



Global Perspectives on Mental Health Crisis Responses – “Right Care - Right Person”

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The Drivers of individual Crisis are not a new phenomenon

William Hogarth's 'Gin Lane' "Gin Lane" 1751 and reworked for 2016



UK wide response – Right Care, Right Person (RCRP) Approach

Objective:

- Ensure individuals in mental health crisis receive support from the most appropriate professionals, reducing unnecessary police involvement.

Previous Approach:

- Police often responded to mental health crises, even when no crime or immediate safety risk was present.
- Officers lacked specialized training, leading to delays in appropriate care.

Current Approach (RCRP):

- Police only intervene when there is an immediate risk to life, serious harm, or a crime.
- Mental health professionals and crisis teams take the lead in non-criminal incidents.
- Improved handover processes ensure timely access to care.
- THRIVE (Threat, Harm, Risk, Investigation, Vulnerability and Engagement)

Impact:

- Reduces distress for individuals in crisis.
- Allows police to focus on core duties.
- Strengthens mental health service pathways.

Stakeholder Roles & Crisis Intervention Resourcing

Key Partners:

- **NHS England & Local Health Bodies:** Expand crisis response teams, ensuring 24/7 availability.
- **Local Authorities & Social Care:** Provide community-based support and safeguarding measures.
- **Police Forces:** Implement RCRP guidelines, ensuring officers only engage when necessary.
- **Charities & Advocacy Groups:** Offer outreach, helplines, and peer support.

Resourcing & Implementation:

- **Investment in Crisis Teams:** More trained professionals to handle emergency calls.
- **Joint Training Programs:** Police and health professionals collaborate on response strategies.
- **Data & Monitoring:** Agencies track outcomes to refine the approach.
- **Public Awareness Campaigns:** Educate communities on accessing the right support.

Use the Right Service

 Self Care Care for yourself at home	 Pharmacy Local expert advice	 NHS 111 Non-emergency help	 GP Advice Out of hours: Call 111	 UTCs Urgent Treatment Centres	 A&E or 999 For emergencies only
Minor cuts & grazes Minor bruises Minor sprains Coughs and colds	Minor illnesses Headaches Stomach upsets Bites & stings	Feeling unwell? Unsure? Anxious? Need help?	Persistent symptoms Chronic pain Long term conditions New prescriptions	Breaks & sprains X-rays Cuts & grazes Fever & rashes	Choking Chest pain Blacking out Serious blood loss

The European Commission's 2025 Mental Health Framework

- **20 Flagship initiatives** – These span a wide range of actions: from mental health promotion in schools and suicide prevention, to supporting people in vulnerable situations (e.g. migrants, older adults, people affected by crises). Flagships are designed to complement national efforts and stimulate innovation.
- **Substantial investment** – More than **€1.2 billion** is being mobilised via **EU4Health, Horizon Europe, and Erasmus+**, with targeted calls for research, digital tools, workforce development, and cross-border collaboration.
- **Youth mental health in focus** – Schools and educational systems are key allies. The Commission supports member states through teacher training, peer-support models, and tools to detect and respond to mental distress early.
- **Workplace well-being** – A new focus on mental health at work promotes proactive measures against stress and burnout, with support for Member States to embed psychosocial risk management in labour and social policies.
- **Evidence-based policy** – To ensure effective interventions, the Commission is strengthening **data collection, indicators, and monitoring frameworks**, allowing for better comparability and accountability across the EU.
- **Community-based services** – In line with global health recommendations, the Commission encourages a shift away from institutional care towards integrated, person-centred services that are accessible at the community level.

The strategic approach offers opportunities for **governments, civil society, researchers, health professionals, and employers** to align efforts and deliver meaningful improvements in mental health outcomes across Europe.

Health in all policies approach to reduce crisis - European Union

The WHO Europe – published the **Paris Statement** which lays out the key priorities and shared policy directions that have been agreed upon, including the following:

- **Align accountability and funding** across sectors and government levels.
- **Actively involve mental health service users** from the outset in policy design, implementation and evaluation.
- **Promote social and intergenerational connections** through public spaces and services that reduce discrimination against people with mental health conditions.
- **Engage** schools, prisons, workplaces, media, youth, urban planning and health/social care settings to develop and implement prevention initiatives.
- **Promote safe use of online** mental-health resources as well as digital literacy to help keep people, especially youth, safe online.

“Mental health shapes every heartbeat of our daily lives – in the classroom and the workplace, at the kitchen table and in the corridors of power,”

Dr Hans Henri P. Kluge, WHO Regional Director for Europe.

The EU's 2025 Mental Health Framework places prevention and early action at its core by:

- Funding school and workplace well-being programmes that build resilience long before crises emerge.
- Driving community-based, person-centred services that minimise the need for inpatient admission.
- Piloting mobile crisis teams within emergency call centres to offer immediate professional support.
- Using cross-border data to identify gaps and scale successful preventive initiatives.
- While not prescribing police reforms, the emphasis on prevention and community delivery embodies care closer to home.

Australian Responses

Federal and state governments deploy co-response models alongside law enforcement:

- **Queensland Police Service's 2023–27 strategy** emphasizes diversion and least-restrictive interventions, backed by MoUs with health services.
- **NSW's 2024 Mental Health Strategic Action Plan** mandates de-escalation and Mental Health Act training, with embedded Mental Health Intervention Coordinators for real-time advice.
- Crisis Assessment and Treatment Teams (CATT), Mental Health Acute Assessment Teams (MHAAT), and Police-Mental Health Intervention Teams (PACER) offer on-scene nursing assessments, non-police transport, and peer-support workers.
- Early academic evaluations report reductions in hospital detentions and police resource use, though more rigorous trials are needed to establish best practice.

Suicide Prevention

- Under the Fifth National Mental Health and Suicide Prevention Plan, Australia prioritises integrated early intervention, crisis line services (e.g., Lifeline), Headspace support for young people, and continuous evaluation of outcomes across policing, health, and community sectors.

 24/7 Mental Health Services	
NSW Mental Health Access Line Professional help and referrals to services  1800 011 511  health.nsw.gov.au	Lifeline Anyone having a personal crisis  13 11 14  lifeline.org.au
Kids Helpline Counselling for young people aged 5 to 25  1800 55 1800  kidshelpline.com.au	Beyond Blue Anyone feeling anxious or depressed  1300 22 4636  beyondblue.org.au
Suicide Call Back Service Anyone thinking about suicide  1300 659 467  suicidecallbackservice.org.au	MensLine Australia Men with emotional or relationship concerns  1300 78 99 78  mensline.org.au
Open Arms Veterans and families counselling  1800 011 046  openarms.gov.au	 Is it an emergency? If you or someone you know is at immediate risk of harm, call triple zero (000)

New Zealand

Crisis Intervention

A phased rollout (Nov 2024 – Sept 2025) shifts crisis leadership to health services:

- **Phase 1** – Higher thresholds for police intervention; voluntary ED handovers.
- **Phases 2–4** – Capped handover times (60 minutes then 15 minutes), tightened custody-suite rules, and revised missing-person protocols.
- The multi-agency 111 response within five years aligns with the Kia Manawanui mental well-being plan and reinforces that mental distress is not a criminal matter.

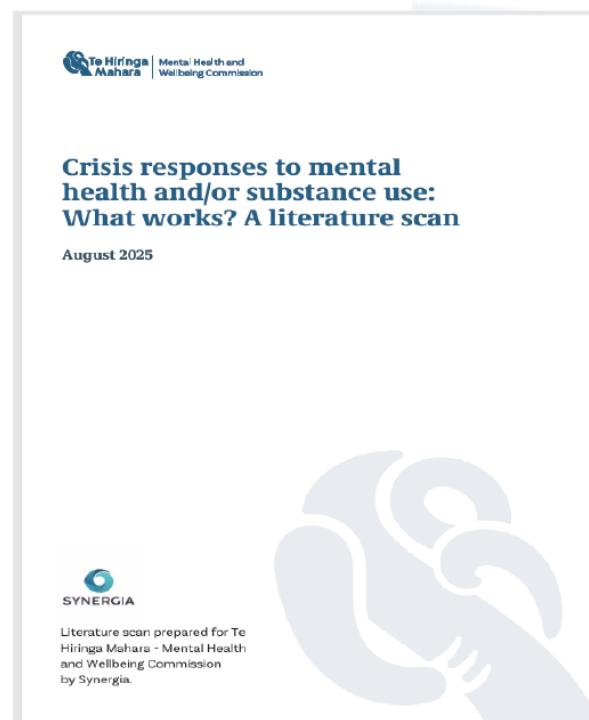
Suicide Prevention

- **Every Life Matters** (2019–2029) and its Action Plans (2019–2024, 2025–2029) set a vision of zero suicides through promotion, prevention, intervention, and postvention.
- **National leadership** by the Suicide Prevention Office drives evidence-based workforce development, evaluation, and collective ownership.

Recent Literature scan Published:-

The literature scan draws on national and international evidence on what works in terms of crisis models and approaches.

It also covers a range of services already provided across Aotearoa and highlights some of the great work that is happening.



[Crisis response literature scan downloads | Te Hiringa Mahara—Mental Health and Wellbeing Commission](#)

International best practice highlighted in the New Zealand Review

- **24/7 coverage through mobile crisis teams, crisis stabilisation units** (e.g. EmPATH in the US), and crisis cafés.
- **System-wide governance and standards**, as seen in the UK's Crisis Resolution Home Treatment teams and Ireland's Sharing the Vision.
- **Non-coercive, trauma-responsive care**, moving away from police-led responses and embedding peer and lived experience roles.
- **Equity and rights frameworks**, drawing on instruments such as the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Convention on the Rights of Persons with Disabilities (CRPD) to ensure cultural safety and self-determination for Indigenous people and other specific groups of people.
- **Youth-specific supports**, including purpose-built hubs (e.g. Best for You in the UK) and digital services such as Canada's Kids Help Phone.
- **Peer-led crisis houses and cafés** offering low-barrier, relational care
- **Purpose-built therapeutic environments**, distinct from emergency departments that reduce trauma and support voluntary engagement.
- **Digital helplines and telepsychiatry**, integrated with coordinated follow-up care

Conclusion

- Our international review of suicide prevention and mental health crisis response has revealed a **growing global commitment to evidence-based, culturally responsive, and community-driven approaches**. From innovative digital interventions to integrated care models and peer-led support systems, the best practices identified underscore the importance of collaboration across sectors and borders.
- As we move forward, it is imperative to translate these insights into **scalable, sustainable action**—grounded in compassion, equity, and lived experience. By aligning global knowledge with local needs, we can strengthen resilience, reduce stigma, and ensure that every individual in crisis has access to timely, effective support.

“Systems leadership facilitates the adoption of more integrated care through creating a shared vision with professionals, managers, and those with lived experience... keeping the interests of the communities it serves at the heart of decisions.”

[System leadership for integrated care - SCIE](#)