When should someone go to the UMHCC?

People in Adelaide seeking urgent mental health support can arrive at the UMHCC at 215 Grenfell Street from 12 pm until 10:30 pm each day, including weekends and public holidays.

SA Police and Mental Health Triage can refer directly on 08 8448 9100. SA Ambulance can refer via the SAAS Health Navigator.

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 12pm to 12am every day
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.

neami National

RI INTERNATIONAL

Government of South Australia
SA Health

```
Person presenting in
mental health
crisis/distress
```
↓
```
Is the person's
primary need
mental health related?
```
— NO →
```
Person attends
emergency
department
for care
```

YES ↓

```
Is the person voluntary?
OR
s56/57 but who choose
the UMHCC for
assessment and
are likely to stay?
```
— NO → (to Person attends emergency department for care)

YES ↓

```
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.
```

YES ↓

```
Person attends ED
```
↓
```
ED care complete, no
admission required.
Do they need additional
mental health crisis
support?
```
— NO →
```
Person returns
to community
```

YES ↓

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

Urgent Mental
Health Care
Centre