



Government of Western Australia  
East Metropolitan Health Service



## »» Safe Haven

Dabakan Ngowoort Koorliny Mia  
*(Dub-ul-karn Nue-woort Kool liny My-ya)*  
*Move to a calm, gentle, quiet space.*

Where tradition plus innovation equals excellence

[rph.health.wa.gov.au](http://rph.health.wa.gov.au)

## What is the Safe Haven?

The Safe Haven peer support service is provided by Ruah Community Services. Ruah has significant experience in this space and has provided support to Western Australians for more than 60 years, helping more than 30,000 consumers each year.

Safe Haven is a calm, gentle, quiet space where people can receive early intervention distress management and problem solving support from both peer and clinical staff.

It aims to offer distressed, lonely or isolated people a safe place to:

- › speak confidentially to trained peer workers and clinicians
- › attend education/group sessions on managing distress
- › spend time in rather than presenting to emergency.



## Why come to Safe Haven?

The service and location is better set up to offer brief, out of hours support to people needing to access helpful care, problem solving and direction as early as possible. This is offered to prevent the need for more intensive mental health and/or Alcohol and Other Drug (AOD) service follow up for people who may otherwise get worse.

## How does Safe Haven work?

Everyone's cultural, diversity, personal and sexual safety is equally important at Safe Haven.

The Safe Haven requires all people who self present or are referred to be willing and able to act in a safe and responsible manner on site.

In return the Safe Haven space and staff will provide:

- › listening ear from lived experience peer staff
- › mental health and/or AOD clinical guidance and direction if needed
- › personalised time with a Safe Haven team member and options for group based activities
- › a place that is calming and can provide you with options to help you manage day to day life better.



## Location and opening hours

Safe Haven is open and staff are on hand for 1-1 and group work on Friday, Saturday and Sunday between 3pm and 7:45pm.

Safe Haven is located in Victoria Square, opposite St Mary's Cathedral. Look for the Safe Haven sign and press the intercom on the door to enter.

## Referral information

Safe Haven supports people who are interested in talking with someone who has been in a similar place. No formal referral is needed to attend.

Should you require urgent medical assistance or review by a mental health clinician presentation to an Emergency Department is recommended.

