

If You Are in Crisis

If you are in immediate danger or feel unable to keep yourself safe, please get in touch with your local emergency services right away (for example, 999, 112, or 911, depending on your country).

The organisations listed below are independent of this site. They are included for information only; please check their websites or local listings for the most current details.

Hong Kong

Emergency services

Emergency: 999

Government and public hotlines

18111 – Mental Health Support Hotline

24/7 one-stop emotional and mental health support by phone and WhatsApp.

Phone / WhatsApp: **18111**

Info: Emotional support, information, and signposting to services.

Hospital Authority – Mental Health Direct

24-hour telephone support offering advice and information on mental health and public services.

Phone: **2466 7350** (24/7)

Social Welfare Department Hotline

General social welfare enquiry hotline; can connect callers to social and family services, including crisis support.

Phone: **2343 2255** (hotline) / **2343 2250** (fax)

Hours vary; check the SWD website.

NGOs and support services

The Samaritans (Hong Kong)

24-hour confidential listening service for anyone in distress or suicidal crisis.

Phone (24/7): **+852 2896 0000**

General enquiries: **+852 2515 1423**

Email: **info@samaritans.org.hk**

Web: <https://www.samaritans.org.hk>

The Samaritan Befrienders Hong Kong (SBHK)

Suicide prevention and crisis intervention services, including a hotline, counselling, and education.

Hotline Centre: **+852 2790 8844**
General enquiries: **+852 2319 2688**
Email: **sbhkinfo@sbhk.org.hk**
Web: <https://www.sbhk.org.hk>

Caritas Family Crisis Support Centre

24-hour hotline and short-term residential services for families and individuals in crisis.
24-hour hotline: **18288**

United Kingdom

Emergency services

Emergency: 999

Non-emergency medical advice: NHS 111

Crisis lines

Samaritans

24/7 confidential emotional support for anyone struggling to cope.

Phone (UK & ROI, free): **116 123**

Alternative: **0330 094 5717** (standard charges)

Email: **jo@samaritans.org** (non-urgent; response not immediate)

Web: <https://www.samaritans.org>

Shout 85258

24/7 free, confidential text support for anyone in the UK feeling overwhelmed.

Text: **SHOUT** to **85258**

Web: <https://giveusashout.org>

Other supports

NHS Mental Health Services

Access via your GP or local NHS mental health team.

Web: <https://www.nhs.uk> (search “urgent mental health helpline”)

Mind

Information, helplines, and local services for people with mental health problems.

Info line (England & Wales; check site for hours): **0300 123 3393**

Web: <https://www.mind.org.uk>

Rethink Mental Illness

Advice and support for people severely affected by mental illness and their families.

Advice line: **0808 801 0525** (hours vary)

Web: <https://www.rethink.org>

United States

Emergency services

Emergency: 911

National crisis lines

988 Suicide & Crisis Lifeline

24/7 free and confidential support for people in suicidal crisis or emotional distress.

Phone: **988**

Text: **988**

Chat: <https://988lifeline.org/chat>

Web: <https://988lifeline.org>

Crisis Text Line

24/7 free, confidential text support from trained crisis counselors.

Text (US): **HOME** to **741741**

Web: <https://www.crisistextline.org>

Other supports

NAMI (National Alliance on Mental Illness)

Education, advocacy, and support for people with mental illness and their families.

Helpline: **1-800-950-NAMI (6264)** (not a crisis line)

Web: <https://www.nami.org>

SAMHSA National Helpline

Treatment referral and information for mental and substance use disorders.

Phone: **1-800-662-HELP (4357)** (24/7)

Web: <https://www.samhsa.gov>

Canada

Emergency services

Emergency: 911

National crisis line

9-8-8 Suicide Crisis Helpline (Canada)

24/7 free support for anyone in Canada thinking about suicide or worried about someone else.

Phone: **988**

Text: **988**

Web: <https://988.ca>

Other supports

Kids Help Phone

24/7 e-mental health service for young people.

Phone: **1-800-668-6868**

Text: **CONNECT** to **686868**

Web: <https://kidshelpphone.ca>

Provincial mental health lines

Many provinces operate their own services; check your provincial health ministry website.

Singapore

Emergency services

Ambulance / Fire: 995

Police: 999

Crisis and mental health lines

Samaritans of Singapore (SOS)

24/7 confidential emotional support for people in crisis.

Hotline: **1767**

Email: pat@sos.org.sg (non-urgent)

Web: <https://www.sos.org.sg>

Institute of Mental Health (IMH) Helpline

24-hour hotline for people in emotional or psychiatric crisis.

Phone: **6389 2222**

Web: <https://www.imh.com.sg>

Other supports

Singapore Association for Mental Health (SAMH)

Community-based services and counselling.

Web: <https://www.samhealth.org.sg>

Silver Ribbon (Singapore)

Mental health advocacy and outreach programmes.

Web: <https://www.silverribbon.org.sg>

Australia

Emergency services

Emergency: 000

Crisis lines

Lifeline

24/7 crisis support and suicide prevention.

Phone: **13 11 14**

Web: <https://www.lifeline.org.au>

Beyond Blue

Support for anxiety, depression, and emotional distress.

Phone: **1300 22 4636**

Web: <https://www.beyondblue.org.au>

Kids Helpline

Support for children and young people aged 5–25.

Phone: **1800 55 1800**

Web: <https://kidshelpline.com.au>

Other supports

Headspace

Youth mental health services (ages 12–25).

Web: <https://headspace.org.au>

SANE Australia

Support for people living with complex mental health issues.

Web: <https://www.sane.org>

Japan

Emergency services

Ambulance / Fire: 119

Police: 110

Crisis and support lines

TELL Lifeline

English-language phone and chat support.

Phone: **03-5774-0992** (hours vary)

Web: <https://telljp.com>

Yoriso Hotline

Multilingual emotional support and information service.

Phone: **0120-279-338**

Hours and languages vary.

EU / Europe

Many European countries use **112** as the general emergency number.

For mental health and suicide prevention, most countries operate national or regional hotlines. Check your national health service or local government website for country-specific services.

Important Disclaimer

This information is provided on a **best-efforts basis** and may not always be complete, current, or accurate. It is not a substitute for professional medical, psychiatric, legal, or other advice.

Service availability, operating hours, phone numbers, email addresses, and web links may change without notice. Always refer to official websites or local listings to confirm details.