

Emergency support in Australia

Start here

If you or someone else is in immediate danger, call 000. If you cannot stay safe, seek urgent medical help now. Do not wait for Oshim or a coaching appointment.

Get help in person

Go to the nearest public hospital emergency department. If it is safe, ask a trusted friend to accompany you. If travelling there is unsafe, call 000 instead.

000 | Ambulance police fire

For an immediate emergency in Australia. Tell the operator your location and what is happening. [1]

13 11 14 | Lifeline

Crisis support in Australia, 24 hours a day, seven days a week. Text 0477 13 11 14 or use online crisis chat. [2]

1800 737 732 | 1800RESPECT

Domestic, family and sexual violence support, 24/7. Text 0458 737 732. If someone may monitor your device, use a safe device to seek support. [3]

1300 78 99 78 | MensLine Australia

Telephone counselling for men with relationship, family and mental health concerns. This is support, not emergency dispatch. [4]

1800 022 222 | healthdirect

Registered nurse advice, 24/7, for health concerns that are not a life-threatening emergency. Ask where to get appropriate care. [5]

The Navigator boundary

Navigator coaching, retreat messages and this website are not an emergency service and are not continuously monitored. Contact emergency services or qualified support directly. You do not need to wait for a reply from Oshim.

Urgent support in Adelaide and South Australia

13 14 65 | SA Mental Health Triage

Contact the state mental health triage service for assistance in a mental health emergency. Call 000 when there is an immediate threat to life or safety. [6]

1800 800 098 | Domestic Violence Crisis Line

South Australian domestic violence crisis support and emergency accommodation assistance. Alternative number: 1300 782 200. [7]

131 444 | SA Police non urgent assistance

For police assistance that is not an emergency, including reporting concerns about violence or threatening behaviour. For immediate danger call 000. [8]

1300 766 491 | Men's Referral Service

Support concerning men's use of family violence. For immediate threats or injuries, contact emergency services. [8]

Public emergency department

Royal Adelaide Hospital, Port Road, Adelaide. The emergency department is on Level 2; follow the red emergency signs. Use the nearest suitable emergency department rather than travelling further unnecessarily. [9]

If you are overwhelmed

You can say: "I am struggling and I need help to stay safe. Can you come with me to an emergency department or help me call the appropriate service?"

If another person is unsafe

Seek a safe place if you can do so safely. Do not confront a person using violence. Emergency services and specialist violence services can help you decide what to do next.

Keep these national contacts too

000 for emergencies. Lifeline 13 11 14 for crisis support. 1800RESPECT 1800 737 732 for domestic, family and sexual violence. Use the Australia sheet alongside this one.

Emergency support in Southeast Asia

Use the numbers for your current country

These are local short numbers. They are not dialled with Australia's country code. If a call does not connect, ask hotel staff or a trusted local person to contact emergency services or help you reach the nearest hospital emergency department. Do not wait for the coach.

Indonesia including Bali | Medical 119

Ambulance and rescue 118; police 110 or 112; fire 113. For violence against women and children: SAPA 129; WhatsApp 08111-129-129. Confirm local response arrangements with your accommodation. [10–11]

Thailand | Ambulance 1669

Police 191; tourist police 1155; fire 199. Social Assistance Centre 1300 can receive reports concerning child safety and social assistance. Language and eligibility may vary. [12–13]

Vietnam | Ambulance 115

Police 113; fire 114. Smartraveller warns that emergency numbers operate in Vietnamese and may be unreliable. Ask a trusted local person to assist and contact your insurer's emergency service. [14]

Singapore | Ambulance and fire 995

Police 999. National Anti-Violence and Sexual Harassment Helpline: 1800-777-0000. For urgent mental health assessment, seek the nearest hospital emergency department. [15–16]

Malaysia | Emergency services 999

Police, ambulance and fire through the national emergency system. Talian Kasih 15999 is the government support channel for welfare and abuse concerns. Confirm local availability and language when arranging travel. [17–18]

Philippines | Medical and fire 911

Police National Operations Center 117, or the nearest Philippines National Police station. For violence concerns seek emergency police assistance or local specialist support via a hospital or police station. [19]

Mental health help while overseas

Seek a local hospital assessment for urgent mental health needs. Ask a trusted friend to accompany you if safe; contact your insurer for help locating suitable care. Australian short-code helplines may not work abroad.

Emergency support in Mauritius and Rodrigues

Mauritius | Ambulance 114 or 999

Public emergency ambulance service. Police 999; fire 995 or 115; National Coast Guard 177. For urgent help use emergency services first, not the coach or a consulate. [20]

139 | Domestic violence support

Mauritius government domestic violence support and reporting line. If there is immediate danger, call police 999. [21]

Rodrigues | Queen Elizabeth Hospital

Ambulance contact listed by the Rodrigues Tourism Office: +230 8321500. Ask accommodation staff to help contact the hospital and confirm the closest emergency care route before arrival. Do not assume mainland ambulance arrangements are identical on the island. [22]

Travelling with mental health needs

Discuss your travel plans and medication with your treating professional before departure. Save the nearest hospital, travel insurer emergency number and a trusted contact offline. Check that insurance covers relevant conditions and activities.

If urgent distress occurs overseas

Go to the nearest appropriate hospital emergency department with a trusted friend if safe, or contact local emergency services. Your insurer can assist with care arrangements. Do not wait for an email reply from Navigator.

Australian consular emergency assistance

From overseas: +61 2 6261 3305. Within Australia: 1300 555 135. Consular assistance is not ambulance dispatch or a replacement for local treatment. [20]

Official consular directories

Australian DFAT overseas missions [23]; New Zealand MFAT embassies [24]; U.S. State Department embassies and consulates [25]. Use your nationality's official directory for current local and after-hours details.

Destination names

The requested “rodrigues maritus” has been interpreted as Rodrigues and Mauritius. This pack includes both.

Your personal support plan

Complete before a programme or retreat

Keep a printed copy and an offline copy on your phone. Do not put private health information in a publicly shared folder.

My trusted person

Name: _____

Phone including country code: _____

My treating professional

Name and clinic: _____

Phone: _____

My nearest emergency department

Hospital and address: _____

Transport plan if safe: _____

My travel insurer if overseas

Insurer and policy number: _____

24-hour emergency telephone: _____

What I will say when asking for help

"I need urgent help. I am at [location]. I am struggling to stay safe / someone is injured / someone is threatening me." Tell the operator the immediate concern and follow their directions.

For Navigator staff

Confirm destination-specific hospital access, transport and phone connectivity before every retreat. Recheck this contact register before each trip and at least quarterly. Record updates and replace old printed sheets.

Coverage and limits

Contacts were checked against the linked sources on 13 October 2026; calls were not test-dialled. This is a practical contact pack, not a complete service directory. Overseas specialised suicide helplines are not included because their details were not returned by the country-specific helpline tool. Some services may have language, eligibility, cost or coverage limits.

Source register

1 SAPOL emergency guidance

<https://www.police.sa.gov.au/your-safety/domestic-abuse>

2 Lifeline crisis support verified through helpline tool

https://www.lifeline.org.au?oai_link_source=model_response_hotline

3 1800RESPECT contacts and safe device guidance

<https://www.1800respect.org.au/>

4 MensLine Australia contact

<https://mensline.org.au/contact-us/>

5 healthdirect contact

<https://www.healthdirect.gov.au/contact-us>

6 SA Health mental health triage

<https://www.sahealth.sa.gov.au/>

7 SA Government homelessness and violence support

<https://www.sa.gov.au/topics/emergencies-and-safety/homelessness-support>

8 SAPOL domestic violence support contacts

<https://www.police.sa.gov.au/your-safety/dvds>

9 Royal Adelaide Hospital emergency department

<https://www.rah.sa.gov.au/patients-and-visitors/conditions-services-and-clinics/medical-conditions/emergency-care>

10 Smartraveller Indonesia emergency contacts

<https://www.smartraveller.gov.au/destinations/asia/indonesia>

11 Indonesia SAPA violence support

<https://laporsapa129.kemenpppa.go.id/>

12 Smartraveller Thailand emergency contacts

<https://www.smartraveller.gov.au/destinations/asia/thailand>

13 Thailand Ministry of Public Health social assistance

<https://pr.moph.go.th/online/index/news/342245>

Source register

14 Smartraveller Vietnam emergency contacts

<https://www.smartraveller.gov.au/destinations/asia/vietnam>

15 Smartraveller Singapore emergency contacts

<https://www.smartraveller.gov.au/destinations/asia/singapore>

16 Singapore MSF violence support

<https://www.msf.gov.sg/what-we-do/break-the-silence/get-help/i-am-experiencing-abuse>

17 Malaysia government emergency services

<https://www.malaysia.gov.my/en/topics/mers-999-emergency-line>

18 Malaysia government Talian Kasih

<https://www.malaysia.gov.my/topics/talian-kasih-15999>

19 Smartraveller Philippines emergency contacts

<https://www.smartraveller.gov.au/destinations/asia/philippines>

20 Smartraveller Mauritius emergency and consular contacts

<https://www.smartraveller.gov.au/destinations/africa/mauritius>

21 Mauritius government family support

<https://govmu.org/EN/infoservices/family/Pages/familywel.aspx>

22 Rodrigues Tourism Office emergency contacts

<https://www.discover-rodrigues.com/emergency-contact-list>

23 Australian overseas missions directory

<https://www.dfat.gov.au/about-us/our-locations/missions/our-embassies-and-consulates-overseas>

24 New Zealand embassies directory

<https://www.mfat.govt.nz/en/embassies>

25 U.S. embassies and consulates directory

https://travel.state.gov/content/travel/en/find_us_embassies.html