



StudyADELAIDE
SOUTH AUSTRALIA

OFFSHORE CRITICAL INCIDENT MANUAL

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Government
of South Australia

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Disclaimer

Study Adelaide advises that the information in this Manual is accurate to the best of our knowledge. Verifications are underway and the document will be updated accordingly.

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Purpose of Manual

This manual provides information and guidance to users who need to assist and support international students who are not residing in Australia.

This manual refers to agencies and resources based in-country for international students of Australia who are citizens of the relevant country. The intention is for staff to discuss the options with the students who may be familiar with them.

The manual is divided into ten countries with each section outlining relevant information and advice. The manual is not a comprehensive resource of all services and resources. It includes public or government services and some private sector services. It does not include services offered through popular social media platforms that may be preferred by some students.

The ten countries listed in the manual are:

- China
- Hong Kong SAR
- India
- Indonesia
- Malaysia
- Nepal
- Philippines
- Singapore
- South Korea
- Vietnam

It is recommended that where applicable, assistance is also sought from the relevant country's foreign representatives in Australia. This will ensure that appropriate follow-up support is given to the student and their family in-country, particularly where residency is not in a major city.

Information and advice

Each country and the relevant sections are hyperlinked in the Table of Contents enabling quick access. Each country section of the manual will provide information on the following resources and agencies with hyperlinks where applicable:

1. Overview of Health System
2. Mental Health Support
3. Sexual Health resources
4. Domestic Violence support
5. Emergency services contact information

When contacting emergency services in-country, it is important that relevant information relating to the student is at hand. Information includes the following:

- Full name of student
- Date of Birth
- Residence
- Passport Number or identity number
- Emergency contact in-country and contact details
- Student's mobile number in country
- Relevant health information* (disclosure only where applicable)

Note: * Disclosure should be limited to information that will assist the health and wellbeing of the student.

While the manual does not refer to social media group chats, it is important for staff to check with students whether they are engaging with support through these avenues, and whether they are helpful. Staff are encouraged to obtain information about the preferred social media groups.

This manual is intended to be an active document. Users are encouraged to provide feedback and information that can add to the usefulness of the resource for all.

Feedback and information should be directed to enquiries@studyadelaide.com

Note: It is recommended that you use the most recent version, please access the resource at the StudyAdelaide site. Do not keep local copies.

CHINA

Overview of health system

China achieves near-universal coverage through the provision of publicly funded basic medical insurance. The urban employed are required to enrol in an employment-based program, which is funded primarily via employer and employee payroll taxes. Other residents can voluntarily enrol in Urban-Rural Resident Basic Medical Insurance, financed primarily by central and local governments through individual premium subsidies. Local health commissions organise public and private health care organisations to deliver services. The basic medical insurance plans cover primary, specialty, hospital, and mental health care, as well as prescription drugs and traditional Chinese medicine. Deductibles, co-payments, and reimbursement ceilings apply. There is no annual cap on out-of-pocket spending.

Publicly financed basic medical insurance typically covers:

- inpatient hospital care (selected provinces and cities)
- primary and specialist care
- prescription drugs
- mental health care
- physical therapy
- emergency care
- traditional Chinese medicine.

A few dental services (such as tooth extraction, but not cleaning) and optometry services are covered, but most are paid out-of-pocket. Home care and hospice care are often not included either. Durable medical equipment, such as wheelchairs and hearing aids, is often not covered.

Preventive services, such as immunization and disease screening, are included in a separate public-health benefit package funded by the central and local governments; every resident is entitled to these without co-payments or deductibles. Coverage is person specific.

Accessing a medical appointment

Generally, citizens will visit their family GP to obtain an initial diagnosis. General medical care may also be accessed at community clinics and public hospitals. Refer to this link for information on the process.

Specialist appointments may be accessed via a GP referral or made directly at the larger hospitals with a Psychiatric unit.

Country Code

+ 86

Mental health support

Diagnosis, treatment, and rehabilitation of mental health conditions is provided in special psychiatric hospitals and in the psychology departments of tertiary hospitals. Patients with mild illnesses are often treated at home or in the community clinics; only severely mentally ill patients are treated in psychiatric hospitals. Mental health care is not integrated with primary care.

China has established free 24x7 Psychological counselling hotlines to support its citizens during the pandemic. The goal of the hotline is to provide psychological support, counselling, crisis intervention and other services during the epidemic prevention and control period. The hotline will help seekers prevent and alleviate distress caused by the pandemic, find and use social support resources, maintain mental health and prevent psychological events caused by stress

<http://www.nhc.gov.cn/jkj/s3577/202002/f389f20cc1174b21b981ea2919beb8b0.shtml>

These hotlines are established by provincial or prefecture-level health and health administrative departments.

Psychological Counselling Hotlines

| Name | Contact Details |
|---|--------------------------------------|
| Tsinghua University's psychological counselling hotline | Tel: (86) 400-680-6101 (24x7) |
| Beijing Normal University | Tel: (86) 010-86409146 |
| Peking University's Overseas Psychological Counselling Hotline | Tel: (86) 010-53466977 |
| Capital Normal University hotline | Tel: (86) 400-900-5335 |

Crisis/Suicide/Helplines

| Name | Contact Details |
|--|---|
| Beijing Suicide Research and Prevention Centre Provides 24-hour service for individuals in Beijing who are depressed or suicidal | Tel: 0800-810-1117 Tel: 010-8295-1332 |
| Guangzhou Crisis Research and Intervention Centre Available 24/7 for those who need help | Tel: 020-81899120 Tel: 020-12320-5 |
| Lifeline Shanghai | Website: www.lifelineshanghai.com Hotline: (21) 63798990 |
| Lifeline Yanji | Hotline: (0433) 273 9595 |

Shandong Mental Health Center, Ji-nan, China

Website: www.sdmhc.com/

Hotline: 0531 88933887

Hours: 8:00 AM -12:00 PM, i:00 PM-5:30 PM

Psychological Counselling Hotline:

0531 88942284

Hours 7:00 PM-9:00 PM

Simple Psychology

Website: <https://www.jiandanxinli.com/>

Hotline: 400 650 1005

Mental Health Centre of School of Medicine of Zhejiang University

Tel: 0571-85029595

Offers 24-hour psychological assistance to people in Hangzhou

Shenzhen Mental Health Centre

Tel: 0755-25629459

Offers free professional counselling available 24/7

Accessing a face-to-face medical appointment

Generally, citizens will visit their family GP to obtain an initial diagnosis. General medical care/referrals may also be accessed at community clinics and public hospitals.

Refer to this [link](#) for information on the process.

Specialist appointments may be accessed via a GP referral or made directly at the larger hospitals with a Psychiatric unit.

List of major hospitals

(Source: National Health Commission of the PRC, <http://en.nhc.gov.cn/hospitals.html>)

| Name | Contact Details |
|---------------------------------------|---|
| Beijing United Family Hospital | Website: http://beijing.ufh.com.cn Add: 2 Jiangtai Road, Chaoyang District, Beijing Tel: 4008-919-191 010-5927 7120 (24-hour emergency) |

Peking Union Medical College Hospital

Website: <http://www.pumch.cn/>

Add: Peking Union Medical College Hospital (East), No 1 Shuaifuyuan Wangfujing Dongcheng District, Beijing

Peking Union Medical College Hospital (West),
No 41 Damucang Hutong, Xicheng District, Beijing

Tel: 010-6915 6114 (operator)
010-6915 6699 (int'l medical dept.)
010-6915 5259
010-6915 5564 (consultation)

Raffles Medical – Beijing

Website: <http://www.rafflesmedicalgroup.com/Beijing>

Add: Suite 105, Wing 1, Kunsha Building, 16 Xinyuanli, Chaoyang District, Beijing

Website: <http://bj.am-sino.com/en/>

Add: 18 Anyuan Road, Chaoyang District, Beijing
Clinic appointments: 010-6462 9112
Dental appointments: 010-6462 0333

International Medical Centre (IMC) – Beijing

Website: <http://www.imcclinics.com/english/>

Add: Lufthansa Center, Office Building, S-106/S-110,50 Liangmaqiao Road, Chaoyang District, Beijing

Tel: 010-6465 1561/2/3 Medical
010-6465 1384/1394 Dental
400 015 2227 Oversea Medical

Hong Kong International Medical Clinic, Beijing

Add: 8/F & 9/F, Swissôtel Beijing, Hong Kong Macau Center, No 2 Chaoyangmen North Avenue, Dongcheng District, Beijing

Tel: 010-6553 2288- 2345/6/7
010-6553 9752

Beijing Hospital of the Ministry of Health

Website: <http://www.bjhmo.cn/english>

Add: 1 Dahua Road, Dongdan, Dongcheng District, Beijing

Tel: 010-8513 2266 (operator)

Hotline: 010-6528 2171 (8:00 AM-5:00pm)

Sexual health resources

As with psychological support, most Chinese would seek advice, treatment, and medication from public hospitals. Chinese hospitals offer these tests:

- blood tests for Hepatitis B and HIV
- smear tests for chlamydia, gonorrhoea, and syphilis
- Human Papillomavirus (HPV)

All the major contraceptive methods are available without cost. The user is permitted to be absent from work with pay when he/she chooses either IUD insertion/removal, vasectomy, tubal ligation, and induced abortion. IUDs, OCs, sterilization, and condoms account for most of the contraceptive practice in China. Abortion is also available, particularly as a backup to failed contraception.

Domestic Violence support

China's Domestic Violence Law, promulgated on March 1, 2016 covers both physical and psychological violence, but it does not explicitly include sexual violence such as marital rape, or economic control such as being deprived of financial resources, which are equally prevalent and internationally recognized forms of Domestic violence (DV). The law covers married couples, cohabitating partners, and other family members, but it does not include violence against former spouses or intimate partners who do not live together, and it leaves some ambiguity when it comes to same-sex partners.

<https://asiafoundation.org/2020/04/01/chinas-domestic-violence-law-turns-four/>

Chinese in urban areas have access to civil society organisations for support. Anti-DV CSOs were found to serve primarily women and children, and little support was available for other vulnerable groups. Example: Women and Children's Psychological and Legal Counseling Service Center of Xishuangbanna Prefecture in Yunnan.

Reporting incidents of DV would normally go through the local police. A person who is a victim of domestic violence may apply to the local people's court for a personal safety protection order.

Emergency services contact information

| Name | Contact Details |
|---------------------|----------------------|
| Police (Calling) | Tel: 0011 + 86 +.110 |
| First-aid Ambulance | Tel: 0011 + 86 +.120 |
| Fire | Tel: 0011 + 86 +.119 |
| Traffic Accidents | Tel: 0011 + 86 +.122 |

HONG KONG SAR

Overview of health system

Hong Kong has a mixed health system with both public and private healthcare. Subsidised treatment with small co-payments is available to all with a Hong Kong Identity card and to their children under the age of 11 years.

Healthcare is comprehensive and easily accessible for residents.

Country Code

+852

Mental health support

There are a number of hotlines and services that can be accessed for mental health support and suicide prevention. <https://www.mind.org.hk/find-help-now/>

Information related to the process of referral and access is available at this [link](#).

It is important to note that a GP is often the initial point of contact for those experiencing physical and mental health difficulties. GPs can prescribe and review medications for conditions such as anxiety or depression. They tend to manage mild to moderate mental health concerns, provide preventative care and health education. They can provide a referral letter for individuals, if needed, to seek psychiatrists or specialists to seek help in the public sector.

| Name | Contact Details |
|--|--|
| Suicide Prevention Services Provides beneficial friends and other suicide prevention services to people in Hong Kong who are suicidal, desperate, and emotionally distressed | Tel: 2382 0000 |
| The Samaritans, Hong Kong Offers 24-hour unconditional emotional support to anyone in distress or at risk of suicide throughout Hong Kong. Languages: Cantonese, English, French, German, Hindi, Malay, Punjabi, Spanish, Tagalog, Urdu | Tel: 2896 0000 |
| Mental Health Enquiry Hotline (Baptist oi Kwan Social Service) Mental health information, enquiries answered by social workers and provision of emotional support. Language: Cantonese | Tel: 2535 4135 Hours: Monday – Friday: 10:00 AM – 12:30 PM, 2:00 PM – 5:00 PM Tuesday: 7:00 PM – 9:00 PM |

| | |
|--|--|
| Youth mental health hotline (Baptist Oi Kwan Social Service) | Tel: 3413 1543 |
| Hotline answered by social workers | Hours: Monday – Friday 10:00 AM – 5:00 PM |
| 24 – hour Family crisis hotline (Caritas Family Crisis Support Centre) | Tel: 18288 |
| Language: Cantonese | |
| Emotional Support Hotline (Joyful Mental Health Foundation) | Tel: 2301 2303 |
| Language: Cantonese | Hours: Monday – Friday 10:00 AM -1:00 PM, 2:00 PM – 5:00 PM Saturday: 10:00 AM – 1:00 PM |
| Social Welfare Department 24-hour enquiries hotline | Tel: 2343 2255 |
| Provision of 24-hour information and emotional support during office hours | Hours: Monday – Friday: 24-hour (Information service) Monday – Friday: 9:00 AM – 5:00 PM (Emotional support) |
| Languages: Cantonese and English | |
| Youth suicide prevention hotline (Suicide Prevention Services) | Tel: 2382 0777 |
| Suicide prevention hotline with emotional support for youth | Hours: 2:00 PM – 2:00 AM |
| Language: Cantonese | |
| uTouch hotline (Hong Kong Federation of Youth Groups) | Tel: 2777 8899 |
| Language: Cantonese | Hours: Monday – Friday: 2:00 PM – 12:00 AM |
| Emotional Support Hotline (The Samaritans Befrienders Hong Kong) | Tel: 2389 2222 |
| Provision 24-hour suicide prevention hotline and emotional support | Hours: 24 hours |
| Language: Cantonese | |
| English emotional support hotline (The Samaritan Befrienders Hong Kong) | Tel: 2389 2223 |

Suicide prevention hotline and provision of emotional support
Language: English

Hours: Monday – Friday: 6:00 PM – 10:00 PM

24-hour youth hotline service (Youth Outreach)

Tel: 9088 1023

Hours: 24 hour

Hong Kong Eating Disorder Association Limited

Website: www.heda-hk.org

Provides information and offers treatment sessions including dietetic consultancy and psychotherapy for individuals who are suffering from eating disorder.

Tel: 2850 4448

Email: heda@heda-hk.org

Sexual health resources

Services and resources are available through The Family Association of Hong Kong.
<https://www.famplan.org.hk/en/about-us/scope-of-work>

- **Birth Control Clinics**

<https://www.famplan.org.hk/en/our-services/clinic-services/birth-control/content>

Birth Control Clinics provide contraceptives, consultation and health check-up to clients who practise contraception (including condoms and periodic abstinence). Clients may visit the clinic at its opening hours and appointment is not required.

| Name | Contact Details |
|----------------------------|--|
| Wan Chai Clinic | Add: G/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong Tel: 2919 7777 (enquiries) Hours: Monday – Friday: 9:00 AM to 8:00 PM Saturday: 9:00 AM to 5:00 PM Sunday and Public Holidays: Closed |
| Ma Tau Chung Clinic | Add: 1/F, 105 Ma Tau Chung Road, Kowloon Tel: 2711 9271 (enquiries) |

2572 2222 (appointments)

Hours: Monday – Friday: 9:00 AM – 8:00 PM

Saturday: 9:00 AM – 5:00 PM

Wong Tai Sin Clinic

Add: G/F, 1-2 Lung On House, Lower Wong Tai Sin Estate II, Kowloon

Tel: 2326 2447 (enquiries)

2572 2222 (Appointments)

Hours: Monday - Friday: 9:00 AM to 8:00 PM

Sat: 9:00 AM to 5:00 PM

Sun and Public Holidays: Closed

Yuen Long Clinic

Add: G/F, 149 – 153 On Ning Road, Yuen Long, New Territories

Tel: 2477 3201 (enquiries)

2572 2222 (appointments)

Hours: Monday - Friday: 9:00 AM to 8:00 PM

Sat: 9:00 AM to 5:00 PM

Sun and Public Holidays: Closed

Tsuen Wan Clinic

Add: Room 1621-1622, 16/F Nan Fung Centre, 264-298 Castle Peak Road, Tsuen Wan, New Territories

Tel: 2742 8183 (enquiries)

2572 2222 (appointments)

Hours: Monday - Friday: 9:00 AM to 8:00 PM

Sat: 9:00 AM to 5:00pm

Sun and Public Holidays: Closed

- **Women's Health Services**

(<https://www.famplan.org.hk/en/our-services/clinic-services/women-health/women-health-service/content>)

These clinics offer services aimed at early detection of common cancers suffered by women. Services also include health history, general physical examination (including measurement of blood pressure and body weight, examination of the thyroid, abdomen, breasts and pelvis, auscultation of heart and lung). Laboratory investigations include urine analysis for glucose and protein. A Pap test* is also taken and women are taught breast self-examination.

| Name | Contact Details |
|---|--|
| Wan Chai Sexual & Reproductive Health Centre | Add: 9/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong Tel: 2572 2222 (appointments only) |
| Yuen Long FPAHK Anita Mui Health Centre | Add: 1/F, 149 – 153 On Ning Road, Yuen Long, New Territories Tel: 2572 2222 (appointments only) |
| Wan Chai Clinic | Add: G/F Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong Tel: 2919-7777 (appointment is not required) |
| Ma Tau Chung Clinic | Add: 1/F, 105 Ma Tung Chung Road, Kowloon Tel: 2711-9271 (appointment is not required) |
| Tsuen Wan Clinic | Add: Room1621-1622, 16/F Nan Fung Centre, 2264-298 Castle Peak Road, Tsuen Wan, NT Tel: 2742-8183 |

- **Men's Health Service**

<https://www.famplan.org.hk/en/our-services/clinic-services/men-health/men-health-service/content>

FPAHK Men's Health Service provides regular health screening and laboratory tests for men. The service aims to detect and treat common male sexual and reproductive health diseases at an early stage, and therefore promotes the wellbeing of men.

Where necessary, clients will be referred for further investigations such as chest x-ray, electrocardiogram (ECG), exercise ECG, ultrasound of testicles and prostate, semen analysis etc.

| Name | Contact Details |
|---|---|
| Wan Chai Sexual & Reproductive Health Centre | Add: 9/F Southorn Centre, 130 Hennessy Road, Wan Chai, HK Tel: 2572 2222 (appointments only) |
| Ma Tau Chung Clinic | Add: 2/F, 105 Ma Tau Chung Road, Kowloon Tel: 2572 2222 (appointments only) |
| Tsuen Wan Clinic | Add: Room 1621-1622, 16/F Nan Fung Centre, 264-298 Castle Peak Road, Tsuen Wan, New Territories Tel: 2742 8183 (enquiries) 2572 2222 (appointments) |

- **Youth Health Care**

<https://www.famplan.org.hk/en/our-services/clinic-services/youth-health-care/content>

Integrated counselling and medical services are offered to unmarried people under the age of 26 on matters related to Sexual and Reproductive Health. Major services include:

- Reproductive health check-up and Pap test
- HPV vaccine
- Blood tests and STD screening packages
- Contraceptive advice
- Emergency contraception
- Pregnancy counselling
- Termination of pregnancy referral and counselling
- Individual sexuality counselling
- Counselling for sexually assaulted victims
- Dating and Sex counselling

Domestic Violence Support

| Name | Contact Details |
|--|-------------------|
| 24- hour crisis intervention hotline (CEASE Crisis Centre) 24-hour crisis intervention hotline for victims of abuse. Languages: Cantonese and English | Tel: 18281 |

Rainlily Sexual Violence Helpline (Rainlily)

Provision of hotline services for victims of sexual abuse.

Languages: Cantonese and English

Tel: 2375 5322

Hours: Monday – Friday: 9:00 AM – 10:00 PM

Saturday: 9:00 AM – 1:00 PM

Harmony House

Established in 1985 as a shelter for abused women and children in Hong Kong. Provision of a wide range of preventive, therapeutic and development programs to help families affected by domestic violence.

Website:

<https://www.harmonyhousehk.org/eng>

Tel.: 2342 0072

Email: hadmin@harmonyhousehk.org

Shelter for Women and Children

Tel: 2522 0434

Crisis support centre for women and children

Email: hshelter@harmonyhousehk.org

24 hours woman hotline

Tel: 2522 0434

24-hour hotline services for women in need

MAN hotline

Tel: 2295 1386

hotline support service for men

WhatsApp: 6418 3405

Children hotline

Tel: 2751 8822

Counselling services

Tel 2342 0072

Hong Kong Federation of Women's Centres

Website:

<https://womencentre.org.hk/En/Services/counselling/>

Tel: 23866255

Hours:

Mondays– Thursdays 9:30 AM – 11:30 AM; 2:00 PM – 4:00 PM; 7:00 PM – 9:00 PM

Fridays: 9:30 AM – 11:30 AM; 2:00 PM – 4:00 PM

Emergency services contact information

<https://www.gov.hk/en/nonresidents/visitinghk/usefulinfo/emergency.htm>

If help is needed from the Police, Fire Services Department or an ambulance, **dial (+852) 999**.

For the speech or hearing impaired, call for assistance via SMS to 992. [Using 992 Emergency SMS \(PDF File\)](#)

For important information related to the reporting of crime, refer to fact sheets at this [link](#).

Fact sheets cover procedures for reporting the following:

- Burglary
- Robbery
- Shop Theft
- Triad-related cases
- Offences against youth
- Sexual Violence
- Conveyance without authority

INDIA

Overview of the health system

All Indian citizens can get free outpatient and inpatient care at government facilities. Under India's decentralised approach to health care delivery, the states are primarily responsible for organising health services. Many households still seek care from private providers and pay out-of-pocket. For low-income people, the government recently launched the tax-financed National Health Protection Scheme (Ayushman Bharat-Pradhan Mantri Jan Arogya Yojana, or PM-JAY), which allows them to also get cashless secondary and tertiary care at private facilities. Thirty-six percent of insured individuals in India have private coverage, which covers only hospitalisations.

Citizens can get free care in public health facilities with no deductibles, co-payments, or coinsurance.

A significant portion of outpatient and inpatient care is still delivered at private, high-priced facilities, with costs typically paid out-of-pocket.

Patients using the public health system, can be referred to a district hospital, which is the terminal referral centre. District hospitals offer services like community health centres, such as emergency care, maternity services, and newborn care, but serve larger urban centres.

Country Code

+91

Mental health support

<https://www.who.int/india/health-topics/mental-health>

The Mental Health Policy, 2014 upholds a participatory and rights-based approach for quality service provisions. The Mental Healthcare Act, 2017 provides the legal framework for providing services to protect, promote and fulfil the rights of people with mental illnesses.

The National Mental Health Programme and Health and Wellness Centres are efforts to provide quality care at the primary health care level. Deaddiction centres and rehabilitation services are also available.

Psycho-Social toll-free helpline: 08046110007

There are over 50,000 Health & Wellness Centres (HWCs) in India. <https://ab-hwc.nhp.gov.in/#about>

Services offered at these centres.

1. Care in pregnancy and childbirth.
2. Neonatal and infant health care services
3. Childhood and adolescent health care services.
4. Family planning, Contraceptive services and Other Reproductive Health Care services
5. Management of Communicable diseases: National Health Programs
6. Management of Common Communicable Diseases and General Out-patient care for acute simple illnesses and minor ailments

7. Screening, Prevention, Control and Management of Non-Communicable diseases and chronic communicable diseases like TB and Leprosy
8. Basic Oral health care
9. Care for Common Ophthalmic and ENT problems
10. Elderly and Palliative health care services
11. Emergency Medical Services
12. Screening and Basic management of Mental health ailment

Tel:+91 11-23978046

Other mental health services available:

- [The Mindcare India \(Chennai\)](#)
- [Institute of Mental Health \(Uttar Pradesh\)](#)

SUICIDE HELPLINES

| Name | Contact Details |
|--|--|
| AASRA AASRA offers 24-hour Telephone service for people in Navi- Mumbai who are in distress or at risk of suicide | Tel: 91 22 27546669 Hours: 24 hours |
| Jeevan Aastha Helpline Jeevan Aastha Helpline offers 24-hour Telephone service to people in India who are suicidal, desperate and emotionally distressed | Tel: 0091 6576453841 Hours: 24 hours |
| Lifeline Foundation Lifeline Foundation offers unconditional emotional support to anyone in Kolkata who is in distress or at risk of suicide. | Tel: 0332 4637437 Hours: 10:00 AM to 06:00 PM daily |
| PRATHEEKSHA Pratheeksha offers 24-hour unconditional emotional support to anyone in Kerala who is in distress or at risk of suicide | Tel: 0484 2448830 Hours: 24 hours |
| SAATH Saath offers unconditional emotional support to people in India who are distressed, depressed or suicidal. | Tel: 0091 79 26305544 Hours: 1:00 pm to 7:00 pm daily |
| SNEHA Sneha offers 24-hour unconditional emotional support to anyone in India who could be feeling distressed, depressed, or suicidal | Tel: 4424640050 Hours: 24 hours |

THANAL Suicide Prevention Centre
Thanal offers unconditional emotional support to anyone in Calicut who is in distress or at risk of suicide

Tel: 0495 2760000

Tel: 3279307

Sexual Health resources

Refer students to their closest Health and Wellness Centre or family doctor for assistance and medical treatment related to sexual health. Selected agencies and health centres may be found at this link: <https://www.nhp.gov.in/healthyliving/women-s-health>

Examples:

- **Poona Center for Women's Health**

Add: A-7/08, Siddharath Court Dhole Patil Road Above Chutey Restaurant Pune, Pune Maharashtra – 411001

Tel: 020 -32912534 ,9822036970

- **Manvi Womens Clinic**

Add: B-237, Sector -19, Noida, Gautam Buddha Nagar, Uttar Pradesh -201301

Tel: 526825

Domestic violence support

If there is an imminent danger of violence to the client, please direct them to contact the nearest police station (**Police helpline Phone 1091**) or Government of India (National commission for women-domestic violence helpline) (**Phone No.181**) or Central Helpline (**181**)

For women in distress

<http://www.ncw.nic.in/helplines>

| Name | Contact Details |
|---|---------------------------------|
| Central Social Welfare Board -Police Helpline | Tel: 1091/ 1291, (011) 23317004 |
| Shakti Shalini | Tel: 10920 |
| Shakti Shalini - women's shelter | Tel: (011) 24373736/ 24373737 |
| SAARTHAK | Tel: (011) 26853846/ 26524061 |
| All India Women's Conference | Tel: 10921/ (011) 23389680 |
| JAGORI | Tel: (011) 26692700 |

| | |
|--|--|
| Joint Women's Programme (also has branches in Bangalore, Kolkata, Chennai) | Tel: (011) 24619821 |
| Sakshi - violence intervention centre | Tel: (0124) 2562336/ 5018873 |
| Saheli - a women's organization | Tel: (011) 24616485 (Saturdays) |
| Nirmal Niketan | Tel:(011) 27859158 |
| Nari Raksha Samiti | Tel: (011) 23973949 |
| RAHI Recovering and Healing from Incest. A support centre for women survivors of child sexual abuse | Tel: (011) 26238466/ 26224042, 26227647 |
| SNEHA (Mumbai) Crisis Helpline | Tel: 98330 52684 / 91675 35765 |

Legal Aid

<http://www.ncw.nic.in/helplines>

| Name | Contact Details |
|---|--|
| Central Social Welfare Board -Police Helpline | Tel: 1091/ 1291, (011) 23317004 |
| Shakti Shalini | Tel: 10920 |
| Shakti Shalini - women's shelter | Tel: (011) 24373736/ 24373737 |
| SAARTHAK | Tel: (011) 26853846/ 26524061 |
| All India Women's Conference | Tel: 10921/ (011) 23389680 |
| JAGORI | Tel: (011) 26692700 |
| Joint Women's Programme (also has branches in Bangalore, Kolkata, Chennai) | Tel: (011) 24619821 |
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| Saheli - a women's organization | Tel: (011) 24616485 (Saturdays) |
| Nirmal Niketan | Tel: (011) 27859158 |

Nari Raksha Samiti

Tel: (011) 23973949

**RAHI Recovering and Healing from Incest.
A support centre for women survivors of
child sexual abuse**

Tel: (011) 26238466/ 26224042, 26227647

Emergency services contact information

https://www.nhp.gov.in/helpline_pg

| Name | Contact Details |
|--|----------------------|
| Police | Tel: +91 100 |
| Fire | Tel: +91 101 |
| Ambulance | Tel: +91 102 |
| Women's Helpline | Tel: +91 1091 |
| Women's Helpline (Domestic Abuse) | Tel: +91 181 |
| National Emergency | Tel: +91 112 |

INDONESIA

Overview of health system

Indonesia's health-service infrastructure includes government health services, foreign aid, non-profit health organisations (NGOs), religious organisations, and the private sector.

The government health care system has three main levels:

1. Minister of National Health
2. Provincial Level Health Office
3. District Level Health Office

In general, highly specialised treatments and medicines are not available outside major cities such as Jakarta.

<https://www.angloinfo.com/how-to/indonesia/healthcare/health-system>

Country Code

+62

Mental health support

The capacity of Indonesia's 48 mental hospitals and 269 psychiatric wards in general hospitals is much lower than the demand. In the major urban centres, a modest number of psychiatrists and clinical psychologists operate private practices.

Database of agencies

For professional assistance related to mental health, such as with a psychologist or psychiatrist, refer to a list of Puskesmas, Hospitals, and Psychology Bureaus that provide mental health services in several major cities in Indonesia. This database was created to make it easier for the public to reach the closest mental health professional services. <https://www.intothelightid.org/tentang-bunuh-diri/daftar-penyedia-layanan-kesehatan-mental/>

Please refer to this [link](#) for the database.

Psychological Services for Mental Health (Sejiwa)

Program involves at least 162 volunteer psychologists from the Indonesian Psychology Association (HIMPSI) who will listen to the concerns of people with or without the coronavirus and refer them to at least 522 psychologists from across the country for further counselling.

The service can be accessed via the **National COVID-19 Hotline number – 119**.

Accessing services

<https://www.intothelightid.org/tentang-bunuh-diri/layanan-konseling-psikolog-psikiater/>

1. It is advisable to seek services from the nearest Puskesmas (community health centre) first because patients receiving mental health services from BPJS (public healthcare) need a referral from the Puskesmas before they can be referred to the hospital.
2. Patients who need further treatment or Puskesmas that do not have mental health services can be referred to the nearest hospital.

The cost of consultation and treatment for mental health problems or mental disorders can be borne by BPJS Kesehatan . This is important, considering that there is no private insurance in Indonesia that provides mental health insurance.

The list of psychiatric disorders that can be paid for, includes but is not limited to depressive disorders, schizophrenia, bipolar disorder, personality disorders, and impulsive control behaviour.

The costs incurred can vary and can even be covered for free.

If in doubt about the fees that will be charged for consultation or treatment for your students, you can first contact the nearest Puskesmas and / or hospital for further information.

Suicide Helplines

| Name | Contact Details |
|------|-----------------|
|------|-----------------|

Kementerian Kesehatan

Tel:500-454

Kementerian Kesehatan offers 24-hour service to people in Indonesia who are in distress, in crisis, or at risk of suicide.

Ministry of Health designated hospitals

The following hospitals have been designated by the Ministry of Health to provide suicide prevention counselling:

- | | |
|--------------------------------------|--|
| • RSJ Amino Gondohutomo Semarang | Tel: (024) 6722565 |
| • RSJ Marzoekei Mahdi Bogor | Tel: (0251) 8324024, 8324025, 8320467 |
| • RSJ Soeharto Heerdjan Jakarta | Tel: (021) 5682841 |
| • RSJ Prof. Dr. Soerojo Magelang | Tel: (0293) 363601 |
| • RSJ Radjiman Wediodiningrat Malang | Tel: (0341) 423444 |

Sexual health resources

Established on 23 December 1957, the Indonesian Family Planning Association (PKBI) is a non-governmental organization (NGO) that pioneered the family planning movement in Indonesia. PKBI is now in 26 provinces covering 249 districts / cities in Indonesia. <http://pkbi.or.id/tentang-kami/sejarah-pkbi/>

List of PKBI Clinics can be found at this [link](#).

Example:

| Location | Clinic | Address | Contact | Services |
|---------------|-------------|---|-------------------------------------|---|
| North Sumatra | Dr. Zuleika | Jl. Multatuli No, 34 X Medan 20151, North Sumatra | 061-4514595 pkbisumut@pkbi.or.id | Counselling, Contraception, Handling of Unwanted Pregnancy (KTD), Obstetrics, Gynaecology |

Indonesia has very restrictive abortion laws and termination of pregnancy is generally only permitted for one of the following reasons:

- To save the life of the mother
- If the pregnancy is the result of rape or an act of incest (only within the first six weeks of pregnancy)

The consent of the husband or a family member is required if the woman is unable to consent to the procedure.

An abortion helpline is available in Indonesia, providing information on safe abortions using misoprostol:

- **Tel:** 0878 3955 5100 / 0857 2929 5100 / 0853 2521 1100

Domestic violence support

| Name | Contact Details |
|--|----------------------------|
| Rifka Annisa | Tel: 0857 9905 7765 |
| Counselling hotline and consultation for women and children | 0851 0043 1298 |

Rifka Annisa
Counselling for Men

Add: Jl. Jambon IV Komplek Jatimulyo Indah
Yogyakarta 55242 Indonesia

Tel: (0274) 553333

Hotline: (0274) 8285002

Hours: Monday - Friday 9.00 AM-4:30 PM
Saturday 9.00 AM-12.00 PM

E-mail: consulting.rifka.annisa@gmail.com

Emergency services contact information

| Name | Contact Details |
|-------------------------------------|---|
| Police - General Emergencies | Tel: +62 110 / 112 (SMS 1717) |
| Ambulance and Rescue | Tel: +62 118 |
| Fire | Tel: +62 113 |
| Medical Emergencies | Tel: +62 119 |
| Tourist Police (Bali) | Tel: +62 (0361) 754 599 / (0361) 224 111 |
| Tourist Police (Jakarta) | Tel: +62 (021) 526 4073 |

Emergency medical services

International SOS operate comprehensive clinics that are open to the public and members for fee for service.

| Name | Contact Details |
|-------------------------------------|--|
| SOS MEDIKA KLINIK - KUNINGAN | Add: Menara Prima, 2nd Floor Jl. DR Ide Anak Agung Gde Agung Blok 6.2 Kawasan Mega Kuningan DKI Jakarta (Kuningan) 12950 Tel: +62 21 5794 8600 |
| SOS MEDIKA KLINIK BALI | Add: Jalan Bypass Ngurah Rai 505 X Kuta 80221 505 X Kuta Bali 80221 Tel: +62 361 720 100 |
| SOS MEDIKA KLINIK-CIPETE | Add: JL Puri Sakti No. 10 Cipete |

Jakarta Selatan
Jakarta (Cipete)
Tel: +62 21 750 5980
Fax: +62 21 750 6002

MALAYSIA

Overview of health system

Malaysia has a two-tier health care system – government – funded public sector and a private sector. Public healthcare is paid by Malaysian citizens through the general taxation of income. As a result, patients only need to pay nominal fees in this heavily subsidised public sector.

<https://www.expats.com/en/guide/asia/malaysia/11902-health-care-in-malaysia.html>

Country Code

+60

Mental health support

Accessing support for mental health issues is normally through an appointment with the family doctor or a GP, who would refer the patient to a psychiatrist.

With the pandemic, citizens may access services for initial help without a referral from a GP.

<https://thesmartlocal.com/malaysia/counselling-mental-health-services/>

| Name | Contact Details |
|---|---|
| Centre for Psychological and Counselling Services by HELP University | Add: Level 10, Wisma HELP, Jalan Dungun, Medan Damansara, 50490 Kuala Lumpur |
| Apart from counselling, CPCS also provides psychotherapy and psychological assessment. They are equipped to diagnose adolescents and children who are suffering from neurodevelopmental disorders such as autism and ADHD, anxiety, delinquency, and low self-esteem, among many others. CPCS's treatments and therapies include family therapy, expressive art therapy, anger management, behaviour intervention, and the like | Tel: 03-2096 1212 Hours: Monday – Friday 9:00 AM-5.30 PM Sat 9:00 AM-1:00 PM (Closed on Sundays) |
| Chong Specialist Clinic (Mental Health) | Add: Jalan Kota Laksamana 3/13 Taman Kota Laksamana Seksyen 3 75200 Malacca Tel: +60 6-288 8703 |

Hours: Monday – Friday 9:00 AM – 1:00 PM,
2:00 PM – 5:00 PM
Saturday 9:00 AM – 12:00 PM
Sunday Closed

Befrienders

Offers emotional support 24/7 to people who are distressed, distraught, lonely, or troubled with suicidal thoughts

Add: 95 Jalan Templer, 46000 Petaling Jaya, Selangor

Tel: 03-7627 2929

Hours: 24 hours

Email: sam@befrienders.org.my

Malaysian Mental Health Association

Provide psychological support services, psychiatric rehabilitation programmes and caregiver support services

Add: TTDI Plaza, Block A Unit 2-8,
Jalan Wan Kadir 3, Taman Tun Dr Ismail, 60000
Kuala Lumpur

Tel: 03-2780 6803

Hours: Monday – Saturday 9:00 AM-5:00 PM
(Closed on Sundays)

The Mind Faculty KL

A private mental health clinic offering different areas of psychiatric, psychological, counselling, and therapy services. These include psychological assessment, couples counselling, Addiction treatment, eating disorder care, clinical hypnotherapy, and many more.

Add: Suite 11-G & 11-1, Jalan Solaris 4,
Solaris Mont' Kiara, 50480 Kuala Lumpur

Tel: 03-2780 6803

Hours: Monday – Friday 9:00 AM-9:00 PM
Saturday 8:00 AM-7:00 PM

Humankind Community Counselling

Provides counselling services conducted by a team of trained counsellors. Call beforehand to book an appointment before heading down to meet the counsellor face to face.

Add: Block B, Level 2, MAHSA Avenue,
Jalan Universiti, Off Jalan Ilmu,
59100 Kuala Lumpur

Tel: 012-300 5453

Hours: Tuesday -Sunday 10:00 AM-7:00 PM
(Closed on Mondays)

Soul Mechanics

Add: Giza 03-09, No 12A-3, Jalan PJU 5/15, Kota Damansara, 47810 Petaling Jaya, Selangor

A private mental health establishment whose services include individual, couple, and group counselling, art therapy, psychiatry, child psychology, and more.

Tel: 010-252 1734 (Gia) | 019-395 9211 (Devi)

Hours: 9:00 AM-10:00 PM, Daily

Cara Cara

Website - <https://www.caracara.space/>

Managed by a team of certified and registered young therapists, and perfect for youths who prefer to talk to somebody of their own age.

Add: WORQ, Lot 1.02, Level 1, Glo Damansara, 699, Jalan Damansara, Taman Tun Dr Ismail, 60000 Kuala Lumpur

Most of their therapists specialise in youth therapy, while also including other areas of expertise in their services such as couples and family therapy, and hypnotherapy.

Hours: 10.00 AM – 9:00 PM, Daily

MentCouch Psychology Centre

Add: Suite 1-02, 1st Floor, Menara Atlan, 161 B, Jalan Ampang, 50450 Kuala Lumpur

A new mental health clinic in KL operated by a group of certified clinical psychologists, trained therapists, and registered counsellors. Their wide range of services and assessments include adult and children counselling, couple therapy, expressive art therapy, mindfulness training, and mental health assessment.

Tel: 3-2712 9372

Hours: Monday – Friday 9:00 AM-5.30 PM
Saturday 9:00 AM-1.30 PM
(Closed on Sundays)

Mental Illness Awareness and Support Association

Website: <https://miasa.org.my/services.html#>

Mental Illness Awareness & Support Association (MIASA), or Persatuan Kesedaran Dan Sokongan Penyakit Mental – is a Mental Health Advocacy and Peer Support NGO based in Selangor.

Helpline: +603-7932 1409

Provide a range of services: counselling, psychological services, spiritual therapy and

therapeutic assessment. There are costs to access therapeutic assessment.

| | |
|--|---|
| Master of the Mind Clinical Psychology | Add: c/o Gleneagles Hospital Medini, Johor, Specialist Clinics, Level 5 No. 2 Jalan Medini Utara 4, 79250 Johor Bahru, Johor, Malaysia Tel: +60 7-560 1100 Hours: Monday-Friday 9:00 AM-5:00 PM Saturday 9:00 AM-1:00 PM Sunday Closed |
| Tan and Ng Mental Health Specialist | Add: 38A-1, Jalan Brecham Bistari 1Medan Bercham Bistari 31400 Ipoh Perak Malaysia Tel: +60 5-541 2268 Hours: Monday -Saturday 9:30 AM – 5:00 PM |

Sexual health resources

| Name | Contact Details |
|--|--|
| Community Healthcare Clinic A community-based Clinic working with key affected populations on HIV and AIDS, gender identity and sexual health. CHC Clinic offers the full range of services for all aspects of Health, including testing, consultation, counselling, treatment, and prevention. | Website: https://www.chcclinic.org/ Tel: +60 34051 3611 Whatsapp: +60 11 2143 4572 Hours: Monday: Closed Tuesday – Thursday 2.00 PM - 7.00 PM Friday: 2.00 PM - 5.00 PM Saturday: 10.00 AM - 12.00 PM 3.00 PM - 4.30 PM Sunday: Closed |

**Federation of Reproductive Health Association
Malaysia (FRHAM)**

Go to this link for locations and contact details:
<https://www.frham.org.my/services/#healthcentres>

FRHAM is a not-for-profit organization advocating and promoting sexual and reproductive health, including family planning.

The FRHAM have several State Member Association Health Centres throughout East and West Malaysia. All of them provide services ranged from contraceptive services, HIV, STI, pregnancy test, cervical cancer screening, full body checking and etc. Besides, services such as PrEP, hormonal injection, and counselling services may be available by consultation of respective health centres. Client are recommended to call the State MAs health centres for appointment and clarification.

Domestic violence support

- **Women's Aid Organisation (WAO)**

<https://wao.org.my/about-us/>

Established in 1982, the Women's Aid Organisation is the largest service provider for domestic survivors in Malaysia. Services include a national hotline, temporary crisis shelter for women and their children who have faced domestic violence, sexual assault, and other forms of violence.

For victims of domestic violence, there are options to seek support:

<https://wao.org.my/getting-help-for-domestic-violence/>

- **Option 1: Contact the WAO**

- **WAO Hotline:** +603 3000 8858 (24 hours) Languages: Bahasa Malaysia and English
- **SMS/WhatsApp TINA:** +6018 988 8058 (24 hours)

Provision of advice, explore your options, and/or schedule a face-to-face consultation with you.

- **Option 2: Go to the 'One Stop Crisis Centre' at government hospitals**

"One Stop Crisis Centres" (OSCC) are located at emergency rooms of government hospitals. At the OSCC, doctors provide medical treatment for any injury and collect medical evidence, which can be used in court.

Victims can lodge a police report at the hospital. The OSCC can also help victims access police protection, shelter, legal advice, and counselling via the Medical Social Worker or Social Welfare Officer. It is, however, NOT mandatory to make a police report for domestic violence in order to get medical treatment.

Medical services at the OSCC are free for survivors of domestic violence and sexual violence. Persons intended to seek assistance should bring their identity card to the OSCC.

- **Option 3: Obtain an 'Emergency Protection Order' from the Social Welfare Department (JKM)**

An Emergency Protection Order (EPO) is an order issued by the social welfare (JKM) officer instructing the perpetrator to stop committing acts of violence towards the reported victim.

An EPO can be obtained at any time by calling Talian Nur (15999) which is available 24 hours a day, or by visiting the nearest JKM office. Persons should bring their IC and child's birth certificate (if applicable) with to JKM. It is not necessary to make a police report to get an EPO. It will be valid for 7 days.

An EPO can be applied *before* obtaining an Interim Protection Order (IPO) or Protection Order (PO).

- **Option 4: Make a police report and apply for an Interim Protection Order at the police station**

A police report in Bahasa Malaysia or English can be made by self-typing or by orally dictating it to a police officer.

Emergency service contact information

| Name | Contact Details |
|------------------------------------|-----------------|
| Police/Ambulance | Tel: +60 999 |
| Police/Ambulance (by mobile phone) | Tel: +60 112 |
| Fire and Rescue | Tel: +60 994 |
| Fire and Rescue (by mobile phone) | Tel: +60 112 |

NEPAL

Overview of health system

The health system in Nepal is characterised by a wide network of health facilities and community workers and volunteers. Only 61.8% of the Nepalese households have access to health facilities within 30 min, with significant urban (85.9%) and rural (59%) discrepancy.

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4546934/#:~:text=The%20health%20system%20in%20Nepal,reality%20is%20a%20far%20cry>.

Country Code

+977

Mental health support

In Nepal, individuals with severe mental disorders, as well as their family members, are targets of stigma and discrimination to the point where they hesitate to come forward for appropriate treatment. Even patients with neurotic disorders do not like to consult mental health professionals because of the stigma of mental disease. <https://www.apa.org/international/pi/2011/07/nepal>

| Name | Contact Details |
|--|--|
| Centre for Mental Health and Counselling – Nepal Provision of psychosocial counselling services six days a week. This service is available for individuals, couples, children, adolescents, and families. The CMC also provides psychiatric services twice a week on Tuesday and Thursday for clients who have registered for service. | Add: Jitjung Marg, Thapathali, Kathmandu, Nepal Tel: 1660 01 85080 (Toll Free) +977 01 4102037, 4226041 +977 01 4102038 (Fax) |
| Mental Health Services in Katmandu | Add: Chabahil, chuchepati, kathmandu Kathmandu 44600 Nepal Tel: +981-3527732 Hours: Monday – Sunday 9:00 AM – 6:00 PM |
| Nepal Psychological Center | Add: Prithvi Road Uttam Chowk, Pokhara 3700 Nepal |

Tel: +977 980-3222277

Hours: Monday- Friday 10:00 AM -5:00 PM

Sat: Closed

Sun 10:00 AM – 5:00 PM

Chaitanya Institute for Mental Health

The Institute provides psychosocial rehabilitation Services to the individuals suffering from mental illness and psychological and social support to the families of the mentally ill

Add: House No 60, Pasikot
Budhanilkantha -4
Kathmandu, Nepal

Tel: +977 1 4370324
+977 9824973433

CPH Nepal

Mental health clinic in Kathmandu

Add: Prayag Marg 1240, Kathmandu 44600,
Nepal

Tel: +977 980-2097711

Helping and Smiling – Psychologists in Kathmandu

Provision of psychological counselling as a fee-for service

Add: Naradevi, Ward 18, Kathmandu
In front of Ekata English School, Near
Naradevi Aayurvedic Hospital

Tel: +9841212300

Sexual health resources

The Family Health Division of the Ministry of Health and Population of the Government of Nepal implements several programs targeting sexual health of its citizens. The programs are:

- Family Planning Programme
- Safe Motherhood Programme
- Female Community Health Programme
- Adolescent and Sexual Reproductive Health Programme
- Primary Health Care Outreach Programme
- Safe Abortion Services (NSAS)

All these programs and their services are implemented at all public institutions – district hospital, primary healthcare centres, health posts and through community health volunteers.

The Female Community Health provides:

- Distribution of the family planning commodities (pills and condoms)
- Distribution of the iron tablet to pregnant and lactating mothers
- Oral rehydration solution distribution
- Health education, communication, and community outreach
- Act as linkage between the health facility and the community and provide referral services especially for maternal and newborn services, CB-IMNCI services
- Provided support in home delivery cases

The Adolescent and Sexual Reproductive Health Programme promotes the sexual and reproductive health status of adolescents. All the services delivered through public health facilities with the programme focus on:

1. Information and Skills
2. Program orientation to Health Service Providers and stakeholders on ASRH
3. Health Services and Counselling
4. Safe and Supportive Environment

The Safe Abortion Services (NSAS) provides fee consultation and services including medicines and commodities. Services include:

- Pre & post counselling on abortion methods and as well on contraceptive methods
- Termination of pregnancy as per national protocol
- Diagnosis and treatment of existing RTIs and
- Provision of contraceptive methods as per informed choice and follow up for post abortion complication management

Domestic violence support

For information on the impact of social and cultural norms, and challenges faced by women in Nepal, refer to these links:

<https://www.tandfonline.com/doi/full/10.1080/16549716.2020.1788260>

<https://cdn.odi.org/media/documents/11381.pdf>

Three main institutional bodies deal with Gender-based violence (GBV): The Ministry of Women, Children and Social Welfare (MoWCSW), the justice sector and the police (through branch offices at district and ward levels). At the district level, police, justice sector and the MoWCSW have their own line agencies. Within the ministry, the Women and Children's Development Department (WCDD) is the main body tackling domestic violence.

Gender-based violence (GBV) victims can access support through the following services:

- **Nepal National Women Commission (NWC) 24 Toll-free helpline**
Tel: + 1145

The MoWCSW has recently set up shelters for victims of GBV, one in the centre of Kathmandu and others in 17 districts, of which 16 are funded by the government but operated by NGOs or other community groups. There are also other shelter homes funded by NGOs that are either run independently or in collaboration with the government. These homes provide short-term accommodation (up to 45 days) and related support such as life skills training, education, medical and legal support, and seed money to start small business activities – needs that have been identified as priorities by survivors.

<https://cdn.odi.org/media/documents/11381.pdf>

There are a number of Service Providers that are available. For a list of GBV service providers refer to this [link](#).

Emergency services contact information

| Name | Contact Details |
|--|----------------------------------|
| Police Control | Tel: +977 100 |
| Police Emergency Number | Tel: +977 4228435 |
| Metropolitan Police Range (Kathmandu) | Tel: +977 4261945/4261790 |
| Metropolitan Police Range (Lalitpur) | Tel: +977 5521207 |
| Metropolitan Police Range (Bhaktapur) | Tel: +977 6614821 |
| Paropakar Ambulance Service | Tel: +977 4260859 |
| Lalitpur Redcross Ambulance Service | Tel: +977 5545666 |
| Bishal Bazar Ambulance Service | Tel: +977 4244121 |
| Redcross Ambulance Service | Tel: +977 4228094 |

PHILIPPINES

Overview of health system

Healthcare in the Philippines is varied. Hospitals in the major cities are generally a high standard while those in the rural areas lack infrastructure. Healthcare is provided through both private and public hospitals.

All Filipino citizens are entitled to free healthcare under the Philippine Health Insurance Corporation (PhilHealth).

Country Code

+63

Mental health support

In 2020, a range of services were set up to support Filipinos through the COVID-19 pandemic. Here is a list of centres providing free online counselling services:

<https://www.rappler.com/moveph/list-groups-providing-free-online-counseling-during-the-pandemic>

<http://www.silakbo.ph/help/>

| Name | Contact Details |
|--|--|
| National Center for Mental Health Crisis Hotline (NCMH-USAP) Provides mental health support for all affected by COVID-19 | Tel: 0917-899-USAP(8727) 7-7-989-USAP (827) |
| Philippine Mental Health Association Online Support Provides mental health support for all affected by COVID-19 | PMHA Facebook Messenger https://www.facebook.com/PMHA.Inc/ Tel: 0917-565-2036 Email: pmhacds@gmail.com |
| Ateneo Bulatao Center for Psychological Services Provides online counselling and Psychological First Aid with priority given to front liners | Email: bulataocenter.ls@ateneo.edu |
| Philippine Psychiatric Association: Mind Matters | Tel: 0918-942-4864 |

PsychConsult, Inc

Tel: (02)842-12469

Provides online counselling for all affected by COVID-19

GrayMatters Psychological and Consultancy, Inc. Philippines

Tel: 0917-709-6961 or 0997-561-8778

Provides online counselling for all affected by COVID-19

Circle of Hope Community Services, Inc.

Tel: 0917-822-2324 or 0925-557-0888

Provides Telemental health services to promote effective coping and resilience for healthcare workers

Mental Health First Responders (MHFR)

Mental Health First Responders (MHFR)

Provides free online peer and family support

In-Touch Community Services

Tel: 8-893-7603, 0917-800-1123, and 0922-893-8944

Provides 24/7 crisis line for the mental wellness of all health and safety front liners

UP Diliman Psychosocial Services (UPD PsychServ)

Tel: 0916-757-3157 or 0906-374-3466

Provides brief psychotherapy services for UPD students, faculty, and staff only

Email: psycserv.upd@up.edu.ph

SLU- Sunflow Children and Youth Wellness Center, Baguio City

Tel: 0915-541-5501; 0928-832-6372

Provides mental health support for all affected by COVID-19

Email: slusunflower@slu.edu.ph

The De La Salle University Dasmariñas Center for Applied Psychology

Tel: 0935-751-9227 or 0919-499-8381

Provides online mental health and well-being support services to those affected by COVID-19

COVID-19 Mental Wellness Professional Resources (Bicol Region)

<https://www.facebook.com/Telecounselors/>

Provides Telecounselling and professional resources to those affected by COVID-19

Knox Cube Behavioral & Mental Health Center (Olongapo-Zambales)

<https://doxy.me/0811%20>

Provides counselling to healthcare workers and the community via Telecounselling

Psycore Neuro Testing Center (Isabela)

Tel: 0977-288-4563

Provides Telepsychology services for all affected by COVID-19

University of San Carlos (USC) Mental Health Online Support for COVID-19 crisis

<https://www.facebook.com/USCMHR/>

Provides mental health support for all affected by COVID-19

University of San Carlos (USC) Mental Health Support for COVID-19 Frontliners

<https://www.facebook.com/groups/2899562603422609/>

Intended for the volunteers of USC mental health online support only

Camp Navarro General Hospital, Health Service Center, Health Service Command AFP

Viber: 0917-305-1891

Provides Telepsychology services for all affected by COVID-19 in Calarian, Zamboanga City

Tel: 0966-691-6116

Psycli-nik psychological assessment and intervention services

Viber: 0917-305-1891

NZUE Building 3rd floor, Room 3030 Tomas Claudio Street, Zamboanga City

PLDT 955-8103

Provides Telepsychology services for all affected by COVID-19

Email: Psyclinik06@gmail.com;

lolin_bajin@yahoo.com

The HOFFEN CLINIC (Centre for Mental Health and Psychosocial Development)

Add: Adventist Hospital Davao

Tel: 0951815 HOPE (0951-815-4673) | (082)-297-2761 loc 269

FB Page: Center for Mental Health and Psychosocial Development

Email: centerformentalhealth@adventisthealth-dvo.com

The Natasha Goulborn Foundation

Web: www.ngf-hope.org/contact-us/

Tel: (02) 8-804-HOPE (4673), 0917 558 HOPE (4673) or 2919

Hours: 24-hour assistance hotline

In Touch Community Services Crisis Lines

Relationship problems, Addiction, abuse, other emotional problems

Tel: (02) 8-893 7603, 0917 8001123 (Globe subscribers), 0922 8938944 (Sun subscribers).

Email: crisisline@i-manila.com.ph

Jaime C. Bulatao, SJ Center for Psychology Services (Bulatao Center)

Located at Ateneo de Manila University. Click the link for a full list of their counselling, clinical, community and training services.

Tel: (02) 426-5982.

Email bulataocenter.ls@ateneo.edu

Amang Rodriguez Memorial Medical Center

Located at Juan Sumulong Highway, Marikina. Provides basic consulting and brief psychotherapeutic techniques.

Tel: (02) 8-948-0595 / 8-941-0342

Hours: 8:00AM – 5:00 PM (Monday to Friday, excluding non-working holidays and work cancellations);
Registration Hours/Cut-off: AM Sessions – 8:00 AM to 10 PM.

Eastern Visayas Regional Medical Center Department of Psychiatry

Add: Magsaysay Blvd. Tacloban City

Hours: 8:00 AM – 5:00 PM Monday to Friday except for Thursday. AM for old patients, PM

Amang Rodriguez Memorial Medical Center for new patients. [FREE!] HOWEVER, one must have registered/had a medical card from New EVRMC Cabalawan before availing of the services

Center for Psychological Extension and Research Services (COPERS)

Add: Located at Ateneo de Davao University, E. Jacinto St., Davao City

Tel: (08) 2-221-2411 local 8273

Prescription Psychiatrists and Psychologists

Outpatient Psychiatry, CBT, Behavioural therapy, marriage counselling

Add: Located at Unit 2511A Centuria Medical Makati Kalayaan Ave. cor. Salamanca St., Brgy Poblacion, Makati.

Tel: 09173247110

Email: clinic@prescriptionpsychiatrists.com.ph

Philippine General Hospital – Department of Psychiatry & Behavioral Medicine

Add: Located at 2/F, Ward 7, Philippine General Hospital, Taft Avenue, Ermita Brgy 670 Zone 72, Manila, Metro Manila.

Tel: (02) 554-8400 loc. 2436 or 2440; (02) 554-88470, (02) 526-0150; (02) 554-8469

Email: pghpsychiatry@gmail.com

Sexual health resources

The Reproductive Health (RH) Law, or "Responsible Parenthood and Reproductive Health Act of 2012" means the government now provides free or subsidised birth control options for health centres in the country. The government also provides sex education in public schools and family-planning training for community health officers. <https://www.ippf.org/news/reproductive-health-law-historical-victory-filipino-women>

The Family Planning Organization of the Philippines (FPOP) is the largest and most prominent non-governmental family planning organization in the Philippines.

It operates more than 1,100 services points, including 29 permanent and 27 mobile clinics and has a network of over 1,000 community-based distributors/community-based services (CBDs/CBSs). Clinics provide voluntary surgical contraception, reversible contraception, medical and laboratory services, and fertility awareness advice.

For contact details of the clinics in Luzon, Visayas and Mindanao, please refer to this [link](#).

Domestic violence support

Through the Implementing Rules and Regulations of the Magna Carta of Women, VAW Desk have been established at barangay-level (village/district). The VAW Desk serves as a frontline service provider to victim-survivors who experience physical, sexual, psychological, economic, and other forms of abuse. It is managed by a VAW Desk Officer designated by the Punong Barangay and is usually situated within the premises of the barangay hall. As of June 2019, 37, 686 out of 42,045 barangays have established VAW Desks. <https://pcw.gov.ph/barangay-vaw-desk/>

In case of emergency, the Philippine Commission of Women has recommended contacting the following:

- Police/investigation assistance

PNP **Hotline:** 177

Aleng Pulis **Hotline:** 0919 777 7377

PNP Women and Children Protection Center

24/7 AVAWCD Office: (02) 8532-6690

Email: wpcp_pnp@yahoo.com / wpcp_vawcd@yahoo.com / avawcd.wpcp@pnp.gov.ph

- Legal assistance

Public Attorney's Office (PAO)

Hotline: (02) 8929-9436 local 106, 107, or 159 (local "0" for operator)

(+62) 9393233665

Email: pao_executive@yahoo.com

- Referral services

Inter-Agency Council on Violence Against Women and their Children

Mobile numbers: 09178671907 | 09178748961

Email: iacvawc@pcw.gov.ph

- **Department of Social Welfare and Development**

Hotline: (02) 8931-8101 to 07

- **DSWD –NCR Ugnayan Pag-asa Crisis Intervention Center**

Hotlines: (02) 8734-8639 or (02) 8734-8654 or (02) 8734-8626 to 27

- **Philippine National Police (PNP)**

Hotline: (02) 8723-0401 to 20

- **PNP-Women and Children Protection Center (WCPC)**

Hotline: (02) 3410-3213

- **NBI-Violence Against Women and Children Desk (VAWCD)**

Hotlines: (02) 8523-8231 to 38 or (02) 8525-6028

- **Philippine Commission on Women (PCW)**

Hotlines: (02) 8736-5249 or (02) 8736-7712

For a list of VAW Service Providers in Region 7 – Central Visayas, refer to this list:

https://drive.google.com/file/d/19lbUlb9zXRR5BcXHIZ_M5-41cF207-lu/view

<https://aboutphilippines.org/files/LIST-OF-ORGANIZATIONS-ADDESSING-VAW-PHILIPPINES.pdf>

Emergency services contact information

| Name | Contact Details |
|--------------------------------|--|
| Emergency hotline | Tel: + 63 911 |
| National Police hotline | Tel: +63 117 |
| Red Cross | Tel: +63 143 |
| Fire | Tel: +63 (02) 8426-0219, (02) 8426-0246 |

SINGAPORE

Overview of health system

Singapore has achieved universal health coverage through a mixed financing system. The country's public statutory insurance system, MediShield Life, covers large bills arising from hospital care and certain outpatient treatments. Patients pay premiums, deductibles, co-insurance, and any costs above the claim limit. MediShield Life generally does not cover primary care or outpatient specialist care and prescription drugs. MediShield Life is complemented by government subsidies, as well as a compulsory medical savings account called MediSave, which can help residents pay for inpatient care and selected outpatient services. In addition, individuals can purchase supplemental private health insurance or get it through an employer. The national government is fully responsible for the health system.

<https://www.commonwealthfund.org/international-health-policy-center/countries/singapore>

Services covered under MediShield Life are:

- inpatient treatments and care, including surgery, radiosurgery, and bone marrow transplants
- day surgeries
- psychiatric hospital stays
- selected outpatient treatments, including kidney dialysis and chemotherapy and radiotherapy for cancer
- some costly long-term medications, such as immunosuppressants after an organ transplant.

Country Code

+65

Mental health support

The Institute of Mental Health, a public hospital, is Singapore's only psychiatric hospital, and provides acute tertiary psychiatric, rehabilitative, and counselling services for children, adolescents, adults, and the elderly. It has both inpatient wards, with more than 2,000 beds, and Specialist Outpatient Clinics at various community locations. The Community Mental Health Team, which comprises doctors, community psychiatric nurses, and allied health professionals, provides community-based treatment and psychosocial rehabilitation for patients after discharge so they may continue to live in the community while working toward recovery.

Other public and private hospitals also have psychological medicine departments or specialists that offer psychiatric services.

| Name | Contact Details |
|--|---|
| Singapore Association for Mental Health Provides a broad range of services across 9 centres. These include counselling, creative services, outreach activities, rehabilitation, skills training, and job opportunities | https://www.samhealth.org.sg/ Toll-free Helpline: 1800 283 7019 |

PSALT Care

A charity organisation set up to support and sustain persons with diagnosed mental health and addiction challenges. PSALT Care endeavours to support its clients by means of organising peer-led support group meetings which are facilitated by formally trained, volunteer Peer Support Specialists. These small group sessions, each comprising between 12-16 clients, meet regularly to briefly discuss a mental health topic and encourage one another in their recovery.

Attendance to sessions is free. Information on sessions and registration process is available at this link:

<http://www.psaltcare.com/our-events/>

Institute of Mental Health

The Institute of Mental Health, formerly known as Woodbridge Hospital, is a psychiatric hospital in Singapore. It is located on a 25-hectare campus at Buangkok Green Medical Park in the north-east of Singapore. Provides a range of services through clinics and community-based services.

IMH Emergency Hotline (24 hours)

Tel: 6389 2222

Tel: 6389 2003 / 6389 2004

Urgent intervention for those who experience acute difficulties in their mental health

Information on services is at this link:

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

Hours: 8:00 AM-12:00 AM daily (from 1 Sep 2020)

Charges for services/ consultations are at this link:
<https://www.imh.com.sg/clinical/page.aspx?id=244>

Samaritans of Singapore

Provision of support for those in distress and suicidal ideation

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

24-hour hotline 1800 221 4444

Specialist counselling - By appointment

Email: pat@sos.org.sg

Text: m.me/SamaritansofSingapore

National Care Hotline

Tel: 1800-202-6868

Hours: 8:00 AM-12:00 AM daily (from 1 Sep 2020)

ComCare Hotline

Individual, Marital & Family casework and counselling

Tel: 1800-222 0000

Babes (Beyond Social Services)

Pregnancy crisis service and support for teenage girls who are pregnant.

Website: www.beyond.org.sg

Add: 26 Jalan Klinik #01-42/52 S(160026)

SMS: 8111 3535

Hotline: 1800-833 6666

Silver Ribbon Singapore

Online emotional support

Website:
<https://www.silverribbonsingapore.com/index.html>

Tel: +65 6385 3714

+65 6386 1928

+65 6509 0271

Touch Community Services

A not-for-profit charity organisation that provides a range of services for families and youth

Youth Counselling –

Tel: 1800-3772252,

Hours: Monday-Friday from 9:00 AM-6:00 PM

Counselling on marital issues/parenting, emotional and mental distress or interpersonal relationships - counselling@touch.org.sg, or register [online](#).

Care Line on caregivers at home –

Tel: 6804 6555,

Hours: Monday-Friday from 9:00 AM-5:00 PM

Existing HOPE clients –

Tel: 9753 1496 for assistance.

Community Psychogeriatric Programme (CPGP) by Changi General Hospital

Provides information and referral services for residents living within Northeast and Southeast CDC districts.

Tel: 6850 1850/ 6850 1841

Hours: Mon- Fri: 8:30 AM -6:00 PM

Dementia Helpline (Alzheimer's Disease Association)

Tel: 6377 0700

Provides a listening ear for caregivers and assist them in managing any crisis at home

Hours: Mon- Fri: 9:00 AM-6:00 PM

National Problem Gambling Helpline

Tel: 1800 666 8668

Provides support, information and advice for problem gambling

Hours: 24 hours

All Addictions Helpline

Tel: 6732 6837

Provides advice, information, and emotional support to callers related to addictions

Hours: Mon-Fri: 8:30 AM-6:00 PM

Association of Women for Action and Research (AWARE)

Tel: 1800 777 5555

Provides empathy, support, information and encouragement to women in need of assistance.

Hours: Mon-Fri: 10:00 AM- 6:00 PM

AWWA Centre for Caregivers

Tel: 1800 299 2992

Provides information, training, and support for caregivers.

Hours: Mon-Fri: 8:30 AM-5:30 PM

Brahm Centre for Caregivers

Helpline 1: 66550000

Provides support to students and young adults in distress. Also offers strategic advice for parents to better support their children.

Hours: Mon-Fri: 9:00 AM-6:00 PM

Helpline 2: 88230000 (Call & WhatsApp)

Hours: Mon-Sun

Caregivers Alliance Limited

Tel: 6460 4400/ 6388 2686

Provides information, accepts referrals, offers befriending services, emotional support, and training for caregivers.

Hours: Mon-Fri: 9:00 AM- 6:00 PM

Care Corner Counselling Hotline

Tel: 1800 353 5800

Provides Mandarin counselling service by professional counsellors.

Hours: Mon-Sun (except public holidays): 10:00 AM-10:00 PM

Caregiver Association of Mentally Ill

Tel: 6782 9371

Provides support for caregivers taking care of loved ones with mental illness.

Hours: Mon-Fri: 8:30 AM-5:30 PM

Catholic Family Life Counselling Services

A fee-for-service that provides a range of online and face to-face counselling.

Website:

<https://www.familylife.sg/RestoretoFlourish>

Clarity Singapore

Provide rehabilitation, support, and essential training to help anyone in all walks of life, aged 16 years and above struggling with mental health conditions arising from anxiety and depression, stress, bereavement and loss, relationship, and other emotional issues to manage their mental health conditions. This is a fee-for-service.

Website: www.clarity-singapore.org

Tel: 6757 7990

Brave Helpline

The Brave Helpline is a social service helpline that is affirming, empathetic, resourceful, and attentive to the anxieties and hopes of LGBTQI women in Singapore.

Website: <https://bravespace.org/brave-helpline/>

Text via Whatsapp: 8788 8817

Hours: Tuesdays and Thursdays, 6:00 PM–9:00 PM

Sexual health resources

The Department of Sexually Transmitted Infections Control (DSC) is a specialist outpatient clinic for the diagnosis, treatment, and control of sexually transmitted infections (STIs) in Singapore.

Information on services offered at the DSC is available at this link: <https://www.dsc-clinic.sg/Patient-Care/DSC%20Services/Pages/Services-Overview.aspx>

Website: www.dsc-clinic.sg

Add: 31 Kelantan Lane, #01-16, Singapore 200031

Tel: 6293 9648

Information on sexual health resources through the DSC:

| Name | Contact Details |
|----------------------------|---|
| Youth Sexual Health | https://www.dsc-clinic.sg/Patient-Care/Sexual%20Health/Youth-Sexual-Health/Pages/YouthSexualHealthDetail.aspx |

Men Sexual Health

<https://www.dsc-clinic.sg/Patient-Care/Sexual%20Health/Men-Sexual-Health/Pages/MenSexualHealthDetails.aspx>

Women Sexual Health

<https://www.dsc-clinic.sg/Patient-Care/Sexual%20Health/Women-Sexual-Health/Pages/WomenSexualHealthDetails.aspx>

LGBTIQ+ Sexual Health

<https://www.dsc-clinic.sg/Patient-Care/Sexual%20Health/LGBT-Sexual-Health/Pages/LGBTSexualHealthDetails.aspx>

Ministry of Health, Health Hub

An online portal maintained by the Ministry of Health with useful information covering a range of health issues with links to resources and services.

<https://www.healthhub.sg/>

Information related to sexual health:

https://www.healthhub.sg/live-healthy/27/sexual_health_guide

Information on where to get support including for HIV testing: <https://www.healthhub.sg/live-healthy/554/gettingsupportstis>

AWARE Women's Helpline

For counselling services, there will be a fee for service from 1 July 2021 based on % of salary

Website: <https://www.aware.org.sg/womens-care-centre/counselling/>

Tel: 1800 777 5555

Oogachaga

Oogachaga is a community-based, non-profit, professional organisation working with lesbian, gay, bisexual, transgender, questioning and queer (LGBTQ+) individuals, couples and families in Singapore since 1999. Provides counselling and support services to the LGBTQ+ community

Website: <https://oogachaga.com/services>

WhatsApp: 8592 0609

Email: <https://oogachaga.com/email-counselling>

Hours: Tuesdays, Wednesdays, Thursdays: 7:00 PM – 10:00 PM; 2:00 PM – 5:00 PM

Congregaytion

A resource portal for the LGBTQ+ community in Singapore

Website: <https://www.congregaytion.com/>

<https://www.congregaytion.com/sexuality>

Domestic violence support

| Name | Contact Details |
|--|---|
| National Anti-Violence Helpline | Tel: 1800-777-0000 |
| Legal: | |
| <ul style="list-style-type: none">• Family Protection and Transformation Unit | Tel: 6435 5077 |
| <ul style="list-style-type: none">• Family Court Legal Clinic | Tel: 6435 5461 (During office hours) 6435 5474 (After 6.00pm) |
| <ul style="list-style-type: none">• Legal Aid Bureau | Tel: 1800 325 1424 |
| Medical | |
| <ul style="list-style-type: none">• Alexandra Hospital | Tel: 6472 2000 |
| <ul style="list-style-type: none">• Changi General Hospital | Tel: 6788 8833 |
| <ul style="list-style-type: none">• National University Hospital | Tel: 6779 5555 |
| <ul style="list-style-type: none">• Singapore General Hospital | Tel: 6222 3322 |
| <ul style="list-style-type: none">• Tan Tock Seng Hospital | Tel: 6256 6011 |
| <ul style="list-style-type: none">• Institute of Mental Health | Tel: 6389 2222 |
| <ul style="list-style-type: none">• Ng Teng Fong General Hospital | Tel: 6176 2000 |
| PAVE Integrated Services for Individual and Family Protection Specialist Centre (ISIFPSC) | Website: https://www.pave.org.sg/our-services-isifpsc.php |
| A one-stop integrated community-based service for individuals and families experiencing violence. The PAVE ISIFPSC provides the following services: | Add: Blk 211 Ang Mo Kio Ave 3 #01-1446 Singapore 560211 |
| <ul style="list-style-type: none">• Information and Referral service• Personal Protection Order (PPO) assistance• Casework and Counselling | Tel: +65 6555 0390 Hours: Mondays - Fridays: 9.00 AM - 1.00 PM; 2.00 PM - 6.00 PM |

Saturdays, Sundays & Public Holidays: Closed

Email: intake@pave.org.sg

Big Love Child Protection Specialist Centre

Provides child-centric family-focused and community-based support. Case work management and supportive services are conducted in the client's natural environment.

Website: <https://www.biglove.org.sg/>

Add: 7A Lorong 8 Toa Payoh, Agape Village
#02-05/06, Singapore 319264

Tel: +65 6445 0400

Hours: Monday-Friday 9:00 AM-6:00 PM

Email: contact@biglove.org.sg

HEART@ Fei Yue Child Protection Specialist Center

Website: <https://www.fyccs.org/our-work/children/community-based-child-protection-specialist-centre/>

Add: 20 Lengkok Bahru
Playground Block, #03-02
Singapore 159053

Hours: Monday – Friday 9.30 AM – 5.30 PM

Tel: 6819-9170

TRANS SAFE Centre

TRANS SAFE Centre is a Family Violence Specialist Centre (FVSC). We aim to promote safe relationship in families by providing help to victims of abuse, persons who abuse and their families who are affected by the abuse.

Website: <https://www.trans.org.sg/services-safe>

Add: Blk 410 Bedok North Ave 2 #01-58
Singapore 460410

Tel: 6449 9088

Email: transsafe@trans.org.sg

AWARE Sexual Assault Care Centre

Tel: 6779 0282

Hours: Mon-Fri: 10:00 AM-6:00 PM

Emergency services contact information

| Name | Contact Details |
|-------------------------|--|
| Emergency | Tel: +65 999 |
| Police | Tel: +65 999 |
| Fire & Ambulance | Tel: +65 995 |
| Non-Emergency Ambulance | Tel: +65 1777 |
| Police Hotline | Tel: +65 1800 255 0000 (non-emergencies) +65 6255 0000 |

SOUTH KOREA

Overview of health system

The Republic of Korea achieved universal health coverage of its population in 1989. In the early 2000s, it introduced two major reforms: merger of insurance societies into a single insurer system and the separation of medicine prescribing and dispensing. Healthcare today is financed through the National Health Insurance (NHI). All residents living in South Korea for a period longer than six months are required to register for the NHI.

Korean public healthcare covers between 50-80% of medical costs depending on the individual's needs and the treatment they receive. This includes the costs for medical check-ups, general procedures, accident coverage, and prescription medication.

<https://www.internations.org/go/moving-to-south-korea/healthcare>

http://www.searo.who.int/entity/asia_pacific_observatory/publications/hits/hit_korea/en/

Country Code

+82

Mental health support

Korean culture has a strong influence on a person seeking treatment for their mental health. The need to preserve the family's face may lead those who require treatment to either forgo it or pay for treatment outside of the NHI. <https://www.refworld.org/pdfid/4b6fe2770.pdf>; <https://www.nytimes.com/2011/07/07/world/asia/07iht-psych07.html>

Mental health promotion services in Korea are comprised of (1) the treatment of illnesses in medical institutions, (2) community-based psychosocial rehabilitation, and (3) housing, occupational and economic support. <https://ijmhs.biomedcentral.com/articles/10.1186/s13033-016-0077-3>

Crisis/Suicide/Hotlines in South Korea

<https://www.therapyroute.com/article/suicide-hotlines-and-crisis-lines-in-south-korea>

| Name | Contact Details |
|---|-----------------------|
| Counsel24 Counsel24 provides 24-hour counselling and mental health support for people in South Korea who are depressed or at risk of suicide. | Tel: 1566-2525 |
| Lifeline Korea Lifeline Korea offers 24-hour Telephone service to people in South Korea who are depressed or at risk of suicide. | Tel: 1588-9191 |

Mental Health Centre Crisis Counselling

Mental Health Centre Crisis Counselling offers 24-hour service to people in South Korea who are depressed or at risk of suicide.

Website: [https://www.opencounseling.com/\(2\)](https://www.opencounseling.com/(2))

Tel:1577-0199

Ministry of Health & Welfare Call Centre

Ministry of Health & Welfare Call Centre offers 24-hour service to people in South Korea who are depressed or at risk of suicide.

Tel: 129

OPEN COUNSELLING HOTLINES

<https://www.opencounseling.com/hotlines-kr>

- **Love-Line (Sarang - Jonwha) Counselling Centre**

Add: Shingongduk-dong 9-22 Mapo-gu SEOUL

Hotlines: (02) 715 8600
(02) 716 8600
(02) 717 8600
(02) 718 8600

- **Cheju**

Add: 159 Ildo 2-dong CHEJU

Hotline:(064) 52 9191

- **Choongju**

Add: 178-5 Sungnae-dong Choongju Choongbuk 380-010

Hotline:(0441) 847-9191

- **Inchon**

Add: Insung Bldge, 3rd Floor 988-2 Jooan 6-dong, Nam-Ku 402-206 INCHON

Hotline:(032) 421 9191

- **Puchon**

Add: 2nd 105-7 Wonmi-dong, Wonmi-Ku Puchon 420-110 KYUMGKIDO

Hotline:(032) 663-9191

| | |
|--|--|
| <ul style="list-style-type: none"> • Pohang | <p>Add: 414-15 Nambin-dong Buk-Ku Pohang 791-040 KYUNGBUK</p> <p>Hotline:(0562) 72-9191</p> |
| <ul style="list-style-type: none"> • Koyang | <p>Add: Hyungjae Bld 499-2 Sungsa-dong Duchyang-Ku Koyang 411-020 KYUNGKIDO</p> <p>Hotline:(0344) 915-9191</p> |
| <ul style="list-style-type: none"> • Kimhae | <p>Add: 305-20 Suhsang-dong Kimhae 621-030 KYUNGNAM</p> <p>Hotline:(0525) 21-9191</p> |
| <ul style="list-style-type: none"> • Ulsan | <p>Add: 627-20 Sinjung 1-dong, Nam-Ku Ulsan 680-011 KYUNGNAM</p> <p>Hotline:(0522) 67-9191</p> |
| <ul style="list-style-type: none"> • Pusan | <p>Add: 607-1 Chunpo 4-dong, Pusanjin-Ku 614-044 PUSAN</p> <p>Hotline:(051) 807-9191</p> |
| <ul style="list-style-type: none"> • Lifeline National Office | <p>Add: 607-1 Chunpo 4-dong Pusanjin-Ku 614-044 PUSAN</p> <p>Hotline:(82) 51 804 0896</p> |
| <ul style="list-style-type: none"> • West Seoul Saengmyung Eui Chunhwa | <p>Add: 917-1 Mok-dong Yangchon-Ku SEOUL</p> <p>Hotline:(81) 2 2649 9232</p> |
| <ul style="list-style-type: none"> • Seoul | <p>Add: KPO Box 1259 110-612 SEOUL</p> <p>Hotline:(02) 916-9191</p> |

SUICIDE HOTLINE IN KOREA

Tel: 1588-9191

- **Taegu**

Add: 2014-204 Daemyung 8-dong Nam-Ku 705-600 TAEGI

Hotline:(053) 475-9191

- **Taejon**

Add: Kukmin Bank, 4th 1194 Samchon-dong 302-220 TAEJON

Hotline: (042) 254-9191

Sexual health resources

The Korea Population, Health and Welfare Association (KoPHWA) is a non-profit organisation founded under the Maternal and Child Health Law. KoPHWA runs a wide range of information, education, and communication (IEC) programmes to raise the public awareness of population issues and is active in young people's education and participation. KoPHWA delivers the MCH and Family Health services particularly to women and children through 13 branch clinics; it also provides mobile OB-GYN services to increase the access to medical and health information and services of marginalized groups. In Addition, KoPHWA's develops and distributes materials to promote good sexual and reproductive health practice.

- Korea Population, Health and Welfare Association Branch Clinics

Services delivered:

- Delivery
- Prenatal and postnatal care
- Vaccination/Cancer screening
- National health checks
- Health check-up and treatment for infants, children, and students
- Mobile Obstetrics and Gynaecology
- Mobile check-up
- Health check-up for people with disability and the vulnerable

Locations of branch clinics are available at this [link](#).

KoPHWA also operate the I-Sarang (baby-Love) website for information related to children's health and counselling centre and Love Plan website for information on contraception, STIs, Sex and Health and pregnancy-related issues.

Domestic violence support

| Name | Contact Details |
|---|--|
| Korean Women's Hotline | Add: 8-4, Jinheung-ro 16-gil, Eunpyeong-gu, Seoul, 03369, Republic of KOREA Hotline: 82-2-3156-5400 SMS: 070-4115-2161 |
| Emergency Call Line (Hotline) for Women | Hotline: 1577-1366 (English) Hours: 9:00 PM – 9:00 AM |
| KSVRC | Hotline: 02-338-5801~2(available in English, Chinese, Vietnamese) Hours: 10:00 AM – 5:00 PM |
| Kookmin University Sexual Violence Counseling Center | Hotline: 02-910-4231~2 |
| Seoul National University Center for Sexual Assault Prevention | Hotline: 02-880-5073 |
| Korea Legal Aid Corporation | Hotline: 02-3482-0132 |
| Domestic Violence Counseling Center Gongju Family Counseling Center location | Add: 22, Jemincheon 3-gil, Gongju-si, Chungcheongnam-do (Junghak-dong) Tel: 854 1366 |
| Sexual Violence Counseling Center Rodem Tree Counseling Center (Sexual Violence Counseling Center) location | Add: 4F, Newton Building, 44-11, Singeum 1-gil, Gongju-si, Chungcheongnam-do Tel: 852 1850 |

Emergency services contact information

| Name | Contact Details |
|---|---------------------|
| Fire, medical emergency, and ambulance | Tel: +82 112 |
| Police | Tel: +82 119 |

VIETNAM

Overview of health system

Vietnam's healthcare system combines aspects of Eastern and Western medicines to treat most medical issues. The current health system in Vietnam is a mixed public-private provider system. The public system, the largest part, is organised under an administrative hierarchy, with the central level under the Ministry of Health and local levels under provincial and municipal authorities.

<https://www.allianzcare.com/en/support/health-and-wellness/national-healthcare-systems/healthcare-in-vietnam.html>

Country Code

+84

Mental health support

The mental healthcare industry in Vietnam is still developing. The government has established the National Mental Health Programme (NMHP).

Mental disorders are sometimes imbued with shame and disgrace in the country, which can prevent individuals from accessing support. For example, bác sĩ tâm thần is Vietnamese for psychiatrist; however, it directly translates in English to "doctors who treat madness." These references are embedded with cultural stigma, implying those who seek psychological assistance are treating their obscenity.

<https://www.vietnam-briefing.com/news/mental-healthcare-industry-in-vietnam.html/>

Vietnam's mental health network facilitates outpatient treatment and inpatient programs. The system primarily delivers services through a network of state-owned hospitals. Hospitals include the following:

- National Psychiatric hospital 1 - <http://www.bvtttw1.gov.vn/>
- National Psychiatric Hospital 2 - <http://benhvientamthanhaibinh.com/>
- Da Nang Psychiatric Hospital - <http://benhvientamthan.danang.gov.vn/>
- Bien Hoa Psychiatric Central Hospital II - <http://tamthantw2.gov.vn/>
- Bach Mai Hospital – National Institute of Mental Health - <http://www.viensuckhoetamthanquocgia.gov.vn>

Refer to this link for a list of medical facilities in Vietnam including dedicated mental health hospitals. (updated Feb 2021)

| Name | Contact Details |
|---|---|
| Beautiful Mind VN Established with the aim to promote mental wellbeing to the Vietnamese public. Offer free peer consultation for people who have concerns about their mental health. Their target population | Website: https://beautifulmindvn.com/ Add: 84A 84A Quan Thanh, Ward , Ba Đình, Ha Noi |

is adolescents and young adults aged 16- 25 years old.

Tel: +65 8620 4700

Email: linh@beautifulmindvn.com

Didi Hirsch Torture Crisis Line

Tel: 877-727-4747

Didi Hirsch Torture Crisis Line offers 24-hour service to people in Vietnam who are in distress, in crisis, or at risk of suicide

Hours: 24 hours

Vietnam Emergency Hotline

This number links to the police.

Vietnam Emergency Hotline offers 24-hour service to people in Vietnam who are in distress, in crisis, or at risk of suicide.

Tel: 113

Hours: 24 hours

National Hotline for Child Protection

Tel: 111

To receive, exchange, verify information, report child abuse or children at risk of violence, exploitation, and neglect. This free service also deals with calls from young people in need to support for mental health issues.

Free Psychological Counselling Switchboard

Website: <https://www.luatquanghuy.edu.vn/tu-van-tam-ly-mien-phi/>

Tel: 1900 6184

Hours: 24 hours

Sexual health resources

Vietnamese in need of sexual health information and needs can seek assistance from hospitals and more than 11,000 commune health centres (CHC). These agencies are responsible for family planning (FP) services which includes distributing condoms and contraceptive pills as well as administering IUDs and contraceptive injections and providing abortion services. All health facilities – public, private, provincial or commune level – provide counselling services. The private FP sector, including private clinics and NGOs-owned clinics, also provides services like condoms, pills, IUDs and contraceptive injections. <https://vietnam.unfpa.org/sites/default/files/pub-pdf/Final%20FP%20quality%20report%20English.pdf>

For testing and treatment of **STDs and HIV**, once again, treatment is available at hospitals and CHCs. Private hospitals and clinics also provide testing and treatment.

| Name | Contact Details |
|---|--|
| FV Hospital | <p>Add: 6 Nguyen Luong Bang St. Saigon South (Phu My Hung), Dist.7, Ho Chi Minh City,Vietnam</p> <p>Tel: (028) 54 11 33 33</p> <p>Emergency: (028) 54 11 35 00</p> |
| <p>Family Medical Practice Vietnam https://www.fvhospital.com/learn-more/screening-for-sexually-transmitted-diseases/</p> | |
| District 1 Medical Center | <p>Add: 34 Le Duan Street 1 Ho Chi Minh City, Vietnam</p> <p>Tel:+84 28 38227848</p> <p>Emergency: *9999 or (028) 3744 9000</p> <p>Hours: Mon- Sun 8:00 AM -6:00 PM</p> <p>Email: hcmc@vietnammedicalpractice.com</p> |
| District 2 Medical Center (24x7) | <p>Add: 95 Thao Dien Street District 2 Ho Chi Minh City Vietnam</p> <p>Hours: Mon - Sun: 24/7</p> <p>Tel: +84 28 3744 2000</p> <p>Email:d2.reception@vietnammedicalpractice.com</p> <p>Emergency: *9999 or (028) 3744 9000</p> |
| District 7 Medical Center | <p>Add: River Park Premier, Block C, 41 Dang Duc Thuat, Tan Phong, District 7, Ho Chi Minh City, Vietnam</p> |

Tel: +84 28 5448 4544

Emergency: *9999 or (028) 3744 9000

Hours: Monday–Friday: 8:00 AM-6:00 PM

Saturdays: 8:00 AM-1:00 PM

Sundays: Closed

Raffles Medical

Website: <https://rafflesmedical.vn/en/sexually-transmitted-disease-screening/>

Add: Ho Chi Minh City: 167A Nam Ky Khoi Nghia, D.3, HCMC

Tel: (028) 382 4077

Email: frontdesk_hcmc@rafflesmedical.com

Add: Hanoi: 51 Xuan Dieu, Tay Ho D., Hanoi

Tel: (024) 367 62222

Email: hanoi_reception@rafflesmedical.com

Add: Vung Tau: 01 Le Ngoc Han Str, Vung Tau

Tel: (0254) 3858776

Email: frontdesk_vungtau@rffkesmedical.com

Hanh Phuc Hospital

Add: Binh Duong Boulevard, Thuan An Town

Binh Duong Province

97 Nguyen Thi Minh Khai St, District 1, HCMC

Tel:(084) 8 3925 9797

City International Hospital

Add: No.3 Street 17A

Binh Tri Dong B Ward

Binh Tan District, HCMC

Tel: (8428) 6280 3333

Email: booking@cih.com.vn

Aids Healthcare Foundation (AHF)
Free HIV testing, treatment, and counselling

Full list of clinics:
<https://freehivtestvn.org/en/locations/>

Add: 4th Floor, The Sun Building
Me Tri Street, Nam Tu Liem District
Hanoi, Vietnam

Tel: +84 24 353 79 108
+84 24 353 79 106

Email: info.vietnam@aidshhealth.org

Domestic violence support

In 2007, the Law on Domestic Violence Prevention and Control was enacted and gender-based violence (GBV) or domestic violence (DV) has oversight by the Ministry of Culture, Sport and Tourism, the Ministry of Health, Vietnam Women's Union, and the Vietnam Farmers Union. The UNFPA, 2012 *Domestic Violence Prevention and Response in Vietnam*. https://vietnam.unfpa.org/sites/default/files/pub-pdf/DVP%20and%20Response_Eng.pdf

The health sector in Vietnam has the following roles to play in responding to GBV:

- (1) Screening all female patients aged 15 years and above to identify victims of DV;
- (2) Providing treatment and support for women who experience DV;
- (3) Referring women to other services, as needed; and
- (4) Collecting data and recording cases of DV

Victims may also seek assistance from other agencies for support and assistance:

| Name | Contact Details |
|---|--|
| Center for Studies and Applied Science in Gender-Family-Women and Adolescents (CSAGA) Established as an NGO to provide supporting services to women and girls suffering from GBC through psychological counselling lines. | Tel: 024 3333 55 99 |
| Vietnam Women's Union/ Center for Women Development | Peace House Hotline: 1900 969 680 |

The Peace House offers comprehensive services to ensure women and children recover from the trauma of family violence and access Legal Aid, health, vocational training, and job support services that enable them to reintegrate into their communities and live happy lives.

UNFPA in partnership with KOICA (Quang Ninh Province)

Sunshine Hotline: 1800 1769

Emergency services contact information

| Name | Contact Details |
|------------------|------------------------------|
| Ambulance | Tel: +84 115 or *9999 |
| Fire | Tel: +84 114 |
| Police | Tel: +84 113 |

International SOS (24/24h)

Regional health care group offering full medical treatments including 24-hour emergency service, dental care and medical

Add: 51 Xuan Dieu

Tel: (84-24) 3934 0666