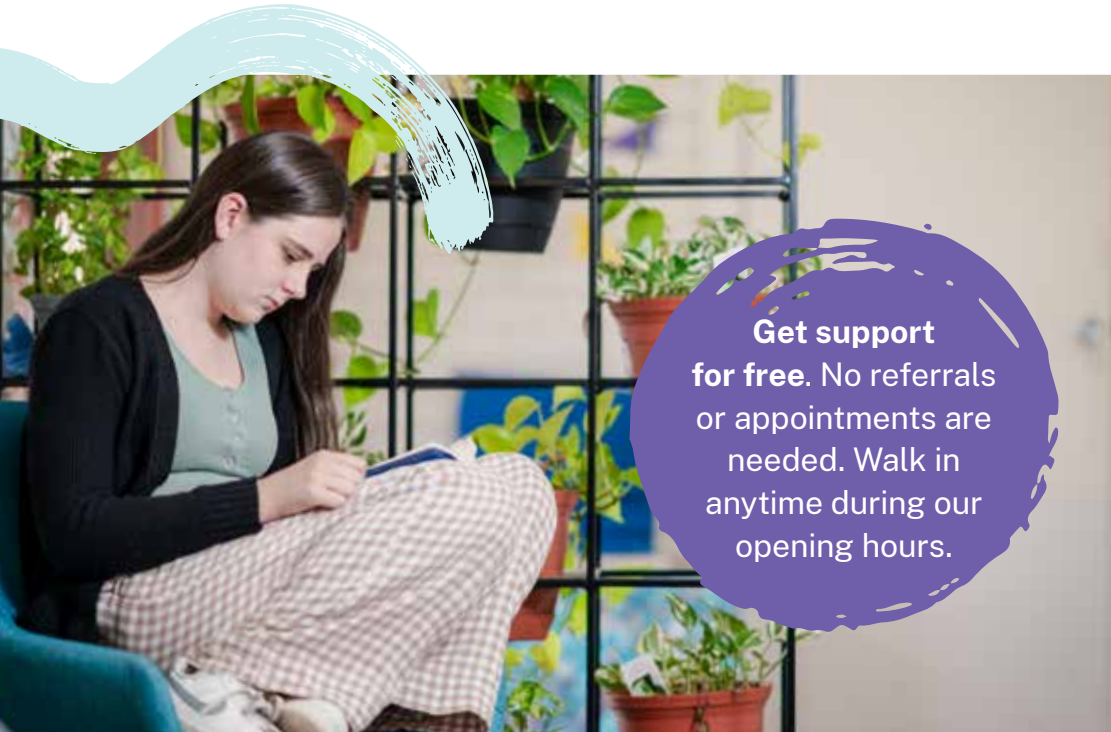
When life becomes overwhelming or unbearable, you need to feel safe, connected, and supported.

Traditionally, in these moments of distress, you would be encouraged to visit your nearest Emergency Department (ED) or another service. However, these types of support are not always what someone needs, and at times, can feel clinical, scary, or stressful.

That's why we created Safe Haven. It is purposefully designed to feel like your living room, not a clinic. There are no waiting rooms, and it is staffed by people who share common experiences to you. Because of their lived experience, peer workers can provide immediate support in a deep and meaningful way.

Who is Safe Haven for?

Safe Haven is for anyone experiencing thoughts of suicide. You might be feeling hopeless, like nothing is worthwhile anymore, that there's no point to it all, or that no one would care if you were gone. Safe Haven is here to help you.



Get support for free. No referrals or appointments are needed. Walk in anytime during our opening hours.

What sets us apart?

Our peer workers

Our peer workers are people with their own lived experience of suicidal distress. They bring unique empathy and connection to working with people on a similar journey. They are highly trained and equipped to support you, including developing safety plans and getting you connected with other suitable services if needed. In case of an emergency, they are skilled in managing crisis situations and can fast-track pathways to the ED.



"As a peer worker, I can confidently say, 'I hear you, I recognise you, I understand your pain.'"

Peer Worker

Our relaxing and welcoming space

Our dedicated space was designed to feel like a home — somewhere you want to be. It's a place for you to connect, unwind, and ground yourself with the support of staff who understand what it's like to feel disconnected or out of control. We have quiet rooms, shared spaces and an outdoor area.

Your visit, on your terms

At Safe Haven, there is no set procedure or program to follow. For us, it's important that you are comfortable with the kind of support you receive. You can read a book, listen to music, enjoy a hot drink in our garden, play a board game, or speak with one of our peer workers when you feel ready to talk. The choice is yours; the space is yours.

What can I expect from a visit?

Seeking help is a big and important step to recovery, and we understand that it can be difficult and sometimes scary. Below is a guide to show you what a visit to Safe Haven could look like:

1. Walk up to the gate and press the buzzer. A peer worker will greet you.
2. You will be asked a couple of questions to make sure Safe Haven is the right service for you. These may include your name (you can choose to remain anonymous), how we can help you, and if you require any translation or AUSLAN support.
3. You can choose what you would like to do. Unwind with a book, enjoy a hot drink or play a board game. You can choose to talk to a peer worker when and if you are ready. The space is yours.
4. If you feel the space is not a good fit for your needs, you can come and go as you please. Our peer workers can also help you find other suitable services.



“I went to Safe Haven during a moment of extreme emotional distress and thoughts of ending my life. I was greeted by the kindest man who let me in and let me cry and vent for over three hours. All I needed was for someone to talk to and Safe Haven saved my life that day.”

Anonymous

Your privacy respected

We don't require your Medicare or any other form of ID when you visit Safe Haven. All interactions with our staff are kept strictly confidential. Our services can also be accessed anonymously.

We don't judge you or your journey

Our staff are friendly, gender diverse and come from a broad range of cultural and language backgrounds. We are respectful of your unique situation, ensuring that you feel understood and supported throughout your visit.

“An absolute treasure for our community who are at their most vulnerable. I can't thank them enough for their help and support through the roughest times in my life.”

Anonymous



Frequently Asked Questions

> What happens when I share my story? Will it be kept confidential?

Absolutely. Safe Haven follows strict privacy protocols and you have the option to access the service completely anonymously.

> Can I choose which peer worker I speak to?

Yes, if you prefer to speak to a peer worker of the same age group, gender or cultural background, you can request that. Call us during our open hours so we can make arrangements for you.

> What if I would like to speak my own language?

Translation and AUSLAN services are available. We also have peer workers who can speak several languages so please call us to request before your visit.

> I'm not sure if this is the right service for me, can I still go?

Yes. Sometimes it's hard to make sense of what you are going through and figure out what the best next steps are. During your visit, if you find that it's not for you, you are free to come and go as you please.

Frequently Asked Questions

> How is it different from the emergency department (ED)?

Safe Haven is a dedicated space to access immediate mental health support from peer workers. There is no waiting around and no clinical assessment. Our peer workers provide person-centred care and take their time with each guest.

> I want to bring a support person, can I?

Yes, you are welcome to bring a support person. This could be a family member, a health professional or a friend.

> For people caring for a child:

Our spaces in Campbelltown and Liverpool have private rooms that can be used for breastfeeding. Our Campbelltown space has a playground for younger children to play in during your visit.

> For young people (under 16):

People aged 16 years and under need to be accompanied by a responsible adult when visiting Safe Haven.