



## Walk-in Service

Recommend patients in suicidal crisis to visit Safe Haven as an alternative to the ED.

## Safe Haven Campbelltown

**Address:** 80 Woodhouse Drive, Ambarvale, NSW 2560  
**Open:** Friday, Saturday, Sunday, Monday | 12pm to 7:30pm  
**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)  
**Open:** Friday, Saturday, Sunday, Monday | 12pm to 7:30pm  
**Email:** SWSLHD-LiverpoolSafeHaven@health.nsw.gov.au  
**Phone:** 0499 825 974 (during operating hours)

## Find out more

**Visit:** <https://www.swslhd.health.nsw.gov.au/SafeHaven>

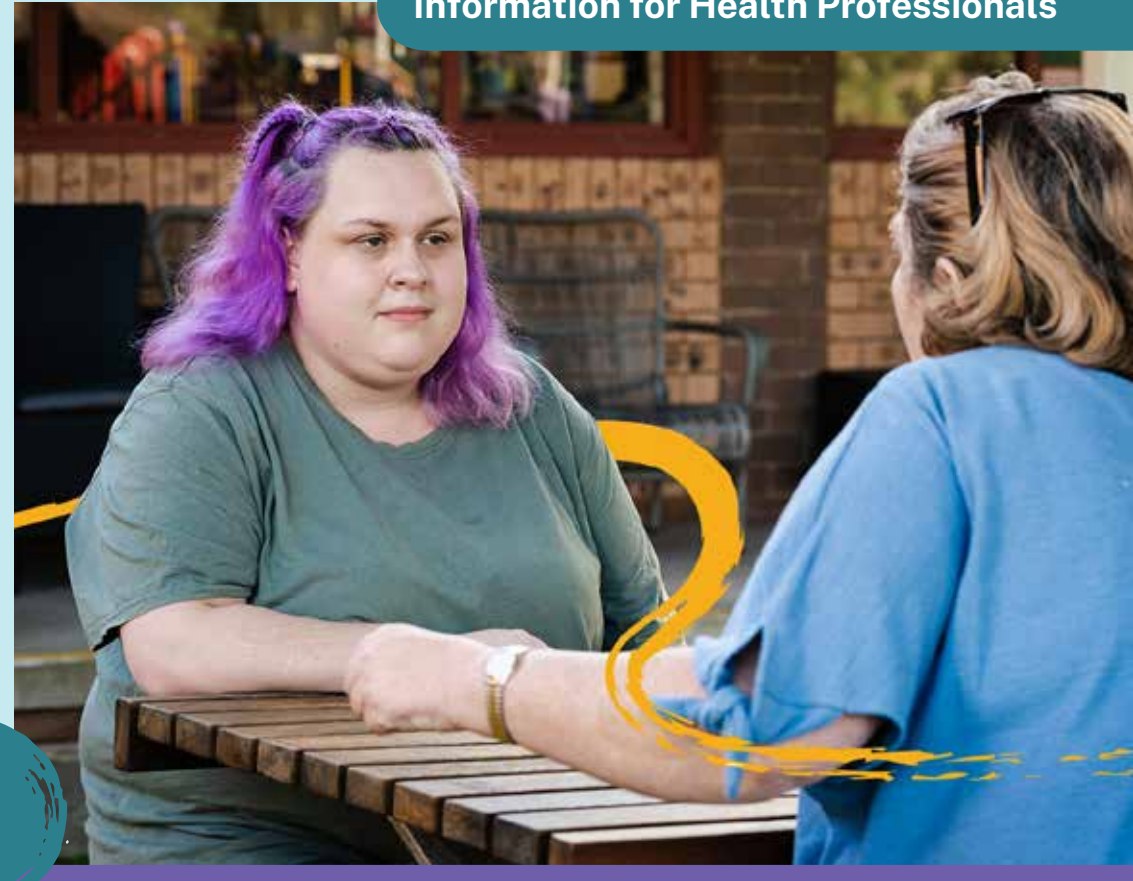


←  
or **scan** for more information

# Safe Haven

## A new approach to suicide prevention

### Information for Health Professionals



Safe Haven offers a different kind of immediate and professional support to ED and other traditional services for people experiencing suicidal crisis.

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



South Western Sydney  
Local Health District



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



Free to access,  
no referral needed,  
no appointment  
required.

## Person-centred support in times of crisis

Safe Haven peer support workers are trained to:

- Assess and de-escalate emergencies
- Make appropriate referrals
- Develop safety plans
- Fast-track emergency pathways as needed

**Person-centred support** means guests are listened to and are free to make decisions for themselves. Peer workers are there to ensure safety and provide support based on guests' immediate needs, preference and comfort level.

**Peer workers** understand what it's like to go through suicidal distress and have been comprehensively trained to support others. They create a safe and comfortable environment where guests are able to speak freely and openly.



## What your patient can expect

### Arriving at Safe Haven

Guests are greeted by a peer worker and will be asked to sign in. Guests are not required to show any form of identification to use this service. Safe Haven is a dedicated space to handle suicidal crisis, support is free and can be accessed immediately with no waiting times or referral needed.

### Available support

Guests may choose to speak with a peer support worker, sit down with a book, play a game, watch a video, or have a cup of coffee/tea. There are no obligations or expectations. It is a dedicated space to relax, unwind and connect.

### Confidential Expert Support

Safe Haven has a comprehensive confidentiality and privacy policy. Guests can also request to access the service anonymously. All peer support workers have undergone extensive training in providing trauma informed person-centred care, crisis care and managing emergencies. They can also fast-track pathways to ED.

### Taxi Vouchers

If it's difficult for your patient to get to Safe Haven with public transport, they can call us to arrange a free taxi ride. See contact details at the back.